

Quarter 2 Selection of Service Compliments

After one of our officers arranged a safeguarding course as part of the Assured Care and Support Scheme.

“Thanks Pip

The safeguarding course was very informative. So glad I picked up the leaflet for the scheme as I said on the course when we had to introduce ourselves.

I chose to do this as I want to be able to be the best I can and it also gives you more confidence knowing that you have all the legal stuff that is required.

I also said how helpful you have been. Thanks again.”

A thank you from a resident after one of our housing officers assisted them with a maintenance issue:

“Good afternoon Pradip

Some goods news this afternoon regarding the problem with mum’s shower.

An engineer attended mum’s flat this afternoon and replaced the broken shower with an easy to use electric replacement.

Myself and my sister Ann, would like to thank you sincerely for your help and involvement with this matter.”

This thank you was received after one of our Trading Standards Officers provided them with information that they needed to set up their wedding event planning business:

“Thank you so much Glenda, this is super helpful! “

This message was received by one of our Trading Standards Officers who offered support to a resident who was sold a car which was faulty and the trader was refusing to allow the short term right to reject for a full refund:

“I cannot thank you and appreciate enough for your amazing support.”

A thank you to one of our Environmental Health Officers who assisted a resident who had been disturbed by the sounding alarm from a business in Bracknell for over six months.

“Hello Phumzile,

As discussed, the last couple of weeks have been great - I've had no broken sleep and not heard the internal or external alarms go off once. I am even feeling better - probably because I'm not being woken up! I'm really grateful to you and Kate for following this up with XXX. It's only been a few weeks so I will continue to monitor but I will let you know if the external alarm keeps ringing again.

Thank you again for all your help and your follow-up call.”

A thank you to our Fraud Victim Support Officer from a colleague in the West Berkshire Council Deputyship Team after he assisted a resident with recovering £28,201 for her.

“Hi Malcolm

.....I just want to take the opportunity to remark on what an amazing job you have done for XX; not only securing these two latest refunds, but all your hard work and dogged determination in securing previous settlements for substantial sums in the past as well.

It is through your tireless championing of her cause that has resulted in XX now having the funds that will allow for the kitchen work that she so very much needs.

Thank you Malcolm, you are a star!”

A thank you to one of our Trading Standards Officers from a Used Car Dealer

“Hello Honor

Thanks to your guidance we have successfully resolved this today, both for the customer and for our business.

Much appreciated.”

A thank you from a resident after one of our Trading Standards Officers used remedies under The Consumer Rights Act 2015 to recover over £2300 for this resident:

“Dear Honor,

I hope you are well.

I'm sure that you have seen the email from XX , advising the refund has been made.

Just wanted to confirm that I have had the accurate amount of money returned to my bank account.

There is absolutely no doubt that your support has been pivotal and the sole reason for resolution, as well as justice achieving this outcome.

I cannot stress the level of gratitude I have for your support in this matter, after the horrendously stressful year and everything XX put me through.

It is my humble opinion that you are a real life angel and I wish you the very best in all of your future endeavours”

A thank you sent to one of our Environment Health Officers who had dealt with a noise compliant from a resident coming from a construction site:

“Hi Jodie,

Thank you very much for the information. I appreciate you taking the time to help me understand the situation. I really appreciate it. Currently, the construction work is proceeding more quietly within the appropriate time frame. You have helped a lot!

Thank you so much!”

A thank you from a resident after one of our Trading Standards Officers followed up on intelligence that they had provided on potentially illicit vapes being sold:

“Thank you so much. Puts my mind at ease.”

A thank you after our Victim Support Officer gave a presentation at an event:

“I am writing this to say a massive thank you for your presentation this morning.

It was very clear and well linked to real life scenarios and therefore relevant and relatable to the audience. Having the 'light' practical elements helped to illustrate the points you were making and to enable those listening to cope with the scary reality of scamming.

Thank you so much for your time this morning but also for the work in general that you do. It is so reassuring to know there is something that is being done to protect and support us and our vulnerable loved ones. I really hope that this can continue and in particular that you are able to continue to have opportunities for face to face meetings. In this day and age of information being disseminated online or virtually, I cannot stress the importance, value and inclusivity of having a live person presenting and reacting to the audience.

I will definitely be passing on your contact details to those at risk, or victims, of scams.”

A thank you from a resident who participated in our electric blanket and portable heater testing scheme:

“I recently took my electric blanket to Newbury Fire Station for a safety check. I was told that as it was over twenty years old it was deemed unsafe to use. The officer cut through the electric cable, with my consent, to ensure it was not used again (which I wouldn't) and told me I would receive a replacement. This arrived yesterday and is now on the bed. I am writing to say how grateful I am that this service exists as I had no idea that a blanket over twenty years old and in working order is not classed as safe. Thank you very much. I am very grateful for the advice and the replacement safe blanket.”

A thank you from a resident who was assisted by one of our Environmental Health Officers with a persistent alarm going off:

“Good afternoon Charlie,

Thanks to you, we've had some blissful nights sleep :) cannot thank you enough. “

From a resident who had reported an expired FHRS Rating Sticker which was quickly dealt with by one of our Environmental Health Officers:

“Thank you for the update and for all the work you do to keep us safe.”



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

