

To review team compliments and consider any actions and associated expenditure.

Report to:

Personnel

Date of Report:

14.07.2026

Officer Writing the Report:

Office Manager / Assistant to the Town Clerk

Purpose of the report:

To review team compliments received since the Personnel Committee last met in June.

Officer's Recommendations

To note.

Report Summary

Since the Previous Personnel Committee held on 25 June 2026 the following staff compliments have been received:

Many thanks indeed, Emma,

Thank you so much for all your kind help and effort on this meaningful and memorable project.

We all very much appreciate the sincere and enthusiastic support given by you, Dawn, and the rest of the STC team. It has truly been heartwarming to work with you all.

We very much look forward to receiving the booklet - so excited! 😊
Kindest

The team (Sue Hooper)

1. Dear Sinead,

You might remember me once saying that the public does not give enough praise where it is due. I want to put this right again with regard to commending an S.T.C. employee, Mr Kevin Cotton. Some weeks ago, I collapsed with heat stroke at the St. Stephen's Church bus stop after a funeral. He apparently took the lead, with others, to lift me from a hollow onto the pavement, then used his first-aid training to support me. My right-hand side, arm, and hand were damaged, and I am only now recovering. I am really grateful to him and to the fact that S.T.C. probably supported his training.

At the re-opening of the library, he saw me and was kind enough to come over to see me and to enquire how I was. Excellent customer service.

On that tack, I might in the past also have mentioned another employee of yours, Mr Michael Cotton. I do not know if they are related. I once wrote to you with regard to my appreciation for your excellent library staff, then led by Mr Dave Orton. I probably could and should have included Michael Cotton in that. He comes into the library on a Tuesday, my research day, to test the fire alarm. He does so professionally and with charm, personality and really good customer service, noting, politely and with apologies, that we users will be unavoidably disturbed.

S.T.C. is really fortunate to have people working for you with such an abundance of skills and personality.

Your sincerely,
Barry Brooking

2. Hello Dawn,

Thank you so much for your kind and meaningful message.

I understand that Lynn has now spoken with you and Emma, to follow up on everything.

We are all immensely appreciative of the wonderful, active, and enthusiastic support that we have received from Emma, Lindsay, and yourself. It has truly been second to none. Thank you again from all of us.

As always, Sue Hooper
From us this end!

x



Dawn, Lindsay, Emma
+ Emma

+ everyone at Saltham Town
Council

Grateful thanks for all your
help + support.

Lynn + Tony, Sue + John
"The Team"

3. Dear Lyndsay and all at Saltash Town Council

I'm writing to thank you for arranging for our group to use Isambard House on Saturday – especially as it was quite short notice.

We had a very good time, and it was an ideal venue for our wheelchair users. It's a lovely building and a great setting – and completed our day trip as we'd visited the Tamar Bridge centre earlier and then walked over to Isambard House across the bridge. A first for many – Plymothians and Cornish included!

Please can you also pass on our thanks to Steve who was very helpful and welcoming.

With thanks
Alison

Tavistock Muscular Dystrophy Group

4. To the Service Deliver Team

Good afternoon

I would like to express my sincere thanks and gratitude for the response we have had this morning from your team, I initially spoke to say we had an emergency with a fallen tree on the side of our property which ended up resting on the corner of our roof and was in very real danger of crashing onto our conservatory, from that initial phone call we had two of your service team at my door within 15 minutes, I apologise but I didn't catch their names, they were so helpful and polite and they contacted a tree surgeon straight away expressing the urgency of the job. The tree surgeon arrived within half an hour and once he assessed the tree got straight to work and made the tree safe and your two members of the team disposed of the tree once it was cut up.

Absolutely amazing team work from them all and can I please ask that our sincere thanks are passed onto them, we especially appreciate the speedy response bearing in mind we know how busy you are today

Kind regards
Colin

Signature of Officer:

Office Manager / Assistant to the Town Clerk