

**REPORT TO:** Children, Young People & Families Policy and Performance Board

**DATE:** 12 November 2018

**REPORTING OFFICER:** Strategic Director, People

**SUBJECT:** Compliments (Service User Feedback) relating to People Directorate, Children's Services 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018

**PORTFOLIO:** Children, Education and Social Care

**WARDS(S):** Borough Wide

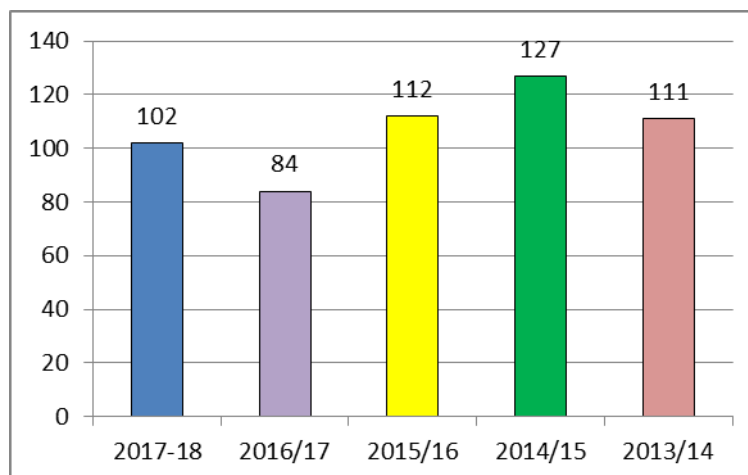
## 1.0 PURPOSE OF THE REPORT

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

2.0 **RECOMMENDATION:** That the Children, Young People and Families Policy and Performance Board note the contents of the report.

## 3.0 SUPPORTING INFORMATION

### 3.1 Number of compliments by year.



There has been a 22% increase (18 more) compliments and positive feedback recorded this year. Staff continue to be reminded to forward compliments and positive feedback.

### 3.2 Breakdown of compliments and positive feedback

89% (16) of those 18 have come from clients hence the higher percentage in service users providing a compliment.

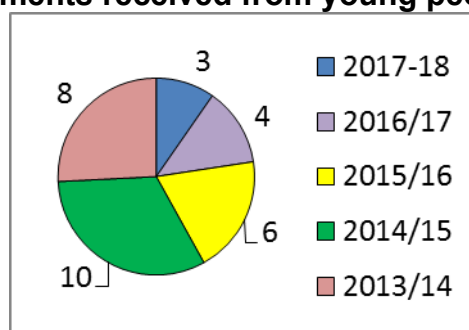
#### Number of Service Users providing a Compliment for Children Services

	17-18	16/17	15/16	14/15	13/14
%	72%	68%	58%	69%	59%
Number	73	57	65	88	65

#### Number of Professionals who provided positive feedback to services

	17-18	16/17	15/16	14/15	13/14
%	28%	32%	42%	31%	41%
Number	29	27	47	39	46

### 3.3 Number compliments received from young people (under 18 years)



### 3.4 Compliments by Operational Directorate

3.5 The Children's Services compliments report relates to the Education, Inclusion & Provision Department (EIP), and the Children and Families Service (C&F). There was an increase from 14 to 22, a 57% increase in EIP.

	17/18	16/17	15/16	14/15	13/14
C&F	78%	83%	69%	67%	58%
EIP	22%	17%	29%	31%	41%

### 3.6 Children and Families

The C&F Division received 10 more compliments than last year (a 14% increase). The reduction in CIC may in part be due to the development of the adoption agency, Together for Adoption.

Year	Total
2017/18	80
2016/17	70
2015/16	77
2014/15	85
2013/14	64

	17/18	16/17	15/16	14/15	13/14
CIN	33%	18%	22%	20%	25%
CIC	14%	26%	20%	29%	27%
TAF	53%	54%	58%	51%	48%

Year on year, the higher number is in the Team around the Family service, this 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.

### 3.7 Compliments received, Child Protection and Children in Need

1. Email - You're a star, thanks. I believe (due to your support) that we have a good information sharing process between ICART and the community safety team. (Professional)
2. Email - Barrister - Just wanted you to know that J gave excellent evidence yesterday and I've been very impressed (as have others) with her knowledge and work in this case. (Professional)
3. Text - Thank you for the update and thank you for the sessions. I learnt some good tips so thank you. (Service user)
4. Report - Guardian - I have maintained a close working relationship with the social worker who has kept me fully informed and sought my views throughout the course of these proceedings. This has been extremely helpful as it would have enabled me to flag up any concerns at any point. (Professional)
5. In person - She wanted me to pass on her sincere thanks to everyone in the team who she has worked with over the years. She has really valued the support and input from iCART. (Professional)
6. Email - I just wanted to take this opportunity to thank you both for your excellent work as part of the recent joint investigation. All of the officers have noted the significant contribution you both made to the investigative and safeguarding objectives of this investigation. I have previous experience of similar joint working and recognise that the criminal justice outcome achieved could not have been secured by the police alone. Many thanks. (Professional)
7. In person -I am extremely grateful for children's social care involvement and without the support and hard work I received I would not be here today. (Service user)
8. Text - He's had his presentation today for the princes trust. My son has been to support him and taken a video of his speech. To say I'm proud of him is an understatement, he's come such a long way in the 12 weeks he's been on the program. Thank you so much for helping them all. (Service user)
9. Text - I just wanted to say thank you for everything you have done for mum, dad and the children. I'm so glad this has been turned around, and I give you my word it will continue in the right direction. Many thanks. (Service user)
10. Flowers - Thank you for all your help. (Service user)
11. In person -CSW was complimented on 3 separate occasions at Court. The Children's Guardian described her as an excellent worker. Dad's Barrister in addressing Court described her as the lynchpin to the support afforded family



and her work has been fundamental to what has been achieved with the family. Dad is challenging and aggressive in his approach but again Barrister said that key in his position changing was the role and work of the CSW. Our own Barrister shared his praise of her work but most significantly Her Honour the Judge also praised her in making her judgement and Care Orders and that her work was pivotal in moving the case forward and in supporting family that in turn allowed for 2 of the children to remain at home. I have never had parents legal representative praise a member of staff for the worker's input radically changing their view on outcome of proceedings. This was fulsome praise. (Service user)

12. Email - I'm sorry for any past offhand, arrogant, rude behaviour towards you. Today has put me at ease and made me realise that you're just doing your job and that my child's welfare is in your best interest. I hope we can work together to help me and my family. I would like to take this opportunity to thank you for your time and efforts. I know it's long road ahead but I will do everything I can to make amends and put our issues behind us. (Service user)
13. Email - The last SAP that is an absolute masterpiece and I couldn't be happier! You have covered absolutely everything, and I agree with all your conclusions! I feel like crying because it finally feels like we as a family are being listened to, and I can't thank you enough! (Service user)
14. Email - Thanks so much for all the help and support you have been giving my family. (Service user)
15. Email - Thank you so much for today, she found it tough going but I really feel it will benefit her in the long run. We all spent some time together this afternoon talking about how we can support each other. I know it's your job, but I really appreciate all of your support. (Professional)
16. Email - I just wanted to drop you a quick email following the CIN meeting this afternoon to compliment the hard work and efforts made by the Social worker. Her becoming involved has made such a difference. There has been excellent co-ordination of services and multi-agency working / planning and in the short time of her being involved she has worked tirelessly to gain better outcomes for the boys. There has been such progress made since she has been allocated as their social worker and it was lovely to hear all the positive feedback today. The boys Dad has not only been empowered but has begun to trust workers again as at the point of allocation he was beginning to think that nothing would change and he was not in a good place. The boys appear happier now and are more settled at home and school and Dad has been able to return to work. (Professional)
17. Email - They said how supportive and great you have been with them. I think it's nice to pass on positive feedback and praise too! (Service user)
18. In person - in respect of his daughter. He spoke of having felt frustrated over the years in his contact with agencies but based on his current contact with M and A he has felt listened to, supported, and that we have put his daughter's interest first. He was very happy with our professional response. (Service user)
19. Card - Thank you for all the kindness you have shown to all the family. You have changed his life for the better, it was nice to have met you. (Service user)

20. Email - Barrister - I know the Social worker is anxious to get this one absolutely right. I have to say that the approach that she has deployed in this case has just from reading the papers and meeting her today been first rate. Making judgment calls on a potential Non accidental injury and all that goes with that, yet balancing the impact upon the family is an art not a science and I think she deserves immense credit in what she has done to date. (Professional)
21. CEOP Command - I found the form for this child very helpful as it outlines planned tasks, tasks undertaken and clearly shows decisions. Thank you and good luck with the work with the child. (Professional)
22. Text - Thanks for all your help the past few months and thank you for giving me and S the chance to prove ourselves. It was nice knowing you, thank you again. (Service user)
23. In person - I've just spoken to a mum her children are open on CIN plans and who has experienced CSC involvement in her children lives previously. She wanted to ring to compliment the approach of A who is a Student Social Worker in our team and she agreed that I can pass on her comments to be recorded. Mum said "she has been made to feel valued and that she's done nothing wrong" that "Amiee has built up a good rapport with her and her children and that this has allowed her to feel able to be open and honest when speaking with her". I thanked her for taking the time to ring, these are lovely comments to hear and really well done A. (Service user)
24. Email - I just wanted to let you know, that I was very impressed with the support he is giving to our student. She has clearly grown in confidence during the placement and it seems that he has been instrumental by providing balanced support in a safe environment. It was a pleasure to attend this meeting and to see how a student with limited experience can develop the skills to become a competent and capable social worker in a short space of time. Obviously this also down to her approach and willingness to listen and to develop her skills. (Professional)
25. Text - I know that we aren't having any contact anymore but I just wanted to say a massive thank you for all your help and support while the case was open. It was nice to know someone was listening and helping. Hope you have every success in your career etc. Take care. (Service user)
26. Email - I just wanted to take the time to thank you for the feedback you send through to us. The feedback from Halton is perhaps the most detailed and comprehensive that we receive, and having our reference number always included and visible makes things much quicker on our end. Your feedback really is much appreciated and will greatly help us manage any future referrals we might receive. (Professional)

### **3.8 Compliments received, Children in Care**

27. Email - Just to let you know, I've had an email from one of our applicants who has attended your Skills to Foster course today. They wanted to compliment them on their delivery of the course, stating that it was very informative and that they helped to answer all of their questions. I have also found everyone your end to be very helpful. Please can you pass this on to them. (Professional)

28. Email - Thank you so much for all your help, such a wonderful place she loves it at Inglefield xxx (Service user)
29. Feedback form - She gave me her full attention, I was kept informed, never once did I have to contact her, everything progressed like clockwork. She arranged meetings at convenient times and locations. I have immense gratitude for the help given to me and the professional and sensitive way in which my request was dealt with, many, many thanks. (Service user)
30. In person - I attended a C.I.N. meeting for a young person who attends Inglefield. At the meeting Mum stated that she would like to compliment Inglefield on the success the staff have had getting him to meet his target. Mum stated both Parents were really pleased with the outcome. (Service user)
31. In person -I would like to compliment Inglefield on the success the staff have had getting my son to meet his target, we are really pleased with the outcome. (Service user)
32. Email - We are all wonderful here, life is brilliant and we couldn't be happier. We felt that we must contact you to provide some very positive feedback about our experiences of the Adoption process and the workers involved. We can only apologise that it has taken us so long to submit this, but our lives have changed beyond belief in the most amazing way. We can honestly say that they have been outstanding throughout our journey, dedicated professionals, who work extremely hard, are conscientious, caring and wholeheartedly committed to their role I cannot praise them enough, they are an asset to your department and their commitment, work ethic, compassion, capability and professionalism should not be overlooked. If Halton Borough Council award or commend members of staff for going above and beyond their expected duties, then we would not hesitate to endorse such. Thank you to you all once again, with much warmth, from a very happy family. (Service user)
33. In person -She was very complimentary in the way you manage contact with birth mum you manage and challenge her emotions and needs in a manner that clearly focuses on making the session meaningful for M, she feels this makes the sessions positive and reassuring in what is clearly a very emotive situation. (Service user)
34. In person -Thanks for being so kind hearted to my son, she would like to say a special thank you to the lady who works in the top kitchen, when he ran into the top kitchen "she didn't flinch and showed a great kindness and patience". (Service user)
35. Card - Thank you so much for all your help and support, you're such a fantastic lady. (Service user)
36. Card - I just wanted to say a big thank you for all the support you have given me and D over the time we have known you. For me you have been a breath of fresh air. You have been empathetic and understanding and a great sounding board for me. You have also been creative and flexible in your approach and able to offer practical solutions to issues we have faced. I have to thank you for taking the time to listen to D and try to understand him and also to engage him in a way that works for him and that he was found fun but also made him think. I believe you have had a long a lasting and positive

influence on D and you will be sadly missed by both of us. I hope that whatever you do brings you success and happiness. (Service user)

37. Email - We know it is difficult to dovetail our requests alongside other family's needs and it is appreciated. A few weeks ago I arranged a meeting with our local MP to discuss school placements and I did stress how important Inglefield was to us and many other families in Halton. Without this service we would have reached breaking point a number of years ago and it is so important that this service is provided. Thanks again. (Service user)

### 3.9 Compliments received, Team around the Family

38. Email - Just wanted to say thank you to you for involving me. I've really enjoyed seeing this family grow and how she has come from being rock bottom and always tearful to now be confident and smiling and have self-worth due to the support you have given her. After the CAF when you were doing direct work mum stayed chatting to me and fed back how much she is going to miss you and that she would never of got to where she is without you. She said throughout it all she always knew she could call you and you'd support her. (Service user)

39. Letter - I started to work with my Family Worker in November 2016. At this time I was struggling with my son's behaviour, living in a house which was full of damp, I didn't have many friends and I was caring for my Mum who has a disability. I just felt really down and was living day by day. I had no hope for my future and I was very negative in my way of thinking. I hated her being involved at first I felt like she was there to judge me and she kept going on about me attending appointments and courses and was always talking about how great the Nurture programme was, how it would help me with not only my parenting but also with my confidence and self-esteem. I never listened and just kept asking when she would hurry up and close her involvement. Then there were the dreaded CAF meetings. I hated these meetings at first and had to force myself to attend. I was often abrupt with professionals but I now recognise that it was my low mood which was impacting on my motivation at this time. There were times when I would cry within the meetings, I just wanted to be left alone! She could have easily closed her involvement and closed the CAF but she was persistent and I am so glad she was. Because of the CAF I now live in a flat with my son which we both love, I have accessed Nurture group and attended the full 10 week programme- I met new friends within the group and we now meet up and have days out with the children. I have completed an Adult Learning IT and Keep Safe course and am due to start a Maths course soon. More importantly I now understand how to better parent my son and my mental health has significantly improved, I actually feel happy. I just wanted to come here today and talk to you about how beneficial the CAF has been for me and my family and if you have any families in mind who you think would benefit from having a CAF please speak to them. I know that having a CAF has changed my life. (Service user)

40. Email - Just thought you might like to have a look at his graduation from the last Halton Team of the Princes Trust Programme. I've attached some photos and a copy of his speech which he gave you a mention in; (Exerts from the speech - *with her support and the support from my Family Worker I have tried to deal with the problems I face on a daily basis. I joined this course to change the way I feel and behave at home.....Me and my mum have had many arguments about the way I am at home. I don't do as much as I should do but I'm now trying harder and listening more to what my mum says. Meeting all my Team mates in week one was really nervous for me.....I'm*

*one of the youngest in the Team and struggled talking for the first few days. However the teambuilding games we took part in helped me overcome this.....As the days went by I seemed to grow in self-confidence and can say I've had one of the best times I've had in a while. I've gained many qualifications such as food hygiene and first aid and I've took part in projects that have made me look at life differently and I'm now more thankful for what I have at home.....This should hopefully help me develop my relationship with my mum and help stop all the arguing. I would like to thank everyone who has helped me get to where I am today.*

41. Card - Thank you for everything you have done for us all. You have been very supportive to all of us through everything and we all appreciate it very much. (Service user)
42. Feedback form - Young person - She has been fantastic working with me on healthy relationships and giving advice and working with us as a family, she has given me a better social life, helped bring my self-esteem and confidence on more, I will certainly recommend this service to anybody. (Service user)
43. Email - I wanted to take the time to personally thank you and the staff. Back in January I started coming to first time families, where I was greeted with a very warm welcome. I was feeling low, had no confidence and my self-esteem had hit rock bottom as I was so socially isolated, I'd hardly left the house. My health visitor told me that I had PND and that I should see my GP for medication, but I didn't want that. Coming to FTF, you all offered me so much support in sessions, gave me a chance to talk in a non-judgemental environment, offload how I was feeling, get advice, and helped me to understand that I wasn't the only one struggling, and being a mum isn't easy! Looking back at before Christmas, I hardly ever left the house, the past few months, my son and I have been out every day! I can't thank you enough for all the support. You all saved my sanity, and helped me to feel much better about myself and I'm now in a much better place which is much better for my son. Happy mum happy baby! (Service user)
44. Text - I'm really going to miss you, I really wish I could put into words how grateful I am for your support, encouragement and patience. (Service user)
45. Card - Just wanted to say a very big thank you for all your help and input, it has been invaluable. Many thanks. (Service user)
46. In person -I was visiting G and her Mum this morning, they both spoke very highly of you and the support they've had. G told me that you are one of her favourite people - she doesn't take to people easily so this is a very high accolade. Mum told me that she had found you very approachable and supportive and she always felt listened to. (Service user)
47. In person -A big thank you to everyone around this table, I cannot thank everyone enough for all the support and help I have received for me and the children. (Service user)
48. Email - Thank you for all your support with his assessment. His mum is so pleased to be getting DP support - especially for over the summer holidays. This will be a life changer for them both. (Professional)
49. Email - If it wasn't for the budget he would not have been given the opportunity to join the "Liverpool Trampoline Academy" who train young people up to Olympic standard this is his ultimate goal. (Service user)



50. Email - I have loved working with you I think you are amazing! you have such a natural way with very difficult parents, you get your point across without getting them in the defensive and aggressive, it is a true talent. It is lovely to see the parents blossom, as you recognise the challenges they face and their journey but then you offer support and encouragement for them to make the changes they need to move forward... again a talent you have. (Service user)
51. Card - He attended five after school clubs up to when they finished for the summer which he is thoroughly enjoying. Thank you so much for allowing this to happen it's amazing what that few hours break can do for both of us, thank you. (Service user)
52. Email - The CAF training offered at the stadium provided a very useful overview and powerfully highlighted the use and benefits of the CAF. I have just completed some additional one to one CAF training and wanted to pass on to you how beneficial it was as it allowed me to ask specific questions. (Professional)
53. Letter - Just a note to say thank you, we have really enjoyed taking part and meeting all the other mums. The Children Centres have been a life line when I've had tough days. Thank you again. (Service user)
54. Letter - We wanted to thank you for all your time, efforts and affection that you have given son during his time with you, you are all superstars. (Service user)
55. Email - I am writing to give you a personal thank you for your valued support and assistance yesterday. Staff have fed back to me how they really appreciated your help yesterday during very difficult circumstances not only for the children to manage, but for all concerned. Thank you so much for the sensitivity and support you showed the family. (Professional)
56. Email - Just wanted to say well done for the way you pulled all the information together in the CAF review, I was really impressed with the way in which you have focused on how her autism affects her and facilitated all other services present to adopt the same good practice. I felt this resulted in individually targeted strategies. (Professional)
57. Feedback form - She has been a lovely lady and has helped us as a family with many different things so I would like to say thanks. (Service user)
58. Letter - We found the support given was extremely well received, the professionalism, empathy and approach is a credit to you. Thank you very much. (Service user)
59. Card - Thank you for helping us create so many happy memories while we've been off with our babies. You've made us feel so welcome. (Service user)
60. Feedback form - I was having a difficult time with my daughter, she was drinking, smoking and taking unknown substances. I have had 1 to 1 support and completed the Nurture Programme. This has been a brilliant support in a time of need. I am now able to understand my daughter and be a positive role model, I can emphasize with her and learnt to put in positive ground rules and boundaries, she has made brilliant progress. (Service user)
61. Email - I know the young people really enjoyed being part of the process. I want to thank you personally for all your hard work in ensuring that young

people here in Halton are involved in the commissioning of new services.  
(Professional)

62. Letter - We were offered activity payments and the difference has been phenomenal, it has opened up a whole new world. He has always loved going on the trampoline, he became known to the staff his confidence grew. I had always followed him around but I was actually sitting in the café talking to other parents. He has attended various parks and got better and better, other children would watch in awe, this would strike up conversations, lead to friendships and exchange phone numbers. At an Autistic bounce session at Liverpool Trampoline Academy the owner said he had never seen anyone self-taught, so good and asked him to join the Academy. He had lots of anxieties, locked himself in the toilets on numerous occasions but 4 months on I pop to the shops or walk the dog. We went to the Trampoline Championships so he could see what it is like to compete and now he is entering his first competition against all the North West Clubs. I think we have made an amazing journey. I am so proud. (Service user)
63. Feedback form - Each week she visits she gives us support, she's helped a lot with housing, benefits and appointments referring us to everyone we needed to be in touch with. My son has been in the school band and it was the referral from her that gave him the confidence to do this. She took stress off me and helped so much. (Service user)
64. Text - I want to thank you for everything you did. You went above and beyond. She missed having you we appreciate everything you did for her. Thank you again. (Service user)
65. Email - Just thought it would be nice to share this with you as its nice when parents speak positively of work we complete. (Professional)
66. Email - I completed home visit to this family yesterday and as you know they haven't been responsive to professional's entering the house, both parents fearful due to past experience. Yesterday mum was extremely positive, interactions where really good with both children and I observed them playing well together. Mum spoke very highly of yourself and the advice and guidance you give her on your visits, she is extremely comfortable with you and this is clear to see. Dad also contributed to the visit he was very relaxed engaging and both parents have said that through the CAF process one of best things they have done is your play partners. Dad reports that mum looks forward to the sessions and the children have absolutely loved it. (Service user)
67. Email - I met with a wonderful P.A on Monday. OMG she's like a fairy god mother I love her!!! She's meeting today at our house. My daughter will love her she's got soooo much experience with additional needs children. I'm made up yay!! (Service user)
68. Text - We all had a great time tonight. Lovely to do stuff as a family .Thanks for getting us involved. (Service user)
69. Letter - end of 2 page letter .....the good news is I have four happy, healthy, content little children who despite everything are doing very well in school and have settled nicely into their new home. I do believe the help and support I have received mainly from B has certainly got me through this every difficult time, going from being very anxious and upset to being able to talk about this openly and it no longer hurt me, knowing I most certainly did the right thing when I left and this has shown through my children and how they are a lot

more settled and no longer showing any signs of concern. If it wasn't for people like B who could I have spoken to? Who would drop me an email or text checking I was ok? Who would check in on my children and tell me about any courses that may help me? Who would trust and believe me no matter what other people said or malicious complaints had been made, B always stood by me, assured me that I shouldn't worry and always made me feel at ease. Changing lives have helped immensely but the regular contact has always been with B who in turn liaised with Changing Lives when needed, I do not think when B (or your other members of staff) go to work each day they have any idea the impact their kindness has, how they can completely change your mood and help you turn your life around. Myself and my children owe you all a huge thank you, we really appreciate everything you have done for us and because of you we are now out of a situation I honestly thought I could never escape from. (Service user)

70. Email - Thanks for the invitation to your open day. It was a pleasure to meet your staff and to see the commitment to the children's centre. You all worked hard to make it a special day for the children and parents/ guardians. Thank you for all you do, keep up the tremendous work, you make a huge difference to the lives of the people in the community and in these tough times I am sure that it is much appreciated. (Professional)
71. Card - Thank you very much for teaching us baby massage, he loved it, you are a good teacher. (Service user)
72. Card - Thank you so much for giving me the opportunity to take some 'time for me' and taking such great care of my baby. (Service user)
73. Email - I was keen to point out the difference in the groups held in Halton in comparison to many of the others across the country. What I believe made you stand out is that you gave the course much more purpose to their role and the wider service in early intervention and social care. This is not being done in other areas so they are not getting the same level of investment. N was fantastic throughout and certainly drove this message from the onset and continued throughout again, this is rare. For me she was an integral part of the process in agreeing its content and focus but, for the wider impact and investment in the training for Halton the work she did was brilliant. This made me think much wider in what the course can provide to the workforce. I can assure I will be referencing you tomorrow and at further level 4 conversations as an area of forward thinking and excellent practice. (Professional)
74. Email - Just had a really good joint home visit with E to introduce Systemic Practice to the B family. Parent was really positive about the intervention provided by E and stated that it has a significant impact in quite a short space of time. Parent is already noticing changes in the way that her child is managing her behaviour at home. Parent added that she felt "very lucky" to be receiving an intervention from E and the wider team, well done E. (Service user)
75. Email - It has been a pleasure working with you and I agree we have demonstrated brilliant multi-agency working. May I take this opportunity to thank you for all your hard work on this case. I hope our paths meet again so we can continue working together as I have valued and respected your input and lead on the CAF. (Professional)
76. Feedback form - Child - the difference it has made to me is that I am barely having any outbursts with mum and it helps me not to get angry with other

people. It helps me emotionally, I don't get as upset as I used to and it has helped me stop self-harming. (Service user)

77. Feedback form - It has made a tremendous difference, I can't even remember how we coped with how bad it was, she hid in her bedroom, we didn't talk, it wasn't like we were mother and daughter, very hard to live with, tense, but now it's a family again we are unbelievably close she is open again, she chooses to talk to me, spend time with me, we barely argue and if we do we overcome it together, you have boosted her self-esteem. We had a lot of issues and it's opened up every single door for us to work together. (Service user)

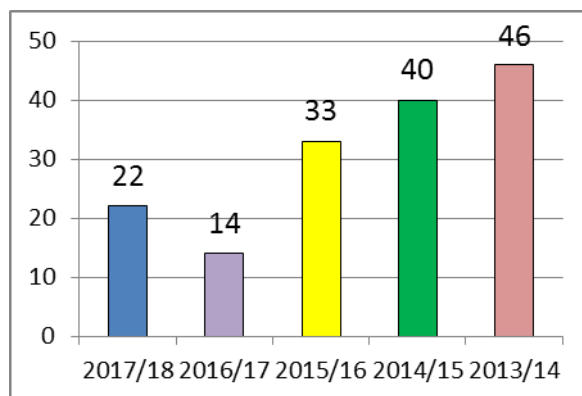
78. Email - He is so much more content and is even exceeding some of his academic targets at school. I am very grateful for the input and support you provided through a very tough few months. (Service user)

79. Feedback form - Child - I found I really fun working with her, I have calmed down and my behaviour has changed. It felt really good to talk about everything that is happening at home and at school. Thing have changed at home less arguing and more room. (Service user)

80. Feedback form - Nurture programme - The atmosphere was brilliant, I don't usually like group things but I felt so relaxed and at ease through the whole course and really enjoyed coming each week. I would definitely recommend it to other people, I've learnt so much and I'm taking so much away with me. (Service user)

### 3.10 Education, Inclusion & Provision Department

The EIP Division received 8 more compliments than last year (a 57% increase).



### 3.11 0-25 Inclusion

81. Email - I know that you are no longer involved with D but I just wanted to thank you for your help and support around the CAF. Your input and guidance throughout the process was a great help and I know from speaking to Mum that D really valued your input. Mum commented that you had been one of the only people that D has successfully worked with. (Professional)

82. In person - I wish there was a thousand of her she has been marvellous with my son he really liked her and thank you so much for your support. (Service user)

83. Email - The work P does at our school is fab and we definitely would like to continue with that support. (Professional)
84. Email - Thank you very much for this, in conclusion I think this has been a very positive piece of work for D, together with the CAF process I feel the outcome for D is very positive and there have been massive improvements. D actually attended part of the last CAF meeting to enable professionals to congratulate him on his progress, his behaviour in school has massively improved and there is a noted improvement in his emotional health. Personally I know D loved working with you and was very, very proud to show me his stadium when you had finished it. (Professional)
85. Email - Firstly, I would like to give you some feedback. H has been so helpful and informative. She has been very supportive and advised us step by step of the EHPC process, she has been great. (Service user)
86. Letter - I feel this support has been a major benefit to the school and all of our staff value the input that gives to us. We look forward to continuing our relationship with CSW Support and would highly recommend it to all primary schools. (Service user)
87. Email - Thank you for your email and listening today. (Service user)
88. Email - Myself and school reflected that the meeting was handled very well and recognised the level of work that he has put in. This has been an extremely difficult case for all professionals to manage and he has done amazing. (Professional)

### **3.12 Policy, Provision & Performance Division**

89. Email - Ofsted - Dear D, thank you very much for your full and helpful response recently in relation to the matter raised with us about a pupil at the school. This helps to clarify the matter. (Professional)
90. Email - I just wanted to thank you for your generous support and advice. It's very much appreciated. (Service user)
91. Card - Thank you for all your support and guidance, I seriously can't thank you enough for your help finding him the course of his dreams! No joke! After your first session he was absolutely buzzing, it was so lovely to see. Thank you from the bottom of my heart, you don't know what it means. (Service user)
92. Email - I would like to pass on my thanks and appreciation of the services provided for my son. He has a number of confidence issues and is undecided about what he wants to do with his future. I have been really concerned for him and was recently put in touch with M for some careers advice and help. M has been a total godsend and is helping him a lot. He has now enrolled on a PIP course which I believe will help him a lot and is a big step for him. From the first moment that I spoke to M I got the feeling that he was really interested in him as an individual and not just as another "client". As the weeks have passed I am even more convinced of this. He has only known him for a short space of time but seems more aware of his personality and vulnerabilities than many teachers who had known him for 5 years or more. I am really impressed with the service that he is being given and very grateful. I

would also like to pass my thanks to M for his help and his compassionate and professional approach. (Service user)

93. Email - Would just like to thank you for all your help, advice and support you have given me over the past 5 years. (Service user)
94. Email - It was a great feeling... Again thank you for your help. X....now to keep it up x. (Service user)
95. Email - Thank you so much for your help with what has been an anxious time for us. We are delighted with the outcome! The communication we received from you was really reassuring, we're very grateful and cannot thank you enough. (Service user)
96. Email - Please can I take the opportunity to say it has been a pleasure working with everyone and it has been wonderful participating in all the great work that is being done by the Children's Trust Board in Halton. (Professional)
97. Card - Thank you so much for everything you have done for him, he had a great time. We will always be grateful so thank you. (Service user)
98. Email - Thank you both for this information so promptly. I know colleagues in neighbouring LA's do not benefit from this early indicative notification to help support planning for the next academic year. A considerable amount unseen time and effort goes into this complex process for both the secondary transfer and primary admissions that will continue well into 2018, I know all schools appreciate this work. (Professional)
99. Email - I can't tell you how grateful I am for your help. I have been beside myself since my mum's death and the thought of moving because of having no childcare was adding to the stress. I have arranged to go and see her about helping me out Wednesday. I feel relieved and I really hope you go home and feel like you have done something good today as me and my son are really grateful. Thank you. (Service user)
100. Email - Thanks once again for all you did to enable the classroom to go ahead. It is a fabulous room and I couldn't have had better support from you. You are very much appreciated. (Professional)
101. Email - Thanks to you and your team for all your help and D you have always come across as a very patient person even though your job might not be a sunny day all the time but regardless you are appreciated either way. (Service user)
102. Email - Thank you for sending the report, you've clearly spent a lot of time looking into it and I'm grateful you have done such a thorough job. (Service user)

### 3.13 Service User Compliments received by:

Percentage	2017/18	2016/17	2015/16	2014/15	2013/14
Card	11	21	15	17	27
E-Mail	53	25	48	48	32
Evaluation	9	11	11	17	12
Letter	7	11	5	4	3

Telephone		3	6	3	5
Verbal	12	12	9	4	15
Text	8	8	6	6	6
Newspaper				1	
Embroidery		2			
Facebook		5			
Various	2	2			
	102	100	100	100	100

Electronic communication continues to be the most accessible means to provide compliments however the percentage has decreased with more service users preferring to purchase cards and write letters.

### 3.14 Learning and Service Improvement

- a. Compliments can be used as a form of quality assurance and are a measure of awareness from our Service Users; it is their acknowledgment of the good developments and the positive effects on them. Staff benefit from receiving 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, on a service level compliments can also influence the development or continuation of service provision.

## 4.0 POLICY IMPLICATIONS

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

## 5.0 RISK ANALYSIS

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

## 6.0 EQUALITY AND DIVERSITY ISSUES

- 6.1 No matter who makes a compliment they receive the same equality of access and provision.

## 7.0 IMPLICATIONS FOR COUNCIL PRIORITIES

### 7.1 Children and Young People

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

## **7.2 Employment, Learning & Skills in Halton**

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

## **7.3 A Healthy Halton**

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

## **7.4 A Safer Halton**

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

## **7.5 Halton's Urban Renewal**

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

## **8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>
Representation Procedure 1989	Rutland House	Dorothy Roberts Principal Policy Officer