

## APPENDIX 6

### Compliments received by the Council

The examples below are just a small selection of the compliments and comments that have been recorded in the 2015/16. Individuals' details have been removed.

- Litigation - I am grateful to you for a clear and prompt response to my Freedom of Information enquiry about school attendance orders.
- Housing Services - I would like to commend the member of staff who had been of immense support and help when I felt lost and abandoned.
- A huge compliment to the Reablement Team. I am caring for a family friend following a stroke who was losing heart at his lack of progress and physio treatment. Physio was withdrawn and I felt annoyed at his abandonment. Then, his social worker sent the Reablement Team and the difference was noted by his doctors and I cannot praise the team enough. They have given renewed vigour, mentally and physically to us both. They are brilliant.
- Housing Strategy - I was delighted with my bathroom. The plumber who did the work was fantastic, I cannot praise him enough. It is great to have a bathroom where I can shower safely and I could not have had the work done without all the help your staff gave me.
- Neighbourhood Management - Thanks for all of your help and support in making the unveiling ceremony with Dunn Court being dedicated to a Gateshead soldier killed in action in Afghanistan a huge and very moving success. It was so humbling that so many of the Council's officers and partners gave up their time to support the unveiling ceremony.
- Sport and Leisure - Following the wellness service 12 week course Exit interview, I have had assistance to quit smoking and I have also enrolled on an adult literacy course. The member of staff involved was thanked for her very useful support and I have recommended the service to my partner. I will also look to do a healthy eating course in the future.
- Sport and Leisure - I would like to compliment the receptionist at Heworth leisure centre who took my booking for a flow rider party. She could not have been more helpful and should be commended for her customer service. She is doing a brilliant job.
- Libraries - My two boys took part in a magic circuit workshop at the library. It was run with lots of information and activities to keep both an

8 year old and 11 year old interested and able to work independently to create some great circuits. There was lots of information to further their enjoyment of the workshop, something they were both keen to do.

- Libraries - I wish to compliment the staff of Dunston Library who were most helpful and very pleasant.
- Culture - Thank you for all the help and support given to me in the run up to the Acoustic Pride event. Staff went way beyond the call of duty and made the event an absolute joy. St Mary's was the perfect venue, with perfect sound and a perfect atmosphere.
- Economic Development - Staff have been fantastic, could not be more helpful and highly organised throughout the process to help me find the right candidates for my business.
- Environmental Health - As the landlord in Swalwell, with an estate agent managing my property, I am rarely in the street. Last week I was most pleasantly surprised by the look of the place with a marked improvement in the front gardens and back lane. There was no refuse lying around and the back lane was positively clean and tidy. This is, I am sure, a direct result of the licensing scheme and the team's hard work. I congratulate you on your efforts and I hope the scheme continues with as much success as is being shown to date.
- Environmental Health - thank you for the provision of a new grab rail and hand rail installed as part of the falls prevention scheme.
- Housing Renewal - I am impressed with the service from the Council with regard to our noise complaint. We have only been in Gateshead since May, but so many things impress me. The Leisure Centre is fantastic value for money, the public art is great, and all the Council employees have been friendly and helpful.
- Trading Standards - Consumer was in the process of having a kitchen fitted when the trader went into liquidation and work was left incomplete. The Council assisted consumer in getting money refunded.
- Transport Strategy Service - staff were thanked for their swift replies and fully answering the questions in response to an enquiry regarding traffic flow and signage at Eighton Lodge Roundabout.
- Transport Strategy Service - staff were thanked for assisting Nexus and Schools Go Smarter in delivering the Metro Inductions Programme at SafetyWorks. The feedback from the schools and the children was that they thoroughly enjoyed and really benefitted from the sessions given.
- Council tax - I had spent most of the afternoon crying and stressing trying to work out my bills as I had got into arrears and didn't know

what to do. The member of staff who dealt with me spoke very nicely, clearly and very respectfully explaining how much I owed and what everything meant and looked at ways to help me. His calm, kind manner helped calm me down. It was refreshing to hear such a nice attitude. I have never emailed anyone like this before but thought I should as he was so kind and helpful.

- Benefits Section - claimant has been having trouble in getting his claim sorted out. He spoke to a member of staff who has managed to get things done. The claimant praised him for his commitment and customer service which he described as outstanding.
- Registrars – I would like to say a big thank you to all involved in my wedding at Saltwell Towers. From Registrars to catering everything was exceptional and exceeded my expectations. The day was perfect and ran smoothly thanks to the efficient team working at the Towers on the day. The member of staff who acted as our wedding co-ordinator put us at ease throughout the day and worked extremely hard with her team to get everything organised.
- Construction Services - It was planned for the school to have three toilet blocks refurbished in this one week. It was completed on time because of the unbelievably hard graft and organisation by the plumbers and joiners. The way they worked as a team was highly commendable and their attitude was always positive and understanding. Also, the surveyor worked in a calm way and was not fazed by any situation.
- Construction Services - I would like to compliment your operational staff and managers in their delivery of street lighting projects through mutual assistance. All the staff have worked really well with the Durham Council staff providing professional, efficient and effective services. The projects your teams delivered really helped Durham meet its capital spend and financial targets. The workforce and site management was of the highest order, polite, courteous and a credit to their Council.
- Waste Management - massive thank you for sorting out my request from yesterday so promptly. My new large green bin arrived this morning and the smaller one removed. That is within 24 hours. Everyone I have spoken to at or from the Council have been really helpful and polite. I am impressed.
- Neighbourhood Services - I just wanted to say that the team of gardeners have done a fantastic job of the gardens at Grove House. The team leader is great, he is always very pleasant and willing to help where he can. Please say a huge thank you to them all.
- Neighbourhood Services – I would just like to pass on my thanks to the team who emptied my bin last Tuesday. I had left a note on my garden

bin saying that I had subscribed to the garden waste service but had not received my sticker. They kindly acted upon this and emptied my bin.

- Horticultural and Technical Services – I thought I would say thank you, in this day and age people are quick to complain. The tree in our cul-de-sac has been cut back today and it looks amazing.
- Facilities Management - Our organisation held our Annual Meeting in the Civic Centre. The co-operation from all the staff involved was, as usual, exemplary. We have used the Council Chambers for our meetings for 13 years and on each occasion we have been given co-operation and service of the highest order. The dining facilities have always been more than satisfactory, our every requirement being catered for.
- Gateshead Housing Company - I had a new radiator fitted in my kitchen. It was not a very straightforward job and I was at work when the job was completed. However, the plumber had done an excellent job, even replacing carpets which he had to lift to install pipework. Well done.
- Gateshead Housing Company – I received help and support with my Universal Credit claim and was overwhelmed by the support I received from the service. The staff have been a great support for me and offered me fantastic help.
- Gateshead Housing Company – I called to thank the service for being speedy. I reported a problem with the toilet at 8:00am and the plumber attended within 2 hours. I would also like to thank the estates officer for reporting the repair, he 'really did the business'.
- Gateshead Housing Company - I reported a leaky soil pipe tonight within 1 hour two guys came rectified the problem for now and said they will put in the repair in the morning, I could honestly not ask or expect a better service. Second to none and such friendly people. Thanks so much.
- Gateshead Housing Company - I have found both caretakers to be very helpful in every situation that has occurred and would be happy to recommend them to their superiors for being polite and courteous with everything I have had the pleasure to speak to them about.