

Compliments Annual Report

People Directorate Children's Services

2021 / 22



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1. Introduction

The report details the compliments that have been formally recorded for the period 1 April 2021 to 31 March 2022 in respect of the Children's 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's 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 some of those positive comments and balance this negative input from complaints, with the positive feedback and compliments that are received.

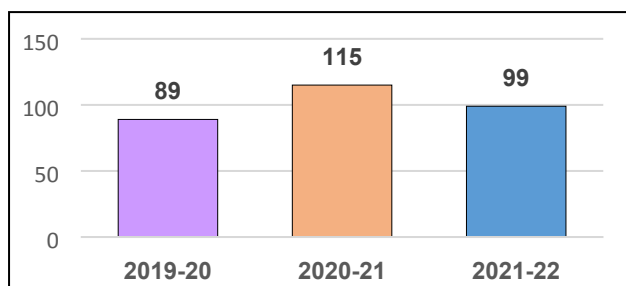
It's hard to quantify the impact of a compliment, much less to describe its effect in a few bullet points. Nonetheless, here are a few observations about compliments.

- 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.

I am sure there will be more compliments and positive feedback received, that staff hear or receive this positive feedback all the time and just put it down to being the job!



2. Customer Feedback Data



A slight reduction in the amount of compliments and positive feedback recorded this year.

Number of Service Users providing a Compliment for Children Services

	19-20	20-21	21-22
%	63%	60%	58%
Number	56	68	57

Number of Professionals who provided positive feedback to services

	19-20	20-21	21-22
%	37%	40%	42%
Number	33	47	42

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.

How Service User Compliments are received

Electronic communication unsurprisingly continues to be the most accessible means to provide compliments and positive feedback and, it increased this year with;

- 64% using email
- 11% providing verbal feedback
- 4% purchasing a card
- 10% completing feedback forms
- 1% writing a letter
- 10% via text

Compliments by Operational Department

The Children's Services compliments report relates to the Education, Inclusion & Provision Department (EIP), and the Children and Families Service Department (C&F).

	19-20	20-21	21-22
C&F	75%	79%	74%
EIP	25%	21%	26%

3. Children and Families Service

Year	Total
19-20	67
20-21	92
21-22	73

	19-20	20-21	21-22
CIN	25%	44%	26%
CIC	42%	14%	19%
TAF	33%	42%	53%
SG			2%

3.1 Child Protection and Children in Need

1. Email - I met the Social Workers during the most difficult period of my life and during a time when my faith and trust in Social care had been completely shattered. I was incredibly wary of working with both social workers. However, in my opinion they both went above and beyond in their dedication to my family's case and worked with immeasurable integrity that I am extremely grateful for. Their actions provided me with a degree of closure and with hope for the future. I believe they are a credit to Halton social care and I just wanted to officially commend them for their actions. Kind regards. (Client)
2. Email - The team met each Friday for 'Feel good Friday's'. Each member of the team will speak of something or someone who has had a positive impact on their week. The team as a whole spoke of the positive impact you have on the team. You always say hello, share your knowledge and expertise and offer to support when we need an extra person for visits no matter the time. As a team we wanted to pass on our thanks and appreciation for the positive impact you have. I can honestly say there is never a day that he doesn't give 110%. (Professional)
3. Verbal - Carer reports that she has felt very supported and she feels that as a family, they have been able to build really positive, supportive and open relationship with all the social workers involved. She stated that she felt that the workers involved have transformed the working relationship from a negative experience to an extremely positive and supportive relationship. She felt that she had not always been able to trust the relationship with services before the Fostering Team and Z became involved. She said she could not speak highly enough of the workers and that if she has any questions or issues they are dealt with as soon as she raises them. (Client)
4. Verbal - Supervision Order granted. The Judge in his judgement spoke about the exemplary social work practice and measured responses of the Local Authority. (Professional)
5. Email - I wish you were the SW for all my cases!! You are doing an excellent job – well done!! (Professional)
6. Verbal - Just to let you know that Z from Bedfordshire was very complimentary on the phone to me on Wednesday about the support that the Widnes team have been able to give her with visits to X etc. She was very appreciative. (Professional)
7. Card & Chocolates - Thank you so much for all your help. (Client)
8. Email - I just wanted to say it has been a pleasure to work with you, you have been efficient through B's placement and have always responded quickly to any queries we have had. My foster carers have enjoyed working with you and have both commented on the high level of communication and good multi agency working, this has been appreciated. In times of absence your manager has been equally communicative which was much appreciated when M had to leave the placement. As I said on the phone, working with you has been our first experience of working with Halton LA and we really look forward to working with you, Halton and the wider team in the future. (Professional)

9. Card - Thank you for helping me, you are the best social Worker in the world. (Client under 18ys)
10. Card - For a much loved and truly inspirational lady, a huge thank you, thank you for making a difference and being so supportive. (Client)
11. Email - I must say thanks for all your support throughout my time at Halton. You are truly a good guy with excellent qualities, i.e. friendly, genuine, patient and extremely supportive. (Professional)
12. Verbal - I have just had a telephone conversation with his parent who told me that he has been very impressed with her work "If I leave her a message she gets back to me, if she says he will do something then she does it." She has been approachable and reliable. He said that she had been "amazing" and he has found her very easy to work with.(Client)
13. Email - I just wanted to say I'm very grateful for all your help and support with myself, my children and partner too. You have been one of the most genuine social workers we have ever worked with. You have listened to us, gave us advice and brought in any outside support we have needed. You have always been at the end of the phone if we needed you and have made my children feel supported and listened too when they have felt concerned. Thank you for putting the time and effort into helping my family it means so much to me that I had you believing in me as a mum. (Client)
14. Email - Thank you for organising today's strategy meeting. We feel so reassured that X and mum will get the support they need and this I think was a great example of agencies working together. I really appreciate all you have done to make this happen. (Professional)
15. Email - Even though there is still a little way to go for him, I just wanted to thank you. You have been a help to us as a family and I don't think it would have been easy without you. You are the only person who has gained his trust outside of the family. (Client)
16. Email - Before the conversation ended she was at pains to point out just how highly you are regarded in iCART and with every professional she has come across in her work over the past few weeks. She couldn't sing your praises highly enough and wanted to ensure I pass that message on. (Professional)
17. Email - I just wanted to highlight the amazing work that A and B have been doing with the families they are offering support and interventions to. Without the intervention/support A and B have offered the outcome may have been different for the families. Both of them have gone above and beyond to ensure the best possible outcomes for families, working in a child focused way and have supported me and professionals. Making sure that support is offered timely and appropriately. With two particular families I am confident without their intervention/support the outcomes for the children would not have been as positive. They offered consistency in professional relationship, so that the child's voices are heard and from that they have offered appropriate interventions for them families. I just want to say thank you and I feel privileged that I am working with you both and you are sharing you skills and knowledge to make changes for the families we are working with. (Professional)
18. Verbal - I held foster carer reviews this morning and I wanted to share that it was an absolute pleasure to hear the foster carer offer very high praise indeed for all the support you have given them. They have had a particularly difficult time over recent months due to bereavement, they have been able to maintain placement for Z throughout and credit you with providing much of the support for them to do so. Well done you!! Keep up the fabulous work. (Client)

19. Email - Can I also add how supportive you have been over the last couple of weeks. It is so important that we all communicate and sing from same song sheet. So, the children are getting the same message and stability they need during these difficult times. I understand how busy you both are and how hard you work. I understand one thing can take up you whole day! But you both always keep me informed, it makes my job so much easier so we can support the children in school. It is an absolute pleasure to be working alongside you both. Once again thank you. (Professional)

3.2 Children in Care and Care Leavers

20. Text - We passed the fostering panel! Thank you for all your support and having faith in us. (Client)

21. Verbal - You have gone above and beyond to ensure items have been presented as quickly as possible despite challenges with other agencies to get statutory information through due to Covid challenges. You massively under estimate and under-sell your contribution to the smooth running of fostering panel. (Professional)

22. Email - Huge praise for my manager who has been incredibly supportive over the last 12 months/2 years – I have had an incredibly challenging series of events in my home life and she has been available and responsive (both in work and occasionally out of hours!!) throughout. I have felt incredibly supported by her, she has been an absolute star. I would say she has totally exceeded her remit of support as my manager although she would say she was just doing her job! This is nothing I haven't already said to her already. (Professional)

23. Evaluation - We would like to thank everyone for their ongoing support, it has been an exciting first six months, has been so patient with us. She was holding weekly calls at one point, answering any queries and guiding us in the right direction, we couldn't have done it without her. (Client)

24. Email - Just to flag up the praise the Guardian gave in her report - commenting that the significant progress was no doubt aided by the LA putting in the appropriate resources and by the fact that the same SW had been involved for so long. (Professional)

25. Verbal - Just wanted to share some positive feedback from IFA Foster Carers. They have been at fostering panel today to discuss a long term match and they spoke very positively in terms of your work with them which will be reflected in panel minutes. Z - they were very complimentary about your communication with them about contact timetables and sharing information with them about how things have gone. X – they were very complimentary about your availability and communication with them. They were impressed with your engagement with the child. Well done ladies, keep up the good work. (Client)

26. Email - Thank you for passing on yours and panel's kind comments about the carers following the meeting today. It is so pleasing when working together really works as I believe it has done in this case. We cannot fault Halton at all with the way that the case has been managed, particularly in terms of the social worker being so proactive and passionate about securing permanency for our young boy. As an organisation we are so happy to be able to part of his life and look forward to helping him reach his fullest potential, but more importantly watching him enjoy his childhood in this very well matched placement. I would just like to add that I was very impressed with the Halton panel today, they were robust yet friendly in asking questions that they had quite rightly considered needed further clarification. I look forward to working with Halton over the coming years. (Professional)

27. Email - Can I just say you are one of the best social workers I have ever come across and I have worked in residential for almost 20 year's. (Professional)

28. Email - I just wanted to email to thank you for your input into the meeting that was held with regards to my daughter's application to College, I found your input really helped. You may not remember but you had dealings many moons ago, it was yourself who explained how direct payment would work and you helped me put it all into place, where it has remained and has given me and family much needed respite. Thank you for your support it really was appreciated. (Client)
29. Verbal - They wanted to share with me how wonderful the responsiveness and support has been to them from both M and L – she said that you are both 'worth your weight in gold'. (Client)
30. Email - A supervision order has been granted so we are no longer acting as friends and family foster carers. We are now acting as grandparents which is what we have always wanted. I would like to pass on my thanks to you for your help, kindness and support. It has always been given in a very warm and unobtrusive way and has been a godsend to us. I would also like to thank L and would like it known that she has done an amazing job and has always seen the positive and has given us so much help and support in getting us all to the happy place that we have strived to reach. I really can't express my gratitude enough and wish you the very best of wishes for the future. Thank you. (Client)
31. Email - Today we have been granted the SGO therefore we are handing in our 28 days' notice to fostering. Thank you for all our support and training, without your guidance and advice this could not have occurred. Thank you C for your friendship and belief in our abilities. (Client)
32. Email - I have several case with Z and just wanted to say what a pleasure it is to work with him. His reports are really informative and clear that he has a good understanding of each of the children he is the SW for. He is child centred in his approach and the children's views are clear in all of his documents he has made good links with other professionals and this is evidenced in the CIC review meetings and reports. I really like that he follows up everything he says he will but equally he is balanced and will accept when something has not been done and gives clear apologies to the young people even when the task that was not completed was not down to him. He presents in CIC reviews very professional has a lovely tone that is welcoming to families even when he is challenging or reporting difficult information. The young people clearly like him and his approach for example one of the young people when she found out Z was going to be his SW raised concerns that he might shout at her (previous negative experience of males) she now tells me that she likes Z and he is funny and has asked to see him more. This has been a really positive experience for a young person to have a good male role model and that all males don't shout. I always look forward to working with him. (Professional)
33. Email - Sorry for the late reply, been so busy, started a new job and been working on music, can honestly not thank you enough for putting us onto X it was an opportunity of a lifetime and he wants us to come back next year. All the best. (Client)

3.3 Team around the Family

34. Evaluation - I used to really scared and anxious, all you've done is help and stop me from worrying. We are really thankful and grateful. Tactics have been really helpful and we can see improvement. (Client, Care leaver)
35. Evaluation - It has turned everything around, there is no more arguing, I have felt supported, I felt that I am doing things right, the children have felt they have someone else to talk to other than me. I am so grateful that you came into our lives, I feel that it has all worked out. The

biggest thing for me was having a drink to cope, but it was making things ten times worse. Now I know what to do instead. (Client)

36. Evaluation - It's an emotional subject facing it, we were at zero, rock bottom, now I know what I am doing. She was dead supportive, very understanding, empathetic and non-judgemental and I don't think she is given enough credit. (Client)
37. Verbal - You've really helped us get the support we have been fighting for. Since you became involved everyone is on side and listening to us. (Client)
38. Verbal - Everything you've told us has worked and the situation has improved. We are communicating more and Mum is over the moon as the child is like a different child'. (Client)
39. Email - Being with Early Help has pushed me to do a lot out of my comfort zone. Having a person to call when I am down or worried or even when I need a boost, not just a helper but like a friend. You are not judged and can be open and honest. I got a lot of help, down to a washer, a cooker, single bed, table and chairs with no fuss. With Early Help they helped me with bills and appointments and are like my rock. Without my keyworker I wouldn't be where I am now or feeling as confident, even in my own home. It is not something I or anybody else should feel ashamed of. Everybody needs a little help now and then. It has helped me be able to help my son. Thank you. (Client)
40. Email - I just wanted to send an email to pass on my huge thanks to them both and to acknowledge all their hard work and support to us CSW's in regards of contact bookings under the difficult circumstances of Covid 19. Both ladies have been absolutely fantastic, they have gone above and beyond in accommodating all our bookings and helping me, and they are both always so professional/ friendly and welcoming to the families we are working with. I just wanted to say it is very much appreciated and to put a more formal acknowledgement in writing to yourselves in recognition. (Professional)
41. Email - Both my boys really enjoyed the group session. Plenty to keep both entertained. It was very well organised. I loved being back at the children centre myself especially after struggling with Covid & anxiety but I felt completely safe. The group numbers was just right so the children could see other children but not overcrowded to feel overwhelmed or unsafe. Thank you so much for inviting us. My son kept on saying how much fun he had in the car on our way home. It was such a relief to see my other son interacting with other people outside our household and put my mind at ease he hasn't been too affected by the lack of social interaction. Can't wait to be able to come back to groups again once we can book on. (Client)
42. Card - Thank you for your support over these last 12 months, you have been a great help to us. (Client)
43. Email - I want to thank you for your continued support via phone calls/texts and emails to my family. I can say with great confidence that the support is the best support I have received, you made sure I was kept updated with support options, was proactive in keeping in contact. The service and support you have provided myself and my two ASD boys has been second to none. I hope we continue to work together to ensure my boys have access to the services they need in order to reach their full potential. (Client)
44. Evaluation - I loved being able to do baby massage with my daughter, a huge thank you, we have loved it, it has been fab and I believe it has been of benefit to us both. (Client)
45. Evaluation - She is fantastic and very approachable and so kind. Brilliant baby massage leader. (Client)
46. Evaluation - This has given me something to look forward to every week, she has helped build my confidence. (Client)

47. Card & Flowers - Thank you for the baby massage classes, we have loved them, you were so lovely and made us feel really welcomed. We really enjoyed them. (Client)
48. Text - You have restored my faith in the negative press I had believed about Social Care. Thank you for your time and effort. You must deal with some harrowing things!!. God bless. (Client)
49. Email - I attended the MAP meeting today. I am so impressed with how brilliant the two boys have engaged with professionals. It is great to see them doing so well financially and home conditions. J is doing well at college still. He has an excellent attitude to learning even though he is changing courses next year. He has brilliant attendance. I feel it should be noted that she has done a fantastic job in helping the boys. J thanked us for our support. I agree that the MAP should be closed but we will all continue to support the boys. (Professional)
50. Text - I found the work really good, it helped me out a lot at a difficult time, it gave me loads of strategies to keep calm and focus on myself and look toward the future. (Client under 18ys)
51. Email - I just wanted to say a huge thank you for all the help you have given Luke. It has really helped him deal with some of his issues and get back on track with school and home. Thank you. (Client)
52. Evaluation - The impact this service has had is that I now no longer react to every situation, instead, I can take a second to think about it and respond as appropriately as I can. This service has made a colossal difference to my life. It has given me a level of control over my life that I didn't have before. It was a bittersweet moment when our last session came to a close. (Client)
53. Email - The help I have received has made a massive difference in our lives. It has changed my attitude so much, our life is so much better. Her help has given me so much life changing tactics, all the different referrals have helped me, honestly been life changing for me and my children. Thank you. (Client)
54. Email - Thanks so very much for everything you've done for us, Always such a comfort knowing you were there and we'll miss you loads. Thanks for making a difference to our lives and helping Declan's future xx. (Client)
55. Email - Just wanted to say a huge thank you, for going out of your way for B, running around getting parts and fixing his chair, we would be lost without his house chair! Thanks so much. (Client)
56. Evaluation - We have had more support over the last two months than in the last eight years due to the involvement of her and her team. We have been directed to groups to help with our son's sleep and behaviour and she has been in regular contact to support with his emotional wellbeing and behaviour. (Client)
57. Email - Thank you so much for letting me be part of the audit. That was so interesting and informative. It is lovely to see how much hard work is going on in the borough and all the proactiveness to support our families. (Professional)
58. Email - I have worked with children and families for almost 40 years mainly in Cheshire/Halton Borough Council I have worked with many of you over the years and it has been a privilege to work with you in improving outcomes for children and families. I have decided it is time for me to retire and spend more time with family and friends and to follow pursuits that interest me. I would like to say how much I have enjoyed working with you all and wish you well in the future you all do an amazing job in such difficult circumstances and always strive to improve outcomes for the children and young people we work with. (Professional)

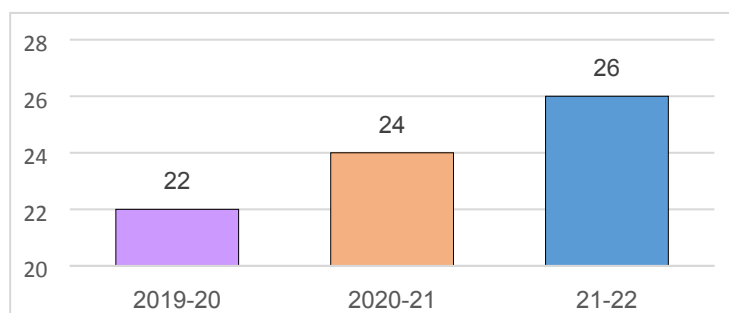
59. Email - Please can you pass on from us, our thanks for all the support they have provided to our children and families over the years. I have really valued their advice and enjoyed working with them. (Professional)
60. Email - Oh my goodness, how do I start, you are an angel. What you have done and achieved is just unbelievable. Since you have stepped in everything has started moving, allowing me to be involved and adhering to their terms. You are a very beautiful, empathic person, and as long as we can have people like you involved i'm sure many issues for people in the same situation can be dealt with. When I spoke to you about my daughter the first time and I'm sorry, it broke my heart, as it does every day with her issues. I felt like you held my hand and made sure things would get better. You are amazing and I really hope your manager sees this letter/email, you have made such a big difference in such a short time. I wish you so much happiness and love. (Client)
61. Text - Just wanted to say you have been amazing with my son. He has been very open with you and seems to have a great connection with you. You always made yourself available if I wanted to tell you anything going on with my son and always checked in on him, Thank You. (Client)
62. Verbal - Spoke with the father of tracked child SS. He is very happy with his son's care at Inglefield. Even with the reduced service/closures during Covid, he said how they kept in touch and gave support as they could. He gets on well with the staff, he says how they communicate well, letting him know of any concerns/worries about SS, always keep him informed. He said that 'staff are brilliant', and that S likes to go there. Because S has been going there a long time (about 7 years), and that the staff team has been there a long time too, he and S have got to know the staff well, 'it feels like a little family' when S goes there. (Client)
63. Letter - Thanks to her we don't panic as much, she has shown us that there is help if we need it and taught us that our parenting is good. Thank you for being very supportive and understanding of our family, we are going to miss you lots and miss those calls to see how we all are. You have helped us more than you think, we are very grateful, thank you so much you are one in a million. (Client)
64. Email - Firstly, I wanted to thank everyone involved for such a successful transition for E into Bright Futures last week. All the work behind the scenes has already proven really beneficial for E's family, his new staff team and most importantly E. (Professional)
65. Email - Just want to say thank you for all your help over the past 18 months. You have been amazing. You have called and checked we're all okay and gave lots of help and support. You let us know about forest school which the boys loved and about grants to help the boys with sensory stuff over lockdown Thank you so much for everything. (Client)
66. Text - Hi, regarding your time with B, we feel he understands more now due to what you have discussed and this has helped him a great deal. Regarding the chat around drugs we had, we feel we understand a lot more. Many thanks for what you have done. (Client)
67. Card - Thank you so much for all the amazing work you have done with us and for us. We honestly can't thank you enough. You've helped us to get all the support she needs to get through her GCSE's and you've helped us get our happy confident child back, we will never forget what you have done for us. (Client)
68. Email - I just wanted to say thank you for keeping us sane! Ha ha. No seriously thanks so much for all your help this year we would have been lost without you x. (Client)

69. Email - I will always do what I can if I'm available especially for Disabled Childrens Service (DCS), the staff and services have been an absolute lifeline for our family over the years and especially during COVID. I don't think I've actually fed back about DSC support during COVID? I really felt very supported at a difficult time, thankfully I never needed the actual full support offered but knowing help was only a phone call away helped me as a Mum feel less anxious about the unknown situation that was developing. Activities the children engaged with helped massively also. Thanks again. (Client)
70. Text - Thanks for the support over the last few months. I know it's your job but trust me it just helps when we have support workers like yourself. Keep doing what you're doing you're helping lives and families. I'm a little nervous for this next chapter on my own but I got this. Thanks again. (Client)
71. Text - Thanks for the support over the last few months. I know it's your job but trust me it just helps when we have support workers like yourself. Keep doing what you're doing your helping lives and families. I'm a little nervous for this next chapter on my own but I got this. Thanks again. (Client)
72. Email - She has developed a wonderful relationship with both the child and Mum. Mum has told me on multiple occasions she feels well supported by her and knows she can contact her anytime. She has kindly taken it upon herself to arrange teatime visits in an attempt to ease Mum's anxieties. I am very grateful to her for supporting the family so brilliantly during this period. I would also like to add that I am very grateful to yourself and the ladies for welcoming me and working in partnership for our young people. You run a service that is greatly appreciated by parents and they are always singing staff praises when I go out and visit them. (Professional)

3.4 Safeguarding Unit

73. Email - It is not often we get positive feedback as social workers so I am really pleased to share that I have been asked to pass on her thanks to you. She has specifically asked me to thank you for your contribution to the carers review process as the IRM for the children. She commented that you are 'always prompt' with your contribution and that 'you always complete a detailed, balanced report'. She added that 'it never feels like you have just rushed through it and I'm extremely grateful for all his hard work because the feedback you provides, hugely supports what I do in reviewing carers performance'. Well done and thank you for all your hard work, it was lovely to hear the positive comments from her today. (Professional)

4. Education, Inclusion & Provision Department



4.1 Inclusion 0 - 25

74. Email - Many Thanks for all your hard work and support with her. (Professional)

4.2 Policy, Provision & Performance

75. Email - I was speaking with K from Warrington BC yesterday evening and she was full of praise for our SEND local offer website. Warrington are apparently rather jealous of some of the content and structure. As this is pretty much entirely down to your effort, tenacity and skills I just wanted to let you know that the quality of what you are pulling together on the local offer is recognised by our peers outside of Halton. Well done. A massive thank you from me too. It really is coming together. (Professional)
76. Email - Thank you so much for setting up the meeting yesterday and giving us the opportunity to talk to you and the team supporting the young people through Career Connect and Training Attention – it was really helpful. Many thanks for bringing us into the group. I hope working with our team has great benefits for the young people you are advocating for and supporting. I am really happy and humbled to get to see the determination and organisation of your team in understanding and helping these young people. It is great to be working with you. (Professional)
77. Email - Despite all the rubbish we face with the medical side he and your team have been brilliant and we can't thank them enough!! They have been there for us from the beginning even when the school seemed so far away!! (Client)
78. Email - It has been a pleasure for me to work with you on Halton procedures, and I would like to take this opportunity to thank you for all your help with coordinating the updates. (Professional)
79. Email - Can you also pass on my thanks once again to J she has done an outstanding job on the work experience for our students, I really can't fault her she has worked extremely hard. (Professional)
80. Email - I really want to thank you from the bottom of my heart you are an incredible person and we have been so lucky that my son had you as a 1:1. Not only have you helped him understand that it's ok to be himself and helped him in a short time to go from having zero confidence and struggling handling his emotion to him now having more confidence and learning to recognise his emotions and talk, but you have also helped me and his step dad see the happy boy again. I always say in terms of his meltdowns that no matter how he acts during the meltdowns them actions don't define him as a person and despite when you first met him having read his background in his previous school you have always seen the real him from day one, you really do have a special gift and should be winning awards. Throughout his whole life you will always be a person he remembers he has been so blessed to have your support and we are both sad you have to go but we wish you all the luck in the future I will give you updates and pictures of his progress. (Client)
81. Email - I attended a meeting with the SEND Parent/Carer Forum yesterday, and wanted to let you know that they were very complimentary about the way you work with them. Thanks for the work you do, and for the way you do work with them, it is appreciated, by them, and by me. (Professional)
82. Email - Thank you so much for your help. It has been invaluable.(Client)
83. Text - Thank you for everything that your all doing with her school work she really gets on well with the teachers and it's showing in her work you've got a great team thank you for supporting us with her future. (Client)
84. Email - I would like to thank you for all your support to me- you have been amazing and it is very much appreciated. (Professional)

85. Email - I am so pleased to have been able to work with you last year and hope to do so again in the future. It has really been an inspiration and a learning opportunity for me to see the dedication of you and your team, and the many ways you work to support young people who are struggling. It is great to see the young people supported with so much compassion and integrity. (Professional)
86. Email - Congratulations to you and all the team for the fantastic impact your work had last year amidst the full impact of Covid. It is such important work done so well and with the young people firmly at the centre of it all – I am really proud to have been involved last year, and hope we will be able to be part of the programme next year again. (Professional)
87. Email - I just wanted to give a compliment directly for Z with regard to X and the support she is offering her. Also a compliment to your whole service for generally keeping in touch with young people and acting as a bridge into the 'system'. I think especially in Covid times these small links with the 'system' are so crucial to young people's long term futures and a voice outside of the family that will bear fruit long past them turning 19. (Professional)
88. Email - Thank you so much for hosting the zoom event last night, the huge positive impact/help it gave to the parents and carers who did attend was amazing, so much that the parents and carers requested another event for the Local Offer. Well done to all involved. (Professional)
89. Email - I just wanted to let you know that she is doing a fantastic job as our EWO. She is efficient, organised, helpful and always responds to our queries and emails. We have now had several meetings with her including attendance surgeries with parents and each time she has done exactly what we have asked including pursuing Penalty Notices. She is careful to ensure that all criteria for legal proceedings is met and she ensures we are kept informed. She works with parents effectively too, being assertive but empathetic to their circumstances. We did say we were going to email you so are happy if you wish to share our comments with her. (Professional)
90. Email - Thank you for your continued support during the time we were setting up the forum. It has been a pleasure to work with you during this time. (Professional)
91. Email - They were both in school today for our audit and were so supportive and helpful. I found the whole experience really useful and such a positive experience. I wanted to pass that on as I like to say when people are really good at their job and it is appreciated. (Professional)
92. Email - Thank you so much for the time you spent on the Local Offer zoom last night for the forum members, it truly was a great presentation and the knowledge that it has given to us will be empowered onto our parents. We are very lucky to have such a great tool in Halton for our Parent carers. (Professional)

4.3 Education 0-19yrs

93. Text - Thank you so much for all your help! We wouldn't of been where we are today if it wasn't for all your help and support you have gave to our son and us as a family we could never thank you enough.(Client)
94. Email - Just wanted to say thank you again for today's meeting, your input was very much appreciated. I'm grateful for your continuous support. You really have helped a lot I wouldn't even nowhere to begin with your support. (Client)
95. Email - I just wanted to say how much of an impact she has made on my family. My daughters progress since we were referred to portage. To feel like you are truly listened to and

understood as a parent in this process is so nice, she is so helpful and always goes above and beyond to help with any worry/query we have. She said to me that 'nobody gives you a handbook on this process it's all very overwhelming' and she is so right - I feel so lucky because she has been our 'handbook' her knowledge and direction have been invaluable! People are quick to complain about things but not so quick to compliment. I spoke to another mum who used the portage service a few years ago and she also spoke so fondly of her and I just thought that ought to be recognised. (Client)

96. Email - As always, we would like to thank Halton and the Early Years Team in particular, for providing so much support over this very difficult time. I know that at the beginning, things were very uncertain and most settings went into a "mild panic". However, you all made it very clear from the start that we were being supported, and that meant a lot and still does. Please pass on our sincere thanks to everyone. (Professional)
97. Email - I hope you don't mind me contacting you, but I just wanted to share some good news with you. He passed all of his GCSE's except French (he got a 2) and one of the combine science grades (he got a 4 and a 3). He was absolutely beaming yesterday and I am so proud of what he has achieved. I just wanted to share the news with you, as you always believed in him and without your support, may not have been as successful as he was – so thank you. He is enrolling at Cronton on Monday for Art and Design UAL level 2. He has the qualifications to go straight in at level 3, but feels that he needs to build up his confidence and decide which specialism he want to progress with in the following year. (Client)
98. Email - Not enough praise is given for the work that yourselves and your colleagues do. I have learned so much over the years and wanted to thank you before I left. (Professional)

4.4 Commissioning

99. Email - Not enough praise is given for the work that yourselves and your colleagues do. I have learned so much over the years and wanted to thank you before I left. (Professional)