

Quarter 3 Selection of Service Compliments

From a resident after one of our Environment Health Officers had been assisting them with a nuisance complaint about a local public house.

“in recent weeks which they sent a flyer round with dates + times of in advance, which was good, and there was a line included about how to flag noise concerns, which was good and hopefully shows that your representations have been taken on board.”

“Thanks for all your assistance on that front - much appreciated.”

Received from a resident after our Fraud Victim Support Officer sent them an update on submissions he had made to a banking institute on their behalf.

Dear Malcolm

I sincerely appreciate your recent update on the progress regarding the victims' case against {redacted}. On behalf of all those affected by this distressing scam, I want to express my profound gratitude for your commitment to championing our cause. Your dedication to addressing our grievances and your potential pursuit of rectifying {redacted}'s dismissive stance are truly commendable.

While your email may not have brought the overwhelmingly positive news we had hoped for, it has undoubtedly illuminated a glimmer of hope in what has felt like a persistently dark and challenging journey for us.

Thank you for tirelessly advocating for us. Your efforts do not go unnoticed, and we are genuinely grateful for the energy and time you invest in seeking justice. As we navigate through these trying times, your support serves as a beacon of reassurance.”

Sent to one of our Enforcement Officers just before Christmas

“Dear Mark, as I reflect on this year, I would like to send thanks to all those that have helped & supported me and my family & you are certainly one of those kind people so thank you from the bottom of my heart. May I take this opportunity to wish you and your family a magical Christmas very best wishes for a happy, healthy and prosperous New Year. Look forward to seeing you in '24.”

Sent to Policy and Governance Officer at Christmas time:

“From all of us Bracknell Taxi Drivers we wish you all a Merry Christmas and a Happy Prosperous New Year for 2024. Thank you very much for your good service/positive and supportive feedback in previous two years to move forward. We hope we'll continue to work together and balance the opinions of both sides, continuing the same relationship with the Bracknell taxi trade in the near future. “

From a resident after an Environment Health Officer put up some additional anti-idling signs in a residential area near a school:

“Thank you Charlie. Yes I’ve recently spotted some notices locally, let’s hope the parents collecting their children take suitable action.”

From a resident who is being supported by an Environment Health Officer to establish the cause of noise nuisance in their property:

“I appreciate your efforts and I feel like you are being very honest with us.”

Feedback after one of our Environment Health officers dealt with a commercial noise complaint:

“Hi Charlie

Fantastic news today!

Your hard work has paid off. My quality of life, within my home, will change immensely from today. I honestly can't thank you enough.

From a Councillor after an officer had responded to a number of queries made on behalf of residents:

“Dear Rosalynd,

Thank you for all you do and for being there for us,”



A shared service provided by
Bracknell Forest Council and
West Berkshire Council

