

To receive staff compliments and consider any actions

1. Library Hub:

The library staff assisted a customer who's young baby stopped breathing. The customer was thankful and sent the library staff a card to express her thanks.

2. Service Delivery:

The Development and Engagement Manager has been collecting staff compliments on any social media posts on the Saltash Town Council Facebook, Instagram, and LinkedIn accounts. Please see below some recent feedback from members of the public:

Churchtown Cemetery Maintenance



Westcountry Funeral Service · [Follow](#)

We were there yesterday and the family we were with commented on how nice it was looking. Keep up the great work 👍

18h Like Reply Hide



Thank you for keeping everything so lovely and tidy, you do an excellent job xx

1h Like Reply Hide



Thank you keep the new cemetery so neat and lovely.

2h Like Reply Hide



Pillmere Estate Maintenance



Pillmere Community Association

Anne Perry · Moderator · Top contributor · 10m · 🌐

They always do such a fantastic job and it's very much appreciated. Thank you to all involved. ❤️

9h Like Reply Hide



Reply to Amanda Cook

👤 😊 📷 GIF

It's very much appreciated, they are a great bunch doing a great job.

22h Like Reply Hide

2 👍

Looking great ,Thankyou to everyone involved...

...

20h Like Reply Hide

Beautiful. Thank you all x

13h Like Reply Hide

Very much appreciated, thanks to everyone involved 😊👍

👍 Like Reply

Thank you all so much, it looks beautiful. I love living here 😊

8m Like Reply

Fore Street Planters + North Road Bus Stop (cleaning up after the vandalism incident)

I saw them preparing the planters and they cleaned after themselves too. I'm looking forward to a colourful display of flowers soon. 🌸🌻🌺

1h Like Reply Hide

Thank you for responding so quickly. Means safer walking dog later.

2d Like Reply Hide

3 👍❤️

A member of the public wrote to the Town Clerk requesting their compliments to the staff (points 3 and 4 below) be formally acknowledged by the Personnel Committee under agenda item 17:

3. Library Hub

Community Hub Team Leader:

May I record what a fine job he did in setting up the library/social hub during his tenure over the last several years. I use the facilities at least one full day each week for my local studies research, including giving public presentations. He could not have been more professional and helpful, and I know there are many others who share my view. I am sorry that he has left.

Community Hub Assistants:

A couple of years ago, I did write to the Town Clerk complimenting the staff. They are as good as I have come across. They are all thoroughly professional, friendly, and nothing is too much trouble. This includes two Library and Information Assistants who have left just recently. I have a very high regard for all the Community Hub Assistants.

4. Office staff

Planning and General Administrator:

Sinead and so many of the Saltash public will miss her. She has been such an asset to the Council with her professionalism and the way in which she has interacted with the Saltash public. I would go so far as to say that from the perspective of the Saltash public with whom she has come into contact she has been a model employee. Her warmth of personality will be much missed. I wish her a long and happy retirement. Over her time, she must have generated so much goodwill through her personality and caring attitude.

End of Report