

6-Month Update EQUALITY, DIVERSITY & INCLUSION

February 2024



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](#).

If it matters to you, it matters to us

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 a past survey.

Please find below our **update report** on the following survey:

→ April/May 2023 — **Equality, Diversity & Inclusion**

Equality, Diversity & Inclusion

Purpose of this survey:

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.

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 approximately 6 months ago, and records of progress made towards fulfilling those actions.

ACTION 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.

UPDATE:

The list, with contributions from staff & customers, has been collated; many items on the list have been addressed. EG Items such as:

- “Run them online or post videos via Facebook”
- “Outreach approach”
- “Weekend/evening activities”
- “More *Meet the Company* events - winning hearts & minds”
- “Family fun days with advice stalls”
- “Coffee mornings, meetings with social agencies ...”
- “Youngsters and teens social events”
- “Provide toilets”
- “Given more notice of events

.. have all been addressed.

During *Survey Planning Group* sessions, this progress was discussed with customers. Evidence of having reached the target was made by seeing video, relaying specific events, showing working practice, website posts & calendar & customer contribution during this session eg, “*You as a company are trying your hardest to involve everyone — you are doing a fab job.*” (Customer)

One customer asked whether young people were directly asked about how they felt about life on their estate — the response was to show the graffiti board, where all customers, including youngsters, are encouraged to write their comments, during ateb events. The graffiti style board was created to give a relaxed atmosphere around handwriting & expression, inviting all ages & abilities to contribute. The 2 boards are collected at the end of the events & feedback copied from them.

Areas that had not been addressed included:

- “Small, quiet areas/low noise/small groups”
- “Sewing classes”
- “Neurodivergence”
- “Autism”

... and it was agreed that it’s not in ateb’s remit to address these directly but to use the connection services ateb’s already using (eg *Community Connectors* / ateb’s growing website) to support customers with these needs. One customer at the session suggested representing agencies not in attendance at events with leaflets, to broaden the provision.

Items such as:

- “single unemployed who may be on benefits”
- “childcare/creche facilities provided”

...it was agreed were areas that ateb could work on some more and that were work in progress.

ACTION 2:

Review the effect of the Occupational Contract Reviews after the first 12 months to look at data around customer preferences regarding communication.

UPDATE:

ateb hasn't commenced the reviews to date due to reviewing what data we can hold on our Housing Management System. ateb aims to start these reviews in April 2024.

ACTION 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.

UPDATE:

The practice of providing wellbeing options through social media is now in place.

Further action: Engage co-ordinator to research further trends & themes from customer feedback on what groups & agencies they link up with.

ACTION 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.

UPDATE:

All support agencies identified & collated; a programme of posts has been produced & the programme has started, where we see information about these support agencies made available publicly via ateb's Facebook page.

ateb provide housing for:

- Hywel Dda Health Board Trust (long term supported accommodation for individuals with a learning disability)
- Perthyn (long term supported accommodation for individuals with a learning disability)
- Pembrokeshire Youth (providing young people with opportunities to develop the skills required to live independently; offering floating support & supported accommodation to aid those making such a transition)
- MIND Pembrokeshire (providing mental health Support)
- Adferiad Recovery (providing help and support for people with mental health, substance use, addiction and other complex needs)
- Milford House Centre (Providing services for customers with mental health problems who need support)
- Communities Team for Learning Disabilities (providing long term supported accommodation for individuals with a learning disability)
- Elliots Hill Care Ltd (providing long term supported accommodation for individuals with a learning disability)
- Calan Domestic Violence Service (working towards safe and resilient communities free from domestic violence and abuse)

The page on the website where people can access information about the support available for customers from an ethnic minority, Our Services - External Support Organisations, was also highlighted.

ateb's Supported Living & Communications departments are also working together to get some of this information onto ateb's website.

It was also noted that a separate list of third sector and statutory partners that ateb works with to help support customers (without a referral being necessary), will also soon be available on ateb's website.

WHAT WE HAVE LEARNT:

While it seemed clear from customer comments, in terms of advertising events & making events & opportunities inclusive, that ateb is doing well in its bid to reach & serve as diverse a range of people as possible, (quotes such as, “You as a company are trying your hardest to involve everyone — you are doing a fab job” & “My carer received “whole-hearted” support from ateb when accessing & attending events.”) it also remained clear that this is very much work in progress and that it is work to be constantly built on.

What happens next?

We will continue to monitor the progress made towards achieving these goals.

Thank you for your support

We really appreciate all those involved in these investigations.

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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