



Our update on the last 6 months' of e2i improvements

> August 2022

Thank you for your support

If you'dd like to discuss with staff and other ateb customers, the progress that's made in terms of carrying out these improvement steps, or any other aspects of these surveys and reports, you are welcome to come to our Survey PlanningGroup, which is held on the second Tuesday of most months.

Keep an eye on our website for [what's on the horizon](#).

Thank you for all your support over the last 6 months

Please find below our update report on the following 2 improvement themes:

- > August & September 2021 **#21 Annual Customer Engagement Review**
- > November 21 - January 2022 **The Star Survey**

#21 Annual Customer Engagement 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 2022/3.

What have we learned 6 months on?

Over the course of this e2i theme we have specifically learned the following:

We have learnt that by recognising, and continuing to recognise, the many various needs, abilities & backgrounds of ateb customers, in terms of advertising events & opportunities and in terms of what we actually provide eg on-line chat groups, mini conferences, family fun days etc, more customers are engaging with us.

1. Actively contact customers who show an interest in engaging to raise engagement numbers ✓

About twice as many customers are coming to Customer Forum and around the same as previously are attending Survey Planning Group & community events

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 ✓

We are engaging with customers through phone calls, mini-conferences, community events, on-line chat rooms & competitions & prize-draws.

3. Ensure a variety of advertising methods are used, ensuring inclusivity ✓

E2i are advertising through social media, the ateb website & through fliers, the latter of which are posted & distributed to people's homes.

For the original, full report on this survey, **please see here.**

#The 2021 Star Survey

Purpose – of the theme

Overall, we were really pleased to see that customer satisfaction had improved since we last undertook the Star survey in 2019 and to see that ateb is performing well when comparing our results to the rest of the housing sector. **Please see the full report here.**

However, It was agreed that, due to the high number, 10%, of dissatisfied people regarding the question, *How satisfied or dissatisfied are you that ateb listens to your views and acts upon them?* we would run the next survey on this theme, trying to find out exactly *why* people were dissatisfied.

What have we learnt 6 months on?

Over the course of this e2i theme we have specifically learnt the following:

Although customers were overall pleased that all ateb customers had had the opportunity to draw to ateb's attention specific areas of concern, and that the survey was still highlighting communication issues which they felt needed to be addressed, it was generally felt that the survey had not dug deep enough.

However, it was recognised that communication issues are being tackled by ateb, for example the new electronic call-tracking system that records all customer queries & the development of My ateb Account, along with website improvements, but that these changes would take time to be felt by customers on a day-to-day basis.

What happens next?

We will continue to monitor the issues raised in these theme reviews.
We will report again on progress with the engage to improve initiative in 6 months' time.

Thank you for your support.

We really appreciate all those involved in these theme reviews.

Need to know more or raise an issue?

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