

## **Appendix 2: Examples of Compliments Received during 2022/23**

### **Feedback from a grandparent to a Children's Social Worker:**

*"I wanted to say a huge big thank you for your involvement in safe guarding my grandson.*

*You have worked closely with me as well as himself to ensure his well being. I have found you to be honest and professional at all times and I don't know where we would be had you not come on board with this case.*

*I am going to miss your input and genuine concern for and myself, but want to wish you luck as you move forward with your career and your life."*

### **Feedback from a fostering agency:**

*"can we just say you have been a fantastic manager to work with. Your oversight on this case has helped us support our carers and achieve a settled and successful Match for the children.*

*Thank you for working so closely with us as a multi-agency team."*

### **Feedback from a service user about a Social Worker:**

*"Thank you for the wonderful care you have given to my mom."*

### **Feedback from a relative of a service user about a Social Worker:**

*"Thank you for your support you have stood beside me and my mum at a time when I felt very alone. You did not make assumptions or misinterpret my mum's presentation listening carefully to her history and behaviour traits."*

### **Feedback from a service user about a Social Worker:**

*"Thank you so very much for all your work with us, you have been of enormous support to us all and we have felt you had a great understanding of our situation. You were always ready to help and explain and guide when needed, we have really appreciated that. You have also shown great empathy in our darkest times."*

### **Feedback from a relative of a service user about a Social Worker:**

*"From the minute you became Mom's caseworker you went over and above to make sure everything was done in a timely manner. Nothing was too much trouble, you never made me feel as if I was a nuisance. You explained everything and put me at ease. Your actions mean more than I or my family can say, thank you."*

### **Corporate Compliments 2022-23**

- *"I just wanted to pass on a huge thank you from our patient XXXXXXXXXX. His blue badge arrived on Saturday and he says that it has been brilliant. Life changing! He had a hospital appointment the other day and it was so less stressful. He his next chemo treatment will be on Friday, and he says that this has now so reduced his anxiety about parking at the hospital. It is amazing".  
(COaCH/Contact Centre) 06/04/2022*
- *Hi I would just like to say how good is your footpath defect report online, I reported a path at Hampton by the ferry up over Clarke hill and I walked there last*

*week and what a brilliant job your team has made of clearing the path what a joy it was to walk it again many thanks keep up the great work. (E&I/PROW) 07/04/2022*

- A huge thank you for installing a good width pavement from the Bowling Alley Car Park to the Worcester Motorcycle Club , Perdiswell Park WR3 7SN. Thanks . The walking from home WR37LT to school at North Worcester Primary Academy has been dangerous because of the absence of a decent footpath. Now it's better . (E&I/Highways) 04/05/2022*
- I'm writing to thank you for the professional way you managed today's planning meeting and your assistance in putting us at our ease and explaining the process of speaking to the committee. (COaCH/Legal & Democratic) 24/05/2022*
- I would like to take this opportunity to thank Worcestershire County Council for their speedy action in the removal of the unlawful encampment of travellers on the A449 Kidderminster to Worcester Road. These travellers had caused great distress in 2021 with their Anti-Social Behaviour which included 2 attempted break-ins, trespassing, dogs barking throughout nights, rubbish and much much more. The quick response to remove these people has given great peace of mind in the understanding that the Council does consider the wider picture and rights of those settled and living in Hartlebury. I must add that I respect the values of these travellers and their choice of living, however when their actions affect the wider environment and others lives, there must be a line drawn. I do sincerely thank Worcestershire County Council. (People/Gypsy Services Team) 17/06/2022*
- I've been asked to pass on thanks to WCC's Highways Dept. PLUS to the contractors who did the following work: - arranging to have the eastern end of this footpath 'properly' re-surfaced, this section is between Oakly Rd. and the metal barriers. (E&I/Highways) 17/06/2022*
- I have been using Hallow Road 'tip' for more than 50 years, but I have never experienced anything like the service I received from XXXXX, on Saturday 9th July. He helped me unload, some very heavy rubble sacks, directed me to the correct skip, and could not have been kinder. He deserves high praise for the service he gave and I sincerely wish the council recognise this and ensure he is commended for going above and beyond what he is expected of him. My own personal thanks do not go far enough. I will be forever grateful to him. (E&I/Waste Services) 12/07/2022*
- I am a OAP Worcester resident (23 years here). I've used the Recycling Centre many times and have always been struck by the helpfulness and politeness of the people who work there. (E&I/Waste Services) 10/08/2022*
- Resurfacing in Back Lane South - I have spent the last day and a half being amazed and impressed by the work being done by Ringway. The big machines are tremendous, the planning was meticulous and the hard work, diligence and*

*teamwork of the workforce on the ground were a delight to watch. Could my thanks be passed on to all involved. (E&I/Maintenance) 09/09/2022*

- I would like to thank the Bus Pass staff I only applied at the end of last week and today have received my Bus Pass I am very happy at the efficiency of whoever was responsible It seems all we do nowadays is complain but I believe that credit where credit is due Thanks so much I can catch the bus and further support the bus companies Thanks so much this has not gone unnoticed I'm very grateful. (COaCH/Contact Centre) 26/09/2022*
- I want to say a big thank you to whoever it was who processed my concessionary travel pass. I didn't realise it had expired until the bus driver pointed it out to me when I boarded his bus last Saturday. I filled in the online application for a new one on the same day, and I received my replacement today (Friday 21st). I think that is excellent service, and very welcome as I rely on om my senior bus pass a lot. As we have also had a postal strike this week it's super-efficient. !0 out of 10 from me!. (COaCH/Contact Centre) 21/10/2022*
- Really impressed with the team and look forward to being able to find a suitable guest soon. By the way I was very impressed with the professionalism and attitude of the Ukrainian lady from Kharkiv who checked my documents. (People/Vulnerable Resettlement Programme) 04/11/2022*
- A month or two ago I drew attention to potholes on the Cornmeadow Lane junction by Claines Church. I would like to belatedly commend the speed with which action was taken to make the road surface safe for cyclists and motorcyclists. (E&I/Maintenance) 04/01/2023*
- When a new streetlight bulb was installed, I wrote in to complain that it was very bright and appeared to be tilted upwards which led to the light shining into my home all night and was extremely bright. Within a few hours my complaint was answered and within a week the council have agreed with me and the issue will be resolved within 3 weeks of the initial complaint. All with very little chasing or follow ups from myself, very impressed with the service and everyone's help is appreciated. (E&I/Strategic Infrastructure) 12/01/2023*
- Streetlighting Report (Reference #14860) REPORTED 10PM 14/02/23 Fixed AM 15/02/23. I was amazed to see an engineer turn up this morning and repair the streetlight considering it was only reported at about 10pm last night 14/02/22! That is very good response and unexpectedly prompt. Thanks very much! PLEASE PASS ON MY THANKS ETC FOR A PROMPT REPAIR. (E&I/Strategic Infrastructure) 16/02/2023*