

SUMMARY OF COMPLIMENTS/ POSITIVE FEEDBACK RECEIVED BY SERVICES FOR 2021/22

Below are quotes or summaries of some of the compliments/ positive feedback received for Council officers.

HOUSING OPTIONS, RENT AND PRIVATE SECTOR HOUSING SERVICE

- *“Thank u. Appreciate u letting me know and again I honestly can’t thank u enough for the help u have given me and my family these last couple of months and getting us moved I will also be forever grateful to u for this.”*
- *“Just wanted to say what a fantastic team you guys are at NFDC. It’s an absolute pleasure working with people that go above and beyond. So impressed with the service you offer our sometimes very difficult and vulnerable clients. You all make such a difference. Much impressed”*
- *“wanted to say thank you ... You've helped me tremendously and taken a lot of pressure off. Thank you to you and the team.”*
- *“I just wanted to pass on another email of gratitude to [officer name].”*
- *“[officer name] was lovely to talk to and very empathic and understanding when I realise you and your team are under so much pressure at the moment to house so many people . I am so scared and so frightened right now. And although still very upset and anxious [officer name] was great. You really do have such an exceptional team.”*
- *“Thank you so much for your help and support so far”*
- *From Community Partners: “I joined the ... meeting to introduce myself, talk about my developing role and the team were singing NFDC housing support team praises! They reflected how responsive and helpful we are, from housing officers to support workers, how we are mindful of individual needs and the positive outcomes of collaborative working. A special mention to our superman [officer name] they said you had gone above and beyond for your clients and they remain very appreciative of your input”.*
- *“Since December 2021, I have had an awful lot of help and support from [officer name], in all aspects of helping with debt and housing”.*
- *“[officer name] has gone over and above in helping me in what has been a very difficult period.”*
- *“I don't know if you recognise outstanding members of council staff- but if you do, please consider that I actually think [officer name] could not have done more to help and support me through this difficult period, Thank you”*
- *Officer feedback to Manager “[officer name] worked with... over a long period and through a process of offering different means of help and sometimes being that help ... ”.*

- Officer taking customer telephone call *“have just received a phone call from a client who wanted to speak to me regarding [officer name]. ...was very emotional and extremely thankful of the support and assistance provided....has said that [officer name] has gone above and beyond and eased all concerns at every stage of the homelessness process. ... wanted us to know that [officer name] is an asset to the homelessness team.”*

ENVIRONMENT AND REGULATION

Positive feedback from licensed premises: *“excellent service”* from start to finish.

COMMUNICATIONS COVERING ALL SERVICES

Social media comments:

- *“Thank you for collecting our rubbish in this hot weather what ever time it is.”*
- *“Well done to these workers they are the best”*
- *“Thank you for letting us know. Thank you for your hard work. We know it’s not easy.”*
- *“Thank you for keeping us updated”*
- *“Thank you for telling us! We know things are not easy”*

Social media direct messages:

- *“Thank you for your time ... I appreciate this service very much”*
- *“Thanks for your prompt reply”*
- *“Can you please pass on my thanks to the domestic waste team... Thank you! Great customer service”*

Responses to residents’ communications emails:

- *“Thank you for your regular briefs. They are concise, clear, and very useful.”*
- *“Thank you for another excellent email sustaining a first class community service. Really commendable.”*

Residents’ communications emails survey:

- *“I feel I am a human who has rights in how the council is operating and feel my council tax is being well spent in regards to informing me.”*
- *“I really appreciate these emails. The council is not something I’d ever really given much thought to before, but it actually makes me feel more a part of the community to be aware of what the NFDC is doing to help and support residents.”*
- *“I don’t know how I managed without the emails that you send.”*

- *“The e-mails are clear, concise and relevant”.*

COASTAL SERVICES

Feedback on website:

- *“Great for getting wave height data.... Have a nice day and thanks for helping with their dive planning”.*
- *“Hi - Hope all is well! Firstly, fantastic website! Brilliant to see all this data in an accessible format. I am keen to explore more about how one of our hospitals is responding to the latest heatwave..., might there be accessible historical data logs for sites that I could download for local analysis? Many thanks for any help”*
- *“Another great tool for dive managing and planning, especially when diving the inshore area and knowing real time wave height and direction”*
- *“This is a very useful facility, especially as the former Met Office recording station at is no longer operating”.*
- *“Your website is beautifully clear and easy to use, so please don't change it too much... Thanks for a really useful facility that helps us keep our boat moored off”*
- *“Great source of current and past weather and sea conditions... it is vital that sea goers have local up to date weather conditions before getting out on the water. Thank you for providing this very valuable resource”*
- *“Fantastic resource”*
- *“Excellent service providing essential information for coastal management”*

REVENUES AND BENEFITS

Comment from Revenues and Benefits Service Manager:

- *“We received numerous compliments on the speed and efficiency in administering various business support grants to businesses throughout the year, as well as support to residents through the Test and Trace Support Payments and Household Support Fund.”*

ENFORCEMENT AND AMENITIES

- *“This morning we had a visit from 2 very nice men one called [officer name] to discuss with us about our business waste”*