

How did you #getinvolved



How we have heard our customers voice in 2020

1,236

Responses to Question
of the Month

689

Shared their thoughts
on Covid-19

164

Views for Walk in
your Community

532

Members on Facebook
#connect groups

12

Mystery Shoppers
reviewed our Customer
Service

94

Voices on service
based reviews

What has changed as a result?

- Customer Scrutiny Panel have assisted with ensuring our website FAQ's and communication is clear and encompasses all of our customers needs
- 12 Actions have been completed as a result of walk in your community, plus the extension of a community allotment
- Increased availability of video calls in our care homes to include weekends and evenings. Continuation of 'check up' calls to our support customers
- Exploring the functions available on the Hafod 24/7 app to ensure it meets our customers needs
- Increased colleagues hours in our customer services team to improve efficiency. Revised colleague training aiming to get it right first time



Making Lives Better