



Newcastle Building Society
133-135 York Road
Hartlepool
TS26 9DR

Action 1

Change the way we approach people

Go around and speak face to face instead of through the glass.

Action 2

Offering a private office to customers who appear distressed to make more relaxing environment.

Action 3

Display Badges and logos clearly

In branch we have a community board; we will display all relevant information relating to the dementia advisory service and dementia friendly Hartlepool. Including the logo.

Action 4

Dementia Awareness Sessions

All staff are now dementia friends and any new staff will be introduced to The Bridge to carry out an awareness session.