



The Well Driven? scheme

The Well Driven? scheme gives members of the public a chance to comment on how a Hills vehicle is being driven, by calling a freephone number which Hills will attach to all its vehicles.



How does the scheme work?

1. A member of the public calls the number displayed on the back of a vehicle. They speak to a trained Careline operator, who will then generate a report from the computer system and forward it to us
2. The line manager discusses these comments with the driver, who can respond to the report. The system is then updated with feedback from the driver and their manager
3. Hills sends the caller a letter to confirm that their comments have been received and to give feedback on the incident and actions taken.