

Our update on the last 6 months' of e2i improvements → February 2023

Does ateb Listen to you?

Customer Engagement Review

Thank you for your support

If you'd 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 Planning Group, 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

This document is letting you know about improvements & progress made by ateb, following what you told us in past surveys.

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

→ April/May 22 - *#Does ateb Listen to you?*

→ July & August 2022 - *#22Customer Engagement Review*

#Does ateb Listen to you?

Purpose of this survey:

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?"

For the original, full report on this survey, please [click here](#)

What have we learned 6 months on?

No improvement actions were identified from this survey. Nevertheless, discussion took place 6 months after the survey, to look at general progress made towards solving communication issues raised by customers through this survey.

These were the communication issues raised:

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.

Although the group were overall pleased that all customers had had the opportunity to draw to ateb’s attention specific communication issues, it was felt that the survey had not dug deep enough. (Survey Planning Group 13/09/22)

Progress was again reviewed, 2 months later:

Here, Jane Nutland (Contact Centre Coordinator, at the time) & Dave Tovey (Head of Customer) gave updates on ateb’s progress with communication issues (Survey Planning Group 08/11/22)

Jane Nutland, explained how the new computer software in ateb, called Dynamics, works in relation to customers calling in & attempting to report a need for a repair to their home, or asking about progress made towards completion of the repair; JN explained how each stage of the repair is recorded electronically now & how this helps ateb to track the progress of jobs. JN also explained that the progress being made on each “live” job is reviewed weekly

Customer questions: “*Can I check the progress of my repair on ateb’s Portal?*” **Answer:** Not yet. You can report it through that system, but actually checking the progress is still something we’re aiming towards; you can send a comment/query through the portal & this will be seen & acted upon by ateb staff.

“*How do you get on the Portal?*” There’s a video & link available — creating an account is straight forward but help is available through phoning ateb; Andrew Jenkins, Community Welfare Coordinator, who was also present at the meeting, also confirmed he would help.

“*Everyone’s asking for an app*” We are looking at an app alternative — we’re working towards all these things.

Dave Tovey described how ateb have put more managers in place & that one of the consequences of this is that more performance monitoring is carried out; also said how ateb now has 8 Housing Coordinators, instead of the previous area officers & money solutions team & that we also now have two extra team leaders in place. There is a commitment that we should have on site staff at the schemes (sheltered accommodation), but especially in the extra care schemes due to fire regulations; DT reminded all that there are the customer portals on site in most schemes, where customers can easily call the Independent Living Coordinator & that Amy Williams is now a manager & is therefore an extra resource. All of this will help towards better communication.

What we have learnt:

We have learnt that it's valuable to gather customer comments to inform ateb of where customers are not feeling content; we can see how ateb are responding to that discontent & making changes to improve services.

#22Customer Engagement Review

Purpose of this survey:

- to look at how we can continue to expand & improve our Engage (e2i) offer
- to check how well engage2improve (e2i) is working
- to find out what you, our customers, want to see us improving in 2023

For the original, full report on this survey, [please click here](#)

What have we learned 6 months on?

The following is a list of the improvement actions set 6 months ago, and records of progress made towards fulfilling those actions, six months later.

1. Use every method possible to engage more customers

We have expanded our range of methods to engage our customers: outdoor, family events, mini-conferences, surveys, meetings, competitions, focus-groups, trips to meet with other housing associations. Some of these are on-line & some in the flesh.

2. Community days & physical (rather than virtual) sessions were recognized as favoured forms of engagement — run more of those

Although we are developing our in-the-flesh list of opportunities, customers at Customer Forum also said how they valued the no-fuss, comfort-of-their-own-home style of meeting that the on-line

facility allows. E2i are therefore running both styles. However, we have raised the amount of community days we run per year.

3. Keep the surveys going (statistics in this survey show that this was customers' most engaged with activity) — on target and attending Tenant Participation Advisory Service (TPAS) events & trialling new software in an on-going attempt to improve this practice.

4. Run more evening events - “The date & time weren't convenient” scored high as a reason not to attend events & both evening events held this year visibly attracted more people.

This is recognised as a positive, & inclusive way forward. Staff commented that the weather had played a key factor in making the evening events of last year such a success & it was recognised that venue & time of year were important factors to consider. Staff also asked to be told about the events much earlier than e2i had been doing, as did customers, to get arrangements to attend in place & on time.

What we have learnt:

We have learnt that we need to continue to expand the e2i provision, ensuring barriers to participation continue to be addressed. (SPG Feb 23)

What happens next?

We will continue to monitor the issues raised in these theme reviews.

We will report again on progress with improvement actions raised, through these surveys, 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

Visit our website: www.atebgroup.co.uk

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