

# Compliments Annual Report

## People Directorate Children Services

2018 / 19

The service has been invaluable to helping us as a family, we will forever be grateful.

Thank you for being honest and explaining things, hope you keep at what you are doing cos you do it so well.

Thank you for always going above and beyond for us, I'm so grateful.

I really enjoy being part of the Children in Care Council, it gives us a say about things that matter, being a part of it has improved my confidence and allowed me to make friends, I know I am making a difference to lives of children in care.



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## 1. Introduction

The report covers compliments received for the Children Services Department of the People Directorate for the period 1 April 2018 to 31 March 2019, it details the compliments that have been formally recorded during this period.

A compliment is “*an expression of praise, commendation, admiration or respect,*” for someone and for something they have done, it is given freely.

As an organisation and due to the statutory complaint process we are well practiced at handling complaints and other negative feedback, customers have plenty of opportunity to let us know if we have not performed to expectation. While complaints get logged, formalised and circulated, compliments and thanks were often just briefly expressed to one individual never to be acknowledged again but it is these comments that make the job rewarding. This report was developed to capture those positive comments and balance this negative input from complaints with the positive feedback and compliments that is also received.

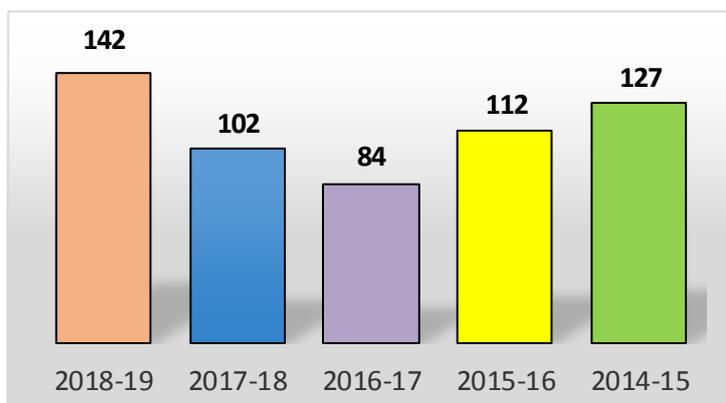
It's hard to quantify the impact of a compliment, much less to describe its effect in a few bullet points. Nonetheless, here are a few observations about compliments.

- Compliments are a measure of awareness from our Service Users; it is their acknowledgment of the positive relationships developed with staff supporting them and of the good developments and positive effects services have had on their family.
- Staff benefit from receiving compliments, knowing that they are noticed and that they are valued is powerful in motivating continued efforts enhancing their performance and contributing to their improved skills.
- Compliments affirm the right behaviour and actions. If someone is questioning their ability or actions, a compliment can give them a clear sense of their direction. People strive to do more of what brings praise from others, it stimulates and strengthens their purpose and enthusiasm for their work.
- Compliments can be used as a form of quality assurance, on a service level compliments can influence the development or continuation of service provision, identifying the things that need to be kept or identifying what needs to change.



## 2. Customer Feedback Data

### 2.1 Number of compliments by year.



There has been a 39% increase (40 more) compliments and positive feedback recorded this year. Staff continue to be reminded to forward compliments and positive feedback.

Whilst the number overall have increased, in terms of where compliments and positive feedback comes from the percentages between service users and professionals is consistent to previous years.

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

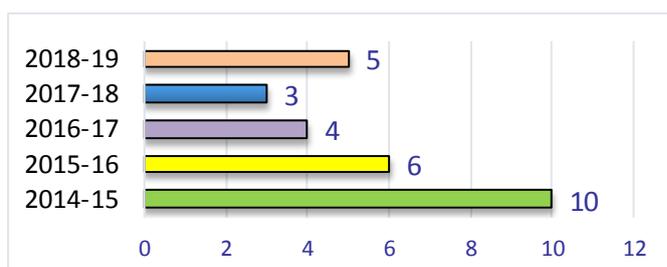
|        | 18-19 | 17-18 | 16-17 | 15-16 | 14-15 |
|--------|-------|-------|-------|-------|-------|
| %      | 70%   | 72%   | 68%   | 58%   | 69%   |
| Number | 100   | 73    | 57    | 65    | 88    |

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

|        | 18-19 | 17-18 | 16-17 | 15-16 | 14-15 |
|--------|-------|-------|-------|-------|-------|
| %      | 30%   | 28%   | 32%   | 42%   | 31%   |
| Number | 42    | 29    | 27    | 47    | 39    |

Professional feedback is important, some feedback comes from other council departments who recognise the value of working together and the contribution each makes to achieve positive outcomes for families. There is also recognition from external and/or partner agencies demonstrating good working relationships and recognition of the excellent work undertaken in Halton.

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



### 3. Compliments by Operational Directorate

The Children's Services compliments report relates to the Education, Inclusion & Provision Department (EIP), and the Children and Families Service (C&F). Whilst C&F percentage has slightly decreased the number of compliments and positive feedback increased from 80 to 101.

|     | 18-19 | 17-18 | 16-17 | 15-16 | 14-15 |
|-----|-------|-------|-------|-------|-------|
| C&F | 71%   | 78%   | 83%   | 69%   | 67%   |
| EIP | 29%   | 22%   | 17%   | 29%   | 31%   |

#### 3.1 Children and Families Service

| Year    | Total |
|---------|-------|
| 2018-19 | 101   |
| 2017-18 | 80    |
| 2016-17 | 70    |
| 2015-16 | 77    |
| 2014-15 | 85    |

|     | 18-19 | 17-18 | 16-17 | 15-16 | 14-15 |
|-----|-------|-------|-------|-------|-------|
| CIN | 31%   | 33%   | 18%   | 22%   | 20%   |
| CIC | 14%   | 14%   | 26%   | 20%   | 29%   |
| TAF | 55%   | 53%   | 54%   | 58%   | 51%   |

Team around the Family consistently show the highest percentage. Providing direct support within the family instigates a higher number of compliments however these services can also work in conjunction with other teams such as Children in Need.

#### Child Protection and Children in Need

1. Card - Thank you for being honest and explaining things, hope you keep at what you are doing cos you do it so well. (Client)
2. Verbal - I went through the agencies that schools can access without coming through iCART and she fed back that the information shared about agencies was really useful, the next day she signposted a family to one of the agencies without coming through iCART. (Professional)
3. Email - Miss X said 'the Community Support Worker's Safety Plan was the best thing I have ever done and puts me in control. If we argue I leave and come back when I want'. (Client)
4. Card - Thank you for all your help and support throughout this assessment, I'll miss you. (Client)
5. Letter - Thank you so much for a wonderful course, we've got so much out of it and it's given me so much extra knowledge and confidence it's been lovely seeing everyone each week and getting started on an incredible journey. (Client)
6. Email - Barrister - The local authority were quite right to bring the case and the conduct of the proceedings had been impeccable. The Judge praised the Social Worker both for her work with the family and her evidence (which she gave so as to assist the court as to the 'wide canvas'). I know it is not often that such an outcome would be considered a success, but I know the Social Worker was of the view that it was the right outcome for this family. The family whilst having had an awful ordeal can take some comfort that they had a Social Worker who dealt with them in not just a professional manner, but in a way that was lateral, pragmatic and collaborative.

The Social Workers' conduct of this complicated matter has been exceptional and her final evidence was faultless. (Professional)

7. Text - Well where do I begin? THANK YOU for your support to me and X but most of all THANK YOU from the bottom of my heart in your unaverred support you gave throughout the last 7 months, it was a pleasure to meet you and I don't think hand on heart that there was a better social worker to help all of us when we needed it most. Once again THANK YOU VERY MUCH. (Client)
8. Card - Child - thank you for being our voice.
9. Email - I have recently been working with one of your team members, and I am just emailing as I would like to say how helpful and informative she has been. I am currently working with a lady with a lot of social issues and she was able to offer support in all aspects, advise and sign post as well as doing a lot of the ringing around herself. I am very impressed with her and she's really relieved some of the pressure by offering guidance. (Professional)
10. Email - The step-up process is now working much better since she started offering the consultation sessions within the locality service. Well done! (Professional)
11. Email - Until recently we were carers for our grandson, not long after he was diagnosed as autistic. A few days ago he left our care and moved into full time residential. We have for quite some time struggled to manage some very difficult behaviours and as a result we were given support by the PBSS. We would like to thank them for the work that has been done, the success of this service is families being open to change and advice. The PBSS is an important intervention service that brings support into the home when families need it most. (Client)
12. Card - Just a big thank you for all the work and support you have done for me and my child, pointing me in the right direction with contact, courses and groups and giving me advice and help. I'm so grateful for you all getting me to this stage of bringing my child back home. (Client)
13. Card - Thank you so much for believing in me and giving me this chance to be a good mum, I won't let him down. (Client)
14. Email - CAF/CASS - As always it's a pleasure working with you. I wish to commend the work of the social worker, who was child focussed and professional throughout my involvement. (Professional)
15. Email - As service providers, we are often under the cosh and it is lovely to hear something positive. Can I say that I feel the same about your support of us; as ever, excellent! His new found smile, is a delight to see and he will actively come and ask for a cuddle, which is also lovely. Looking forward to seeing him fly! (Professional)
16. Email - Just to say thank you to all the staff in the team for all the support, guidance and advice over the years. You have helped me throughout my role and offered me reassurance in my decision making. (Professional)
17. Email - X has been amazing. My little lad Y is not the easiest of kids to spend time with, he's really pushed Z's buttons at times and he's held it together and behaved outstandingly. I'm sure it's because he has the support around him he needs and can speak out. Thank you so much for all of your help these past 12 months, you have been fantastic and really made a difference in my Nephews life and future. (Client)
18. Card - Child - card and flowers - thank you so much for everything. (Client)

19. Card and chocolates - Thank you so much for everything you have helped us with, we couldn't have done it without you. (Client)
20. Email - Just want to take this opportunity before I leave to say thank you for the opportunities I have had in Halton. I have been given the opportunity to further my education and study my degree part-time whilst still being able to work and this has allowed me to further my career. I've had some great experiences over the years, particularly in my current team, where this has been at times challenging but also the most enjoyable, working with dedicated and skilled colleagues, helping families and professionals. I have really enjoyed working in Halton. (Professional)
21. Email - Thanks again for a really helpful session yesterday. I have met with our front door Service Manager this morning to talk about your contact challenge meetings. We would really like to introduce this approach in our front door. Would you mind sending through a terms and reference for the meeting and a copy of the audit that you complete? (Professional)
22. Email - Just want to pass on a compliment. I have just spoken with a parent that you did a contact for recently. She was very complementary about your supportive understanding manner during the process and your professionalism. It was good to hear and it did make my job of engaging with the family easier. Many thanks. (Professional)
23. Card - Thank you for always going above and beyond for us, I'm so grateful. (Client)
24. Email - I just want to let you know Mum's comments. She said that she was glad X is her children's Social Worker, she feels X tells her how it is, but she doesn't patronise her or talk down to her. She really feels that X listens to her and that keeps her focused. She said having worked with CSC for years she now sees SW's as wanting to help her and her children rather than wanting to take them away and she thinks X is a great Social Worker. Her report for conference was very good balanced, clear and succinct as was the updated plan. I just wanted share this with you and feel that she has really helped this family engage and improve positive outcomes for this family so far. (Client)
25. Card - You're the best, thanks for your help. (Client)
26. Card - I just want to say the most sincere 'thank you' for all your help and assistance, I cannot put into words how much this has helped us, thank you so much. (Client)
27. Letter - As a small charity with few resources we value the professional expertise and empathy that large statutory organisations are able to share with 3rd sector. Both of these officers were a genuine pleasure to work with and they have provided excellent guidance to the families, for me personally the input has been really positive and a practical example of how genuine partnerships can work effectively together between statutory and voluntary sector. As a small charity we don't have much to offer in return to recognise the help provided except to say a very big thank you. (Professional)
28. Text - I just wanted to say to you that although social services getting involved in my life was one of the worst things to ever happen to me (no offence to you), it has actually been a blessing in disguise and given me the motivation I so badly needed to get mine and my child's life back on track. I haven't stopped de cluttering and cleaning the house since. I've even completely decorated the living room, am putting the Xmas tree up tonight and starting to decorate the hall tomorrow. So in a strange kind of way, I just wanted to say thank you. Oh, I also forgot to mention that last

Friday I had my new central heating fitted! So, after 4 very cold winters, we are now very cosy and warm. Again, I would not have had this done without your help. (Client)

29. Card – Well, where do I start? I wouldn't have been this strong if it wasn't for you. You are honestly amazing at your job and don't let anyone tell you different, you have a place in my heart you have helped us so much. It's going to be such a sad time when you're not involved. (Client)
30. I know we come under fire in Court a lot but had some really positive feedback today in relation to two of our Social Workers. The Judge said X (who gave evidence for over an hour) was clear, professional and concise, based on this the Guardian changed their view. Counsel also wanted to convey his positive feedback about you to me. He said you were outstanding in giving evidence and "fabulous". He said mum's barrister had complemented you to him as well. So thanks for putting in the time to prepare for the hearing it really paid off! (Professional)
31. Email - I have to say you are very good at your job, thanks. (Client)

### **Children in Care and Care Leavers**

32. Card - and I got a bouquet of flowers delivered to me today from X who I did the access to records for thanking me for the work I'd done. (Client)
33. Email - They had an absolutely excellent day out with CIC, both have given me vivid accounts of the activities and people they have met today. Obviously X was top of list of fab people and it was so lovely to hear them so animated talking to other members of my family about their wonderful day out. I am exceptionally fortunate as the children are amazing. Thank you so much for all the work your team do the children's behalf. (Client)
34. Letter - Young person - I really enjoy being part of the Children in Care Council, it gives us a say about things that matter, being a part of it has improved my confidence and allowed me to make friends, I know I am making a difference to lives of children in care. (Client)
35. Email - I just wanted to say thank you for forwarding the opportunity to attend CBBC Summer Social in Liverpool. He had a fantastic day with a friend it was so much fun. (Client)
36. Letter - On behalf of my child, thank you all for making my their stay a home from home, he really looked forward to staying which speaks volumes at the environment you created. Thanks again. (Client)
37. Letter - We would like to thank you personally for your support, when he first started we were really worried about how he would settle in and we need not have, thanks again. (Client)
38. Letter - We would like to thank you personally for your support, you have been supportive to not only to our son but to us as well. We have over the years needed flexibility over respite dates and it has been appreciated, thanks again. (Client)
39. Card - I just wanted to say thank you so very much for making lovely memories for him I could tell he was having a ball on the photos and how he was on the phone he said he needs to go again lol, spoilt young man. (Client)

40. Letter - Firstly thank you she seemed to have had a fantastic time we are so proud of her, we appreciate it greatly. (Client)
41. Feedback form - Since attending he has learnt so much and helps a lot at home. I am glad he goes there as I have a break myself and don't have to worry about him. (Client)
42. Feedback form - It is a fantastic facility, the service provided is first class. Staff are wonderful they look after the children so well. Staff are easy to speak to and raise any issues with. (Client)
43. Feedback form - The staff are amazing and really helpful to X. Communication to home is great. (Client)
44. Feedback form - She has always enjoyed her visits and looks forward to them. We feel happy that she is happy and secure and that allows us to relax and enjoy the break from caring for her 24/7. (Client)
45. Email - I cannot thank you and your team enough for all the support and kindness you have shown us and X over the past few years. I know she has enjoyed her stays with you and she has made some lovely friends there. Thank you again. (Client)

### **Team around the Family**

46. Text - Look what my little super star won!! He said to tell you thank you so much for getting him a place on the football camp, he really enjoyed it. (Client)
47. She spent a lot of time listening to our worries, she got the ball rolling so our children could get the support they needed. I would just like to say a massive thank you for all your help. (Client)
48. She was absolutely fantastic, she listened to me, allowed me to talk and I felt listened to. Her understanding and empathy of my daughter's situation has led to help and she is now on a successful road to recovery. The service has been invaluable to helping us as a family, we will forever be grateful for her support. (Client)
49. Email - I especially like the fact everyone is a first time mum too as I've got loads of friends with babies but as their on their second it's not the same as the first time experience. It's really good being able to chat to people who are going through the same highs and lows that you are and realising you're not on your own. The guest speakers very useful especially the feeding specialist and the health visitor. But I have also found on the weeks there wasn't any guest speaker just discussing any issues I've had with feeding or anything else with you, staff and other mums really useful too. I honestly can't think of any way to improve the group. Although it would be good to have a similar group for mums to be during pregnancy and after they have had the baby they could start FTF group as I would have loved to go to something like that when I was pregnant. (Client)
50. Email - I'm glad that it was recommended whilst she is still so young, I feel like I've taken in all the advice at the right time and been able to utilise the information provided. It's a really lovely group to attend, and I like having a mixture of guest speakers and also just days to have a bit of a play, chat and a brew (major bonus!) you have made it a lovely group to participate in and made everyone, especially myself, feel welcome and comfortable to be able to talk openly in the group. I have so many friends from other areas of the North West who have nothing even close to

what we have in Halton, which makes me appreciate how much we can get involved in. (Client)

51. Email - Thank you so much for the Mother's Day gathering today. It was a lovely afternoon. I was a little apprehensive week 1 with her being so young and just getting out of the house and remembering everything seems like a mission in the first few weeks. However I am very glad that I did and now look forward to the group every week. To meet new people and have adult conversations is so nice. At times it can seem quite lonely and isolated being on maternity unless you get out and meet people and the group and the people in the group have prevented that. Having you both to talk to and help with any queries reassures me which I know can only make me a better Mum. (Client)
52. I found this morning very useful, it helped me understand the links between partners and I also felt that my views might be taken into account. (Client)
53. Very informative and relaxed, thank you, I look forward to doing some events. Lovely catch up, good to see new people and find out information. (Client)
54. I found this meeting really helpful, the staff are lovely. I met other parents who spoke openly, hopefully there will be more of these. (Client)
55. Nice to have some time to talk to others about what they do, I found out lots of information from other parents. (Client)
56. Email - I found myself in a strange town not knowing the area or anyone here, and a new baby. Leaving the only place I'd ever really known and all my family was one of the most traumatic experiences of my life and I was really struggling with coping with everything that had happened. I don't think I had ever felt as lonely or isolated as I did back then. I initially met X from the Children's Centre after donating some baby items I no longer needed, she encouraged me to go along to the Children's Centre, after a few visits she became more aware of my situation. After being here for some months I found myself homeless and desperate. It was at this point I met a support worker for my child after a CAF was opened, she spent a lot of time with myself and my child, I was also suffering from PTSD, anxiety and depression. I'd lost all confidence and if I'm honest hope too, I didn't know how to move forward and most days found it difficult to cope. She put a support plan in place, her patience, professionalism and compassion has got me to where I am today, it took me a long time to trust and open up to her but she preserved even when I found it difficult to engage. She organized respite for my child and I, Dr's appointments and meetings with agencies (housing, debt support and counselling) She checked in on me regularly...even when on occasions I didn't return calls, she stuck with me. I cannot put into words how much she helped me get through what has been one of the toughest, darkest times in my life. She has encouraged me and believed in me, it is because of her I am now housed, my child is now settled and attends nursery twice a week and a crèche, and I am now completing a course on how children learn. Had someone of said to me six months ago I would be where I am today I would not have believed them and certainly wouldn't of believed it possible. She and the staff at the Centre have given myself and my child unconditional support every step of my journey, I still have a long way to go but one thing I have now is hope, confidence and the determination to carry on and make a good life for me and my child. I still have 'bad days' the difference now is I have someone I can turn to if needed. The children's Centre threw me a lifeline when I was desperate and I can openly say they saved my life, I dread to think about where I would be today had we not of had them in our lives.

57. Facebook - I have just started a 9 week course, it's called 'Terrific twos'. I can hands down say that out of all of our classes, including the ones we paid for privately, this is one of our favourites. We are truly spoilt in Halton. We've got 4 local Children Centres (all with sensory or a soft play room) and 2 fab libraries to choose from, they run amazing events. Today's class involved fun play and learn session, the staff running the event were so lovely, friendly and enthusiastic. The kids had a great day. We just wanted to say thank you and I hope the right people see this and give themselves a pat on the back. (Client)
58. Email - It's so nice to get comments like that and for parents to recognise the fantastic facilities we have in Halton, when so many other areas are cutting their universal offer. I constantly get people trying to access services from Frodsham and surrounding area as there is no Children Centre provision. Unfortunately I have to turn them away. We are blessed to have such fabulous facilities and support in Halton. (Professional)
59. Email - I just wanted to say after this morning, how hugely impressed I was by hearing about the impact you have made in the first year of the project, both on your clients themselves but also on other people working with your clients – I really felt as though people were willing and able to think differently about how they need to deliver their services, and that is due to the work that you have done as you have got the project up and running and managed to get so many other people on board. (Professional)
60. Email - I just wanted to say how impressed I was this is in part due to the work that you have done. (Professional)
61. Letter - Would just like to say a huge thank you, for all the help, support and kindness. Without the service none of what we achieved would have been possible. You have made this all possible for us and we are so thankful. The camera is still going, this has enabled him to be more sociable and given him more independence to explore what he loves. He has matured into a lovely young man, I am so proud of the obstacles he has overcome. Thank you so much for your help in his achieving this. (Client)
62. Letter - A big thank you to all the staff, since attending my granddaughter has come on tremendously, she was a shy girl but she is now mixing well and interacting. I would highly recommend this centre, the positive progress, her attitude and confidence is simply a delight to see, I cannot thank you enough. (Client)
63. Email - Mum and her family had been residents in a refuge a number of months following fleeing a violent and abusive relationship. Therefore was starting again at her new property with her young children. The scheme has helped reduce the risk of hazards, facilitated a conversation around potential risk and also supported engagement with the Children's Centre – it's such a good scheme, Thank You! (Professional)
64. Email - Without the fit 4 safety scheme, Mum would have most likely not implemented any safety precautions within the home leading possible injury & harm. Really glad we have this scheme to make a difference to our families. (Professional)
65. Email - Amazing scheme – so many of our clients have benefitted. There's nothing like it where I have previously worked. (Professional)
66. Email - Such a good idea to be able to bring your baby with you on the course – allows people to access the training who would struggle otherwise, this one was

- really friendly and informative, I feel much more confident about coping if the baby starts to choke now. (Client)
67. Feedback form - Child- I think you have been a superstar, you have helped our family a lot, you have helped my anger issues and made it better, thank you for all your support. (Client)
  68. Card - You have made us stronger as a family, thank you for your help with us as a family, we will miss you. (Client)
  69. Feedback form - Brilliant session, so many practical tips shared, all new mums should meet you. (Client)
  70. Email - Thank you for your support too, this year. School can sometimes feel like social services, as you will know, but it is very reassuring to know that staff like yourself, are on hand to provide the support and guidance we need in supporting our families. (Professional)
  71. Telephone - I have just spoken to a mum who was extremely complimentary about X and the support she has provided to her daughter who has a lot of emotional, mental health and behavioural issues. Mum said she has engaged really well with X which is unusual but also, X has provided support to mum who also suffers with depression and anxiety. Mum said she has been their lifeline. From my point of view X has just saved me a huge job on recognising what support is needed for the family as X has already done it. (Client)
  72. Email - I would just like to compliment you on your staff member X she has always gone above and beyond for our family and is always there with a solution to help or to tell us who can. We feel so lucky to have her assistance and she is a credit to your team x. (Client)
  73. Feedback form - Child - I felt happy to have people helping me and I am settled in my new school, people have been so kind throughout, I've got to a place where I am happy now. (Client)
  74. Email - I would like to take this opportunity to thank Halton for allowing our family the Max card it has allowed us to go out with the family a lot more than normal thanks to the huge discounts. The family had a holiday last year and we used the card at almost everything it's saved us hundreds of pound on that holiday alone. We also use it local at the Widnes cinema and ice skating as well as the fun fair in Rhyl. Yours thankfully. (Client)
  75. Email - I would like to share with you the excellent work X has completed with Y, he has not been outside of his bedroom for the past 18 months but today X arranged for him to come into school to have a look around whilst school was quiet, Y arrived at school which is quite an amazing fete. Pass on my sincerest thanks for the support X has offered the family. (Professional)
  76. Email - I hope this reaches the right person. I just wanted to drop a message, to say how grateful I and my family are due to the recent help from X. My child has had a rough time over the last few years and has really struggled with daily life in general. X called a couple of weeks ago and asked to call and meet me us at our home. She went to great efforts before the visit and contacted me numerous times to try and understand her likes and dislikes and the best way to approach her as she has problems with trusting people. When X arrived she had even made her a little book with all her favourite things in to break the ice. I spoke to X away from her about our situation and I found her to be so kind and very understanding. She was so easy to

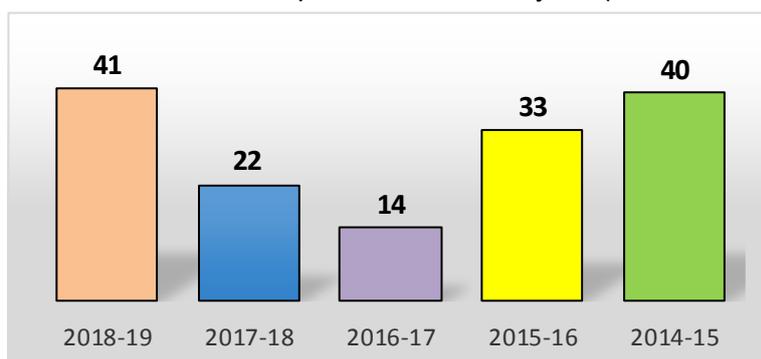
talk to and even offered that I could pop in to the family centre for a chat if I felt isolated or alone. Everything has gone through very quickly with regards to supporting her. I just wanted you to know, how very grateful I am. It has been a very hard few years and to get this help for her is fantastic and will hopefully build her confidence again. Forever grateful. (Client)

77. Feedback form - The support and help we have had as a family is beyond amazing, she has helped me with my recovery and got all the extra support we needed. Our needs have been met in so many different ways, she has been with us every step of the way. I cannot thank her enough, our lives are changing for the better. Don't know what we would have done without her. (Client)
78. Card - Thank you so much for having faith in me and believing I can make it, you have changed our lives forever. I can't thank you enough for the support and care you have given the children and me. (Client)
79. Card - Just wanted to send you a thank you for everything you have done for me and my boys. I'm much more settled and moving forward with confidence. Thank you so much for all your kindness and reassurance, I'll never forget your smiling face. (Client)
80. Card - Thank you, for all your help and support. (Client)
81. Text - Thank you for always being there for me when I need you. (Client)
82. Card - Thank you for everything, you're making my daughters dreams come true. (Client)
83. Email - Thanks for your visit today, it was lovely to see you. Think you can see from both of us how grateful we are to you and how much it is helping her build self-confidence and getting back on her feet. For every grateful. (Client)
84. Email - I would to pass on some feedback on our disability worker who was assigned to us approx. 12 months ago, we think she is wonderful. She has such a cheerful, upbeat personality and manner, she is extremely understanding without judgement. She offers us so much support and truly understands and appreciates any challenges around having a child like X. Not only is she supportive and helpful he loves her, truly he does not take easily to people, but she is amazing with him. When she comes to the house he sits next to her, that may not sound a big thing but X is non-verbal yet she understands the way he communicates, she takes the time to understand what he is demanding. At the Christmas party my husband and I were amazed to see him take her hand and take her up and down the slide with him many times. This is something he does with us but NEVER with anyone else. Thank you for assigning her to us as she has been an extremely valuable addition to the professionals that support X and our family. (Client)
85. Card - Thank you for everything you do for our family. (Client)
86. Card - Thank you so much for the activities you have on over the year and for him taking part in the groups, we will always support them. (Client)
87. Card - Thank you so much for your help and support and expertise, she has made so much progress since coming to your classes. (Client)
88. Card - Thank you for a wonderful Makaton class, from all the group. (Client)

89. Letter - We cannot praise her enough, she has been proactive and managed our expectations. We have come to regard her as a friend and we hope she gets the credit she is due, she has been fantastic. (Client)
90. Card - Thank you for all that you do for us. (Client)
91. Feedback form - Nice to know professionals were supportive and non-judgemental, we were listened to and the support took the pressure of us both. (Client)
92. Email - I am really enjoying the class and the staff are great. I'm finding it really helpful and positive. (Client)
93. Card - I cannot thank you enough for everything you have done for us as a family. You've been amazing, understanding and so helpful. Any family that has you working with them is very lucky. Thanks for everything. (Client)
94. Feedback form - As grandparents with two autistic children it was nice to see our daughter sit down and relax while the two boys was playing. Thank you to the workers. (Client)
95. Feedback form - Had a wonderful time at the family event today with my son who struggles to attend places due to his autism, I have enjoyed being able to enjoy time as a family in a safe environment with families going through the same as each other Very uplifting for children and parents. (Client)
96. Feedback form - We all enjoyed today, thank you so much! My son could play and mix with other children in a safe and welcoming environment! (Client)
97. Feedback form - Fab opportunity to meet and catch up with other parents and our children to play together would be lost without activities organised by disabled children's service, thank you. (Client)
98. Feedback form - We really enjoyed the family event .Staff are really friendly and supportive. I am amazed my daughter went off to play thank you for an excellent service. (Client)
99. Letter - Thank you again, I just wanted to let you know how much we appreciate your help and funding and how much of a positive influence it is having in her daily life. We feel incredibly fortunate to have such help and it gives her so many more chances to experience activities that we would not be able to do. Her confidence and happiness is growing and the improvement in her life is clear to see, she is calmer and smiles all the time. Thank you for your thoughtfulness and support. (Client)
100. Card - Child - thank you for helping me have riding lessons and for helping me do lots of fun things. (Client)
101. Email - Thanks for all your help. Things are a lot calmer these days. I think one of the major things I've taken from it is to not take him on to a point of no return, I just leave it and change the subject or try and distract him with something else. It's nice to see him trying though as well. Thanks again. (Client)

## 3.2 Education, Inclusion & Provision Department

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



### 0-25 Inclusion

102. Email - Getting him back on track is all down to you X and your hard work, persistence and tenacity. You should be very proud as you have gone the extra mile on this one. (Professional)
103. Email - This is a very positive email! He has just returned from visiting his new school. I could have cried lots of happy tears believe me! He was so at home there. The children were just like him. The teachers are amazing! He even played on the playground! Thank you for all you have done. Especially having to put up with me. I believe He will be very happy there. (Client)
104. Email - I just really wanted to send my thanks to you all, particularly X for all of the help and understanding during the process. From the first day that she visited us at home and throughout she answered all of my questions (and there have been a lot) and was very understanding and clear about everything. I really felt that she understand our hopes for Y and the fact that we as his parents know him best. I have never felt that Y was just a number in all of this and that is much appreciated. We are so very happy that he has had his EHCP confirmed and that he will be getting support at school. (Client)
105. Email - That's a really good outcome. I'd like to take this opportunity to thank you for your hard work and that of your legal department in these matters. (Professional)
106. Email - May I send you my most sincere thanks which your colleague gave to both myself and family. It was a pleasure dealing with someone in such a professional manner. I pass on this message so that you are aware of my thoughts. (Client)
107. Card - Young Person - Every time I needed someone to talk to, I always knew I could come to you in confidence. Without you and the team I would never have overcome my fears. If you continue to help people the way you helped me, a lot of young people will become what they've always aspired to be. Thank you for everything. (Client)
108. Email - We have loved working with you, you have been an amazing support to our families over the last year and us. We won't forget how you have gone above and beyond throughout the year. Thanks a million professionally and personally. I believe you have made a real difference to the service and we have really enjoyed working with you and wish you every success for the future. (Professional)

109. Email - Just a little email to say thank you very much for all the help and support and patience you have shown me whilst I have been covering the SENCO role. Everything was very daunting at first but you have all been so kind and I wanted you to know that it has been very much appreciated. Thank you again. (Professional)
110. Email - You helped me to get my son into this school, I just want to let you know that it has been an AMAZING journey for him, ... photo's included of him holding school certificates and an award for 'Star of the Year'. (Client)
111. Email - Thank you so much for the information. I have had a quick look through and I feel so excited that Wellbeing and Mental Health are being addressed in a more focused approach. Whenever I have spent time with you, you always make me feel that I am correct in my approach to supporting all the children in my care. Sometimes I doubt myself that I am making a difference in the lives of our more vulnerable young ones but there is one thing for sure I will never give up trying. (Professional)
112. Email - We cannot thank you enough! You never failed to boost me to keep going when I doubted my own belief of his struggles. (Client)
113. Email - I hope you never underestimate how incredibly valuable your work is for children and their families. (Client)
114. Email - Thank you for all your help I couldn't have done it without the help from yourself and the staff. (Client)
115. Feedback form - I think they do an amazing job. They have supported me with a number of issues during the last few years and attended meetings with me. This has given me greater confidence in challenging the LA and improved my knowledge. The staff are always friendly, helpful and knowledgeable and quick to respond. Fantastic service thank you for your help. (Client)
116. Email - He has asked me to email you to say "thank you" for today. He said "please say a special 'thank you' to H because she was very understanding about me being late, because we couldn't find a parking space, but everything was set up and ready to go and the lesson was fantastic, excellent and the tutor is perfect. (Client)
117. Email - Thanks for this and for all your support during this process. Mum has commented on how helpful you have been. I look forward to working together again. (Professional)
118. Email - Thank you so much for supporting him at his first trust board meeting. He spoke to me following the strategic group along with the other 2 parent carers who attended. They all expressed how much work that is undertaken in Halton that they had no knowledge of and how appreciative they were as to the work professionals do in the borough. I do feel we have a new generation of parent/carers who are willing to work in partnership with the council and others and I for one am very excited as to what we can achieve together. (Professional)
119. Email - Thanks so much again for all your help and support and can you thank A for us too - you're both amazing! (Client)

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

120. Email - I found your presentation very informative. Thank you very much for taking the time to go through it with us. (Professional)
121. Email - Thank you so much for your help and support this year. As a school we have been very successful, our pupils and staff have really grown. Thank you for everything you've done for this year we couldn't do it without your support. (Professional)
122. Email - Just an email to say you did a brilliant job in this afternoons meeting. Well done. (Professional)
123. I just wanted to email you to say a massive thank you and express just how grateful we are with the immediate way in which you have dealt with and actioned our request. We appreciate it very much, and if you could have seen the smile on our daughter's face this morning getting ready for her first day you'd know she appreciates your help too! I can stop worrying now knowing she can finally relax and settle into high school. (Client)
124. Email - I just wanted to thank you again for letting me come along, I really enjoyed it and I hope I can be an asset to Halton carers/parents. (Professional)
125. Email - I'd just like to feed back that I thought the Question Time event was fabulous, the young people were brilliant as always, their questions were thought provoking and insightful, they spoke with confidence into the microphone, the breadth of attendees was a credit to everyone that coordinated the event, the responses were from the panel covered a broad base and reflected consistency, the venue was perfect and I could go on...I just wanted to say a huge thank you to everyone, events such as this energise me, they remind me of why I do the job I do and I value the partnerships our teams have. These young people are our adults of tomorrow and we must continue to work alongside them to help them achieve whatever it is they aspire to. They should be very proud. Thanks again. (Professional)
126. Email - I thought yesterday was brilliant, I hope they are a regular event, we I found it very informative. Thanks for letting me attend. I did not realise so much was going on in and around Halton, covering many subjects, I was very impressed. I thought the layout of the event having a question time was very valuable. I will look forward to the next one. (Professional)
127. Email - Thank you so very much for visiting our parent/carers for training last night. I was impressed with your knowledge and I do think you helped our parents/carers to navigate around the website. Thanks again. (Professional)

## **Education 0-19yrs**

128. Email - The Early Years Team have always been outstanding in their support for us and we are so appreciative of that. We have lovely memories. (Client)
129. Email - I think the service that portage does is incredible and I can't thank you enough for helping us over the past three years, you have gave me support and hope when I was at my lowest. I hope you carry on doing an amazing job for other parents and children in the same situation as us. (Client)

130. Email - Can I thank you for taking the time out of your busy schedule to visit and talk through the options and generous support you could offer. The support was excellent and the support to the Nursery with limited experience in this has been excellent. I thank all involved on behalf of the Governing Body, pupils and staff. (Professional)
131. Email - That looks fabulous, I think that you have captured perfectly our concerns. Many thanks to you all, we both thought that it was a very constructive meeting. Thank you so much, I really do appreciate the work that you have done on our behalf. (Professional)
132. Email - I enjoyed meeting you. I'm glad you took it the way it was meant – I didn't mean to embarrass you in any way and I do have a habit of just coming straight out with what I see - your positive attitude glows. (Professional)
133. Email - I just wanted you to know that the course was excellent. I walked away full of knowledge to take back to the girls, we have already put things in place that we didn't have. We have made changes. Thank you once again. (Professional)
134. Card - Child - Thank you for teaching me and my mummy so much. Giving me the tools to learn independence believing in me and pushing me to learn new things. Without you in my life I would not be where it is now. (Client)
135. Email - We are lucky to have such wonderful support and relationships with colleagues in Halton and across the schools. Sometimes it is hard to look at things objectively. We all are passionate about getting it right for our children and have a duty of care to each other. I don't think any of us want to let anyone down – more than anyone – our children. Take care and thanks again. (Professional)

## **Commissioning**

136. Email - I just wanted to say a BIG thank you to you and the team for organising such a great event last night. We really enjoyed ourselves, but more importantly I think it will have a lasting effect on the students we brought with us and their chosen guests. I also think that as news spreads this will have a motivational effect on our current cohort and there are already a number of staff asking for an invite to next year's event. Once again thank you to you and the team and we can wait to be back next year (if you will have us). (Professional)
137. It has been very informative and helpful. I have taken on board things that will help & I have tried the strategies taught & have helped. (Client)
138. The course & professionals delivering it are excellent. I think that it will be really useful for us. It has been fantastic, I have learnt a lot of new tools & techniques that I know I will be able to apply, it has been excellent and I feel very supported. (Professional)
139. Email -great event last night. We really enjoyed ourselves, thank you (Professional)
140. Email - I thought you would like to hear, that I have had some parents approach me to say how much they enjoyed and appreciated all of the work that went into organising the evening, it was lovely to have the opportunity to see the children's Talent and hard work. The evening was so well organised, from start to finish, from parents and children arriving and being welcomed and guided to their seats to their departures. Backstage, the children behaved so well, and this was down to how well timed and organised everything was. (Professional)

141. Email - It was a pleasure to welcome you and your team. The awards evening seemed to run very smoothly, it was wonderful to see how many young people attended the event. It was especially nice to see how well supported the young people were, with parents, family members, teachers and youth leaders all in the audience to celebrate their achievements. The audience, and the staff on duty, thoroughly enjoyed the student performances that took place during the evening. Congratulations on the success of your evening. It was a pleasure to be there, I hope to welcome you back next year. (Professional)
142. Email - She was made up that you gave her the chance, this has given her the belief and confidence in herself. She has made new friends from different areas of life and schools, become more independent and been able to push herself out of her comfort zone. She has learnt some skills that will stay with her for life so much so that she wants to help others to have the experience that she had. The whole experience has given her the belief that she can do whatever she wants to in life and she won't let anyone say to her that she is not capable of doing it. (Client)

#### 4 How Service User Compliments are received

| Percentage | 2018-19 | 2017-18 | 2016-17 | 2015-16 | 2014-15 |
|------------|---------|---------|---------|---------|---------|
| Card       | 19      | 11      | 21      | 15      | 17      |
| E-Mail     | 51      | 52      | 25      | 48      | 48      |
| Evaluation | 17      | 9       | 11      | 11      | 17      |
| Letter     | 7       | 7       | 11      | 5       | 4       |
| Telephone  | 1       |         | 3       | 6       | 3       |
| Verbal     | 1       | 11      | 12      | 9       | 4       |
| Text       | 3       | 8       | 8       | 6       | 6       |
| Newspaper  |         |         |         |         | 1       |
| Embroidery |         |         | 2       |         |         |
| Facebook   | 1       |         | 5       |         |         |
| Various    |         | 2       | 2       |         |         |
|            | 100%    | 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.