

REPORT TO: Children Young People and Families Policy and Performance Board

DATE: 2nd September 2015

REPORTING OFFICER: Strategic Director, Children and Economy

PORTFOLIO Children Young People and Families

SUBJECT: Compliments (Service User Feedback) relating to Children and Economy Directorate

PERIOD: 1st April 2014 to 31st March 2015

1. PURPOSE OF REPORT

To provide Senior Management Team with an update, and feedback on Compliments made by clients and Positive feedback from workers/professionals relating to the Children and Enterprise Directorate. This report will demonstrate the positive impact and outcomes on the lives of people accessing services in this Directorate.

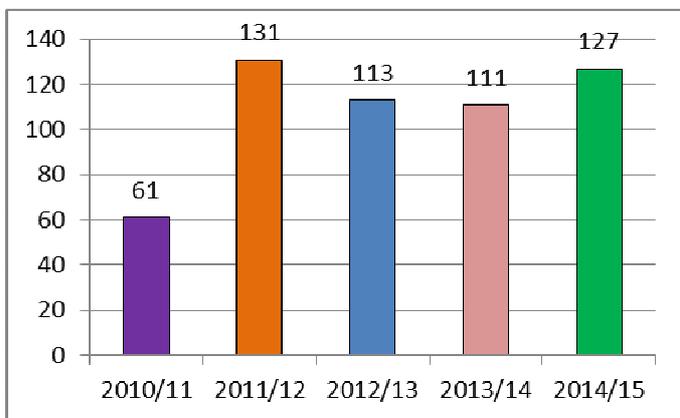
2. RECOMMENDATION: That

The report is accepted as the mechanism by which the Senior Management Team is kept informed and that this information is used to develop services.

3. SUPPORTING INFORMATION

The Customer Care Manager periodically provides training on Complaints, Comments and Compliments, included in this training is the process of recording compliments.

4. NUMBER OF COMPLIMENTS BY YEAR



Staff are reminded to forward any compliments or positive feedback to the Customer Care Manager but it is embedded into working practice and so more often than not, they are submitted without any reminders. Numbers have increased this year.

5. BREAKDOWN OF COMPLIMENTS AND POSITIVE FEEDBACK

Service Users providing a Compliment to the Children and Enterprise Directorate.

	11/12	12/13	13/14	14/15
Percentage	58%	53%	59%	69%
Number	76	60	65	88

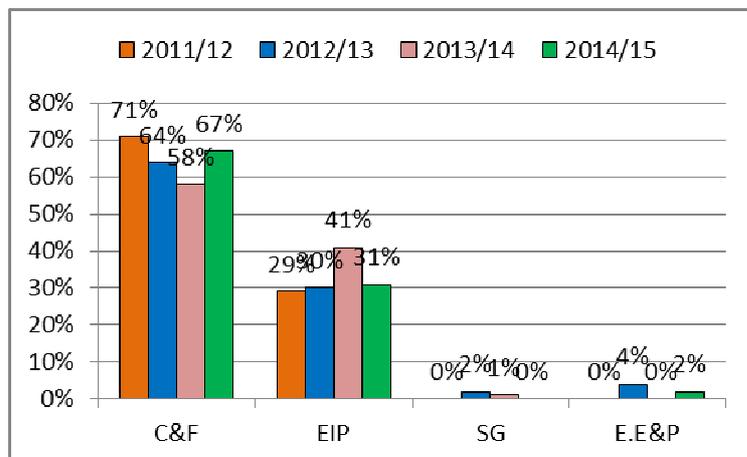
Workers/Professionals providing Positive Feedback to the Staff in the Children and Enterprise Directorate.

	11/12	12/13	13/14	14/15
Percentage	42%	47%	41%	31%
Number	55	53	46	39

This year we received the highest percentage of compliments from service users.

6. COMPLIMENTS BY OPERATIONAL DIRECTORATE

The Children's Organisation and Provision Department and the Learning and Achievement Department merged to become the Education, Inclusion & Provision Department. For comparison I have merged the totals from both departments.



C&F- Children and Families (85)

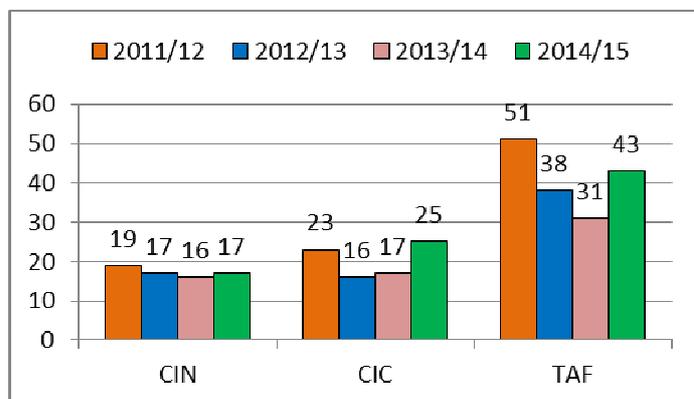
EIP - Education, Inclusion and Provision (40)

E.E&P – Economy, Enterprise & Property (2)

10 compliments received from young people (less than 18 years), 2 more than last year. 2 were received from care leavers, same as last year.

6.1 CHILDREN AND FAMILIES

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2014/15	23	25	22	15	85
2013/14	16	14	19	15	64
2012/13	11	17	18	26	72
2011/12	27	25	32	9	93



	11/12	12/13	13/14	14/15
CIN	20%	24%	25%	20%
CIC	25%	22%	27%	29%
TAF	55%	53%	48%	51%

The higher number in the Team around the Family service reflects the type of work they do in the community. Providing support and being a visible party to improvements within the family instigates a higher number of compliments. It should be noted that these services can work in conjunction with other teams such as Children in Need.

Child Protection and Children in Need

- 1 Card- We certainly owe you a great debt of appreciation and gratitude, so delighted by how things went at court. I've sent you a photo of our boys taken over the weekend, the adventure is just about to begin. It's really quite sobering yet also incredible for us to get to reprise the parental role for a second time. Thanks for all your hard work on behalf of the boys and ourselves. (Service user)

- 2 Child- Letter- he is the best Social Worker ever, he has helped my mum, he supports us on whatever we do, he has a good relationship with us, we can always tell him how we are feeling.(Service user)
- 3 Text- Thank you so much, you have done more for us as a family in these last two months than anyone else has done in 10 years. I just put the "fml" system (increases child hearing) on her omg I want to cry. Something we have fought so long for and that look on her face she ran upstairs and could hear me, she came running down the stairs and said "Yes now you can shout me can't you mum and i can come down" I can't thank you enough to see my baby smile so much. (Service user)
- 4 Email- you hear to much about people talking bad about social workers well I've had a completely different experience. She has been absolutely wonderful, kept us informed, explained everything and always been there when I've needed her. My children really like her, her manner is brilliant, to conclude she is brilliant at her job and a really lovely lady, thanks. (Service user)
- 5 At review conference both parents were full of praise for the Social Worker, they feel as a direct result their circumstances have changed for the better. They advised she has been fantastic, supportive, always available, keeps them up to date and explains everything. I would like to echo these comments, the Social Worker presented well in conference with a clear understanding of the family, a focus on the plan and we were able to measure progress as a result.
- 6 Text - thank you for all the help and support you have given me throughout my pregnancy. Even though things never turned out the way I wanted them to, we really appreciate it. Thank you (Service user)
- 7 Many thanks for this thorough and rapid response to our referral. It all appears very reassuring and I will communicate the overall positive impression to the referring party.
- 8 Card- Thank you for helping me and supporting me and my children. (Service user)
- 9 I spoke to her and she wanted to pass on how impressed she was with the Social Worker whom she described as lovely. (Service user)
- 10 Card- Thank you ever so much for all the help you have given to our family. We as a family had hit a hard time and with you to help steer us we have come out the other side stronger and happier. Thanks again. (Service user)
- 11 Card- What are we going to do without you, thank you for holding our family together, you're the best, thanks a million. (Service user)
- 12 Card- You did something lovely and it really meant a lot, you've been an amazing social worker, your always there, thank you so much. (Service user)
- 13 Thank you for all your help with this case it made a huge difference to everybody and particularly the child.
- 14 I just wanted to say how impressed I was with your handling of this delicate situation. Against all the odds, your work ensured that not only was the section 20 signed but within the hour, the child was in a safe place with foster carers, all done calmly, professionally and with minimal trauma to the child. He has returned to school today beautifully turned out, with reading books and homework done. A transformation, good

work.

- 15 MP - This is a really helpful letter with sufficient information to give a good explanation of the case, please pass on my thanks.
- 16 Card - Thank you for your knowledge, support and for being a boss keyworker. You have supported and believed in me when I have no belief in myself at times. You have helped me grow and make valuable changes to my attitude towards life and people. You are a valuable person to Halton Social Services, keep up the brill work. (Service user)
- 17 Thanks for doing a brilliant job in supporting our family, we are glad of the involvement you gave us a much needed kick up the bum. (Service user)

Children in Care

- 18 Text- the children often talk about you fondly, you are especially in my thoughts at the moment, we have got our first special little people staying with us, we're delighted to have them, they are settling in well and getting us trained!!! It seems unbelievable that about a year ago we first spoke to you at that meeting, thanks for all your support, understanding and for just being you, here we are in the fostering world! Thank you for being such a lovely assessor and lovely person. (Service user)
- 19 I am not sure you know but it's always good to see how much your staff and yourself truly care about what happens to the young people who attend Inglefield, as a Cllr and as a person I am very proud of what you do...sometimes you know people like you humble people like me and I just wanted to say a very appreciative THANK YOU !!!
- 20 Letter- Thank you from the bottom of my heart for your wonderful support on Monday when I took my son for an xray. It went well especially because of the lovely staff with their professional care and understanding of his behaviour. (Service user)
- 21 Email- Just wanted to drop you a line to thank you for the response yesterday, they did an amazing job.(Service user)
- 22 Card- Thank you for all your support and hard work, we couldn't have done it without you. We can now have peace of mind knowing that he is safe and secure with us. (Service user)
- 23 Card- Taking this opportunity to say thank you for taking care of things. (Service user)
- 24 Letter- It only takes a moment to say thank you, but your thoughtfulness and support will be remembered a long time. The world is certainly a brighter place with people like you helping me to care for my beautiful and extra special son. (Service user)
- 25 Email- Just to say thank you for all the hard work you have done on my mum's behalf. I read the form and it was done very well. (Service user)
- 26 Card- Thank you so much for your help with my file, it's great to now have a gap filled and to understand. I couldn't have asked for any better response, it felt like nothing was too much trouble. I felt like Halton knew exactly what I was thinking and provided any support I needed. Many thanks (Service user)
- 27 Care leaver - Thank you for being there, I really appreciate it, I feel I have connected with you and you actually understand me and don't judge, that means a lot so thank you very much. (Service user)

- 28 Email- We would like to pass on our gratitude to our Social Worker. He kept in constant contact all the time we were at the hospital and he phoned the next day (Saturday) to check on us.(Service user)
- 29 She was full of praise for you, I thought this really important to pass on to you, the way you managed the cases meant they felt very well supported and valued.
- 30 Child - she's really kind to me and understands how I'm feeling, she's been really helpful.(Service user)
- 31 I went to see him the other day, he is a child who has been very reluctant over the years to engage. He really enjoyed attending and wishes to continue, thanks to her for taking the time to visit and encourage him to attend.
- 32 Card- Doing things for others is such a special art and it deserves a thank you, thank you for all your support. (service user)
- 33 Email- From mum with children on adoption plans - I just wanted to say thank you for everything, I can't tell you how much I appreciate it. you have ensured their happiness, health and safety. I could tell that you really do care. Thank you for the help you have given me. (Service user)
- 34 Email- Just wanted to pay a compliment for the excellent support she has offered, she gave up her own time to help with the children, many thanks.(Service user)
- 35 Just to say a big thanks to the staff present last night, he said he felt emotional at seeing how hard the staff were trying to make the event positive for the young people. (Service user)
- 36 Just wanted to provide some positive feedback, I am very impressed by her professional attitude towards the families she works with, her standard of work and her clear understanding of the plan and proactive approach to it. Children comment on her being lovely and a great social worker.
- 37 The emotions in the room were felt by all and it was a humbling experience and one I will never forget. We acted in the best interests of the children. Showing a multi-agency approach when conducted correctly can benefit the intended parties and satisfy those involved that they have done the right thing.
- 38 Her mum rang, she is not sure when her daughter is leaving and she might not be at Edinburgh Rd again, she asked me to pass on her thanks to the whole team for all their hard work, she stated that you have all done a great job and she was very appreciative for the support and care you have shown her. (Service user)
- 39 Letter- I was most impressed with the staff and procedure put in place by Halton Council. I felt the children were lucky in the continuity of care from the social workers, the support given and the determination of them in securing them an adoptive family. I was kept informed every step of the way and given advice if I asked for it. The preparation work was excellent and aided a seamless transition. Myself and my family would not be feeling as happy as we do for the boys if this process had not been managed so caringly. Thank you. (Service user)
- 40 It was lovely to see how much they have come along. So many children who have been looked after do not have answers and stories about their early life, but this day meant

they will be able tell them what they want/need to know. Halton LA have been a pleasure to work with from day one.

- 41 Care leaver- Young person - Thank you so much for your support over the last few years. Without your support I would not be where I am now and as strong as I am now, I will never be able to thank you enough. Everything I have ever asked you to do you have done straight away and never let me down. You deserve an award, I really do appreciate it and one day I hope I have the same effect on people the way you do. (Service user)
- 42 Newspaper article- A care package funded by Halton Council has now given the family support and a fresh start. This gives us time to be us again and spend time with our eldest child. This care has made a massive difference. I'm more positive about the future now because we don't feel we are on our own. (Service user)

Team around the Family

- 43 Things are great, actually never been better. Without your involvement we would never have got this settled, everybody knows their boundaries, we have a good routine in place and people have noticed the change in us. (Service user)
- 44 Card- Thanks for all your help and support in working with our family. (Service user)
- 45 His behaviour has improved dramatically, it has improved my life and made things easier for us both. (Service user)
- 46 I just wanted to say a huge thank you, you are amazing and so good at your job.
- 47 Card- Thank you so much for your help and kindness which I really appreciated. (Service user)
- 48 It has made a big difference, she has helped me with my stress levels and helps me manage my kids, she has been a big help to me. (Service user)
- 49 We understand more, do more things together, it was good to have her help. (Service user)
- 50 Her support has changed my family, my confidence has grown as well. Whenever I have needed her she has always been there to help. (Service user)
- 51 We are doing more as a family, he is more independent and we are working together more with the children's behaviour. We have happy, fun family time. (Service user)
- 52 I attended an initial child protection case conference whereby she attended in her professional role. I wanted to compliment her work as she stood out as being very professional. She was child centred, her presentation skills regarding the sharing of information were relevant, succinct and clear. It was clear that she understood all the issues for the children and was able to make a positive contribution in a constructive and professional manner.
- 53 Text- Just to let you know, I have moved, finally and the boys are good and happy, I'm happy and the boys are in new school and they love it. I just wanted to say a big thank you for all your support, I was happy with you and the boys ask about you, you were brilliant. (Service user).

- 54 I do not know how I'd have got through that without her, she was my saviour. She has fantastic people skills and a way of making light out of the darkest situation. (Service user).
- 55 Text - Just thought you should know how fab and confident she was, thank you for your hard work I'm so proud of how far she's come and that's down to what you have done. I don't know how I could ever repay you for that. (Service user).
- 56 The family has become stronger, the expert advice and support has been amazing, I can only thank her for her journey with us and for the wonderful approach.(Service User)
- 57 Having the CAF meetings have helped, I feel like it's progressing and we are getting the help I need.(Service user).
- 58 She was able to listen, understand what problems he have and get the relevant agencies involved. She was able to motivate me to support my family. The children now feel in a secure environment and we have a stable home. The children are a lot more relaxed, calm and living in a stress free environment.(Service user).
- 59 Young person - happy that there's no more drama, CAF has helped me in lessons and to get along with people better.(Service user).
- 60 I just wished to compliment her on her work, the work she is doing is having a significant impact upon the child's development and she has an excellent relationship with her mother who has taken on board advice and guidance given. Her verbal feedback in meetings is always accurate and concise, she always presents as very positive and child focused.
- 61 Her work has brought me closer to my kids in a positive way.(Service user)
- 62 Just wanted to say thanks very much for the support. It has been so successful to work together for the best interests of this little boy and his mum. Without your support it would have taken much longer to provide the support.
- 63 She has always been there when I needed her, she has helped me straight away. Thank you for all your help over the months.(Service user)
- 64 I can only thank you for the wonderful journey with us and for the wonderful approach dealing with family issues. Your guidance has made us a more functional family, stronger as a result and the expert advice and support has been amazing.(Service user)
- 65 Email- I would like to say how pleased I am with the activities available, she really enjoyed them all. The staff were really lovely helping the children and explaining the services of the children centres, nothing was too much trouble. An excellent opportunity to take the children somewhere local definitely taking her again.(Service user)
- 66 Card- Thanks for everything you have done for us over the last few years, you have been a great help. You really helped our mummy through some difficult times, we will miss you lots. (Service user)
- 67 Card- Thank you so much for all the help, support and advice, you made such an overwhelming situation easier for us to get through. (Service user)
- 68 I just wanted to let you know, If it wasn't for you and your support I wouldn't be the

person I am today. (Service user)

- 69 We are very grateful for the help and support, it has made a great improvement with my family the kids have become lovely with her help.(Service user)
- 70 Letter- She has helped me a lot over the last year, I was in a really dark place before the support came. She gave me strategies to help and home has become a much happier place. I just want to say I felt like I had nowhere to turn until she came in, even though I feel strong enough now, I will miss the support from her. (Service user)
- 71 It has made a massive difference, we can now control the kids behaviour, there is less tension, we don't argue like we used to, I have more confidence to do stuff. Our life is 100% better now she has done a fab job with us so THANK YOU.(Service user)
- 72 Child - we are all happier, we have a new house, we are so warm I would feel a bit sad if she was not there because she helps our family. (Service user)
- 73 Text- I just wanted to say thank you for all your help, this time last year I couldn't imagine him doing as well as he is, you obviously made a big impact on him and we are very grateful. Fingers crossed he will keep up the good work and continue to make us proud. (Service user)
- 74 I just wanted to thank you and your staff for your hard work and generosity - thank you so much for thinking of us.
- 75 I really appreciate the work you have done, your help, support and positivity with the family and at CAF meeting has been invaluable.
- 76 I just wanted to say, what good, thorough reports you have undertaken. Thanks again
- 77 I found the CAF training great, it was so well delivered, you're a natural, really useful for me to run through it again.
- 78 Card- Thank you for helping me since I have been at my nans. I am grateful for all the help gave us in the past year. (Service user)
- 79 It's a fantastic service, been a real godsend. It's such a good scheme - I would recommend it to all parents.(Service user)
- 80 It has made a massive impact, I fully understand that what you put in is what you get out. It has made me realise that in order for my family to flourish, it all starts with me! I am a mum, I'm the adult, I can do this.(Service user)
- 81 Email- The family wanted me to make you aware that your support has been really helpful, he likes engaging with you and wants this to continue, the family state there has been a marked improvement which is down to you supporting the family. It was lovely to hear such positive comments about colleagues in what can sometimes be a challenging role.(Service user)
- 82 Card- Thank you so much for all you have done over the past few years. You have truly put your heart and soul into this job and gone above and beyond. We will miss you greatly. (Service User)
- 83 Card- Thank you for everything you have done for us this past year, it means a lot to us.

(Service user)

- 84 Baby and me has been a fantastic group, making new friends, sharing information and ideas, opportunities for the babies to explore different senses. A well run group thank you so much for the experience.(Service user)
- 85 Text- I have every faith in the new SENCO and the support they are putting in. I was really happy with how the CAF review meeting went yesterday, thanks very much, you are a star for our family. (Service user)

6.2 SAFEGUARDING UNIT

Year	Q.1	Q.2	Q.3	Q.4	Total
2014/15	0	0	0	0	0
2013/14	1	0	0	0	1
2012/13	0	1	1	0	2

No compliments have been recorded this year

6.3 EDUCATION , INCLUSION & PROVISION DEPARTMENT

The Children's Organisation and Provision Department and the Learning and Achievement Department merged to become the Education, Inclusion & Provision Department. For comparison I have merged the totals from both departments.

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2014/15	7	18	3	12	40
2013/14	18	13	8	8	46
2012/13	2	8	11	13	34
2011/12	8	11	15	4	38

LEARNING AND ACHIEVEMENT					
Year	Q.1	Q.2	Q.3	Q.4	Total
2013/14	10	6	4	4	24
2012/13	0	6	7	6	19
2011/12	1	2	9	1	13

ORGANISATION AND PROVISION					
Year	Q.1	Q.2	Q.3	Q.4	Total
2013/14	8	7	4	4	22
2012/13	2	2	4	7	15
2011/12	7	9	6	3	25

- 86 Very happy, she reviewed our complaint, kept her word as agreed at our meeting. (Service user)
- 87 Card- I would just like to say a great big thank you for sorting it out and for your prompt response and care. (Service user)
- 88 Big thanks, great articulation of the work underway, its clear you are all very comfortable under pressure and totally in tune with your vision, very well done.
- 89 This Children and Young Peoples Plan is great, so well set out and I can tell how much you have been involved. Brilliant.
- 90 Child - nana said, just keep up the good work. (Service user)
- 91 Card- Thank you so much for helping our son progress in activities. With your help he has developed a lot, you are doing a good job. (Service user)
- 92 This is the day I have been waiting for what seems like forever! Anyway I just wanted to say a big thank you because you were a massive support at the start of our journey

more than you will ever know. Without your help and support I do not know where I would be today or have been prepared for what the future held, i will always be extremely grateful, you do a fantastic job and should be proud of yourself, thank you.
(Service user)

- 93 Email- Just wanted to pass on my thanks in relation to the event, the children and parents had a wonderful time and certainly gained a lot from the experience. They were extremely positive about it and would welcome other opportunities such as this.(Service user)
- 94 Thank you for all your hard work, they thoroughly enjoyed the day and I know my year 6 will remember their year of support.
- 95 Email - Thank you for a thoroughly good night. They had a wonderful, memory making experience and enjoyed every second.(Service user)
- 96 Email- Thank you so much! I have really appreciated all of your help and support, looking forward to many happy years. (Service user)
- 97 Email- A big thank you for all your hard work, it's been fantastic, a great opportunity for my daughter to experience new things.(Service user)
- 98 Email- Had a great time, enjoyed it so much, made some new friends, it was a great experience and he would never have had this fabulous opportunity if this service was not available.(Service user)
- 99 We had a pupil on work experience, extremely polite, punctual and hardworking, a joy to have. We will definitely consider being part of the work experience again in the future.
- 100 Email- I don't know what my kids would do without the group, they love going and it gives me peace of mind as a parent knowing where the kids are and that they are not walking the streets causing trouble. All the staff are fantastic, the club means the world to me, she struggles with her needs, yet the club does not discriminate in any way, I can't thank you enough for all you do for my kids. (Service user)
- 101 Email- Thanks for your help this morning, so much advice and support over the phone, finally I feel like I am getting somewhere for my boy.(Service user)
- 102 Email- I can't recommend this service enough, they have really helped and guided me through a difficult and frustrating time and now I have a glimmer of light at the end of a long tunnel. (Service user)
- 103 Email- The officer was extremely helpful, not only by the advice she gave but by telephoning the next day with more helpful information.(Service user)
- 104 Email- I must thank you for all your help this year, it was good to feel you were on my side and gave me the confidence to carry on. (Service user)
- 105 Card - Thank you for all your help over the years.
- 106 I have just looked at your SEND site and wanted to say 'Well done' getting all that information on as simply as possible. Not an easy task. You have worked so hard developing Halton's Offer and keeping everyone up to date, I hope you are pleased with the results.

- 107 Just a note to say thank you for your support, the problems are now resolved.
- 108 Email- Thank you so much for opening the new footpath from the back of the school leading to the juniors, primary and nursery. Email- This makes life so much easier, I have children in primary school one in reception and next year one in nursery. Previously it was so difficult managing steps with the pram, the traffic and going all the way around. I am sure lots of other parents are grateful.(Service user)
- 109 On behalf of all of us, we would like to say a big thank you for your help and support, we have made huge progress and feel so much more positive.
- 110 She wishes me to pass on her thanks for the work you have undertaken in supporting her and I would also like to thank you.
- 111 That's excellent, thanks ever so much for supporting him, I know he is really thriving off these opportunities and it's great that he and all other young people involved are getting so much support.
- 112 Have to say this is a fantastic example of quality communication, it is such a pleasure to be able to access information swiftly and easily.
- 113 Email- Thank you for all your support during my application for an EHCP, throughout the process you kept me informed and were only a phone call away if needed to ask questions. You made me feel that I was a valued parent and supported my enthusiasm to be involved. I know it was unsuccessful but I felt the panel listened to me and my concerns and the recommendations to his current school were valuable.(Service user)
- 114 Just wanted to say, the new style briefing note looks great, well done.
- 115 Well done on being voted in to represent the group in national meetings. You must be very pleased to be suggested by peers within the group: many of whom are veterans, taking on this role will mean that Halton has direct communications nationally that will influence good practice for Halton SEND Partnership. Well deserved.
- 116 The high turnout was evidence that she has made a dramatic impact on the levels of engagement, I have watched 5 previous post holders and VCS engage workers fail to achieve this year on year. For me the greatest impact was that adults were communicating, sharing, laughing and moving freely at the well attended event. They have worked long and hard at bringing about change this particular event demonstrated this and to observe all collaborating to maximise benefit for young people deserve special recognition.
- 117 Stark and heart-warming reminder of how much is happening for young people in the borough. It was a great night.
- 118 Card- Just to say a 'big thank you' for the continuous help and support you have given me, it was very much appreciated, I don't think I would have got through it without you. (Service user)
- 119 Email- Thank you for all the great work you do, she has been given lots of brilliant opportunities to meet other young people and carry out projects teaching and encouraging her to support and help the community. They have been great fun and developed her confidence in meeting new people and trying out new things. it is

important that children are encouraged to develop and appreciate the skills they have and use them to the best of their ability. Thanks again.(Service user)

- 120 On behalf of the strategic group and Cheshire wide partnership, a huge thank you for the hard work you have done in producing an excellent document that will drive this critical area of safeguarding over the next few years. The support you provide to the partnership is excellent and very much appreciated by us all.
- 122 Email- Thank you for allocating my son a place at that school, without your advice I would have move to far away. I have a very happy 10 year old son.(Service user)
- 123 Email- I just wanted to thank you for the advice and the listening ear in relation to the appeal, it was heard today and successful so we are extremely pleased. Thanks again.(Service user)
- 124 The Heads were singing your praises as a champion of all schools across our authority, we were saying we were blessed in our authority to have you always looking to protect schools budgets with the utmost professionalism and dedication.
- 125 Thank you for the presentation, the members engaged in the discussion and it was great to see the young people ask questions about the new bridge and opportunities for work. Thanks again.

6.4 ECONOMY AND ENTERPRISE

- 126 I would just like to say how lovely it is to enter the CRMZ on a Saturday morning with a lovely clean smell, parents comment on it. The lady who cleans is lovely she works hard and is very friendly.
- 127 He has been absolutely great whilst he has been here and we would welcome him back at any opportunity

6.5 Service User Compliments received by:

percentage	2011/12	2012/13	2013/14	2014/15
Card	32	28	27	17
E-Mail	16	30	32	48
Evaluation	26	12	12	17
Letter	7	12	3	4
Telephone	4	12	5	3
Verbal	15	6	15	4
Text	0	0	6	6
Newspaper				1
	100	100	100	100

Electronic communication may be making it more accessible to provide positive feedback, this with heightened staff awareness in terms of recording compliments may account for the small increase this year.

6.7 Learning from compliments

Staff benefit from being the objects of compliments, knowing that they are noticed and that they are valued is powerful in motivating continued efforts. People strive to do more of what brings praise from others.

Compliments are also a measure of awareness from our Service Users; it is their acknowledgment of the good developments and the positive effects on them.

There are staff who are unsure as to what a compliment is and when to forward it to be recorded as such, it is viewed by them as “just doing their day job”. Providing staff with the training and empowering staff to listen to and act upon the suggestions of the people they work with will ensure that individuals are given the help they need to have their voice heard.

That Service Managers ensure they record any Compliments and forward them to the Customer Care Manager.

7 POLICY IMPLICATIONS

“Compliments, Comments and Compliments” is the guidance intended to detail the policy and procedure, this remains under review and will be amended when changes in legislation or procedure occur.

Where identified through the compliments process, policies can be amended to improve service delivery.

8 OTHER/FINANCIAL IMPLICATIONS

None identified

9 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES

9.1 Children & Young People in Halton

The learning taken from compliments ensures the ongoing development of services to provide better outcomes for children, young people and their families.

9.2 Employment, Learning & Skills in Halton

Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.

9.3 A Healthy Halton

Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.

9.4 A Safer Halton

Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.

9.5 Halton’s Urban Renewal

Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.

10 RISK ANALYSIS

Feedback from Children Social Care is included within the Ofsted Inspections, failure to meet the standards as prescribed in the Children Act 1989 Representations Procedure and the Guidance “Getting the Best from Complaints” can potentially impact on the overall findings of the Inspection.

11 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
Representation Procedure 1989	Rutland House	Dorothy Roberts Customer Care Manager