

Quarter 4 Selection of Service Compliments

From a resident after one of our Trading Standards Officers had helped to resolve a matter with a used car dealer:

“Thank you for all your help and hard work, i really do appreciate it. “

Received from colleagues at Wokingham Borough Council about the Assured Care and Support (formerly Support with Confidence) Scheme which the PPP administers on behalf of Wokingham and West Berkshire Councils.

“As the managing authority, we also have great confidence that Pip Collings oversees the scheme with great integrity and attention to detail. We know from ACS providers that Pip is attentive to their needs and concerns and is always happy to help. We also know Pip to be responsive and proactive to any queries we have as well as keeping us regularly apprised of current providers and their availability.

Overall, this is an excellent scheme that very clearly - and very well - meets a recurring need.”

From an advocacy group after our Fraud Victim Support Officer attended the Be Heard group with them:

“Thank you so much for taking the time to visit the Be Heard group yesterday. I know the members found your presentation very informative I hope you also enjoyed meeting the group.”

Received from a resident after one of our Environment Health Officers started looking into a food poisoning complaint they had made:

“I just wanted to let you know that I spoke to Tony McEvoy from EH last night about the food poisoning.

He rang me at 9pm and I told him that he should stop working! I explained I also worked in local government. He was really lovely and said he would do a visit at some point and let me know if there was anything from that.

We don't often get praise in local government – so let him know I was really impressed with the phone call 😊 “

Sent to one of our Environment Health Officers after a food hygiene inspection the results of which were posted on our social media platforms:

“Thank you for coming and for the photos. It has given everyone a morale boost at the end of a tiring season and know they know why it is so important, you do check, which is what I am always telling them! “

From the Bracknell Hackney Carriage Driver’s Association after we sent them information about the new DBS process and service that has been introduced:

“Thanks for being very helpful. This is great news for our taxi trade. However, without the collaborative effort of both parties, this would not be possible. So, we would like to thank everyone on the PPP team who was involved in co-operating with our suggestion for the Bracknell taxi trade on the new DBS application link.”

From a resident after our Fraud Victim Support Officer assisted her mother:

“I would like to say a big thank you for setting up Mums Tru Call device, it gives us peace of mind that these scam callers can no longer get through, which really distresses Mum. Thank you for all your help, kindness and patience.”

Feedback after one of our Community Support Officers assisted her with finding carers for her parents under the Assured Care and Support Scheme:

“Dear Pip,

Thanks so much for the shortlist. As well as X we now have Y caring for my parents. I’m meeting with Z tomorrow with a view to her potentially taking on some slots.

The process has been so helpful Pip and given me more confidence and assurance than I felt previously when I was arranging care for them in Kent remotely.”

From a resident after one of our Trading Standards Officers had helped to resolve a matter with a used car dealer:

“Thanks again for everything, *even on your holiday*. My wife phoned him just now and he agreed to half of the hire cost. We have all agreed to X, I just feel ready to move on from this. Thank you for all of your help with this. I would've been completely lost. “

From a Social Worker Colleague and a colleague from the Deputyship Team after our Fraud Victim Supporter Officer worked with them to provide support to a resident:

“I met her in person, with Malcolm Philips (who I must say, works very hard on her behalf)I am really grateful to Malcolm for all his support.”

“I am also very grateful to Malcolm for all his hard work & support with this.”

In relation to the ESE case (Green Energy Company Sentenced for Unfair Trading in the covering report) we received the following messages from some of the victims:

“I am emailing to thank you for the payment of £X into my bank account, to thank you and everyone else who help for all your hard work over many many months sorting out the affairs of ESE Services Ltd, who did not keep to your trading standard’s rules.”

In a card : “To Martin Thank you for all your help. Best wishes X)