

## **Quarter 1 Selection of Service Compliments**

Feedback from Officer in the BFC Early Help and Communities Team

I would like to bring to your attention the quickness and the support John (Stowe) has shown. He has done everything he said he would and more, he has communicated throughout not only with me but also the family. His approach has taken away a huge burden to this family as he stepped in so quickly and resolved so many things already.

Often managers don't always get to hear how amazing not only your service is but the team or individuals are who represent the service. John has been so professional clear and understanding throughout to the family and they also are so grateful. As much as I'd like to say we won't need your service again, our service often does identify your expert help so I am certain I will refer in the future.

You have a great member in your team, as I'm sure the others are too. I just wanted to let you know it's been a pleasure working with John.

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In response to a query about wheelchair accessible taxis

"Thank you very much for your quick and very informative reply, I have forwarded it on to my friend to enable her to make the right choice for her mum. I will keep this information close to hand as I am quite often asked about taxi's especially for wheel chair users."

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In response to a request for information about a Village Hall Licence

Thank you SO much for all your help. I am sorry you had to go to all that trouble looking for conditions with the licence but I was going off what the previous trustees told me and did not want to fall foul with the council. Anyway the outcome is really good for us and I am very grateful to you and very happy that Julia O'Brien handed it to you!

I truly am very grateful to you Sharon, and am SO pleased you managed to get Will Page to visit us. He is such a nice man, and was very encouraging and gave us lots of useful advice that we intend to follow. We feel a lot better about fire safety now.

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After Officers dealt with a noise complaint

Many thanks and thanks also for your help previously to put in place some measures at XX which did at least make a difference.

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In response to a long standing complaint about odour:

Thank you both for your swift responses, which provide a better understanding of responsibilities, licences and the status to date.

The efforts of the Council are appreciated

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#### Feedback from Student Guest on a Housing Inspection

Many thanks for sending this over and once again, many thanks for your time on the inspections. It was very valuable day for me as I have never done a 'real' housing inspection before and you displayed great knowledge (as well as impeccable coolness during the intense questioning on the first visit!).

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