

<b>REPORT TO:</b>	Children, Young People and Families Policy and Performance Board
<b>DATE:</b>	1 September 2014
<b>REPORTING OFFICER:</b>	Strategic Director, Children and Enterprise
<b>PORTFOLIO:</b>	Children, Young People and Families
<b>SUBJECT:</b>	Compliments (Service User Feedback) relating to Children and Enterprise Directorate - 1 <sup>st</sup> April 2013 to 31 <sup>st</sup> March 2014
<b>WARDS:</b>	All

## 1. PURPOSE OF REPORT

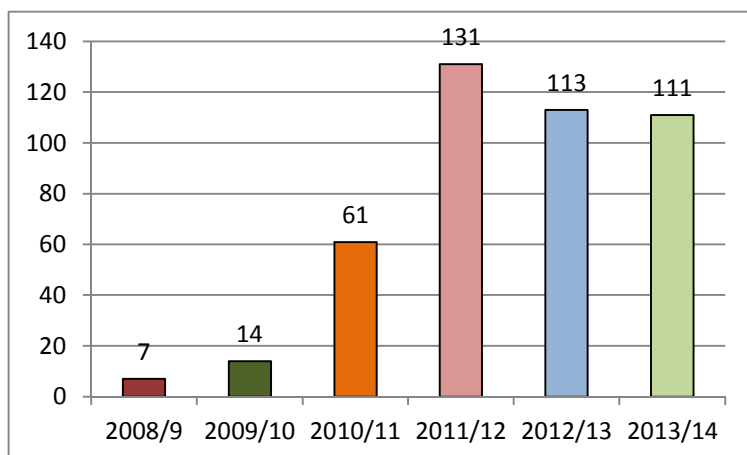
To provide the Board with an update, and feedback on Compliments made by clients and Positive feedback from workers/professionals relating to the Children and Enterprise Directorate. This report will demonstrate the positive impact and outcomes on the lives of people accessing services in this Directorate.

## 2. RECOMMENDATION: That the report is accepted as the mechanism by which the Board 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 every quarter to forward any compliments or positive feedback to the Customer Care Team. Numbers are comparable to the previous year, being only 2 less. This would suggest that forwarding this feedback is now embedded into working practice.

**5. BREAKDOWN OF COMPLIMENTS AND POSITIVE FEEDBACK**

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

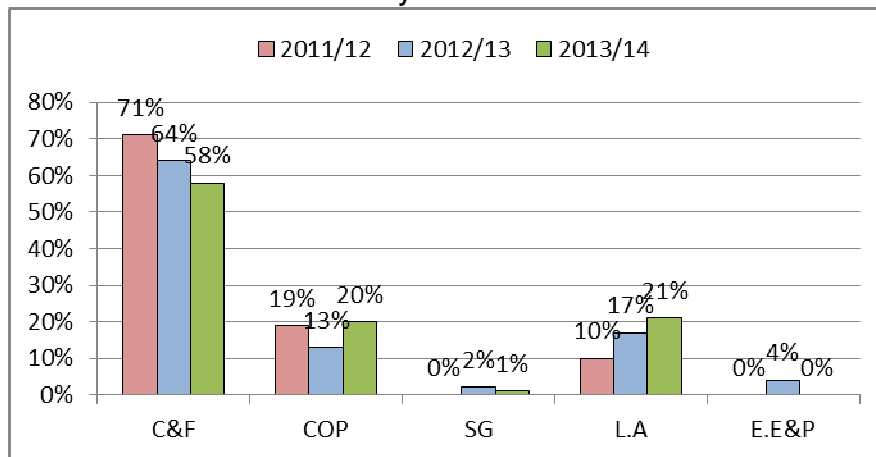
**Workers/Professionals** providing Positive Feedback to the Staff in the Children and Enterprise Directorate.

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

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

**6. COMPLIMENTS BY OPERATIONAL DIRECTORATE**

There has been an increase for Children’s Organisation & Provision and Learning and Achievement Divisions this year.

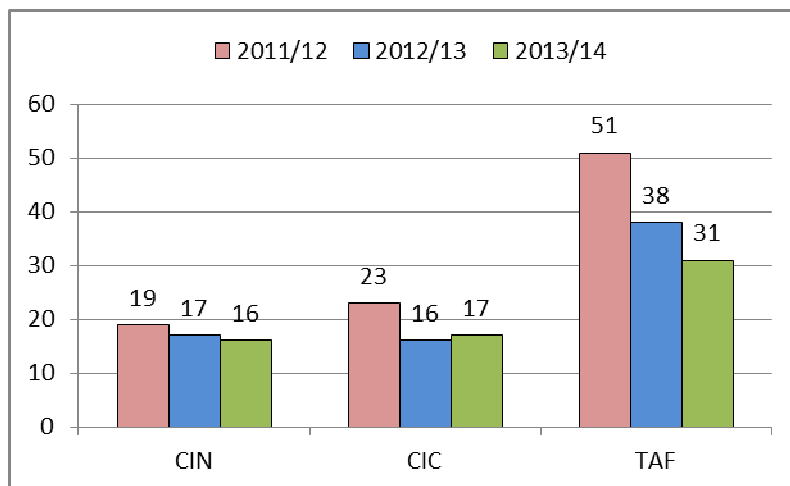


C&F- Children and Families (64)  
 COP – Children’s Organisation and Provision (22)  
 SG – Safeguarding (1)  
 L&A – Learning and Achievement (24)  
 E.E&P – Economy, Enterprise & Property (0)

6 compliments received from young people (less than 18 years), 1 more than last year. 1 was received from a care leaver.

**6.1 CHILDREN AND FAMILIES**

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
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
CIN	20%	24%	25%
CIC	25%	22%	27%
TAF	55%	53%	48%

The decrease in the overall numbers for Team around the Family Division has meant a percentage increase in the other two divisions. The numbers in Children in Need and Child Protection Division, and the Children in Care Division are however comparable to last year.

### **Child Protection and Children in Need**

- 1 Children's guardian - your evidence was thorough and of good quality.
- 2 Judge - praised your work, commented on how thorough the evidence was, your management of the case and how the bundle was arranged. Our own Barrister was also very complimentary.
- 3 Father was initially uncooperative, aggressive and confrontational, during a conference he stated 'since your involvement I feel supported and have been able to make changes within the family, you have made yourself available in times of crisis, always followed up tasks and identified support services that have had a significant benefit to me and my family'. The children are no longer subject to CP plans. (Service user)
- 4 A card - Two workers received flowers and thank you cards for their work with a family, 'Thank you so much'. (Service user)
- 5 Email -Inglefield is a lifesaver, the support we have been provided with over the years has enabled us to continue to care for P at home. (Service user)
- 6 A card - Thank you so much for all your support and help, you have been a total star. (Service user)
- 7 A card - I would like to thank you for being a lovely and friendly Social Worker and for being there if we needed you. Sorry that you will not be our Social Worker anymore, hope you can help other families the way you help us. We don't know what could have happened if you had not got involved. Thanks again. (Service user)
- 8 Children's Guardian - whilst in Court complimented how thorough the assessments for Court were and that she had every confidence in our decision making. The Judge agreed with this and the thanked the LA for their sensible decision making and hard work, Care proceedings have been concluded in 5 months which is brilliant!
- 9 Judge - stated you were child focused and a lot of hard work had gone in to the case and that you are a skilled worker. He was complimentary about the evidence and detailed recordings as was the Guardian.
- 10 Text - Just to say thanks for supporting us, so glad you were there when we needed you.(Service user)
- 11 Letter -I was over the moon and it was up to you. Thanks (Service user)
- 12 The Guardian at Court today complimented your work and reports stating he was very impressed.
- 13 Thank you for all the hard work and the support you gave her, I understand your evidence was complimented in court, which is fantastic as you know part of our job is to represent Halton and you did this very well and it has been recognised by the court.

14	Prior to conference parents remarked on what a good working relationship they have with you, you listen to them take their views on board and put plans in place. (Service user)
15	Following good communication, timely completion and exchange of appropriate documentation " As efficient as ever, and another good example of good practise, thank you".
16	I have been completing supervision audits today and I wanted to let you know the contact you completed was excellent, it is very clear, concise and more importantly I can see it has not just been a process, it is an individual contact, well done.
<b><u>Children in Care</u></b>	
17	Thank you for bringing the community meeting forward, and listening to our complaints we feel confident that our complaints will be actioned in the future. (Service user)
18	Pass my thanks to your colleagues, they have all been very focused and passionate when visiting our settings, which is a fantastic thing for your young people.
19	A card - Thank you so much for helping us with our child care arrangements, it's a real help and much appreciated. (Service user)
20	This has been a very satisfying outcome and one that must feel incredibly rewarding for you given your involvement with the birth family. I work with LA's on a national basis and have experienced good and poor practice in relation to adoption placements. In terms of Halton and your involvement; it has been a pleasure working with you and this has to be one of the most organised and efficient relationships to date. The life appreciation day remains a highlight, an excellent working relationship all round.
21	I would like to thank you for your professionalism and the commitment you have shown. It would appear from all concerned that you have significantly contributed to ensuring that the outcome for him is as good as could have been hoped for. Well done.
22	A card - Thank you so much for all your help, I am so very grateful. (Service user)
23	We have had an extremely positive experience from the time we first saw our Social Worker to all the on-going support we receive. We are so grateful to all at Halton. (Service user)
24	Just wanted to let you know that the family was very complementary about you today. They said you communicate well and keep them up to date with what's going on. To quote them 'J' is a really good social worker who knows what she is doing'. (Service user)
25	A card - Thanks ever so much for all your help. I would not have my son at home without your help. (Service user)
26	Text - Thank you, your promptness, attention and attitude have been wonderful and is bringing us peace of mind. I feel like a weight has been lifted off my shoulders. (Service user)
27	A card - I would just like to say a huge and sincere thank you. It certainly is evident the

	<p>professional care you provide always includes lots of well planned activities enabling our children to experience such a variety of fun things whilst keeping them safe. If my son could talk, I know he would say thank you for caring for me, making me smile because you make my days fun.(Service user)</p>
28	<p>A card - Thank you all so much for making him feel so welcome and for all the help and support you have given him and us as a family.(Service user)</p>
29	<p>He has been brilliant, very reliable, he rings exactly when he says he will, he turns up on time, returns my calls and sorts out any concerns. I suppose you are expected to do this anyway but I am really impressed by your professionalism. (Service user)</p>
30	<p>He described you as professional, responsive and has confidence in terms of a future working relationship overall he was very complimentary about your approach and the communication he has had with you. (Service user)</p>
31	<p>Young person - They get in in touch when they don't need to, just to see how I am. She persevered when I said I didn't like it, looking back she was right and I am very happy she did that. I always felt listened to and I could always go to him if I needed help, he always got things done. (Service user)</p>
32	<p>Thank you for all the work you have done with our family. (Service user)</p>
33	<p>Young Person - A card –  <b>T</b>hank you for all the help you have given me,  <b>H</b>ard times you've made easier,  <b>A</b>nd being there when I needed you,  <b>N</b>ightmare I have been sometimes,  <b>K</b>now I need to change my attitude,  <b>Y</b>ou always listen when I am down,  <b>O</b>ver time I will get back in touch,  <b>U</b> have helped me a lot over these years, thank you so much. (Service user)</p>
	<p><b><u>Team around the Family</u></b></p>
34	<p>A card - Thank you for all your support, he has changed a lot since he has been with you, I don't know what you have done to him but thank you, he will miss you and doesn't want to go. Thank you for everything you have done. (Service user)</p>
35	<p>Email - I wanted to say thank you for my support worker, she has been and still is a huge support to me and my family, nothing is ever too much for her and she has helped us massively. The positive effect on our family is huge. Amazing lady, we are very lucky to have her. Thank you very much:-) (Service user)</p>
36	<p>A card - a huge thank you for all the help and support, I wouldn't be here today if it wasn't for you. You have done so much, you are an amazing person, I will never forget what you have done for me and my family. I'm going to miss you. (Service user)</p>
37	<p>I have to let you know how grateful I am of the intensive support G gives to mum and her 5 children. He has gone above and beyond his remit to support the family and ensure the children's emotional well-being has been protected as best it could be considering the events of the past week. Sometimes I feel we just depend on each other and we take each other's role for granted. I wanted you to know what a valued</p>

member staff and support he has been.

- 38 Email -If the inspectors want to speak to us, I would really like to feed back that you do an 'ace' job ! (Service user)
- 39 Email -He said how much fun he had, how much he had enjoyed the white water rafting activity. He was made to feel really welcome both by staff and other young people and it was one of the best things he'd ever done. (Service user)
- 40 You can see how much the family have come on especially in relation to communication, they are very open, and honest with you. I just wanted you to know that I have noticed all your hard work and value what you have done for the family.
- 41 The CAF and C helped them get a start in school which gave them both independence and confidence. Both the kids love C and I'm grateful for everything she has done for my family. At the time she came into our life I couldn't hold a sentence together without breaking into tears. She gave me the courage to ask for help and helped me all along the way to receive it. I'm very grateful, its helped me get through a very dark place. (Service user)
- 42 My family life has improved and I have learned strategies to cope with my sons behaviour. I feel calmer, more stress free and days out are more enjoyable. (Service user)
- 43 Thank you, I felt relaxed in hospital, I did not have to worry about my son because I knew he was in safe hands. (Service user)
- 44 Email -Just wanted to say how valuable the fishing experience has been for myself from a child-minding point of view and as a parent. All the children fished for the first time, all caught one. All the parents were so pleased, you could see how much of a fun day they had, 3 generations of one family, he is now going fishing with his granddad, an amazing experience we all would not have had if the Children Centre hadn't offered it to us. The staff were great. (Service user)
- 45 A big thanks for supporting all the young people over the summer. They have all said the activities have been fantastic and they contributed to raising their confidence, self-esteem etc. Some of these young people have very chaotic home lives and the activities have given them a break from this. Many Thanks
- 46 Impressed with your dedication! Thank you
- 47 A card - Thank you for everything that you have done for me and my family. It honestly means a lot to me. I feel a lot better after I spoke to you, I am still using the skill you taught me. (Service user)
- 48 A card - Just to say thank you very much for all your help and kindness when we needed some much needed support and advice. Many thanks. (Service user)
- 49 We are happier as a family, and are able to enjoy doing things as a family. (Service user)
- 50 As soon as I got out the meeting I was singing your praises, it was really nice to hear such positivity; your commitment to CYP and families in Halton is fab.

- 51 The group were very impressed with the presentation and wanted to acknowledge the hard work they do in working with complex families.
- 52 Amazing difference, getting her advice and support has made a huge difference to us as a family.
- 53 A big thank you to all the staff, always so friendly and welcoming, an excellent service, lots of enriching and exciting activities with high quality resources, keep up the excellent work.(Service user)
- 54 Nominated by colleagues for a national award with 'Children Now' magazine and shortlisted with two other workers, for "the adult individual who has achieved significant improvements in the lives of children or young people". Here work was highly recommended.
- 55 She has made a huge difference, helped me a great deal, I am now managing the house much better and his behaviour is also better. All the tips and strategies have helped me. (Service user)
- 56 How friendly and helpful you have been, I am so grateful for this group I attend. (Service user)
- 57 A card - Child - thanks for being there when things were bad in my life but with your help I've changed it around.(Service user)
- 58 I would like to pass on a massive thanks to the team for their support and a special thanks, she helps me to keep my sanity and puts my feet firmly back on the ground, I really couldn't do this without your team.
- 59 He is a very different person from the young man you met, he is no longer withdrawn, he is chatty, very sociable and confident. Thank you for all the support over recent years. (Service user)
- 60 You have made a huge difference to turning my situation around and your manner and approach has really helped me overcome my depression and make positive changes. The children are pleased to see you and I am glad your service exists to help other families. (Service user)
- 61 She is a brilliant Family Support Worker, she is very straight, praises us on the good and lets us know when things need to change. We have gone from being a negative family to us being really positive about family life. (Service user)
- 62 Letter - My family support worker has helped me a lot, I was in a really dark place before the support. My son was difficult to deal with but her strategies have made my home a much happier place. I just want to say I felt I had nowhere to turn until they came in and even though I feel strong enough now, I will miss them. (Service user)
- 63 Thank you so much and well done on a really fantastic family intervention. It clearly demonstrates the fantastic work the team complete on a daily basis.
- 64 Thank you for the fabulous support, it's really appreciated. We say to all our children that we want them to achieve their personal best and I hope that the time he is with us

that he becomes the best he can be. Thanks

**6.2 SAFEGUARDING UNIT**

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2013/14	1	0	0	0	1
2012/13	0	1	1	0	2

65 We are very pleased to continue working with you and the wider Halton Team. You may be interested to note that my colleague has recently recommended Halton to another Authority as an example of good practice.

**6.3 CHILDREN'S ORGANISATION AND PROVISION**

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2013/14	8	7	4	4	22
2012/13	2	2	4	7	15
2011/12	7	9	6	3	25

A 46% increase of compliments.

66 Email - I received some excellent feedback on your efforts to ensure the Conference went well. I had several people come up to me and tell me how hard you had worked and that nothing was too much for you. I am sure they will use the venue again. Well done!! (Service user)

67 Just wanted to say thanks for all your help, it's very much appreciated.

68 Just to say thanks. It was really useful, we have been so engrossed in producing the evidence and data we don't always get chance to stand back and see it fresh. We have some changes to make now from your feedback but we feel in a good position to prepare the rest of the team.

69 The Chairman wished to place on record thanks to the Performance and Improvement Team for simplifying the reports and information.

70 Text - My daughter auditioned for the first time ever yesterday, a great experience, well run really professional. Thanks for all involved. See you next year! (Service user)

71 Text - Just want to add my personal thank you to all the Halton staff who looked after us and made us feel welcome. (Service user)

72 I just wanted to let you know how much of a team player you have. She was answering the phone, answering the door and helping me, all while she had a smile on her face, she stayed happy and extremely professional even when it was at its busiest. Please pass on my thanks to her and the rest of the staff.

73 Thank you, it was beautifully delivered, every speaker was engaging, I was watching the audience and they paid very close attention, there was a definite buzz in the room.

74 To say a very big thank you to you and the volunteers who joined us for the day. Your help in organising the day was invaluable and I am very grateful that I was able to benefit from your vast experience!



- 75 Email -Just wanted to say what a brilliant job you have done, it must be a real nightmare holding everything together, I have loved every minute of working with you. (Service user)
- 76 Cllr - Congratulations to all involved, this is excellent news. (Halton Youth Cabinet win debate)
- 77 Thank you for your support, you have been very responsive which has been really appreciated.
- 78 I'd like to pass on my thanks for the work your staff are doing to help us construct positive working relationships.
- 79 Email -Can I just say a big thank you for helping sort me and my family out in relation to childcare, so far things have worked out great, thanks for all the information and so promptly. (Service user)
- 80 A very big thank you. It has been such a relief to know we have this system in school and wanted to share our gratitude for all the support you have given us.
- 81 Thank you so much for your support and advice, I really do appreciate all that you both did.
- 82 I just wanted to share some great news with you, Teens and Toddlers has won The Guardian Charity of the Year award, Halton has been working with them since 2010.
- 83 Email -Thank you for all the fabulous things Halton Youth Provision does for our boys. Word has quickly spread and there are now lots more of his friends that enjoy going.(Service user)
- 84 Email -I would like to take this opportunity to say a massive thank you to you all, both my boys have benefited greatly becoming more confident and rounded individuals. You really are making a difference to my children. Keep up the amazing work.(Service user)
- 85 The help and support you have given us has proved invaluable, your prompt responses to my many enquiries have made it so easy for me. I appreciate all the work you put in to make it so. Thank you on behalf of myself, head teacher and all of the students. We truly could not do it without you.
- 86 Email -I just wanted to thank the project for all they do for my daughter, she has grown so much in confidence and her ability to talk and communicate has increased tenfold, she is now a very outgoing and happy girl again which in my opinion is thanks to everyone. As a parent i will never be able to thank you enough for helping my daughter enjoy her life again. (Service user)
- 87 Email -My son had no real friendships and has always found social interactions difficult. Now he's been on many walks, camped out and he's enjoyed it all, it would not be possible without your help and support. I' very grateful. (Service user)

**6.4 LEARNING AND ACHIEVEMENT**

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2013/14	10	6	4	4	24
2012/13	0	6	7	6	19
2011/12	1	2	9	1	13

A 26% increase of compliments.

- 88 I would like to thank you and C for all your support and your quick response to what was a rapidly deteriorating situation, He is an incredibly vulnerable little boy, this arrangement might help stabilise his home life.
- 89 Email - Thank you both so much for today. The boys were very excited about the whole process, they enjoyed having their parents to look at the work and talk with you, also enjoyed going round the school. That worked very well and wanted to comment how good you were with the boys, thank you. (Service user)
- 90 Thank you for working with J and K. K now has an excellent attitude to school life and is making much more progress; we have seen a great improvement in his self-esteem. J is also working hard and is having less emotional outbursts. So thank you once again.
- 91 Thanks for some eye opening training, excellently targeted to our needs and fascinating.
- 92 Email -Thanks, he enjoyed showing his friends his work. Appreciate you making it nice for him. Best wishes (Service user)
- 93 I just thought that I would say thank you for all this information it's very much appreciated.
- 94 Thanks to you, that was a perfect training session, just what we wanted and allowed us all to have a real say in how we want it setting up.
- 95 Email -Thank you for your email. It is very much appreciated. Thank you also for your assistance over the past few weeks when I have telephoned your department. The person I spoke to was very helpful indeed and put my mind at ease in getting a new allocation for my daughter. (Service user)
- 96 A card - Thank you for all your help and support, I know you will say you are just doing your job but your professionalism, empathy and genuine concern has been deeply appreciated. I do feel we will be giving him the best we could wish for. Sincere thanks (Service user)
- 97 Email -Thanks very much I really appreciate your help and the information. It's difficult when you have not done it before and I am just so thankful that there are people like your good self out there to help and point out the way. (Service user)
- 98 Email -Thank you so much for attending the meeting, some really good ideas and suggestions to support us. His happiness and wellbeing is vital to him learning and I hope by us all working together we can best support him. Thank you for your on-going support. (Service user)

- 99 Email -Just a line to let you know that at my statutory visit, both boys stated how pleased they continue to be with your choice of books. She feels you do a really good job at choosing the books and that the boys love receiving the parcels. He was able to show me every book you had sent! (Service user)
- 100 I could not speak highly enough of the support you have offered, you were lovely. It's not often you get to hear the nice, so I wanted to let you know it's not all bad and the nice makes it all worthwhile. (Service user)
- 101 A card - Thank you so much for your help, your time and advice, it means so much to us and we are so very grateful for everything. (Service user)
- 102 A card - Thank you so much for your help, advice and the support you have given to us as a family. Even times when he has been extremely difficult you have continued to persevere. You have been amazing. (Service user)
- 103 The training you delivered was brilliant and we are using it to underpin our development work with staff. I hope we do get the opportunity to work together again in the future.
- 104 Email -Just to let you know, he has had a positive transition in his first two days, he has been very settled and been involved in some lovely activities. Thank you for all your support. (Service user)
- 105 Can I just say how brilliant she is, keep hold of her.
- 106 Email -I wanted to let you know that my son has settled fantastically, we would like to thank you for all your support and help that you have given us to get where we are now. Not only have you helped my son you have given me confidence and peace of mind, we really don't know how to thank you enough.(Service user)
- 107 Thank you for today, it was really inspiring; each group was thanking Halton for organising the day, well done Halton was ringing in our ears.
- 108 Email -I just wanted to write and say thank you for your help, it will benefit me and my daughter so much and help a lot with my career. (Service user)
- 109 Thank you for delivering the training, all staff found it very useful and informative, it was much appreciated.
- 110 Thank you for a thoroughly informative day today at the Transition Showcase event, it was great to receive relevant presentations, see a good mix of information, see what goes on locally and meet other organisations. Please consider us for future events; we would be delighted to lend our support.
- 111 The day was very good and productive, I was happy that I was able to learn quite a few things that day, credit goes to all of you for organising such an educational event and all the hard work gone into it.

<b>6.5</b>	<b>Service User Compliments received by:</b>																																					
	<table border="1"> <thead> <tr> <th data-bbox="194 226 453 271">Percentage</th> <th data-bbox="453 226 620 271">2011/12</th> <th data-bbox="620 226 788 271">2012/13</th> <th data-bbox="788 226 948 271">2013/14</th> </tr> </thead> <tbody> <tr> <td data-bbox="194 271 453 315">Card</td> <td data-bbox="453 271 620 315">32</td> <td data-bbox="620 271 788 315">28</td> <td data-bbox="788 271 948 315">27</td> </tr> <tr> <td data-bbox="194 315 453 360">E-Mail</td> <td data-bbox="453 315 620 360">16</td> <td data-bbox="620 315 788 360">30</td> <td data-bbox="788 315 948 360">32</td> </tr> <tr> <td data-bbox="194 360 453 405">Evaluation</td> <td data-bbox="453 360 620 405">26</td> <td data-bbox="620 360 788 405">12</td> <td data-bbox="788 360 948 405">12</td> </tr> <tr> <td data-bbox="194 405 453 450">Letter</td> <td data-bbox="453 405 620 450">7</td> <td data-bbox="620 405 788 450">12</td> <td data-bbox="788 405 948 450">3</td> </tr> <tr> <td data-bbox="194 450 453 495">Telephone</td> <td data-bbox="453 450 620 495">4</td> <td data-bbox="620 450 788 495">12</td> <td data-bbox="788 450 948 495">5</td> </tr> <tr> <td data-bbox="194 495 453 539">Verbal</td> <td data-bbox="453 495 620 539">15</td> <td data-bbox="620 495 788 539">6</td> <td data-bbox="788 495 948 539">15</td> </tr> <tr> <td data-bbox="194 539 453 584">Text</td> <td data-bbox="453 539 620 584">0</td> <td data-bbox="620 539 788 584">0</td> <td data-bbox="788 539 948 584">6</td> </tr> <tr> <td data-bbox="194 584 453 616"></td> <td data-bbox="453 584 620 616">100</td> <td data-bbox="620 584 788 616">100</td> <td data-bbox="788 584 948 616">100</td> </tr> </tbody> </table>	Percentage	2011/12	2012/13	2013/14	Card	32	28	27	E-Mail	16	30	32	Evaluation	26	12	12	Letter	7	12	3	Telephone	4	12	5	Verbal	15	6	15	Text	0	0	6		100	100	100	<div data-bbox="1023 277 1425 575" style="border: 1px solid black; padding: 10px;"> <p>Overall 68% took the extra time and trouble to let us know in writing of their satisfaction. Comparable to last year when it was 70%</p> </div>
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	<b>Learning from compliments</b>																																					
	<p>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.</p> <p>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.</p> <p>Our service users have interesting and informative contributions to make which help improve services in the borough. Halton Council does have a feedback system which records the complaints and compliments for the directorate with the aim of encouraging them to express their views however, the complaint and compliment form is one form. Feedback form staff is that this form is viewed only as a complaint form and so it has been requested that we review this with the aim of developing a separate form for compliments.</p> <p>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.</p> <p>That Service Managers ensure they record any Compliments and forward them to the Customer Care Manager.</p>																																					
<b>7</b>	<b>RISK ANALYSIS</b>																																					
7.1	<p>Feedback from Children Social Care is included within the Ofsted Inspections Handbook: Inspections of Services for Children in Need of Help and Protection, Children Looked After and Care Leavers. 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.</p>																																					
<b>8</b>	<b>OTHER/FINANCIAL IMPLICATIONS</b> None identified																																					

9	<b>IMPLICATIONS FOR THE COUNCIL'S PRIORITIES</b>									
9.1	<b>Children &amp; Young People in Halton</b> The learning taken from compliments ensures the ongoing development of services to provide better outcomes for children, young people and their families.									
9.2	<b>Employment, Learning &amp; Skills in Halton</b> Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.									
9.3	<b>A Healthy Halton</b> Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.									
9.4	<b>A Safer Halton</b> Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.									
9.5	<b>Halton's Urban Renewal</b> Any findings from a comment or compliment relating to this priority will be used to inform the relevant service.									
10	<b>LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972</b> <table data-bbox="331 969 1358 1072"> <thead> <tr> <th data-bbox="331 969 496 1003"><b>Document</b></th> <th data-bbox="675 969 970 1003"><b>Place of Inspection</b></th> <th data-bbox="997 969 1233 1003"><b>Contact Officer</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="331 1003 555 1037">Representation</td> <td data-bbox="675 1003 890 1037">Rutland House</td> <td data-bbox="997 1003 1233 1037">Dorothy Roberts</td> </tr> <tr> <td data-bbox="331 1037 563 1072">Procedure 1989</td> <td></td> <td data-bbox="997 1037 1358 1072">Customer Care Manager</td> </tr> </tbody> </table>	<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>	Representation	Rutland House	Dorothy Roberts	Procedure 1989		Customer Care Manager
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