

## To receive staff compliments and consider any actions

### 1. Service Delivery:

Staff compliments received on any social media posts on the Saltash Town Council Facebook, Instagram, and LinkedIn accounts are collected.

Please see below some recent feedback from members of the public:

#### Pillmere

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**Pillmere Community Association** ... ✕  
 2h · 

**I would just like to say a big thank you to the Saltash council service delivery team who have been working so hard on keeping the paths clear this year . The estate is looking so tidy and the paths are less treacherous on my daily dog walks . Many thanks and Happy Christmas to you all 🎄 🎄**

 **13**  **2**   

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#### Waterside Public Conveniences

Brilliant job they will be well used , and appreciated with the many visitors and local residents . Thank you for doing such a great job

5h Like Reply Hide



Great work

21h Like Reply Hide



 

I'm not usually a fan of government run councils but must admit Saltash council do change that view. For a small town they organise loads of cool things regatta, Xmas in fore street etc etc.

well played 🍷

2d Like Reply Hide Edited

Brilliant job they will be well used

, and appreciated with the many visitors and local residents . Thank you for doing such a great job

3d Like Reply Hide

Great work

3d Like Reply Hide

## 2. Administration / Service Delivery

### **Isambard House Booking**

Sent: 29 October 2025 18:35

To: enquiries <enquiries@saltash.gov.uk>

Subject: Nellie's 'Celebration of Life' at Isambard House

Hello again

Bob and I would like to thank you and your staff so much for making our afternoon run smoothly. You have helped us all the way with kindness and gentle guidance.

Mike was amazing today too. Nothing too much trouble. Please pass on our gratitude to him. He has arranged to meet Bob tomorrow to collect the vases of flowers.

The room, facilities and the gentle rumble of the train passing all contributed to a beautiful afternoon.

Thank you.

**Sent:** 8.12 2025 12:00

**To:** enquiries <enquiries@saltash.gov.uk>

**Subject:** Fore Street Christmas Illuminations

Dear STC

My wife and I would like to say that the Fore Street Christmas illuminations are a credit to all those that organised the installation and to those that installed them, they certainly lifts ones spirits when passing along Fore Street when they are on and especially at this time of year when there is a lot pressure on every day life.

So thank you once again and I hope you pass on my gratitude to those who played a part in the Christmas illuminations.

PS. We love the cluster ones in the trees.

Kind regards,

This email was received by enquiries and shared with Chairman and Vice Chairman of Services.

3. STC Railway 200 Working Group with support from the Development and Engagement Manager

### **Sustainable Travel Leaflet**

Sent: 31 October 2025 12:56

To: enquiries <enquiries@saltash.gov.uk>

Subject: Flyer 'Using the train from Saltash'

Hi,

We would like to congratulate Saltash Town Council for the excellent flyer 'Using the train from Saltash' which we received yesterday.

It's informative and promotes the great travel link with rest of the country which can all enjoy and benefit from.

Having a fully functioning main line station is a huge benefit to the town and may its success with many trains stopping continue.

Essa Road

**Sent:** 31 October 2025 12:00

**To:** enquiries <enquiries@saltash.gov.uk>

**Subject:** 'Using The Train From Saltash Station' leaflet

Hi all

Please pass on my compliments to those who created the 'Using The Train From Saltash Station' leaflet.

It's appealing from the front cover, inside, and to the back. I like how you have kept the colours subtle which gives the photos real punch.

The QR code offering live train departures is useful.

I happen to know how to use a QR code, however for future leaflets, it may be worthwhile giving a summary of how to use one. Some folk may not be aware - yet!

Well done, one and all!

The comments regarding the Train Leaflet have been shared with the Railway 200 working group Members and the D&EM.

**End of Report**

**Office Manager / Assistant to the Town Clerk**