

Quarter 1 Selection of Service Compliments

Comment from an organisation after our Fraud Victim Support Officer undertook a presentation at one of their meetings:

“Dear Malcolm, Thank you so much for coming to the WISE meeting today. Everyone was very appreciative of what you were conveying to them!”

Compliment from a resident after one of our officers supported them with a noise complaint arising from a neighbouring business:

“I am so grateful to you for your efficient and effective service. Without your intervention, I am pretty sure that nothing would have happened, despite such a straightforward solution being available. So many thanks indeed!”

A thank you from a Councillor after one of our Housing Officers had visited a resident to look into a matter the Councillor had raised with us:

“I wanted to thank you for the time you spent on Monday as I felt it was a difficult visit and you handled it very well.”

A thank you from a neighbouring authority Officer to one of our Community Health Officers:

“Thank you for completing and returning the monitoring report. Its good to see all the good work that your team are doing for us around TS and fraud. “

A thank you from a resident after one of our Environmental Health Officers worked with a property owner to get a pile of waste removed:

“Hi Kate,

I just wanted to say thank you for all your effort and help with clearing rubbish bags away from XXX . The site looks much clearer and we are all really grateful for your support with this issue.”

An email sent to an Officers manager after he did a presentation on scam advice for a group of residents:

“I wish to commend Malcolm Philips for his work. As the Fraud Victim Support Officer the style of delivery was relaxing and reassuring on what could essentially be disconcerting to people above a certain age range who perhaps take life at face value; who do not live or work in the world of guile ; whose life education did not have on its agenda the methods of the underworld fraudsters and scammers who target the vulnerable as a way of life.

The comments that were addressed to me, by those who attended, were open and honest with their recognition of how up to date and educational Malcolm had been. The content was wide in its scope bringing through simple yet true life examples of how the fraudsters use the information they glean, from innocent responses, against those who proffer friendship or who perceive themselves to be dealing with legitimate businesses.

The sense of hopelessness that we, the vulnerable, can feel was counteracted by simple yet proactive methods to help to protect ourselves from the barrage of underhand, coercive or pressured communications that fraudsters and scammers use as their tools of trade.

The thoughtful reassurance that was evident in the audience's reactions was palpable and I can only request that such alerting and well-prepared talks continue. As the fraudsters and scammers work furiously to counteract the efforts of such organisations as yours that offer invaluable education, it is obvious that guidance and help must continue and be supported so that the huge financial loss and cost to the public is reduced, and that the battle must continue through education and awareness raising.

Thank you again for having such a committed officer trying to counteract the behaviours of prowling fraudsters and scammers.”

A thank you from a relative of a victim of fraud sent to our Fraud Victim Support Officer:

“Dear Malcolm,

...I really want to say just how much I appreciate everything you have been doing for E (redacted) over the last months and longer! Your input does not just have positive effects for the victim, E in this case, but also for others around them, friends and family.

As you know, victims get sucked in and the resultant attitude to their friends/family (that we become the ones not to be trusted) is really painful.. one feels helpless, sad, extremely frustrated and it can be hard to maintain the relationship.

I can only tell you again what I said when we first spoke 'you are the Hero!'.

When we finally met at E's just after Easter to give you the phone... I was even more impressed by your way of working with her, and me... adapted to both of us individually and very inclusive, clear and reassuring. And patient! and excellent humour when needed!

I would give you a glowing reference any day!

the work you do is truly invaluable, and I thank you again!”

An extract from an email sent to one of our Environmental Health Officers following a meeting that she attended in order to resolve noise complaints directed towards an existing licensed premise.

“Hi Charlie

...I wanted to take a moment to express my sincere gratitude for your valuable advice and assistance during our meeting on Wednesday, Your insight has been

instrumental in helping us address the concerns raised by our neighbours regarding the music noise.”

A thank you from a resident after one of our managers and the Ward Member managed to work with an RSL to get a fence erected between their property and that of their neighbour:

“Dear Jenny & Rosalynd,

Thank you, thank you a thousand times thank you for your support and assistance in finally getting a replacement fence, resolving safety and privacy issues at a stroke.

..... Thank you so much again for your involvement in this without which, I feel sure, we'd have been battling ineffectually for many years to come.”

A compliment that was sent to one of our Officers via the PPP online form:

“I want to say a huge thank you to Honor Ryan for all her help during a recent case. She is fantastic and provided my partner and me with great confidence and advice in reaching a resolution. Her expertise, professionalism, and dedication were truly impressive, and her support made all the difference. We couldn't have done it without her. “

An email sent to the Manager of our Fraud Victim Support Officer

“Just a quick line to let you know how impressive I think Mr Malcolm Phillips is. He was helping a friend of mine and kindly gave a safety talk on identifying scams and how to try to keep ourselves safe and secure.

We learned so much from him and if I may say he is a shining example to trading standards and he has set the bar quite high for those who will follow in his footsteps. His knowledge, compassion to helping victims and preventing and detecting crime are second to none.

Mrs H is ever so grateful to Mr Phillips as are the residents of X.

Please pass on our gratitude and thanks to him and please acknowledge he's done a Stirling job. “

A thank you to one of our Trading Standards Enforcement Officers after a presentation to a social group of ladies in Hungerford who meet up once a month:

“Hello Mark a big thank you from our ladies for a very interesting and informative talk this morning. We appreciate you taking the time to come and see us.”

After one of our Officers had assisted following a bereavement.

I feel absolutely compelled to write this email with regards to Mr Jason Hagerty who, is your Environmental Control Officer.

On the 5th July 2024 my estranged brother passed away very unexpectedly. Now I won't go into the issues I've had with dealing with his death but what I will say that, these dealings put me in touch with Jason Hagerty. Jason has been outstanding with his help, advice and direction not to mention his patience with me. The shock of my brother's death has been overwhelming to my sisters and I. We all live in {redacted} so we have the added difficulty of the distance between us and Newbury along with, all the issues associated with his death. Jason has been extremely helpful, very, very understanding to our situation. Nothing but nothing has been too difficult for Jason to deal with. He has openly shown a very caring and empathetic manner towards me which has helped me enormously.

Jason Hagerty is without doubt a real credit to West Berkshires Council. You should be very proud to have such a person in your employment. Hang in to this guy as he'll always shine a never ending light on your council. "

"I am the branch leader of our Mothers' Union, at All Saints Church, in Wokingham.

Malcolm Phillips came and joined us this afternoon, to give us all a talk on Scams and I wanted to say how grateful we are of this! Malcolm did a fantastic job and gave us some very insightful information, that will hopefully put us all in good stead for the future.

Many of our ladies talked about how they have been, or nearly have been scammed, and so we really appreciated Malcolm's wisdom and him answering many of our concerns.

Thanks again and please keep up this vital work of spreading the news of how to report, but hopefully avoid getting scammed!!"

From a social worker in Wokingham Borough Council who had shadowed our Fraud Victim Support Officer

"I spent most of yesterday with Malcolm Phillips, accompanying him to several visits and observing a presentation to a group to raise awareness of potential risks they could be exposed to.

The day was very informative and gave me a good understanding of Malcolm's role and the customers that could benefit from this support within Wokingham. It was clear from those we visited, how much they appreciated and valued what he had done and was continuing to do for them."

A thank you received after one of our officers resolved a long standing neighbour dispute:

"XX was removed this morning, fantastic we are very happy.

It wouldn't have happened without your help. Thank you, the matter is now closed."

A thank you from a resident in a block of flats whom colleagues in Environment Health assisted with a light pollution issue from a nearby shopping centre:

“Hi Phumzile,

Thank you very much for your professionalism and speedy response to this issue. I must admit at the beginning I was sceptical that the council would do anything at all, but you have proved me completely wrong.

I hope that you are given due credit for a job well done.”



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