



Santander
110 York Road
Hartlepool
TS26 9DE

Action 1

Organise training of all staff to raise awareness and help them support our customers; the aim is to help our customers to be confident and independent whilst managing their finances.

Action 2

Raise awareness in Branch for our customers and in the local community. This will include encouraging some of our smaller business customers to become dementia friendly in their work place.

Action 3

Improve branch facilities to become more dementia friendly - using posters and where relevant equipment to improve the customer experience.