

#21

**Customer
Engagement
2021**

*If it matters to you, it
matters to us....*

Why this review?

Purpose of the theme:

To look at how we can continue to expand & improve our Engage offer; to check out how well engage2improve is working; to find out what **you, our customers**, want to see us improving in 2022.

When did we undertake the survey?

Throughout August & September 2021

Thank you for your support!

We received information from 227 of our customers

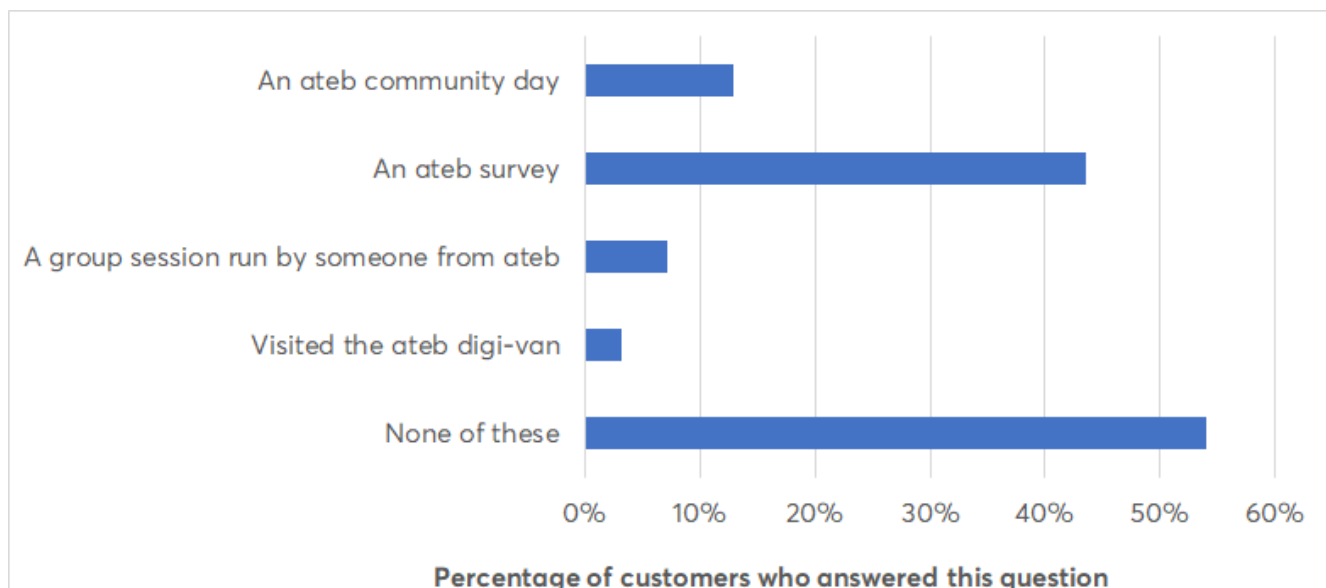
You said . . .

These were the responses our e2i Co-ordination Team received:

1/ Over the past 12 months, have you taken part in:

Answered: 225

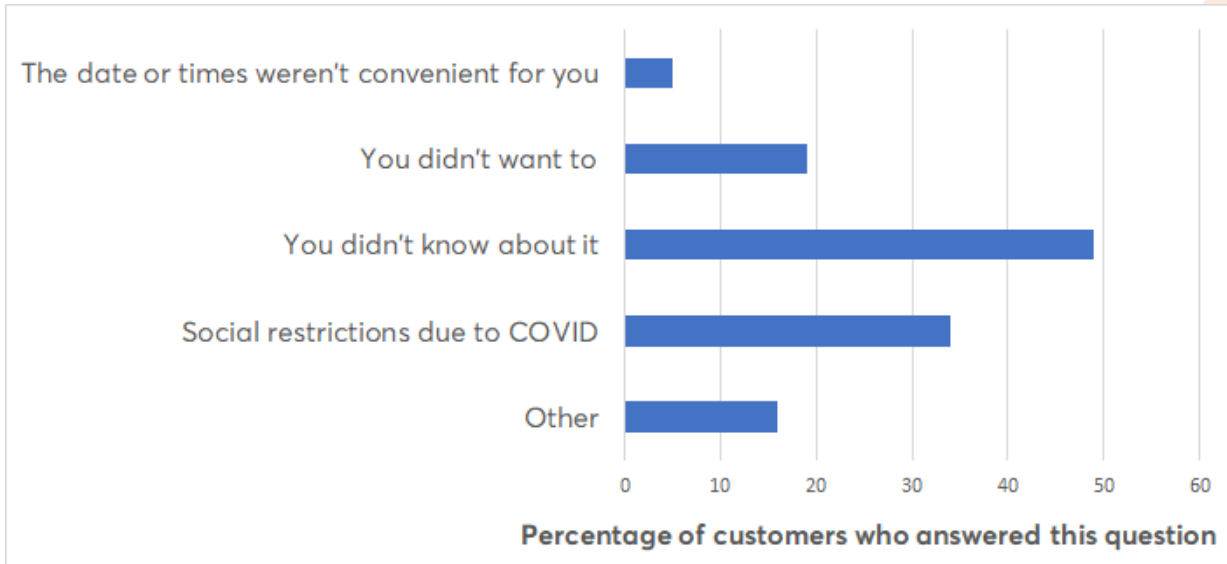
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2/ If not, was this because:

Answered: 175

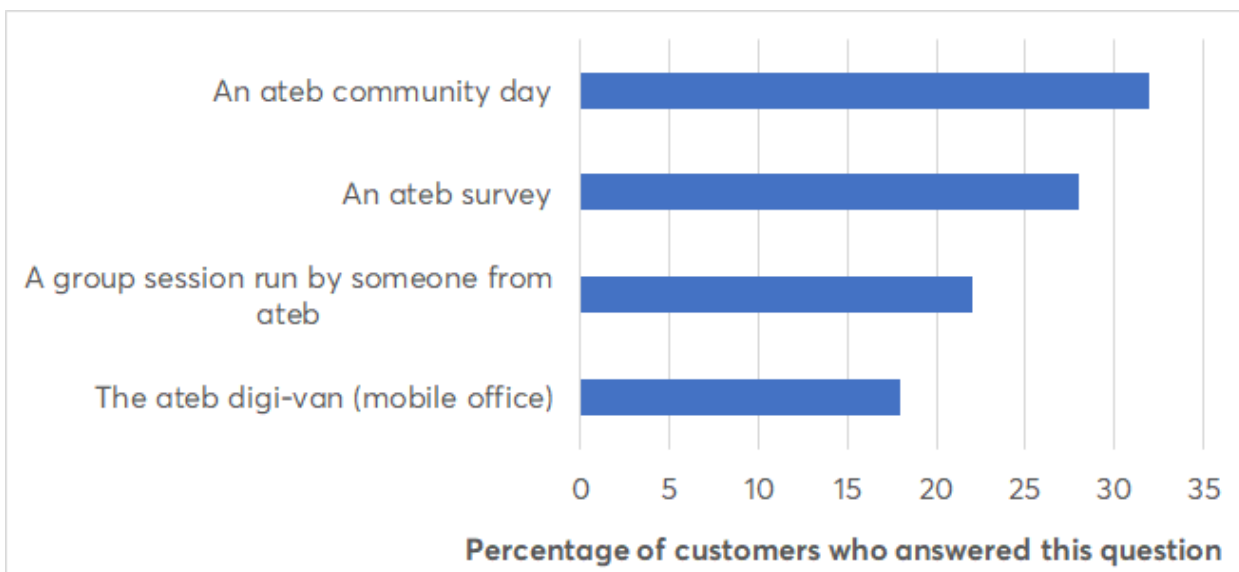
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3/ Please say which type of event you would prefer:

Answered: 208

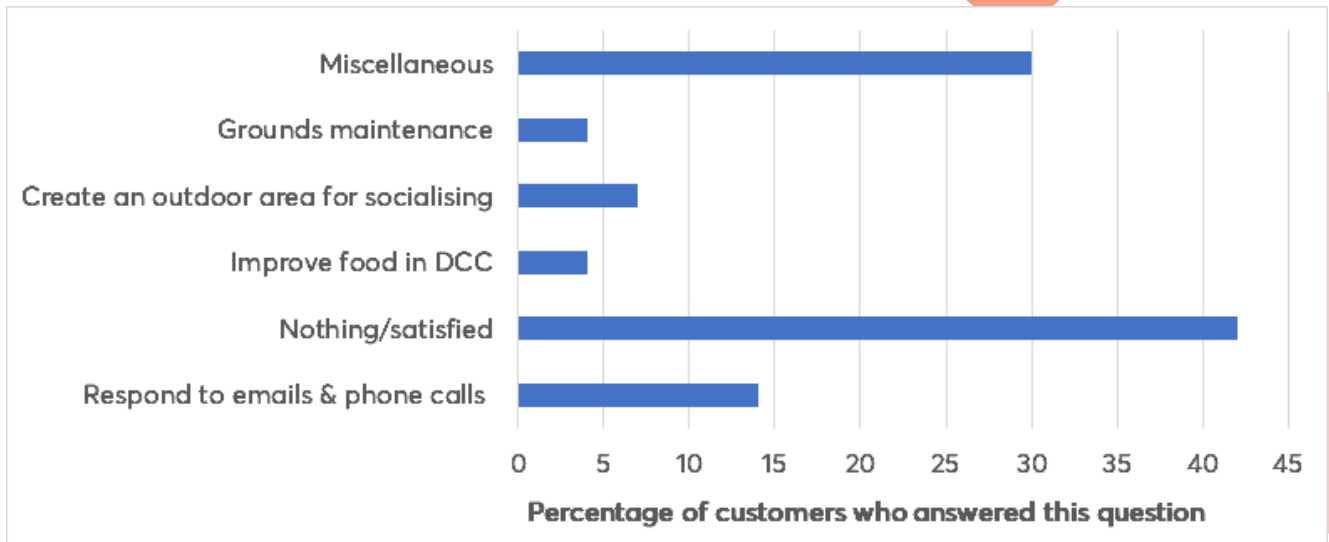
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4/ ateb tries to do its best for you, but is there anything you'd like us to work on so that we can improve even more?

Answered: 111

Skipped: 116

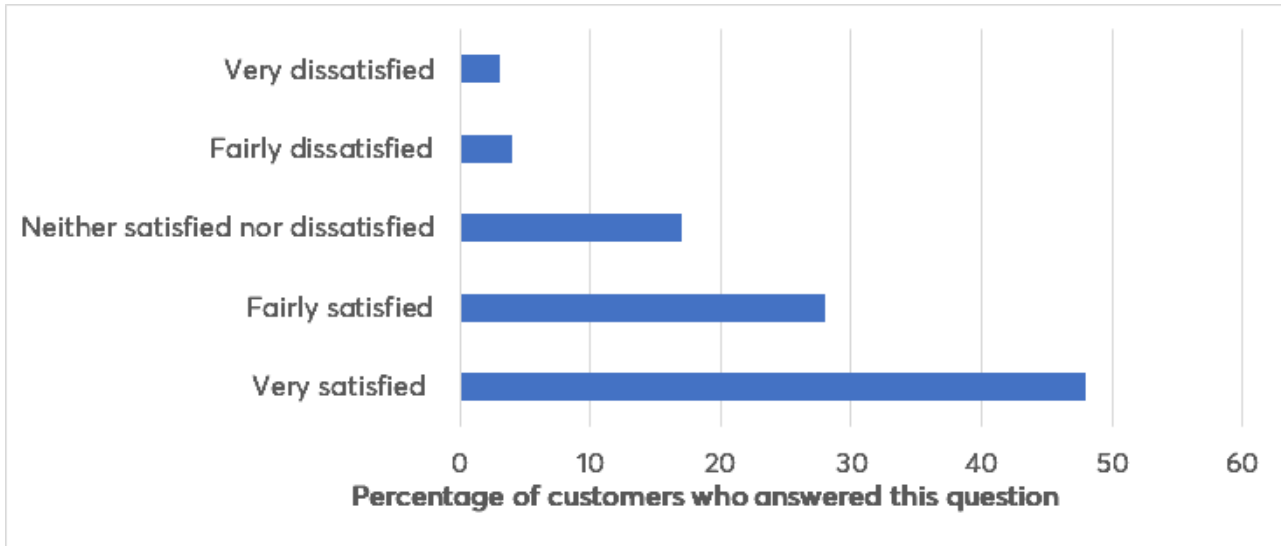


Miscellaneous were uncategorizable & include such comments as:

- "Williams Court feels forgotten about, the lounge is depressing."
- "I would prefer an ateb newsletter telling me what is going on/pictures of staff/competitions/phone numbers."
- "Solar windows were great but all other contractors unreliable in terms of we don't know they're coming."
- "Our bathroom floor has been fixed but is starting to lift again."
- "I'm looking for a move to Hawkstone Road, Pembroke Dock."
- "The wi-fi at Acorn Heights - the installation is a waste of money."
- "Rectify problems associated with the lift and COVID."
- "Warden onsite would be ideal"
- "A new bathroom"
- "Communication re planned maintenance"
- "A summerhouse; a coffee morning."
- "Not really - I'm quite satisfied; the maint boys are very good - very clean & tidy - I don't think much of the contractors."
- "Reduce surveys."
- "Stop changing managers all the time, things get lost in communication and you don't know what each other are doing anymore. We get charged so much a month extra for things that need doing, I would like to talk about that."

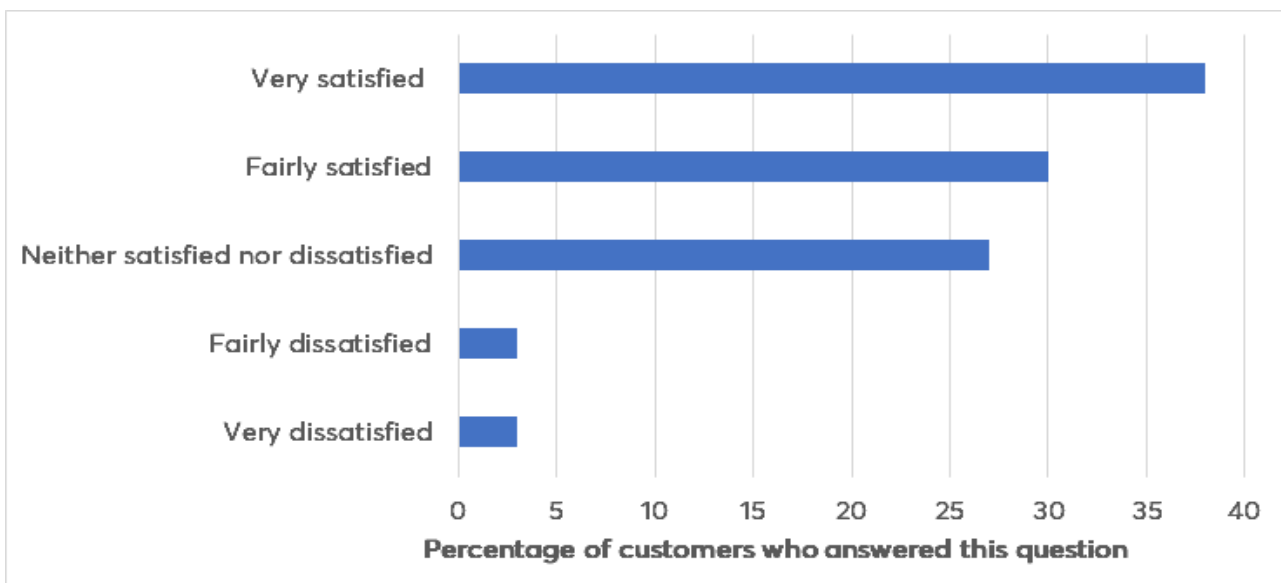
5/ **How satisfied or dissatisfied are you that ateb listens to your views and acts upon them?**

Answered: 222 Skipped: 5



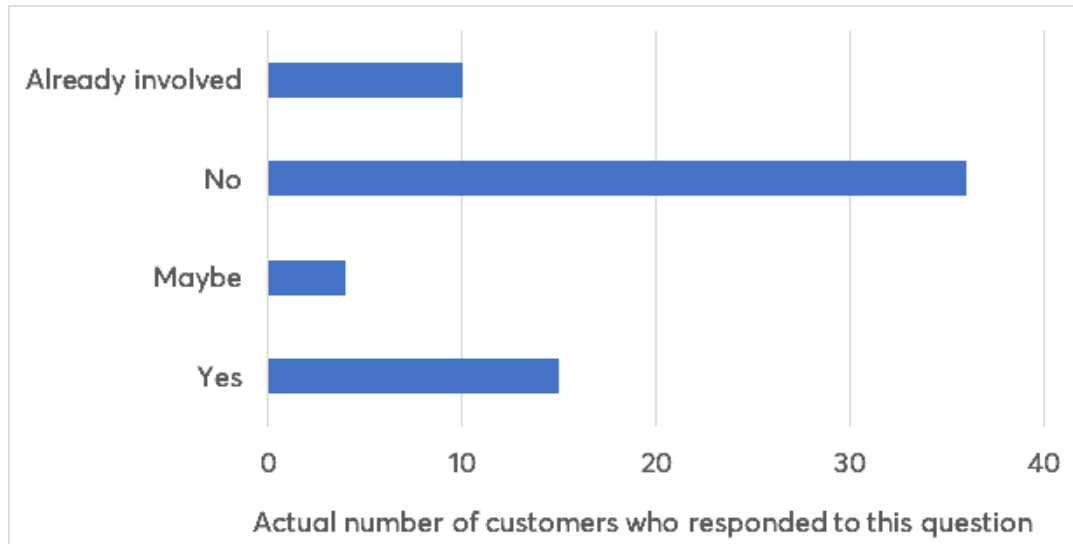
6/ **How satisfied or dissatisfied are you with opportunities given to you to participate in ateb's decision making processes?**

Answered: 221 Skipped: 6



7/ Would you like to get involved with helping to shape ateb's services to you? If yes, please write your name & contact details here:

Answered: 71 Skipped: 156



These were some more comments we captured:

"No they are very good actually-if you ring up for something - it's dealt with and they let me know when it's going to be done if it can't be done straight away."

"No, I am happy with all."

"Communication. If you want to contact someone specific in ateb it can be difficult."

"More community trips would be good..."

"Front gardens at Parc Derwen are supposed to be looked after by ateb, but no-one has attended and tenants are now doing it themselves."

"I would be interested in digi van."

"Excellent contact from some members of staff...."

"We would like an area where we can socialise as a community - just some chairs & tables; smwhere we could have a BBQ."

"There is no seating at back"

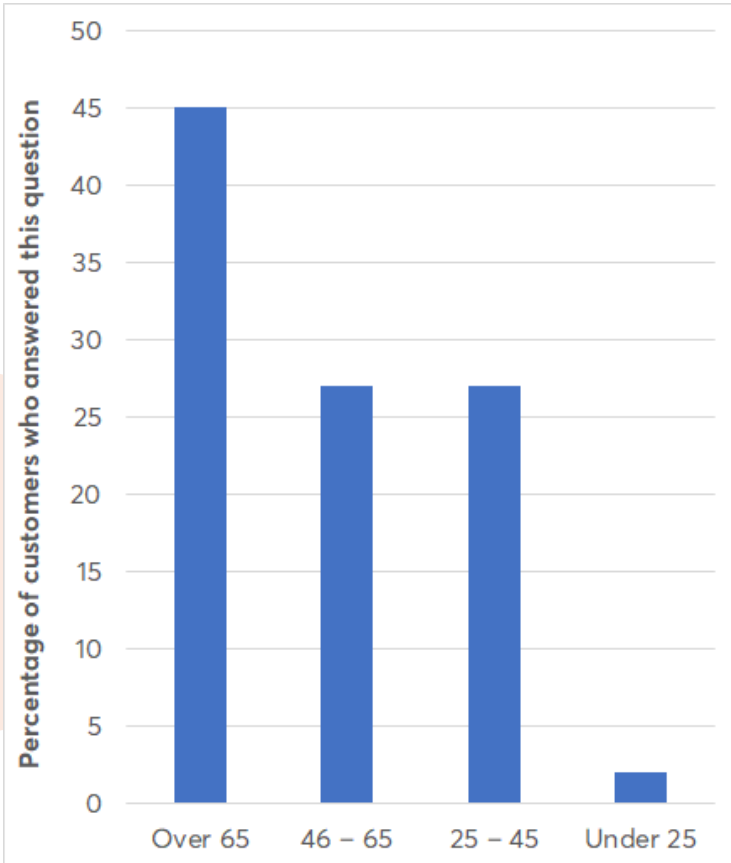
"More Seating Arrangements."

"More support with disabilities, areas in the community are not always suitable for wheelchairs, and more support with home security, more options i.e. new locking mechanisms and extra lighting around the property"

"Can't see how it can be improved."

8/ To make sure we are hearing from a wide range of our customers, please tell us what age category do you fit into?

Answered: 184 Skipped: 43



We did...

Based on the e2i theme findings, we intend to undertake the following actions:

1. Actively contact customers who show an interest in engaging to raise engagement numbers
2. Continue to recognize that different groups of people are using different forms of engagement and that that variety of method must be kept, nurtured & built upon
3. Ensure a variety of advertising methods are used, ensuring inclusivity

To discuss with staff & other ateb customers the progress made with these actions, please come to our Survey Planning Group which is currently scheduled for 08/03/22 @ 10:00, but please keep an eye on our website for updates.

We really appreciate all those involved in this theme review

Need to know more or raise an issue?

Drop us an email: engage@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

Send us a note: **Meyler House, St Thomas Green, Haverfordwest, Pembrokeshire SA61 1QP**

Phone or text us: **07500 446611 / 01437 774766**