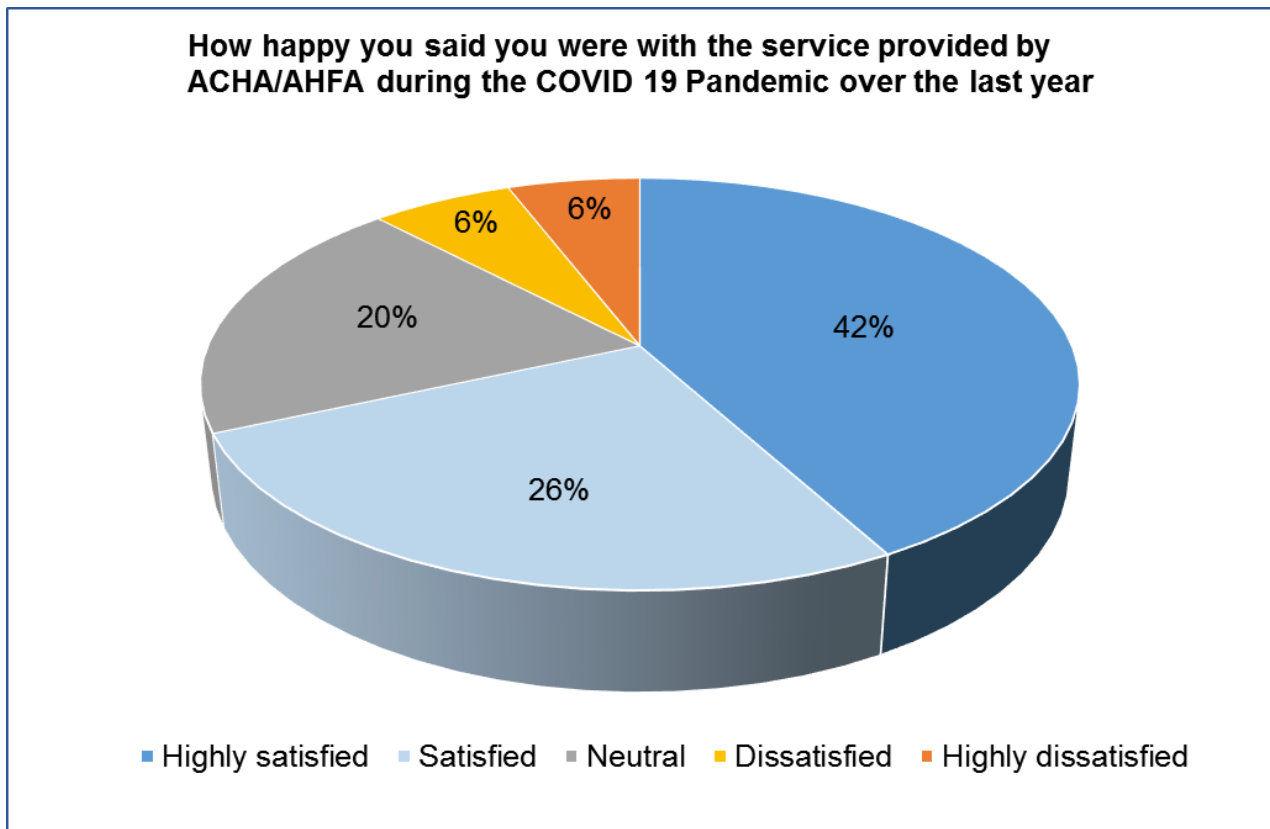


ACHA Covid 19 Customer Survey

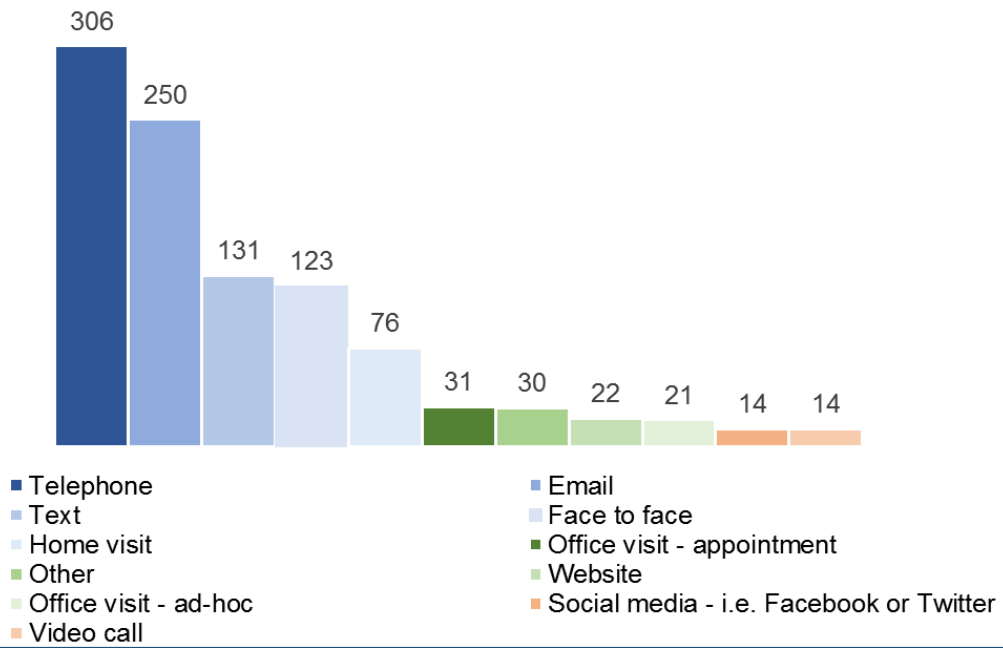
Key headlines –

- **68%** of respondents are satisfied with the services provided during the pandemic and over the past year;
- **61%** have found telephone and email communication to be very effective, although face to face home visits and office visits by appointment are also fairly popular.
- Office based contact is still expected, but there are more people asking for online and mobile services and community based contact methods;
- **77%** have access to technology and **69%** are supportive of more online services.

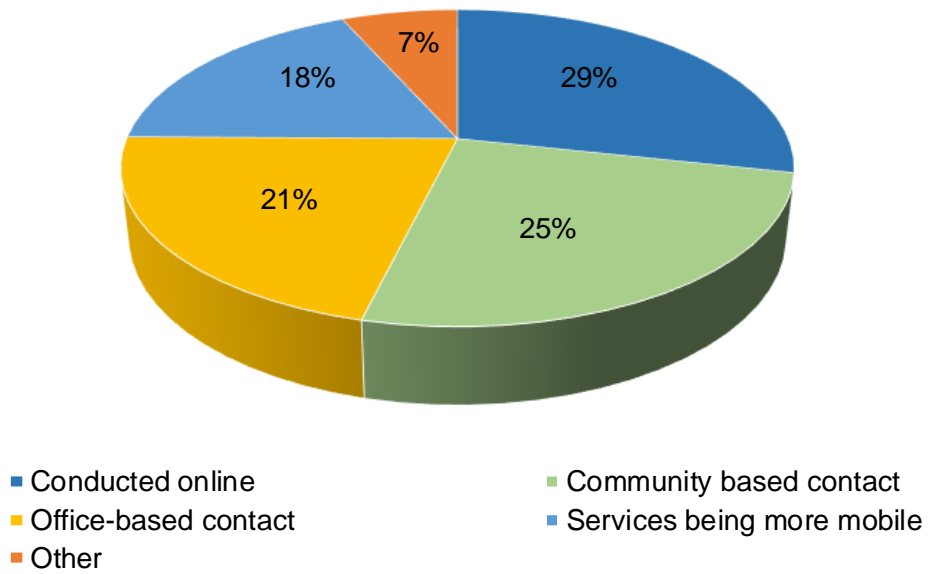
Alongside the Customer survey we carried out, we have also surveyed our Board of Management members and staff. We are currently reviewing our approach to how we deliver a service, how it will work in the future and our service delivery models – we will be reporting our findings and recommendations to the Board of Management early next year, with a view to implementing any changes agreed, subject to consultation.



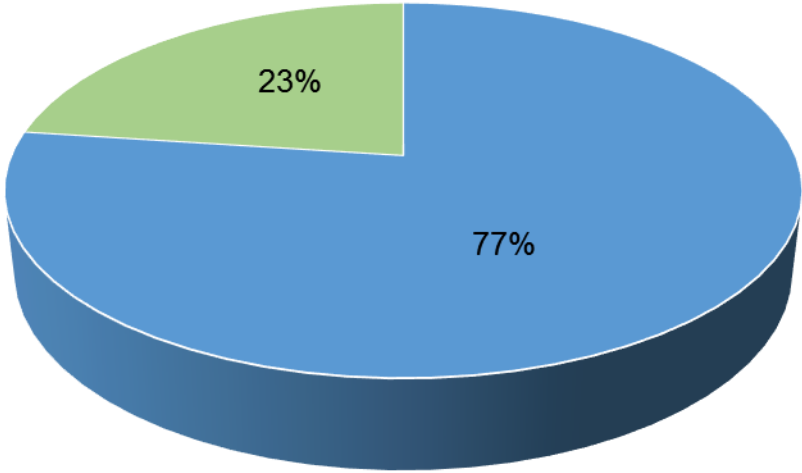
How you said you prefer to communicate with us



What changes you said you would be keen to see in our service delivery

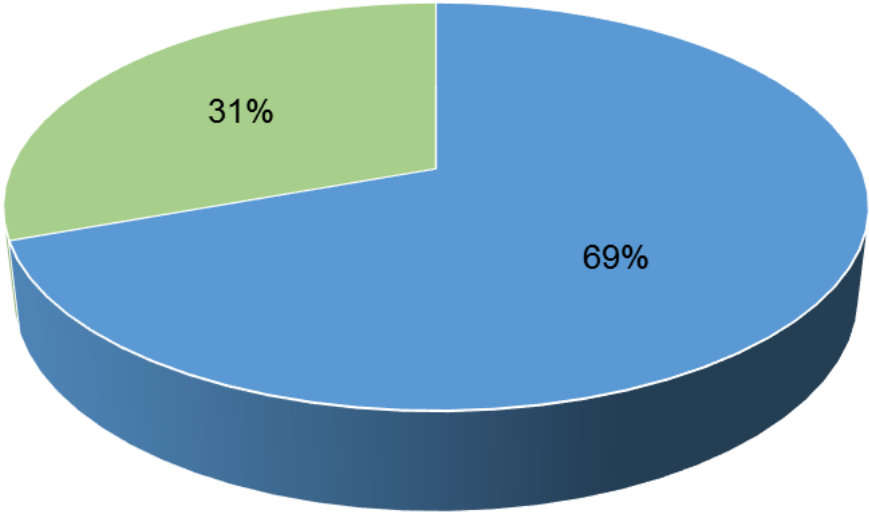


How many of you said you have access to technology for communication purposes



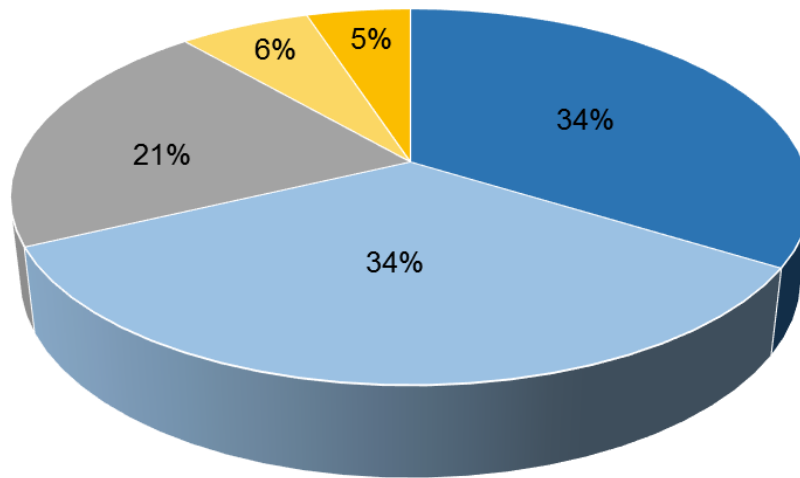
■ Yes ■ No

How many of you said you were supportive of changes to our service delivery hours to enable us to redirect resources and develop more services online



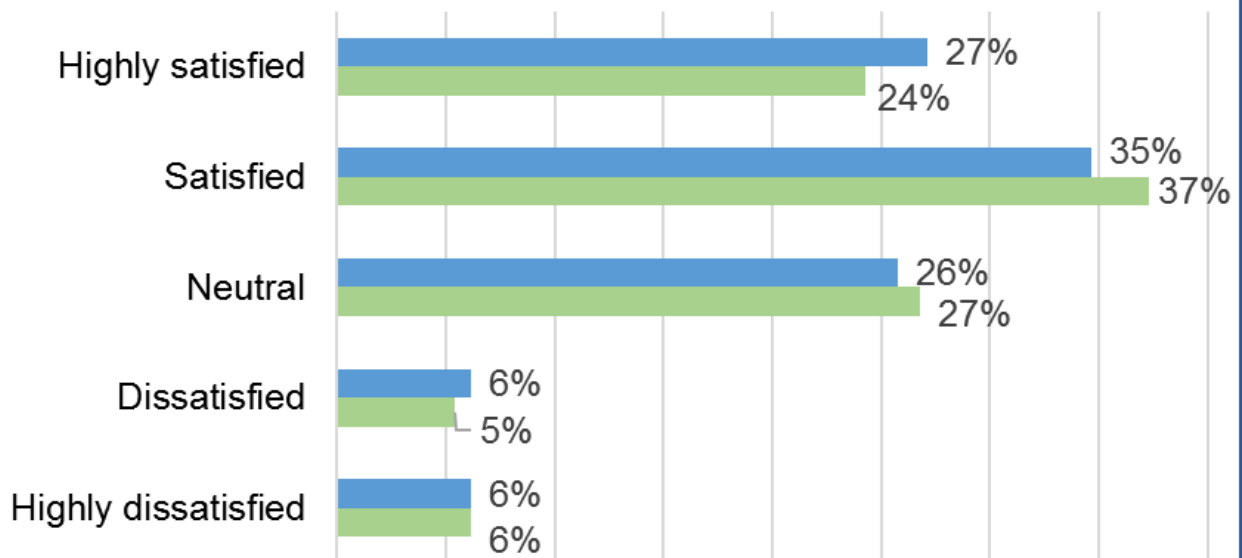
■ Yes ■ No

How well you said remote contact by phone or video had worked for you during Covid 19 compared to face to face contact



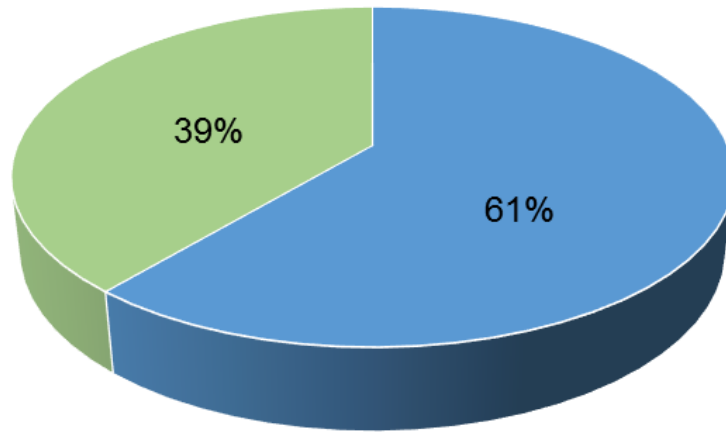
■ Very well
 ■ Well
 ■ Have never used
 ■ Not well
 ■ Not at all well

How effective you said remote contact was for you



■ Phone / video
 ■ Face to face

What you said your future preference would be



■ Phone / video ■ Face to face