

COMPLIMENTS ... COMPLIMENTS ... COMPLIMENTS ... COMPLIMENTS ... COMPLIMENTS ...

In light of the significant number of compliments received by the Service, we only include a select few here.

Spring 2019

Cleaning

Hi Lisa, I would like to sing the praises of our cleaner, Helen Cox. She consistently works hard and is a great encouragement to other cleaners and staff. Last week, staff spent the evening getting 'stuff' and furniture organised following building work. Helen was flexible enough to work with us, cleaning as we moved and re-organised. We really appreciate this 'out of the box' support. We also appreciate that Helen feels like a member of the school family. With kind regards, **Angela Daniel M.Ed. (Headteacher, St. Paul's Church of England Primary School)**

Hi Angie, Re: Neil Dougherty Centre, I just wanted to thank you for sending Tina to us and to compliment her work ethos, commitment and diligence and the high standards of her work. Tina has an understanding of the service and the people we support and is certainly an asset to your service. I trust that Tina will be remaining with us now....if so we look forward to her continued work with us. Kind Regards, **Michelle Spruce (Community Support Manager)**

Corporate Landlord Support

Linda, Thank you for sorting this for myself and the rest of the team.... and it was all completed so quickly. From an outside agency perspective (police) I can honestly say you are very efficient and the process for someone who is a 'non council employee' was very easy to follow and complete. Regards. **Nicky DS 5893 AUSTIN (MASH – Child Abuse Investigation Unit – Sergeant)**

Facilities Management

Morning Ian, I'd really like to thank you and your team for your fabulous support for our Orange Wolves campaign, flying flags, and in particular for your team's support for setting up and dismantling our pop-up shop in the Wulfrun Centre on Thursday. I'd be very grateful if you would pass on my thanks to everyone who helps and supports us. Kind regards, **Kathy Cole-Evans (Strategy Co-ordinator/Manager)**

Everyone!

Dear All, Thank you to everyone who contributed to a very successful external event yesterday. This was a great opportunity for us to showcase WV Active/BBW and we did ourselves proud!

Great feedback from the event organiser on the high standard of service and suitability of the venue. Considering Gladstone hold events throughout the UK, including some at specialist event venues this really is fantastic feedback to receive. They were very impressed [with] the quality of the buffet and the standard of the meeting room etc and they are keen to hold future summits with us. Special thanks to:

- Kieran Simpson for being on hand to ensure everything ran smoothly from an IT perspective.
- Elizabeth, Paige and Zara for delivering a great front of house service.
- Margaret, Sandra and Elliot for working hard to make sure the centre was clean and well presented.
- Chris P, Jodie, Daniel, Jordan, Wayne and Ryan for helping to remove the old meeting room tables and chairs and set up the new furniture.

Overall the centre looked fantastic and the team did a superb job... very well done to everyone!! Kind regards, **Heather Collett (Operations Team Leader – BW)**

Catering

Dear Sir / Madam, On Tuesday 11th December, my husband and I attended the "Seniors" Christmas Lunch at St Anthony's Primary School. I wish to say how much we enjoyed ourselves. The meal cooked by Mrs Cockayne and her team was really delicious, lovely and hot and very homely, served to our beautifully decorated tables by the children. We look forward to next year. Best seasonal greetings to you all. **Pauline Haycox (Resident)**

STAR TEAM 2019 "ABOVE AND BEYOND" CLEANING SERVICES NOMINATION

I would like to nominate the Aldersley Team for the Darts and Comedy events: **Helen Cox, Paul Farnell, Susan Fisher, Harbans Kaur, Rajwinder Kaur, Halima Moonshi, Anne Oakley, Anne Phillips and Theresa Price.**

They were extremely flexible and kept the Centre immaculate through a very challenging event dealing with unusual waste in some unusual places without any complaints going above and beyond their duties when and where required.

They worked very well together as a team promoting a very positive attitude which reflected on the Centre.
