

# Compliments Annual Report

## People Directorate Children Services

2019 / 20



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## 1. Introduction

The report details the compliments that have been formally recorded for the period 1 April 2019 to 31 March 2020 in respect of the Children Services Department of the People Directorate.

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

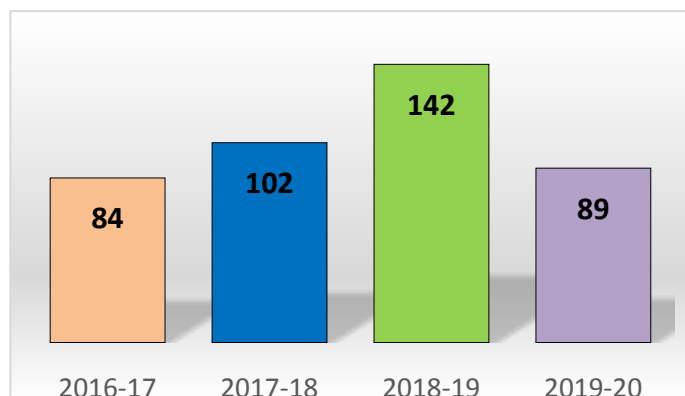
There is a statutory complaint process for Children Social Care that handles negative feedback and affords customers the opportunity to let us know when we have not performed to their expectation. Complaints get logged, formalised and circulated however, compliments and thanks were often just expressed to one individual and never acknowledged again. It is these comments that make the job rewarding and that measure our success or impact on a family and so this report was developed to capture those positive comments and balance this negative input from complaints, with the positive feedback and compliments that are 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



There has been 53 less compliments and positive feedback recorded this year, however this figure is perhaps more comparable to previous years. Staff continue to be reminded to forward compliments and positive feedback. In terms of where compliments and positive feedback comes from, there have been fewer client compliments recorded, this is perhaps in line with the fewer amount of compliments received overall.

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

|        | 16-17 | 17-18 | 18-19 | 19-20 |
|--------|-------|-------|-------|-------|
| %      | 68%   | 72%   | 70%   | 63%   |
| Number | 57    | 73    | 100   | 56    |

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

|        | 16-17 | 17-18 | 18-19 | 19-20 |
|--------|-------|-------|-------|-------|
| %      | 32%   | 28%   | 30%   | 37%   |
| Number | 27    | 29    | 42    | 33    |

Recognition from external agencies and other internal departments demonstrate good working relationships. Recognising the value of working together and the contribution each makes to achieve positive outcomes for families is a recognition of the excellent work undertaken in Halton. No compliments in this year were noted from young people (under 18)

### How Service User Compliments are received

Electronic communication continues to be the most accessible means to provide compliments and positive feedback with;

- 58% using email
- 15% providing verbal feedback
- 8% purchasing a card
- 8% completing feedback forms
- 6% writing a letter

### 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).

|     | 16-17 | 17-18 | 18-19 | 19-20 |
|-----|-------|-------|-------|-------|
| C&F | 83%   | 78%   | 71%   | 75%   |
| EIP | 17%   | 22%   | 29%   | 25%   |

### 3. Children and Families Service

| Year  | Total |
|-------|-------|
| 16-17 | 70    |
| 17-18 | 80    |
| 18-19 | 101   |
| 19-20 | 67    |

|     | 16-17 | 17-18 | 18-19 | 19-20 |
|-----|-------|-------|-------|-------|
| CIN | 18%   | 33%   | 31%   | 25%   |
| CIC | 26%   | 14%   | 14%   | 42%   |
| TAF | 54%   | 53%   | 55%   | 33%   |

In regard to CIC numbers increasing, Inglefield generates compliments. The break it provides to carers with overnight respite and the enjoyment and development of children when in their care is recognised and valued by parents. As a service provider this services work in conjunction with other Divisions in the department.

#### 3.1 Child Protection and Children in Need

1. Telephone - She wanted to say thank you and she thinks your amazing! She said you have helped her out of so much trouble and she wanted to let you know without your help they would be homeless by now. She said things are going ok now and she appreciates what you have done for her. She has got help and things are looking better now. Just wanted to say thanks. (Client)
2. Verbal - In a very complex set of care proceedings. Social Worker facilitated contact sessions for over a 20 month period in some very difficult circumstances. At the conclusion of care proceedings with a positive outcome for family mum said "I'd just like to say thank you, throughout this you've been amazing. (Client)
3. Telephone - Requested I pass on a compliment for 2 ladies who visited yesterday 5.30 EDT, she wanted to praise them, they were very kind, very reassuring, she stated she suffered with nerves, anxiety and mental health and they made her feel better, they were very good staff and they were very nice. (Client)
4. Email - I just wanted to say I was very impressed by her practice. She was undertaking direct work with a child in school and it is clear she has spent the time to develop a positive working relationship with them, she was well prepared for the visit, could answer any and all questions I had about the family on our way to the school and responded well to the unpredictability of working with children and what they may say, but was able to make sure she asked questions in a non-leading and responsive manner which meant she was able to gather relevant information for her work. The child we visited told me that Jenny is "nice and kind and helpful" and it is clear that she enjoyed spending time with Jenny, colouring in and talking about what is important to her. Just thought I would share how well she had done. (Professional)
5. Verbal - The Judge stated that her Section 37 was very thorough and clear and this was highlighted within his judgement. He also recognised how difficult it was to make a decision either way in relation to 'the child's' residence and thanked her for giving him all the information he needed to make this decision in her s37 and oral evidence. (Professional)
6. Feedback form -She was always a good listener, patient, understanding, was great at making clear achievable suggestions and put my family needs alongside that of the individual on equal footing. She never lost focus that we needed help also. She has helped way beyond our expectations and apportioned blame. (Client)
7. Email - She dealt with the situation in a calm, but direct way, listening to professionals concerns and acting in a very difficult situation. It was dealt with in a very honest and professional manner which stopped the situation from escalating and sought the support that the family needs. (Professional)

8. Email - The contact she completed in ICART was very good. The contact was well presented, relevant information noted, she has taken into account the chronology and cycle of behaviour with regards to the domestic abuse in parents relationship. Clear risk assessment and summarised all the information in a clear analysis and decision making around level of need. (Professional)
9. Letter - I wanted to tell you that you are an amazing social worker, I couldn't have asked for someone better to work with. I am so grateful that you believed in us and supported our wishes from day 1. I know she also appreciates everything you have done. Thanks again for everything you have done for us. (Client)
10. Verbal - I heard from the children's Social Worker, whose evidence I found to be impressive. Statements and parenting assessments are well prepared. Social Worker was able to see both the positives and negatives. (Judge)
11. Email - She was very complementary about your supportive understanding manner during the process and your professionalism. I was good to hear and did make my job of engaging with the family easier. Many thanks. (Professional)
12. Email - Just want to take this opportunity before I leave to say thank you for the opportunities I have had in Halton since I started in 2012. 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 iCART 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 and would like to thank X for her ongoing support and guidance during the past 6 years as my Manager. I feel I've contributed what I can to the iCART team and it's time for me to move on but it is with mixed feelings I am leaving. I am excited about the new role but sad I will be leaving great colleagues, team and local authority. I would like to wish Halton's Children's Services the best of luck for the future. (Professional)
13. Email - Positive feedback from my presentation yesterday. This lady came up to me afterwards and said how good my presentation was and how well I did! I have sent her some information on our contact challenge meetings which, Cheshire East are now looking to introduce. (Professional)
14. Email - I just wanted to log a compliment about one of your social workers, She visited our home and from the first point of her contact she was professional yet empathetic to the situation. She spoke to both of my children and made them feel at ease. Her professionalism throughout her involvement made the interaction less stressful. She was aware of the sensitive nature but prioritised my children views and wishes above both my own worries and the children's fathers. Her swift interaction and writing of the assessment meant the whole process which was an anxious one was dealt with immediately and she took notice of what the children wanted and that their lived experiences are. She spoke clearly and explained the processes even though she knew I was aware of the processes. She was confident, professional and thorough throughout. (Client)
15. Email - We didn't of course work with the family alone. It was a team effort, agencies worked successfully together and you in particular built a positive relationship with the family that allowed for direct and honest dialogue. This led to definite changes, allowing the family to move forward. It is not often that this challenging work and practise is acknowledged so thank you it is very much appreciated. (Professional)
16. Verbal - You don't get paid enough, you're the only person I feel comfortable asking these questions. People get you all wrong, and think you want to take children away when you don't. (Client)

17. Text - I just had to message to just say thank you so much for your kind words of encouragement this morning. It really helps me feel like I am on the right track to getting us all through this and helps me so much. So thank you! (Client)

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

18. Email - He has a new social worker from the child in care team, she keeps me fully informed, listens to my concerns & has been far more proactive in trying to help him as much as possible with his difficulties. She is helping me talk to them about how we help him move forwards into adulthood. (Client)

19. Email - Thanks very much for the support shown towards our young lad throughout his stay with you - it is truly greatly appreciated. It's the little touches like the photo album that outline the quality of Inglefield. (Client)

20. Email - Many thanks for your excellent and committed care of him and flexibility all of which proves your skilled professionalism and our children should be extremely grateful to have the benefit of great caring staff, I want to pass on my thanks for all you've done for him and continue to do every day. (Professional)

21. Email - Thanks for sharing the photos, looks like he had a great time! I spoke with Mum and was really happy to hear how well the weekend went. Thanks for providing such great support. I think the photo album is a brilliant idea! (Professional)

22. Verbal - As the local authority funded his fees the judge instructed his solicitor to include a note within the order to thank the local authority for supporting him with this and following his wishes and feelings. He wanted me to pass on to Children's Directors for Halton in that he felt it demonstrates positive practice. (Professional)

23. Email - The guardian and her solicitor were very complementary about Halton CSC, both stating that they enjoy working with Halton and the positive relationships they share with us. The Judge also commented on how he liked the LAC review documents being wrote to the child, he thought it was 'the way forward'. (Professional)

24. Letter - I just want to say thank you for coming into my life and playing a big part of it, you have helped me through many of my struggles. I don't think I have the words to explain how much you really mean to me. You have helped me more than any other person ever has in my entire life. I seriously don't know what I would do without you. No one knows me like you do. No one understands me like you do, no one makes my day better like you do. You was there when I had no one, you have remained in my heart for a very long time. I am truly proud of the person I have become today and I want to say a massive thank you for helping me to achieve that. You stood by me when I thought I had lost everything, you help me make the right decisions that lead me to where I am today. I totally and utterly adore you I look up to you like a mother figure, and nothing will ever change that, take your time to read what I have wrote to you and take it all in, I want you to realise how much you have actually done for me and help me through my worst times, heart breaking times. When all I needed was a cuddle and for someone to tell me I'm going to be okay, you was that person you will always be that person, thank you. (Client-Care Leaver)

25. Feedback form -She has loved her time at Inglefield and loves the staff, it will be a sad time when she leaves. Would just like to say thank you to everyone who supported us, listening to me. We will miss Inglefield very much and all the staff there. Thank you all so much. (Client)

26. Email - I believe management and staff team have gone above and beyond, they have recently supported this child to travel to school, following overnight breaks. Ultimately, this

would have led to the child missing education or their overnight stays at the setting; which is very important to the child. Furthermore, the staff team and manager have been accommodating to the carers of the child; offering advice and inviting the carers to the setting to gather further information. (Professional)

27. Email - Some of the young people I support have very challenging behaviours and can be difficult to manage, however I am always impressed with how the staff manage to calm and settle the young people in their care. The environment is welcoming and clean and comfortable. All of the Parents have only good things to say about the provision and staff. I am impressed with how staff get to know the young people and how much individual support they provide to ensure their needs are being met. The staff work in partnership with parents when setting targets for the young people which works towards improving outcomes for young people and builds on the young person's independent skills which can be transferred to other areas / environments. (Professional)
28. Email - I have to say I have worked and visited with Inglefield over a number of years. The standards the staff set themselves has in my view always been high. The children in residence very much come first. I have to say this recent visit did not disappoint in terms of quality of care, child centred approach, professionalism, commitment of staff to the children. (Professional)
29. Card - Thanks for all the hard work, advice, time, caring and kindness you have given you have helped our son and grandson so much. We will miss you our son always came back from contact with confidence in the belief it could be the best dad ever to his son And you have helped him get there, we won't forget that. Thanks again. (Client)
30. Verbal - Parents stated how happy they are with the work that Inglefield do with their son and how well he has settled and behaves when he is there. Mum said she wished she had started him at Inglefield years ago with seeing how he settles and is thriving here. Mum made special thanks to staff who have lots of patience for him and work hard to understand his needs and he loves going there. Mum especially loves that he has formed friendships while there and is building up his social skills and mum keeps in touch with another parent whose daughter grew a strong friendship with him now that she has moved on to adult services. (Client)
31. Email - I just want to say thank you to everyone who put so much effort in to yesterday's Forum and Celebration event and making the lovely hampers. The food looked lovely and I thought it went really well, thanks. (Client)
32. Email - I just wanted to say thank you to the fostering team for all the effort that went into today's celebration event, and especially to those of you in the crèche for looking after X. I know it takes a lot of work to put on occasions like this, so please could you pass on my thanks to everyone involved? It's lovely to be part of it. (Client)
33. Verbal - She could not sing your praises enough, she said you have been an absolute star and the high level of professionalism and support that she has had from you has ensured that she has a) stayed sane and b) stayed with fostering. She told me that she was told repeatedly by friends in Fostering Solutions that she should not move to a local authority but she feels she can honestly say that the level of support and the way in which foster carers are regarded in Halton has made her feel blessed that she came to Halton. It was her view that in an IFA, carers are treated like a commodity but in Halton they are treated like professional people and she feels valued. (Client)
34. Verbal - Appreciate the additional support we have had from you 'nothings too much'. (Client)
35. Verbal - You have been a superstar and helped me feel comfortable enough to discuss some very difficult events in my life during the assessment. (Client)



36. Verbal - You are approachable, easy to talk to and you always do what you say you will do. (Client)
37. Verbal - Please pass on our thanks for today. Also thanks to the girls in the fabulous crèche x (Client)
38. Email - We will be sad to see you go, a good SW that is so passionate about the kids on their caseload. I have been grateful for your input with my son. You have always done what you have said you will and I have always been confident that you have had his best interest at heart. (Client)
39. Email - I would like to compliment her for our Christmas contact yesterday, even though she wasn't feeling well she still made our contact pleasurable, helped take photos while I was cleaning up after children, and made sure I had a room with a kitchen to heat up food. And also played Christmas songs for the children to make it more festive. I am very grateful and we all enjoyed the contact very much. (Client)
40. Card - Thank you all for taking care of my daughter this year, she has really appreciated everything you have done for her and so have we. We don't know how we could ever thank you for all that you do. (Client)
41. Card - Your support has been so welcome. You have enabled us with a chance to recharge our batteries. (Client)
42. Card - Just a card to say a huge thank you to you all for taking such good care of her while she attended. She really loved her Inglefield family and I know she will never forget you all. I cannot tell you what a difference you have made to our lives. Giving your child to any to care for is a very trusting thing to do, we have nothing but happy memories of her time in your care. We will miss you all, thank you. (Client)
43. Email - I just wanted to let you know I filled in the Ofsted questionnaire. You know Inglefield and your staff will always get top marks of us. We have always known he is safe, secure, happy and looked after properly while in your care. And we really appreciate the break. I can't thank you enough for your help now and over the years xx (Client)
44. Email - He wanted to pass on his thanks as his son returned home today with a photo of himself sitting with 2 other young people and 2 staff all eating tea together. Positive Behaviour Team attended his home this morning regarding issues around his not eating at a table and the issues this brings to the family, they were all delighted with the photo and the progress he is making at Inglefield. (Client)
45. Email - At the end of her review today, which was very positive, her carer made a point of telling me how very supportive the social worker had been over the last six months as she had navigated herself through her own personal crisis. Testament to this is the fact that the carers commitment has not faltered and the quality of care has not diminished. The overall outcome, is that the social worker is once again in a position to be able to consider planning to match the young person to her and her husband in the next few months. It is clear to me that the social workers support has been instrumental in securing this outcome. (Client)

### **3.3 Team around the Family**

46. Email - Also just to say a personal thank you to you too, for all your help and support with Sam's budget over all these years and for being so flexible to meet his needs. (Client)
47. Email - He has had certificates this morning for Student of the Week and for completing English work that he has been very reluctant to do in the past. We are so proud of the

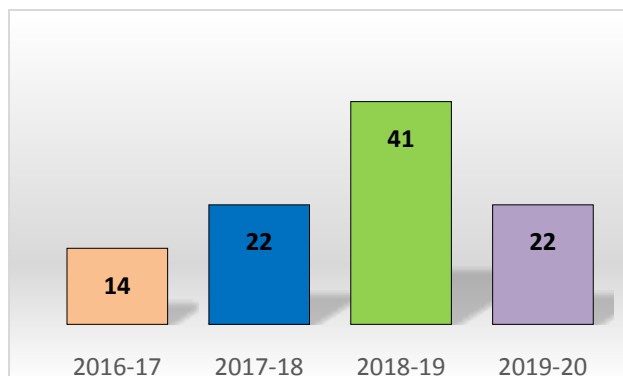
progress he has made. He can't wait for trampoline this afternoon. Thank you so much for making a big improvement to his life. (Professional)

48. Feedback form - I would 100% recommend Disabled Children's Service. The ladies are so helpful and it's amazing to know these services are around .I find going out with my son A makes me very anxious today I felt totally at ease and I could relax. Very happy mummy. (Client)
49. Feedback form -The family event is good, lots of variety, something for all the children irrespective of their needs. (Client)
50. Letter - Being able to access support/personal budget has been invaluable, it has allowed her to socialise and meet new people, make her own decisions, do age appropriate activities. Thank you to the Disabled Children Service. (Client)
51. Email - Needed to put into an email to you how much we, as a family have benefited from the input. At a point of which I was very low and tearful... she sat and truly listened. Straightaway she was making calls and making enquiries upon our behalf. She explained so much to us, things we never knew existed. She instigated meetings to pull all professionals together, arranged direct payments. Her confidence is improving, she is less anxious, it's become routine and most importantly planned. I know people are quick to send letters of complaint, but I believe letters to acknowledge how well something has worked should also be sent. Your department and especially her, she has had a big impact on our lives and although things are still very challenging, with her help and guidance we have been able to enjoy quality time with our son alone whilst our daughter is occupied. (Client)
52. Text - I just want to say thank you for everything you have done, (please don't say it's your job) I actually don't know what mess my family would be in if it wasn't for you. And I hand on heart mean that, can never thank you enough. I am keeping your number just in case. (Client)
53. Email - Thank you for everything it does mean a lot and I'm no longer feeling I'm in over my depth. (Client)
54. Email - Just wanted to let you know and the people who ran the last course, I really enjoyed the course and found it really useful in supporting my daughter. It has made a massive difference to our relationship and my daughter has responded really well to the positive praise. I would be happy to chat to new parents and to talk about her experiences. (Client)
55. Card - To everyone at Inglefield, we're so very grateful for all of your care and kindness. (Client)
56. Feedback form - I feel like the CAF has helped to bring us all together and help to deal with situations a lot better. By taking me out to talk about how I felt. She has also helped to build a stronger and better bonds with my dad. It helped me more because I went through a stage of self-harming. (Client)
57. Feedback form -It has had a massive impact on me, she has helped me hugely get out of a route, I was in a terrible place before she came to help and words cannot express my appreciation thank you so much. My children have received so much help since our CAF came into place I'm watching her how they have come out of their shells is fantastic I just want to say a massive thank you from me my family you have changed our lives. (Client)
58. Email - I attended the review for the family today .I wanted to let you know the carers made very positive comments about the support you give them in advice re behavioural approaches and guidance on their daily recordings. Well done. (Professional)
59. Feedback form -Mix of comments from event - Fabulous event for both children and adults. Lovely to mix with other families in similar situations and meet up with friends old and new.

The children had a great time staff were all really friendly and helpful. We are finding these events helpful it can be a struggle understanding our son's needs. We were able to get a lot of helpful information all while our son could happily play. Meeting families and hearing the story doesn't make us feel so alone in our journey. Super place, amazing staff. (Client)

60. Email - Give me that light at the end of the tunnel but I didn't think was there. Even though she hasn't changed it's given me the different outlook. You were at the end of the phone when I needed you, you were a great support to us. (Client)
61. Verbal - You were fantastic, you were like a breath of fresh air in the group ☺ (Client)
62. Email - On behalf of the whole of our team can I just say a huge "THANK YOU" for your unending, non-complaining, ever jovial support. Alongside 'the (not-just-admin) job,' your humour, kindness, sarcasm and care keeps us all going and more importantly keeps us sane – you never let us get too big for our boots, you keep us grounded, plus of course your vigilance making sure all our needs are met. You are massively appreciated by us all and we just want to make sure you know that. (Professional)
63. Verbal - He is a man of his word and we have worked with many people who say that they will do something and then they don't but he follows through on everything that he says and he "is very good at what he does". (Client)
64. Letter - My husband and I would like to express how impressed we are, with the support he has provided us with since he was assigned to us. He has not only given us the support that we needed during a very difficult time, but he has also tirelessly followed up lines of communication to varying agencies, when we have been unable to. He proved to be well organised, efficient and shared genuine compassion towards our family. He helped us to enable our son to accessing education we are truly grateful. He has provided us with an absolutely exceptional service and although we are happy to no longer require a family support worker we are sad to see his role end. We think that it is also pertinent to mention that he was able to build a relationship very quickly with our son, which is extremely significant when you consider that he has a history of selective mutism and social anxiety disorder. Although we thanked him at our last meeting we would like to formally thank him and ensure he is given the credit he deserves. (Client)
65. Email - Our time at this event was fantastic, it was very well organised with extremely helpful staff whom took my sons needs into thoughtful consideration. The farm was decorated absolutely beautifully, and most definitely gave us Christmas spirit. I'd like to thank all those involved for giving us this opportunity. It was fabulous, we won't forget it. (Client)
66. Email - Would you please pass on my thanks for organising the Christmas party on Thursday and for the very generous gifts. My son absolutely loved it, especially seeing Santa and is still asking can he go back and see the animals!! (Client)
67. Letter - She has helped us to move forward, I was able to put things in place, she couldn't do enough to help us and was always there when we needed her. His has moved forward with his behaviour and emotional trauma, he has turned a corner. I can't thank her enough for everything she has helped us with. (Client)

## 4. Education, Inclusion & Provision Department



### 4.1 Inclusion 0 - 25

68. Email - I would just like to thank you for the support you have provided for school and CIC. At yesterday's meeting there were some very negative comments about other LAs and obviously I could not agree as you are all so supportive and hardworking. The training opportunities you provide seem very unique to Halton. It is much appreciated. (Professional)
69. Email - Oh my god I'm so happy I could kiss you thank you so much for everything you have done for us! Xx (Client)
70. Email - I just wanted to let you both know that X supporting us with our EHCP reviews has been absolutely fantastic. I'm sure it isn't of a surprise to either of you, but her extensive knowledge of the young people in the borough is so impressive but also, she is a brilliant help. I think she fully understands the college's offer and a result of this the recent reviews have been both meaningful and purposeful. She has been going above and beyond to help us resolve issues and update the plans. I'm not sure if this is even appropriate but I wanted to make you both aware that I am so impressed by her and the support she is giving to us. (Client)
71. Email - I am just emailing to say a big Thank you for your support over the last 6 weeks ensuring we have the meetings for the EHCP learners leaving college. It makes a big difference to plan for the learners transition out of college and both of you have had valuable input to the young people's lives in Preparing for Adulthood. I really appreciate your time and support and knowledge in the meetings. Thanks again for your Support (Professional)
72. Card - I just wanted to say a really sincere and grateful thank you for the decision you made yesterday. I admire your amazing talent for remaining completely calm and unflappable in all situations. I'm not sure if anyone ever thanks you for what you do but today I definitely am. Thank you. (Client)

### 4.2 Policy, Provision & Performance

73. Email - Can I take this opportunity to thank her for her exemplary professionalism. (Professional)
74. Email - May I take this opportunity, on behalf of my family, to say a HUGE THANK YOU to each and every person involved in in my sons mental health care, which has taken an incredible length of time with difficulties along the way. E, you have been paramount in supporting his poor attendance and have given him the time to get well and recuperate. F and G thank you for your hard work in arranging and re-arranging your wonderful, kind and caring tutors, a huge thank you to you all, much appreciation. H, just WOW! You are an inspirational young man whose support has got (and kept) my son mentally well and able to

confidently, independently return to socialising, coping with daily challenges and giving him all your time and effort with your telephone calls and home visits when he (or I) could not manage visiting the Clinic. We will enjoy working with you for as long as you are able. The LA, a huge thanks for your never ending support and guidance. J, you're FAB! I'm pleased my son has matured and is now able to communicate with you in person and keep our meetings more succinct! I do apologise if I've embarrassed anyone by complimenting you - I've refrained actually - it's just I cannot express my family's thanks enough for everyone's support. (Client)

75. Email - A massive thank you to X for all his help, support and the contribution. He has been so professional in his commitment and preparation, he has accessed the relevant systems to provide up to date information regarding children and young people to best inform the discussion and influence their appropriate support plan to minimise delay. Crucially he has been consistent and reliable in his attendance for the meetings which is so very much appreciated. (Professional)
76. Email - Can I send my thanks to two heroes of HBC. They are both tireless in their efforts and so highly professional year on year. (Professional)
77. Email - Before I begin (!) you won't remember me or probably my son as you will deal with tons of students and will have done so over the years!! This is just a quick note in thanks for everything you did for him when you sourced his Games Design course in Warrington 2 years ago. He thoroughly enjoyed the course and got 2 x Distinctions and 1 Merit in his BTEC and goes to UCLan on Sunday studying Games Design, without your help, support and encouragement he would never have got to this stage. I seriously cannot thank you enough for everything you did, I can still remember his beaming face after your first interview with him, he was actually buzzing!!!! Something he'd wanted to do but never thought it possible. Once again, a humongous thanks!!!! (Client)
78. Email - I am writing to inform of how very thankful I am for all the support and heartfelt care that she has provided to my daughter over the past year. She has shown her great patience, kindness and a happy learning environment. My daughter has enjoyed every moment of working with her and her nurturing nature has allowed her to gain confidence and trust in an adult and a teacher. Over the months she developed a wonderful Bond of trust. I will always be grateful for all your support. (Client)
79. Email - I just wanted to let you know what an asset she is. She has been the best EWO we have had since I became Head ten years ago. Her determination and passion for her job is a great asset to Halton EWO. Sometimes it is good to just email with some positive feedback! I am even copying her into this email to say thank you – keep up the good work. (Professional)
80. Email - I just wanted to pass on some feedback – X and Y attended our coffee afternoon for parents and it was really successful. Parents were really pleased to be able to have informal chats about behaviour concerns at home X and Y were great with them – they even took contact details to send resources on to parents for them to use at home. So I Just wanted to say thank you to them and you. (Professional)

### **4.3 Education 0-19yrs**

81. Card - It was a real honour to present the cup, there must have been so much work involved, the children were so excited and happy. A heartfelt thank you. (Client)
82. Email - I am delighted to share the news that our School Games Organiser has just been awarded the National Award for "Emerging School Games Organiser of the Year." We are thrilled for him, it is thoroughly deserved and also wonderful for Halton to be promoted nationally. I felt it was important to share the national recognition that he has received. (Professional)
83. Email - One of our Governors attended the training last night and was extremely impressed so she has asked for a copy. (Professional)
84. Flowers and Card- Thank you for simply listening. (Client)

### **4.4 Commissioning**

85. Email - They feedback that of all the LAs that they have dealt with you have stood out in terms of how responsive and helpful you have been with them – they described you as a real credit to our placements team. Well done!! and thanks for your ongoing work. (Professional)
86. Email - I just wanted to say a big 'thank you' she has recently completed a particularly challenging piece of work for us. This has been completed in her usual efficient manner with considerable accuracy and attention to detail. Can you please pass on my sincere appreciation to her. Nothing is ever too much trouble for her, she has quickly become an integral part of our team and should be recognised for her hard work ethic. It's a pleasure to work with her. (Professional)
87. Email - I just wanted to let you know that we have recently took part in some Makkah training for the whole of the team I just wanted to let you know that you know how impressive the training was and what a difference it's made to the staff and the children of the group. We use it every single day for different kinds of communication and children at different levels I think other groups would benefit from a massively I would just like to thank you all in Halton for enabling us to access the training. The trainer was excellent and extremely supportive. (Professional)

### **4.5 Placements**

88. Email - Just wanted to say thank you for all the work you have done over the last few days for 3 very challenging placement searches. None of them have been easy, with external pressure from other agencies like Ofsted, providers and health to do something, and creating a lot of pressure for everyone. Just shows the value of having a team of people doing this role and it is much appreciated. (Professional)
89. Email - Thank you, also for your speedy response. Wish I had more dealing with creditors like you. (Professional)