

#29 Equality, Diversity & Inclusion

(April & May 2023)

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

Why this review?

Purpose of the theme:

To investigate whether **all our customers** are able to access our services easily and, if not, in what ways would customers prefer to **receive information** from ateb & **take part** in ateb's opportunities for customers.

When did we undertake the survey?

Throughout April & May 2023

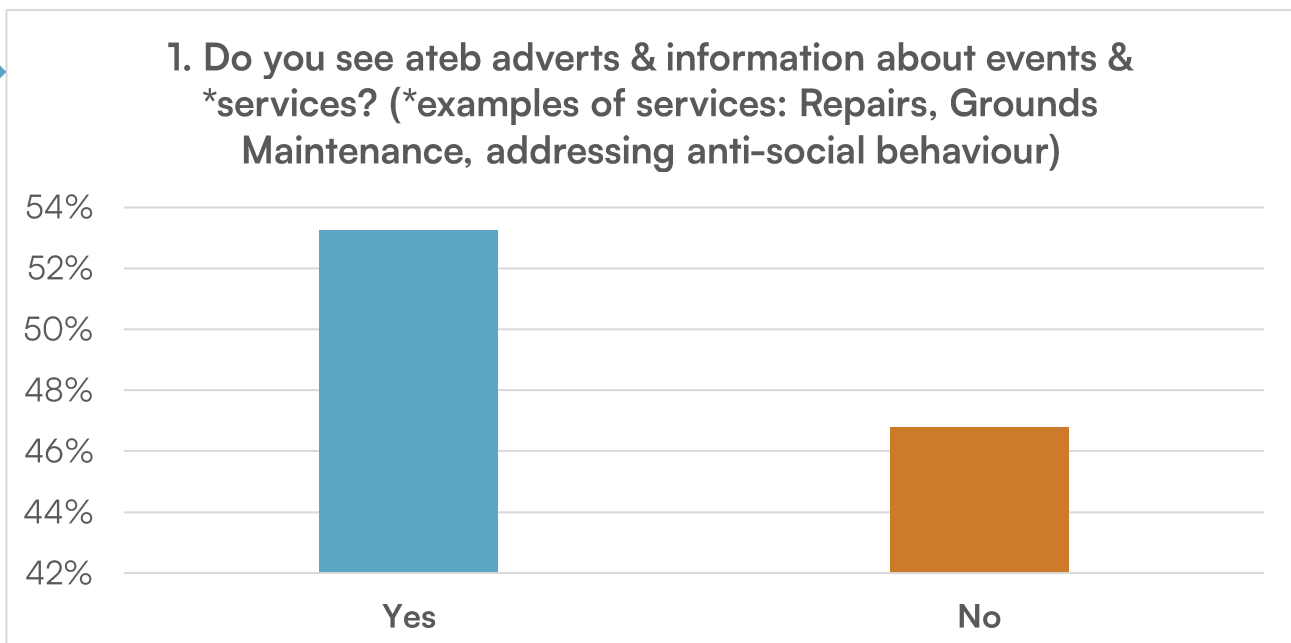
Thank you for your support 🙌

We received information from 310 of our ateb customers.

You said...

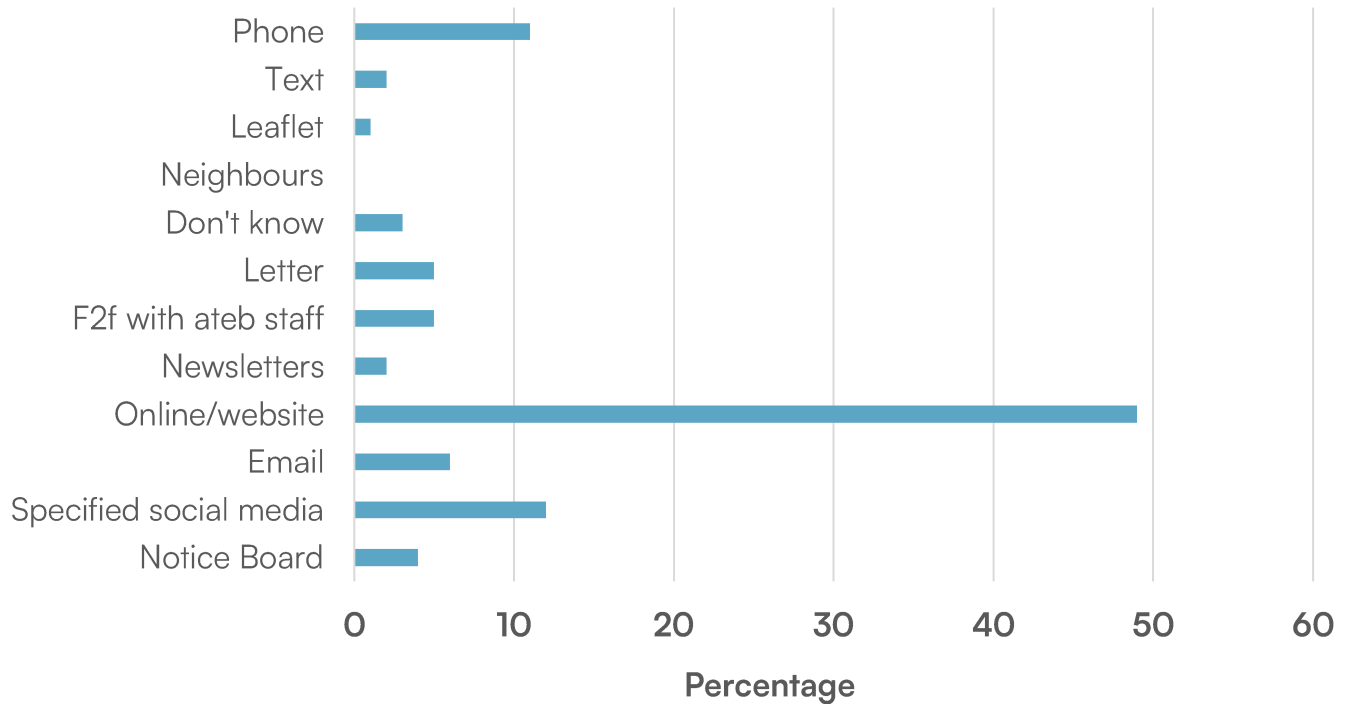
These were the responses we received:

1. Answered: 310 Skipped: 0



2. Answered: 289 Skipped: 21

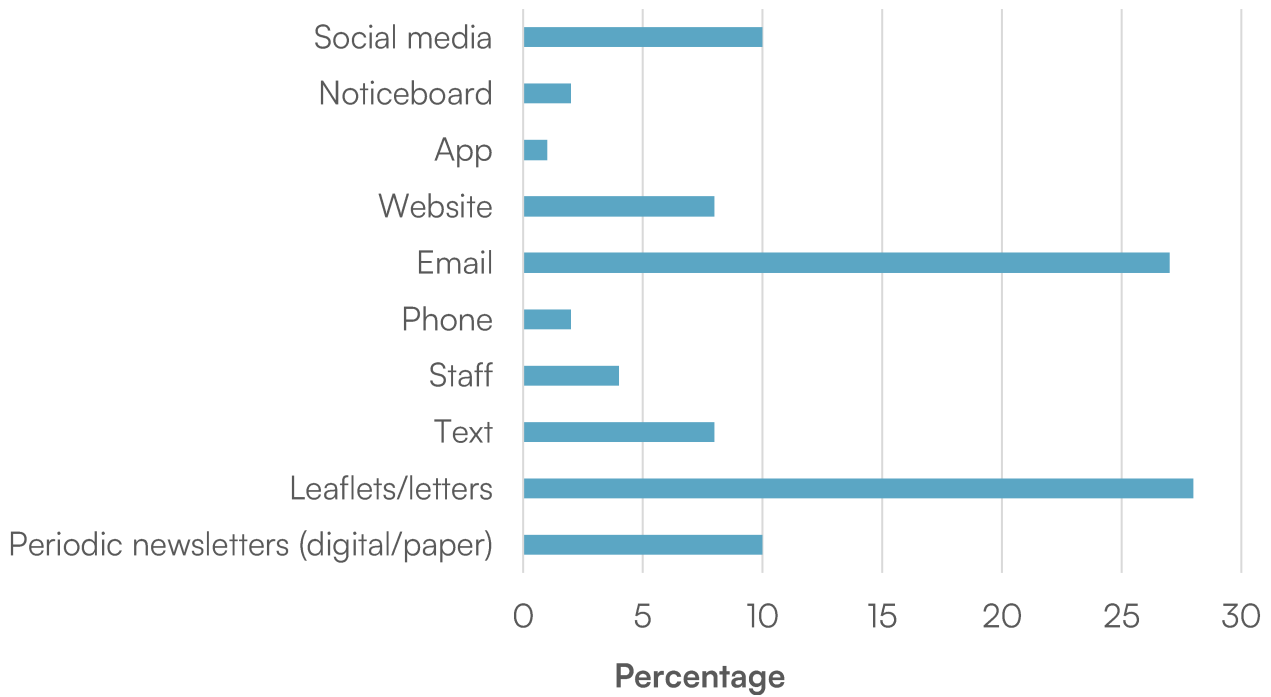
2. If you wanted to find something out about ateb (eg Is there an event on?/How do I apply for a defibrillator?) where would you like to find the information you were looking for?



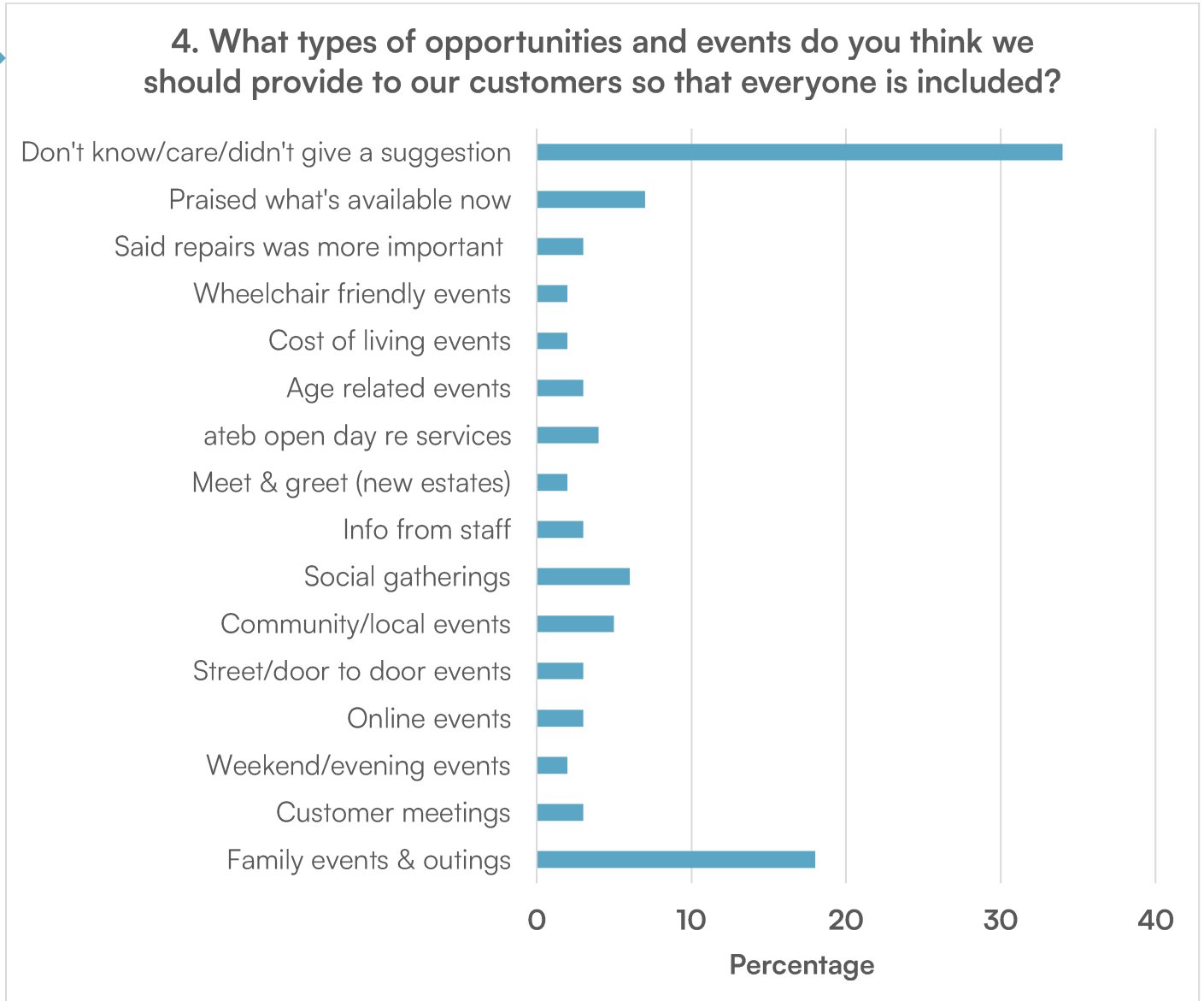
3. Answered: 288

Skipped: 22

3. We want to make sure everyone can understand what ateb has to offer — how can we get our information out to you better?



4. Answered: 273 Skipped: 37

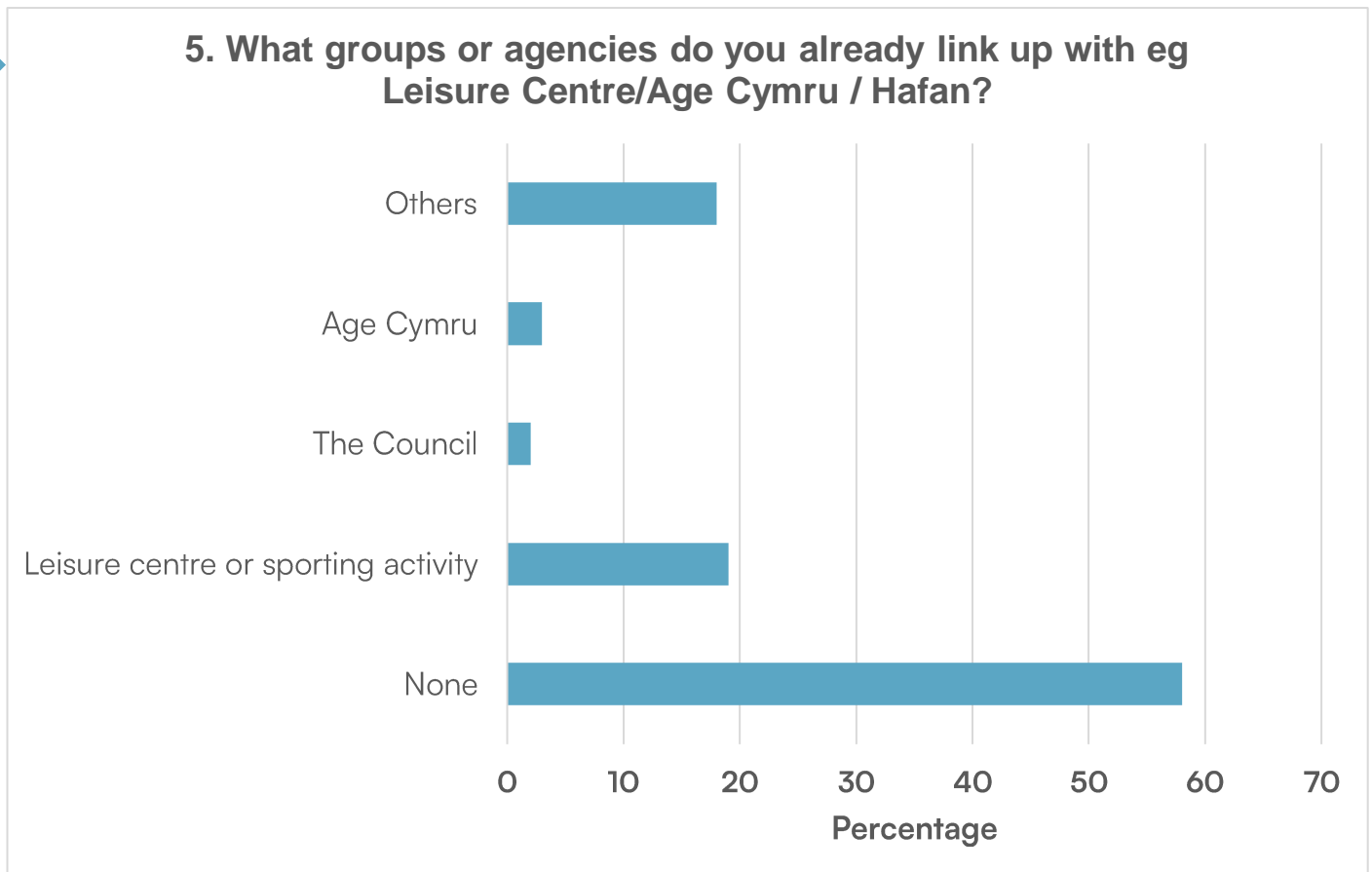


These are some of our customer comments:

- Meals for all
- ateb events to access different services
- Family fun days with advice stalls
- Coffee mornings, meetings with social agencies especially elderly and loneliness support and awareness
- Sewing classes funded more for disabled

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- Smaller events for people who struggle with large events due to mental health, neurodivergence etc
 - Weekend/evening activities
 - Outreach approach - you could also consider a yearly fundraiser/fete, circulate a letter that ateb would like to raise money, and they want the tenants to pick the charity. Just one way to include everyone
 - Local representatives (customers/staff) in the area
 - Support to get people into work
 - A drop-in centre serving tea and coffee
 - More "Meet the Company" events - winning hearts & minds
 - Better accessible toilet facilities for the more severely disabled customers at all your events
 - Multicultural events so that all can learn about each other and their community
 - Something to do with the gardens/outdoors to look better/cleaner
 - Always to ensure there is wheelchair access
 - Beach cleans
 - LGBT disabled friendly community events
 - People are different. Some more active than others in terms of community participation. I believe what you are offering now in terms of events is sufficient
 - Everyone is always included, there are often opportunities and events of different types. There is very little else you could do
 - Team or Zoom meets with area manager bi annually
 - Family days to include children eg arts and crafts for older customers maybe afternoon cream teas or bingo
 - Events to prompt people to ask for help mentally and with anything to do with their property
 - Ensure there is always easy access, especially to toilets, for disabled people.
 - Targeted meeting for the young customers as well as young families so the parents can bring their children without feeling like they are disturbing a meeting full of senior customers
 - All religious festivals/ all LGBTQ events /days menopause help advice/ youngsters and teens social events / community days/ events
 - Online events - my teenager doesn't leave his bedroom due to autism

5. Answered: 288 Skipped: 22



5. What groups or agencies do you already link up with eg Leisure Centre/Age Cymru / Hafan?

288 customers answered the question. Nearly 60% of these people said that they used no support agency. Some said they used more than one. In the graph, only those agencies that are being used by 5 customers or more have been shown. Other agencies that customers mentioned, which amount to 18% in total, include:

- **Versus Arthritis**
- **Pembrokeshire Association of Voluntary Services**
- **Pembrokeshire County Council**
- Local walking groups
- **Hafal:** 'The principal organisation in Wales working with individuals

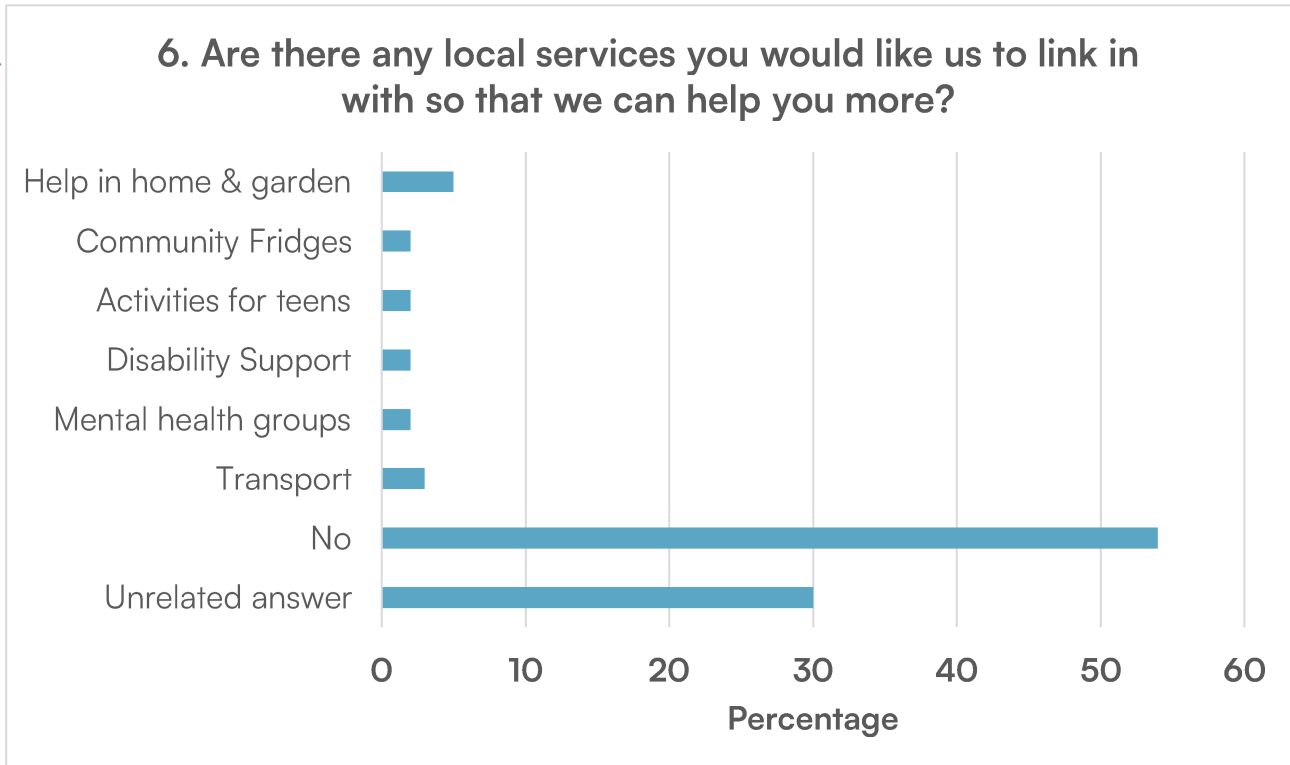
recovering from mental health problems’

- **Bro Cerwyn:** mental health support
- Social clubs
- Community cafes, centres & halls
- Town & community councils
- Community groups
- Community gardens
- **Cancer Research**
- **Hafan Cymru:** ‘a charitable housing association that provides accommodation, support to women, men, their children and young people across Wales’
- **Norman Industries:** ‘Norman Industries works with people with a wide range of disabilities; has work-based settings such as a factory, a craft workshop, a farm shop and a café’
- Hard of hearing group
- Library
- **ateb**
- Sexual abuse help
- **Sign And Share Club,** Pembrokeshire: ‘was originally set up in 2013 to relieve the needs of deaf people and encourage the use of British Sign Language. All ages are welcome, whatever your type of deafness and all

communication methods are supported.’

- **Pembrokeshire Care Society:** ‘Pembrokeshire Action for The Homeless is the leading homelessness charity in Pembrokeshire, helping over 1500 homeless people every year’
- **Homeless Pembrokeshire**
- **The VC Gallery:** ‘We help service veterans and those in the wider community by getting them engaged in a variety of art projects. We passionately believe that art and culture can improve health, wellbeing, and overall quality of life.’
- **TPAS Cymru** ‘(previously known as Tenant Participation Advisory Service) has supported social housing tenants and landlords across Wales to develop effective participation in Housing for over 30 years.’
- Church
- **Women Supporting Women** (South Pems)
- **Slimming World**
- **Pembroke Siblings Scouting**
- **National Autistic Society**
- **Young Carers**

6. Answered: 273 Skipped: 37



These are some of our customer comments:

“SNAP playgroup. They are lottery funded and help children aged 18m to 2y with additional needs. They lost their funding up to the age of 4, which only gives a maximum of 6 months to support children. This isn’t enough time for a proper assessment or routine to be achieved.”

“Maybe food banks for people that need them, have a list available to all, as not everyone knows where they are or how to reach out to them.”

“Odd job exchange ie do a bit of handy work, mowing a lawn, pay it back by cleaning windows”

“I've just discovered a milkman, which is great as I can't always get out. They bring eggs, butter, milk, bread, so you could let tenants know what's available in their area.”

“Other ateb groups so people can share news”

“Beach cleans, animal charities and environmental groups”

“Pennar community hall and Pater Hall are useful; local churches have lunch clubs and coffee mornings - be nice to have someone attend a coffee morning to relay information to the tenants”

“Places that involve attractions and services for children”

“Leisure centres for free swimming”

“Changing Places (an app that gives directions for nearby disabled toilets)”

“LGBTQ community”

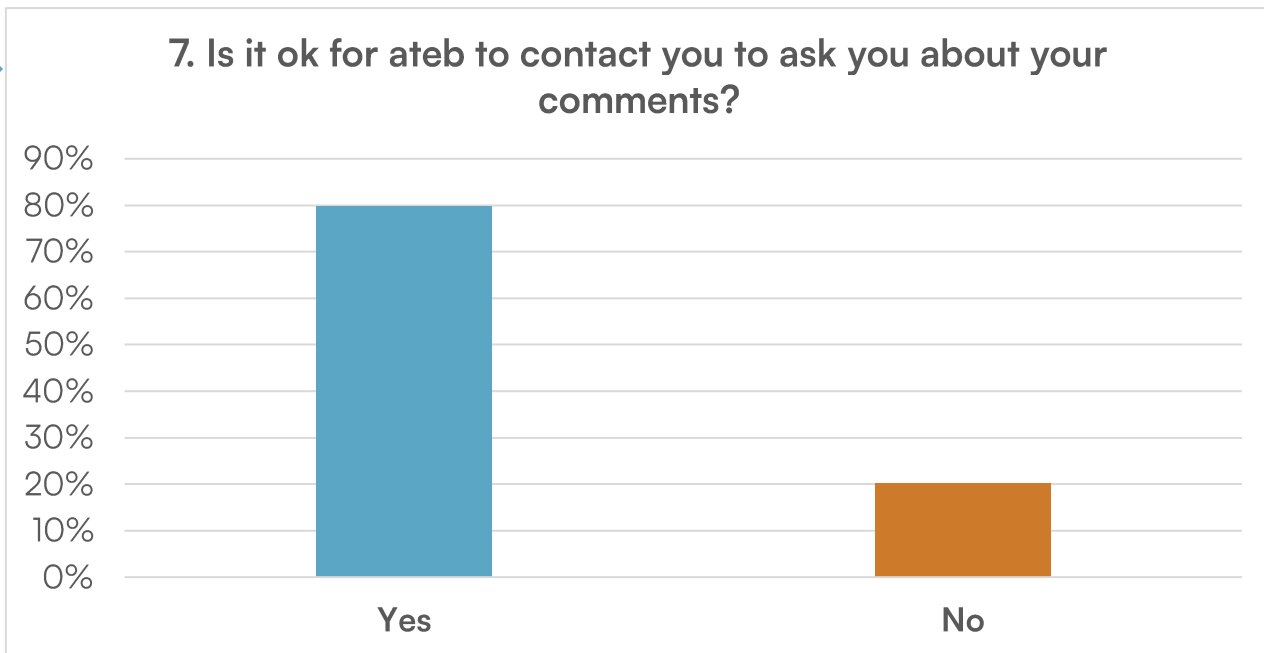
“Allotments would be good”

273 customers answered the questions. Some suggested more than one agency and others put things like a question mark or an unconnected answer. Of the people who answered the question, most customers felt they couldn't name an agency who could help. As with the last question, any agency, or types of agencies, which were put forward by customers more than 5 times have been included in the graph. A fair few customers cited reliable traders, DIY, a handy-person, help in the house or garden as their main type of support suggested. Other support agencies who were mentioned under 5 times each include:

- debt charities
- autism
- diabetes
- schools
- local care services
- employment agencies
- food shopping trips
- community fridges / food banks
- financial help
- RNIB
- hard of hearing
- local food delivery services
- Springboard “a Learning Pembrokeshire project which runs a wide range of fun, free and exciting courses for adults and families in targeted areas”
- The Police

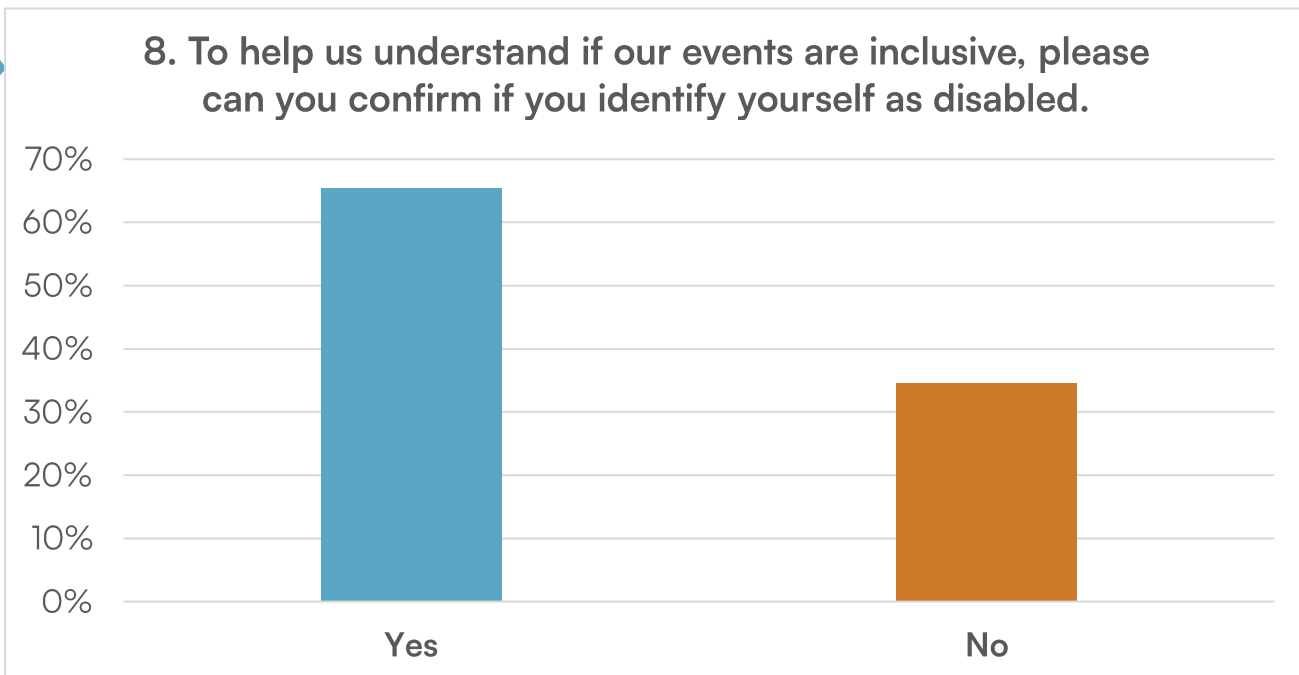
7. Answered: 303

Skipped: 7



8. Answered: 303

Skipped: 7



We did...

Based on these survey results, we intend to undertake the following improvement actions:

1. Having studied the responses to question 4, “What types of opportunities and events do you think we should provide to our customers so that everyone is included?”, create a list of changes that could be made to the e2i package of engagement opportunities to ensure inclusivity.
2. Review the effect of the Occupational Contract Reviews after the first 12 months to look at data around customer preferences regarding communication.
3. Based on our Health & Wellbeing initiative, research further the trends & themes from the feedback customers gave on what groups & agencies they link up with; we will feedback to all customers, via social media, future wellbeing options
4. Work with the Supported Living Coordinator to identify those agencies that currently provide support in our supported living properties and those that provide housing support within Pembrokeshire who are contracted to do so by Pembrokeshire County Council. We will then provide more detailed information back to customers via social media for customers to be able to understand what support is available.

To discuss with staff & other ateb customers the progress made with these actions, please come to this survey’s **Six-month Review**, in our **Survey Planning Group** which is currently scheduled for 14/11/23 @ 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/text/WhatsApp: 07500 446611 / 01437 774766

If it matters to you, it matters to us