

## Quarter 1 Selection of Service Compliments

From a Councillor in response to a request for an update on an ongoing matter:

“Many thanks for the Update, greatly appreciated..”

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From a customer who was assisted by an officer with changing the DPS on a licence:

“Please see proof of payment of £23.00 below, I wish all Council's operated so easily and fast, Thank You.”

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From a licence holder who was assisted by the Applications Team in the granting their licence:

“Thank you so much for all your help and patience with this. I really appreciate your help and you've been fantastic.

Will be sure to reach out in the future if we ever need your assistance, and please come in to see us in the shop/restaurant when next passing”!

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From a resident who was having difficulty returning a faulty vehicle to a second hand car dealership:

“Hi Honor,

Thank you for your help and advice. I don't anticipate any further issues around this return but your help has been invaluable.”

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Email received after one of our officers attended a group to talk to them about scams:

“Dear Malcolm

On behalf of the Committee, I would like to thank you for coming to talk to us last Monday. I think it's safe to say that we are all aware of scams and the vulnerabilities of some of our generation but as you probably judged from our reactions we had no idea of the severity of the situation! The statistics are quite mind-blowing and the lengths to which these awful people are prepared to go to, equally disturbing.

Your talk and slideshow was not only interesting and informative but hugely eye-opening and I think made us extremely aware how vigilant we must be, not only for ourselves but for others.

Thank you for your time and good humour whilst dealing with a very frightening and worrying subject. It is quite clear that you and your department have a monumental task on your hands and I hope that the 'Powers That Be' recognise this and give you the support and resources you require to continue to help those who need it."

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From one of the event organisers who regularly attended Safety Advisory Group (SAG) meetings who was moving onto a new role:

"Thank you so, so much for all the support SAG have given me (particularly coming out of Covid), it's been a really great group to work with."

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Response from a resident after one of our Environment Control Officers had responded to their service request relating to a noise nuisance and concerns for animal welfare.

"I am so impressed with how you have dealt with this. Usually when you log things like this you're not even sure if it will get read, so you have restored some faith. Tell your manager I think you've done a great job here! "

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An email received after one of our Environment Health Officers assisted residents with getting a blackout piece turned around, to divert the beam away from their homes and towards the business park the light was erected to light up for security purposes.

"I have good news.

Thank you so much for all your help with this matter. We got there in the end."

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One of our Trading Standards Officers helped a resident get a payment made by her grandmother refunded after establishing that the businesses had not followed due process

"I've asked my nan to phone her bank and they've confirmed that the money has gone into her account, so I think we have finally got there! Thank you once again for all your hard work on this, we really do appreciate it and wouldn't have had this resolution without you."

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A thank you to one of our Environment Health Quality Officers who assisted a resident with a noise complaint:

"Thank you very much for looking into this for me. I know they have given that explanation to everyone who complained directly to them but we can't actually find anyone who was informed about it.

Hopefully this was a one off and they realised how much the people in the village were disrupted by it.

Once again many thanks for your help,"