

#28 Does ateb listen to you?

May 2022

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

Why this review?

Purpose of the theme:

To look deeper into the reason why, in ateb's Star Survey of December 2021, we had falling numbers of satisfied customers who answered the question, "How satisfied or dissatisfied are you that ateb listens to your views and acts upon them?"

When did we undertake the survey?

Throughout April & May 2022

Thank you for your support!

We received information from 97 of our customers

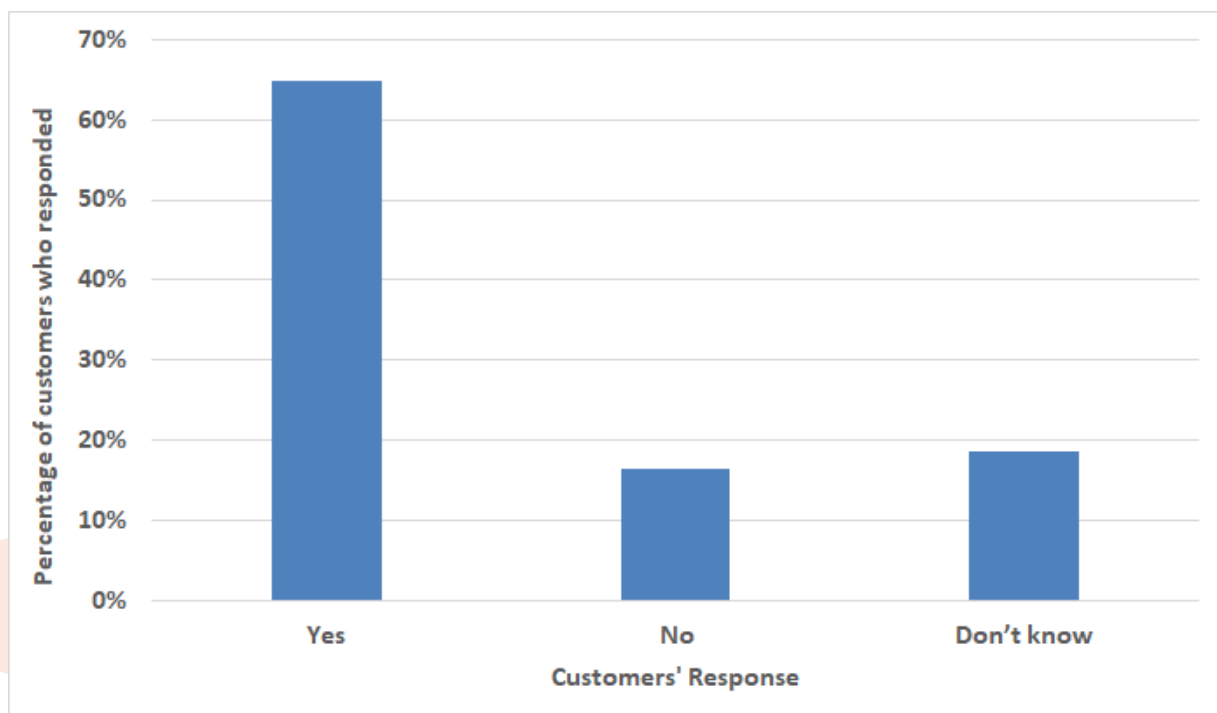
You said . . .

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

1/ Do you feel that ateb listens to your views and acts upon them?

Answered: 97

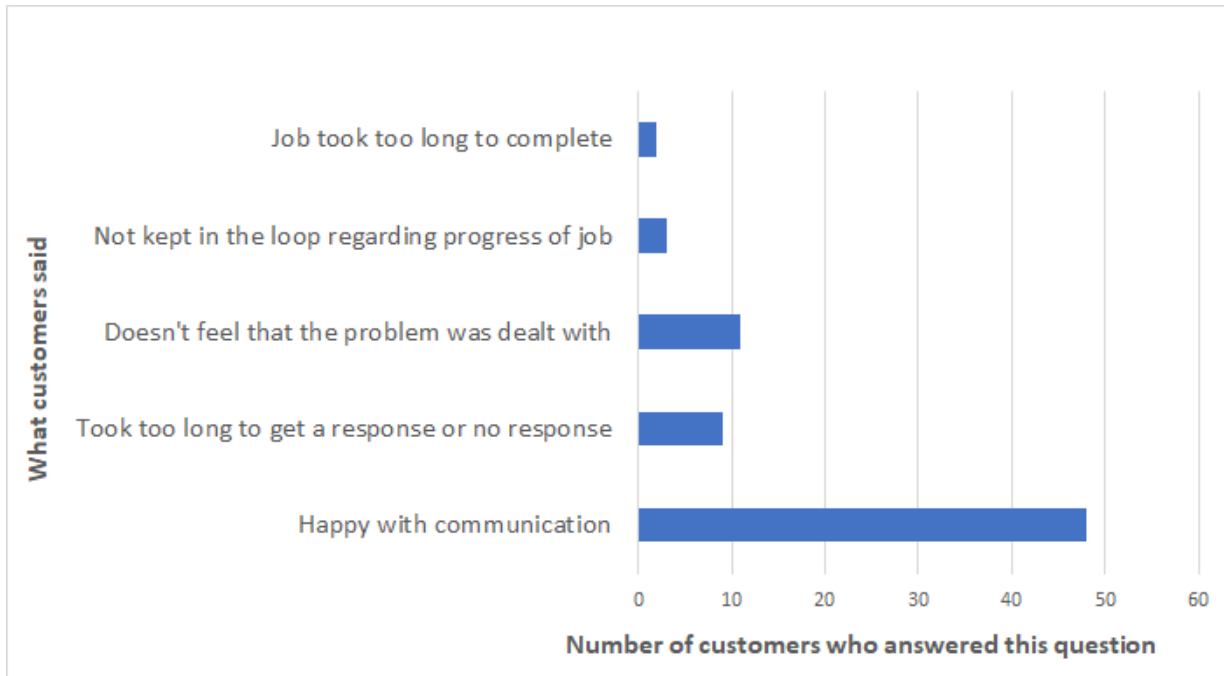
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2/ Please can you give us an example from your answer in question 1

Answered: 88

Skipped: 9



In response to the question, "Do you feel that ateb listens to your views and acts upon them?" these were some more comments we captured:

"It depends on who you speak to, Tom Clode is fantastic at listening, the CSA team are fantastic at listening and helpful. Some other team members are not consistent."

"If I have a problem they come out even on a weekend."

"I phoned up, worried about the extra charge for servicing the solid fuel appliances, but I was reassured about it."

"I have in the past attended tenants' groups, meetings etc and whatever we discussed seemed to be acted upon and carried out."

"Giving up trying to get someone from ateb, we need to have easier ways to get to ateb like someone on site." (Independent Living Accommodation)

"It took one month to get a response and then I felt it didn't deal with the problem."

"Yes, but takes a long time to get any action when you have actually given your request to Contact Centre. Listened to, yes but delay in getting a reply from particular members of staff. Can take over a month to get a call back."

"Whenever I've needed repairs - done quickly and efficiently. I needed help to access Zoom meetings in the beginning and the help was there."

"ateb listens to what you have to say but are a bit slow if someone has to get back to you. Not kept in the loop - communication is poor. Good to catch up at the Big Customer Event and know what the plans are"

"Yes, ateb provides a good service - all repairs are good - when they said they'd be there - they were."

"When I phone about repairs you're out straight away."

"When I've sent emails, people have got back to me straight away eg the sprinkler at Parc Derwen."

"I have emailed ateb twice, yet I have not had any acknowledgement or response."

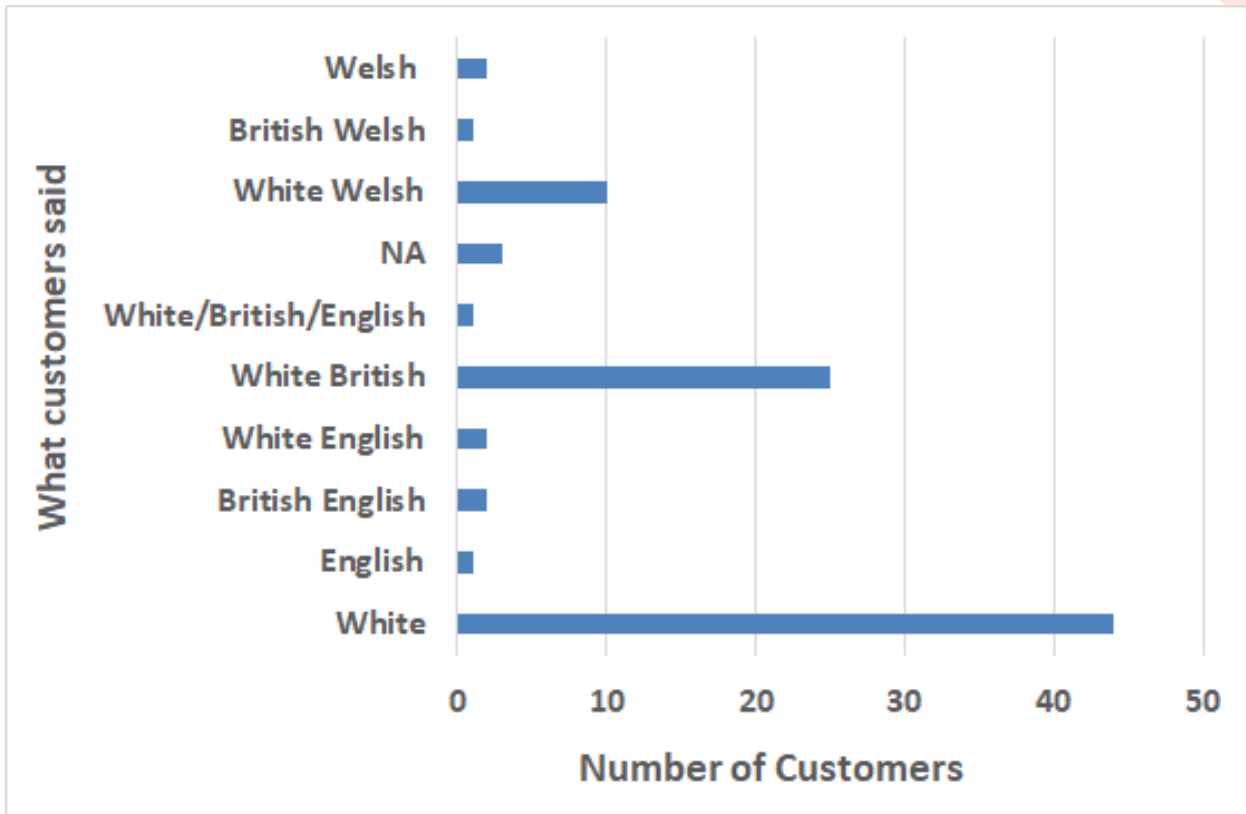
"You ring up with a problem and they book you in asap and get it done, it's that simple. No umming and ahing - same with servicing."

"It depends on the department - main desk is good. Whoever they pass the jobs onto are not doing the work, as in, external contractors."

"I was worried about the huge hot water cylinder in my flat - Sarah and Cheryl from ateb organised for a much smaller, cost-efficient unit to be installed. A huge relief during this energy crisis. Thank You"

3/ So that we know we are reaching all our ateb customers, please could you say to what ethnic group you feel you belong

Answered: 90 Skipped: 7



We did...

Based on the e2i theme findings through this survey...

65% of customers who answered said they did feel that ateb listened to them & acted upon what ateb heard.

16.5% of customers who answered said they did not feel they were listened to & the rest said that they did not know.

While customers present at the Survey Planning Group analysing these results maintained that there is a communication problem within ateb, management commentated that, "This is part of a bigger piece of work that is currently being looked at." & that the valuable responses gathered through this theme will contribute towards that work.

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 13/09/22 @ 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

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