

## **Appendix One – Examples of Compliments received relevant to areas covered by Resources and Fire & Rescue Overview and Scrutiny**

**1 April 2022 to 31 March 2023.**

### **Examples of the compliments received through Contact Us:**

#### **Finance:**

*“We were very impressed with the work of the Financial Services Department for me there excellent and competent service provided. Keep up the good work”*

#### **Customer Relations Team:**

*“Well I’m astounded!. Never did I imagine that my feedback would generate any action, let alone a personalised response in a matter of hours.*

*So CONGRATULATIONS- I am immensely impressed and you are a benchmark in complaint responsiveness.*

*Being a retired xxx of a large xxxxx manufacturer I always welcomed feedback from customers and always used it as a learning experience for the team and an opportunity to delight the customer and build their loyalty. It really pleases me to see organisations with the same ethos - regrettably there are not many of them!!”*

### **Examples of compliments received directly by Services:**

#### **Customer Service Centre - Supporting People and Mainstream**

*Thank you for all the help and hard work you guys do. Even just the phone conversation helps 😊*

*I would like to thank the personal I spoke to for their kind help and support. They were extremely understanding and helpful, so thank you again.*

*Want to thank the CSA for all their help, they pulled out all of the stops to help, went above and beyond, I’m extremely grateful!*

*Call from customer who just wanted to pass on their thanks for us introducing them to the Community Store in xxxx. Customer said they were nervous about going, as they have never had to do that before but everyone there was lovely, and they said the Welfare team are as well. Caller will recommend the scheme to people struggling, as they had a positive experience.*

*We have just received a telephone call from a customer we supported yesterday. They were very thankful for the time taken to explain and help them understand Adult Social Care finances.*

*"Thank you so much, it is greatly appreciated, but feel humbled at the same time....Can you say extra thanks to CSA please for helping me through this process and being so kind and understanding, and a pleasure to speak with.....Thanks again"*

*The xxxx of a service user wanted to say a very big thank you to CSA for what they did on Wednesday, CSA managed to get them a (piece of equipment) in place by Thursday. Someone arrived and fitted it for them no problems and no wait.*

*Cllr XXX called today and asked me to pass on to you how pleased he was with his contact with X in the Customer Service Centre. Cllr XXX has been in touch with the team 3 times in the past few months and he has spoken with X who was very professional and thorough on each occasion.*

*xxx called to say thank you to X of the Blue Badge team for being so quick and efficient with dealing with his request for a replacement badge for xxx.*

*Just tried to renew my concessionary bus pass online. What a performance! It wouldn't accept my e-mail address (the one I've been using for more than 20 years). So gave it up and phoned Wks C C. Spoke to a real live person, xx, and the whole job sorted out in just over 4 minutes which included the introductory instructions and feedback. Well done and thank you Warwickshire County Council it was a pleasure dealing with you and I could not have received a better service anywhere.*

## **Heritage & Culture Warwickshire**

### **Record Office**

*I need only repeat how kind, resourceful and friendly all of your staff have been and I thoroughly enjoy studying there - it's a pity I'm a little too old to apply for a job!*

## Museum Service

*Thank you so much for our fantastic trip to St John's Museum ...Can I say a very particular thank you to you as you adjusted so quickly to our group's particular strengths and needs and made the experience meaningful and enjoyable for all our pupils. We adults had a lovely day too! Can you say thank you to xxx too as xxxx provided a lovely welcome for us too.*

## Registration Service

*We wanted to say a big thank you for being so lovely when you conducted our marriage. We weren't sure exactly what to expect, and you made it very relaxed and enjoyable, which was exactly what we wanted. Thank you both so much.*

*Thank you so much for officiating our marriage. You were the kindest and calming souls, we were so very nervous, you put us at ease and made us feel relaxed and like we were the only people in the room. Thank you for being so kind and understanding. Lots of the guests commented on how lovely and calming you both were.*

*Wonderful! Thank you so much for making the ceremony so warm and personal. You are an amazing group of people.*

## Library Services

Examples of chat service compliments include:

- *How fortunate to have the library ...thanks. The chat is very useful and staff always very courteous and are interested in what they do. Well done*
- *Timely and responsive and cured my issue.*
- *Quick & efficient reply. Solved my query*
- *I cannot fault the service today, quick, efficient and explained the reply to my enquiry clearly. Thank You, I would certainly use this service again.*

Compliments received from online feedback form (sent by email). Total of 82 responses.

- *you are doing great job. Library staff helped me so efficiently*
- *You are all excellent, I really love my library. Everyone is very helpful. Many thanks.*
- *Everything works wonderfully well, and I'm so grateful to have a be wonderful library.*

*"I just wanted to say how fantastic your staff have been in helping me at both Atherstone and Coleshill libraries, as well at the records office (not sure if that's in your remit). I genuinely couldn't have asked for more and they are a real credit to the Council."*

*"X was incredibly helpful, friendly and professional. xxxx gave me some really useful information about activities that I could bring my children to. xxxx was great with both of my children and made us all feel welcome, and excited about reading."*

*"I like coming in here. Everyone here is so nice, it's like a day out. I've been on my own for the last 20 years and it's nice to have someone to talk to."*

**Shipston Library** – customer commented ‘*how wonderful they all are, friendly and cannot do enough for her when she comes in*’

**Kenilworth Library** – lots of positive comments about the fossil event in half term "*relaxed and fun atmosphere*"

*"Sitting and having some time to create models with my daughter. X says it was a lot of fun"*

**Stratford Library** – A powerful thank you message you organised sessions in Stratford Library for asylum seekers in partnership with xxxxxxx:

*Dear ALL the fabulous, caring, welcoming team at Stratford Library. Thank you all, thank you with all my heart – for EVERYTHING. You helped make asylum seekers visible, feel they mattered, helped them tell their stories, let their voices be heard. I am deeply appreciative.*

**Lillington Library** - "I thought that you did a magnificent, fantastic job with those children." (referring to the Story Stomp session)

## Fire & Rescue Service

*"I just wanted to say a huge thank you to the team who brought xxxxx home from hospital yesterday. I cannot tell you how grateful xxxx and I were to have him home safe and sound after a distressing few weeks, and by such lovely caring people.*

*Not only that but you checked their house and replaced smoke alarms 😊 what a fabulous service.*

*Best wishes to you all"*

*"Just like to say Thank you so much to the Two lovely firefighters that came to xxxx xxxxxxxx & fitted xxxxx smoke alarms and gave us lots of safety advice. xxxx has Dementia so this was most helpful, Please be sure to pass on my Thanks to these two lovely chaps who were so kind, caring & very helpful*

*The below message was sent by xxxxxxx primary school, for X, to say well done forxxxx delivery of Basic Life Support to the year 6 children.*

**I would just like to say thank you very much for organising the first aid course for all the Year 6 children at Alveston. First aid is such an important life skill for children to know about and the day was really successful. Please pass on my thanks to the instructor, he was really engaging and pitched the course just right for a group of 10 and 11 year olds. The children thoroughly enjoyed themselves and came back to class absolutely buzzing - telling me everything they had learnt!**

*xxxxxxx School visit*

*These have been sent to us, some lovely words from a school thanking staff for a visit that took place last year.*

*Certificate of Appreciation Proudly Presented to Warwickshire Fire and Rescue, In Recognition of the support we have given to the Students of xxxxxxx School in their preparation for xxxxxxx*

A thank you email from WCC xxxx Officer for Commonwealth Games 2022

*I just wanted to say a huge thank you to all of you for your support to the xxxxxxx in building the giant straw bike. It looked absolutely fantastic on the TV – the helicopters loved it!*

Positive feedback from college .

*"We did attend and what a fantastic afternoon we had! All staff were amazing and made us feel so welcome. Our students were all so happy on return to college and had such positive feedback about the experience.*

*"X and student Firefighter X are a credit to the station and answered all our questions and made sure our visit was both factual and entertaining.*

*"We have made future plans to have one of your engines visit us at our new site next academic year, which we look forward to.*

*"Massive thank you for helping to arrange our visit and your continued support in our community from all of us at xxxxxxxcollege ."*