

# How did you #getinvolved



## How we have heard our customers voice in 2021

**1,402**

Responses to Question  
of the Month

**516**

Shared their thoughts  
on Covid-19

**135**

Views for Walk in  
your Community

**3,678**

Facebook group  
members

**2**

Mystery Shoppers  
reviewed our Customer  
Service

**32**

Scrutiny volunteer  
hours

**4,272**

Times the Hafod  
24/7 app was used

**482**

Returned the STAR  
Survey

**3**

Contributed to Our  
Community newspaper

## What has changed as a result?

- 8 actions have been completed as a result of Walk in your Community, including the removal of overgrown trees
- Facebook groups have enabled customers to take part in community competitions, including 50 seed packets being sent out to customers
- Scrutiny Panel reviewed our retirement schemes out of hours service to ensure it still meets our customers needs. Resulting in some customers saving £5 per week in service charges
- 24/7 app trouble shooting guidance produced to help colleagues support customers with common issues



**Making Lives Better**