

6-Month Update THE ANNUAL ENGAGE REVIEW

If you would like this report in any other format or language, please contact ateb

August 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 ateb is making/has made to a service, following what you told us in a past survey.

Please find below our **Update Report** on the following survey:

→ July/August 2023 — **The Engage Service**

The Engage Service

Purpose of the 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 engagement 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:

Provide more variety of food to take into account people's food preferences/intolerances at outdoor venues

UPDATE:

This action is complete in that Engage, when planning events, always liaises with Catering about what types of food they can actually provide, before the vendor is booked. Engage advertises to customers that they may put forward their food preferences for all in door events. For outdoor events, a range of food is provided such as gluten free, vegan & soya milk for teas & coffees. Customers are invited to contact ateb for further information or any queries.

ACTION 2:

Promote that help with transport arrangements & transport costs is always available at e2i events (transport mustn't be a barrier to participation) & continue to hold on-line opportunities

UPDATE:

This action is complete in that Engage, when planning events, always promotes on advertising that ateb offer help with transport costs and arrangements. It was reported that whilst sometimes customers arrange their own transport, and that ateb pays for this, ateb provides a lot of support with identifying suitable transport providers. Engage often fully arranges transport on behalf of groups of customers travelling to Engage events.

ACTION 3:

Review with Customer Forum whether we are providing enough opportunities for people who give/need care (some people say they couldn't attend events because they needed, or needed to give, care)

UPDATE:

This action is ongoing. It was described how invitations to contact ateb, if help was needed to engage with ateb, in relation to people who either give or receive care, was now placed on all promotional material prior to events. One customer emphasised that this message was as vital

to people who give care, as to those who receive it. Another customer commented that he felt his carer had received “whole-hearted” support when accessing & attending events.

- **Further action:** It was agreed that this action should be again discussed at Customer Forum, to ensure that everyone agrees ateb are doing everything possible to minimise barriers to engagement for carers & people who receive care.

WHAT WE HAVE LEARNT:

It was felt that, whilst Engage is doing a huge amount to reach as diverse a range of customers as possible and whilst to a large extent it was being successful, it was still seen that Engage was not reaching all ateb customers and that methods towards achieving this, as brought to light in the Equality, Diversity & Inclusion survey, should continue to be developed.

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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