

4. Compliments

4.1 We record compliments from residents whether it be by email, letter, online, by phone or directly via a manager.

We received 228 compliments between 1 April 2021 and March 2022 and the table below provides a breakdown of the service areas that were complimented.

There has been an increase in the number of compliments received compared to 2019/2020 (previously 149 council wide) due to incentives such as (Street) Kind Words.

Service Area	No. of Compliments
E&N – Community Safety & Enforcement	114
Corporate and Customer Services	61
Children’s Services Early Help and Prevention	11
Adult Social Services	11
E&N Direct Services	10
Children’s Services Safeguarding and Social Care	8
Commissioning	4
Planning, Building Standards and Sustainability	4
E&N Stronger & Safer Communities	3
Legal & Governance	1
Children’s Services Schools and Learning	1
Total	228

4.2 As part of the Corporate Delivery Plan, we will be working with services to raise awareness of compliments across the Council.

We know that there are ongoing initiatives in pockets of the authority that celebrate good practice, and one of our aims is to bring this work together so that we can illustrate the good work being done across services corporately.