



Compliments Annual Report

Children's Services

2023 / 24



Contents

1. Introduction.....	3
2. Customer Feedback Data.....	4
3 Children and Families Service	5
3.1 Child Protection and Children in Need	5
3.2 EDT, iCART and DAAT (EID)	6
3.3 Children in Care and Care Leavers	7
3.4 Team around the Family	9
3.5 Safeguarding Unit.....	12
4 Education, Inclusion & Provision Department.....	12
4.1 Inclusion 0 - 25	12
4.2 Policy, Provision & Performance	14
4.3 Education 0-19yrs.....	16
4.4 Commissioning	17

1. Introduction

The report details the compliments that have been formally recorded for the period 1 April 2023 to 31 March 2024 in respect of the Children's Services 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.

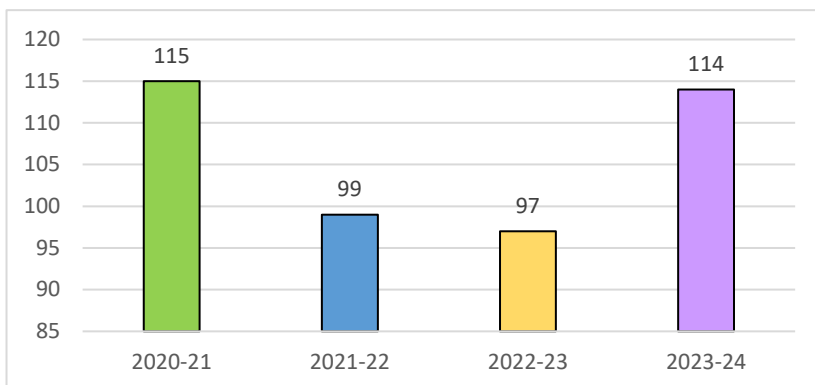
It's hard to quantify the impact of a compliment, much less to describe its effect in a few bullet points. Nonetheless, here are a few observations about compliments.

- 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.
- A little appreciation is medicine for the soul, and can be contagious. 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



The number of recorded compliments has increased in recent years, from 97 in 2022-23 to 114 in 2023-24. The number of compliments received will likely be higher across the Directorate due to under reporting, staff can get embarrassed sharing these or see it as just part of the job!

Number of Service Users providing a Compliment for Children Services

	20-21	21-22	22-23	23-24
%	60%	58%	60%	60%
Number	68	57	58	68

Number of Professionals who provided positive feedback to services

	20-21	21-22	22-23	23-24
%	40%	42%	40%	40%
Number	47	42	39	46

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. Recognition from external agencies and other internal departments demonstrate good working relationships.

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;

- 61% using email (down from 72%)
- 23% from feedback and nomination forms
- 7% received via a text message
- From 4% purchasing a card (same as last year)
- From 2% to 3% have purchased flowers
- 2% verbal feedback

Compliments by Operational Department

	20-21	21-22	22-23	23-24
CSC & EH	79%	74%	67%	66%
EIP	21%	26%	33%	34%

Children's Social Care and Early Help Services (CSC&EH) receive more compliments than Education, Inclusion and Provision (EIP) this will be due to it being more of a family facing service with a larger staff base. In EIP some services are not directly school/parent/child facing.

3 Children's Social Care & Early Help Service

Year	Total
20-21	92
21-22	73
22-23	65
23-24	75

	20-21	21-22	22-23	23-24
CIN	44%	26%	12%	16%
EID	-	-	-	8%
CIC	14%	19%	12%	32%
TAF	42%	53%	71%	41%
SG		2%	5%	3%

Historically EDT, iCART and DAAT (EID) were recorded under the division of CIN however, in the latter part of year it became a separate division.

3.1 Child Protection and Children in Need

1. Email - I just thought I would take the time to feedback how well I thought the meeting was run by you today – it was very clear and a great plan going forward. (Professional)
2. Email - I just want to say the above level of need meeting which you chaired today was outstanding – How you explained the outcomes and spoke to the family and professionals , shared history and sensitive information. The meeting was delivered in a very clear and professional way with clear actions to support the family through next steps. Both young people remained central to their plan. All agencies and parents having clear actions to improve outcomes for the family. Just wanted to share that. (Professional)
3. Text - Thinking of you and all the care you give these beautiful children your my star 🌟🌟🌟 (Client)
4. Text - Arh as said your such an angel all the children in your case load are very lucky 🍀 (Client)
5. Email - I just wanted to share some positive feedback in relation to 'D'. I chaired a core group meeting for a family on Friday as professionals had raised worries about Mum's interactions with one of her children, I believe that professionals feel that Mum is 'difficult' and my hypothesis was that professionals weren't being open with Mum about their worries. During the meeting I asked professionals to share what they were worried about/had reported and it was only 'D' who spoke up. The way 'D' shared information with Mum about what she had observed during her visits was balanced, considerate and open. 'D' showed a great understanding of the pressures within the home and included Mum within her feedback to the core group too, this supported Mum to feel included and not 'got at'- something which Mum had raised with me prior to the core group meeting. 'D' was in tune with what the family need and I know she is and is going to continue to be a valuable support to this family. (Professional)
6. Email - I've just had a conversation with the Guardian for the children. She was very complimentary of the Social Workers Initial Evidence. Mentioned that it was very thorough, and gave a clear picture of what life is like for the children. (Professional)
7. Text - I'll never forget how above and beyond you've gone for my babies. Not just saying this because of the outcome but you're really one of the good ones, you take the time to listen, you actually care about my kids and their welfare and not just because it's your job to, I appreciate everything, even when I've been challenging at time, always make me find

strength at the hardest of days, can't wait for the following months ahead to continue to working together to get the best from the Kids, thanks soooo much!Xxx (Client)

8. Email - can I just take the opportunity with you copied in to say thank you to 'L' and 'C' who have all worked really hard to get these documents prepared and send to me ahead of the direction deadline which means I have had sufficient time to review them. It really makes a big difference as the SW team has been able include some further analysis to make the docs as helpful to the court as possible. 😊 Thank you! (Professional)
9. Email - Hiya mate its' P' just want to say a big thank you for everything you have done for my girl and are still doing I'm so proud of how she has turned her life around thanks again mate x (Client)
10. Email - Just want to say thank you so much for the time you've spent being my families social worker, I've never ever had a good experience with social services so it was very refreshing to meet someone like you who's involved in social, I just want to say I appreciate what you've done for us and I can't thank you enough for being a good social worker who genuinely listened to mine and my children's cares and needs, so thank you and we will miss you but I'm very happy to see the back of you hahahah, I wish you all the best and I hope the new job goes well for you, thank you x (Client)

11.



12. I just wanted to give you a quick email to tell you that I appreciate 'V' a lot these past few months. She really is trying her best and I could not be more grateful for that. This is the opposite to a complaint, whatever you want to call it. She even text me at 9.30pm to let me know last night that it has been agreed that the children are to stay in my care, that means a lot especially considering the anxiety I have so knowing that information before bed was a huge relief. The fact that she has come out to my house to apologise to me for something that is clearly out of her control shows how much she cares about getting this sorted, I have only been keen on two out of the many social workers I have had. I just want to make sure she is noticed for her hard work, all of the house staff say the same thing about her, that she's a rare social worker and definitely one of the good ones. (Client)

3.2 EDT, iCART and DAAT (EID)

13. Email - I have been impressed by her professionalism and her understanding in terms of her relationships with professionals. She has answered all of my emails and her communication is excellent – in fact one of the best. She appears to be a strong social worker who will show empathy to families but also is aware of being quite strict with expectations. She is good with ensuring everyone is listened to at meetings and respects professionals as well. I think she will be a great social worker! (Professional)
14. Email - I just wanted to send a quick email to say how fantastic K has been with a family that we have been supporting this week. She has really pushed the case forward, as well as that, she went out of her way to keep me up to date, even when it was late and she could have easily have waited until the next day, as she realised that this was a case that I really needed the updates for! The personal touch and understanding, not just for the family but for us as joint professionals was really appreciated. I know everyone is quick to complain about social care, so wanted to share some positive feedback with you! I know as a manager, getting one

bit of good news in the middle of the usual moans can make a difference to the day! 😊
(Professional)

15. Email - Thank you for sending the assessment over. I just want to take this opportunity to say thank you. Thank you for being understanding and being the reassuring voice I needed during the assessment process. You're a credit to the social services team and I'll always be grateful for how you dealt with our families difficulties. (Client)
16. Email - I understand that you have been working on the situation of my nephew, Thank you for the work you have done on this.(Client)
17. Email - I strongly feel that I need to express my feelings and appreciation to you regarding the Social Worker. From the bottom of my broken heart, I cannot thank her enough. She is so compassionate, caring, thorough, understanding, professional, and approachable. She explains every detail/step in depth to enable us to understand and comprehend. This has been and continues to be the most difficult time of my life, and probably my son's. I am honoured to have her support and guidance on the journey. She always has my son's best interest at all times, and also mine. She is such an asset to Social Services. (Client)
18. Email - We have been in court this week for an initial hearing. Our counsel has been very complimentary of the authority. Counsel has shared that we were like a breath of fresh air, balanced, thoughtful and child focused. She said you always know when the SW is excellent too as when you are leaving court, they are still there talking to the parents. (Professional)

3.3 Children in Care and Care Leavers

19. Email - I just wanted to draw your attention to the allocated Social Worker being praised in Court by The Honourable Mr 'A' the following terms 'Thanks to SW for extremely hard work on this case to get case where it is. This Court sees a large number of these cases. Not all to this point. Highly commended for all work done'. Thank you all for your assistance. (Professional)
20. Form - Email - Everyone was having a wonderful time on my arrival. She was really happy and smiling and watching a video clip. I believe a wonderful dinner was made although she told me she didn't like the eggy bread (?). It was wonderful to see everyone :) (Professional)
21. Voice mail - Just received a copy of the report and after the last court hearing, even before I started reading it, I was dreading it. It was hard to read because it was about the worst time in our lives but by the end of reading it I was crying with relief, just because of how it was written and I just wanted to thank you for getting it right and how you wrote about us. Thank you (Client)
22. Card - Thank you for helping me on my journey in life up to now, and all that you have done. You've comforted me when I cried, and laughed with me when we have had fun. You've made it extra special by making sure I'm safe, when we've been to contact you stayed with me in every place. I have loving Nanny, and she will always remind me of what you've done for me. In case that I may forget. Because of your empathy and caring nature and you fighting my cause, I could have ended up with those that might not give me a loving childhood. So thank you again for the protection, ensuring that I was safe. I'm now living with 'M' who will carry on loving me and give me an amazing life. Loving wishes and many hugs and kisses. (Child)



23. Email - She has been a consistent supportive presence during his little life so far, as such contacts have been well managed resulting in more positive experience for him, She has also supports us as a fostering family and as such we feel she deserves this recognition. (Client)
24. Email - FAB – think they are delighted – they really do deserve a week away, I can't thank the team enough for enabling our carers of 45 years to have a week away - they care for 'C' and the only place he stays is at Inglefield – so we are very grateful for this support. (Professional)
25. Email - Thank you to everybody this break will be much appreciated with thanks (Client)
26. Email - In a meeting yesterday with the Quality Assurance team your name came up in connection with the Care Leavers audits that have been undertaken. You were described as a “positive asset to the organisation” of particular note was your vision, commitment and enthusiasm. I wanted to pass these comments on to you so that you know that all of your hard work is recognised and valued, and that you are making difference to the lives of our Care Leavers. (Professional)
27. Email - This is such a lovely update about the work from 'R's PA. She really has gone above and beyond to support 'R' in being her birth partner; it's made us feel really touched by her commitment. How nice for her to have been part of 'E' coming into world and an excellent example of being a corporate parent in the request sense! She even cut the cord! Please pass on our thanks and appreciation for this 😊 (Professional)
28. Email - I just wanted to raise how moved I am after speaking to her Personal Assistant (PA) regarding the support that she has recently provided 'R' with. The PA was extremely supportive with 'R' through her recent pregnancy and has gone above and beyond for her. I was impacted when 'R' shared in a core group that she would not have anyone with her during the birth of her daughter. The PA changed that and ensured that she supported 'R' when she needed someone most. I just wanted to send this as a thanks and recognition of how much this will have meant to 'R' and how grateful I am (I am sure 'R' is also) for the continued support. (Professional)
29. Staff nomination celebrating Success - For working closely with me to secure a school place for my young person – He kept in regular contact and was easily available. He should be recognised for the hard work he does! (Client)
30. Staff nomination celebrating Success - For helping me move into my first flat, being very helpful, always happy and always there when I need you! (Client)
31. Staff nomination celebrating Success - For going above and beyond to help. Really cares for me and my sisters. Never lets me down and is always on time. For always listening and giving good advice. For being there for me my whole life, helping me out so much – I am very grateful! (Client)
32. Staff nomination celebrating Success - For being there for us through the happy and not so happy times. She has been proactive and is always ready to listen. (Client)
33. Staff nomination celebrating Success - To acknowledge the excellent support she provides to our family. She is an outstanding supervising social worker. She is efficient, organised and reliable as well as being empathetic, friendly and understanding. (Client)
34. Staff nomination celebrating Success - For proving to me that social services do keep families together and for being amazing with my girls. (Client)

35. Staff nomination celebrating Success - For being my birthing partner and not leaving until I had actually given birth even though it was past her working hours. She has been like a mum to me for the past 2 ½ years. (Client)
36. Staff nomination celebrating Success - For always being there to talk to me when I am struggling and for helping me to understand things properly when I am in a strop. (Client)
37. Staff nomination celebrating Success - For being a great support worker, always going above and beyond for the young people she supports.(Client)
38. Staff nomination celebrating Success - he is my new social worker, he has been very patient with me. He plays football, basketball and computers with me and I really like him, he makes me feel really good and is an amazing person.(Client)
39. Staff nomination celebrating Success - For being an amazing person and really looking after me, especially when I was very ill. (Client)
40. Staff nomination celebrating Success - For keeping in touch and being really supportive over the years (Client)
41. Email - The Judge was very complementary about the work done with 'M' and the hard work 'S' has put in. Can you please pass that to anyone you think appropriate as compliments are not frequently given in this job! (Professional)
42. Email - I just wanted to share as I am due to finish at Halton tomorrow, how supportive I have felt from my Practice Lead. Approachability and kindness are pivotal in our profession, but yet sadly is not innately in all. My own personal circumstance has shown how kind she is, and the compassion she has shown, that again is vital in our profession. Her approachability is a massive strength as a manager and I will be leaving Halton having had a positive management experience from her. She has had a wealth of experience, but will also allow her social workers to make decisions, and will trust in them decisions, but also challenging in a respectful manner when needed. She has been a wonderful manager, and had I not had to deal with my personal situation I would have been happy to continue to be managed by her. (Professional)
43. Card - We just wanted to say a massive thank you for everything you do for us and our babies, having someone who goes above and beyond makes our days (everyday) a little easier. Thank you from the bottom of our hearts for everything, definitely need more people like you in this world. (Client)

3.4 Team around the Family

44. Form - my son was playing and enjoying himself all the time .The staff were amazing, it is very comfortable to know and see your kid been taken care of, he was feeling very confident laughing and enjoying himself a lot we could not thank you enough. (Client)
45. Form - I received lots of support from the staff who encouraged me to play and to look at other activities available. Lots of space for me to run around so I don't get overwhelmed, my parents were offered support from staff and were made to feel welcome . The session was non judge mental and help me and my sibling in a safe environment Thank you. (Client)
46. Form - Todays event has been absolutely amazing ,watching the children be able to play like any other child in a safe environment has been lovely ,staff have been fabulous and made sure the children have had fun, that the parents have been supported and the activity is safe the events that she arranges allows us to do things as a family. The children had lots of fun playing ,they were very happy today and loved their helpers who helped them have the most

fun .Thank you for arranging these events .It means a lot being able to spend quality time together. (Client)

47. Form - Great way to access activities that we wouldn't feel comfortable doing ourselves ,with a more understanding environment where we can take our time to access activities having staff to help is wonderful too. Thank you for everything you do, Its really helped with the easter holiday boredom. (Client)
48. Form - she is very accommodating and approachable. She is always at the end of the phone and answers any questions I am unsure of. She has been very efficient since she became involved and is always keen to gain mine and my sons views. She has been great since she came on board. I came out of the last child in need review feeling quite positive which is great she is genuinely interested in helping to make things better for us as a family. I cannot fault her, she is amazing. (Client)
49. Email - can I send a big thank you to your team for yesterday's support. Their presentation and participation throughout the afternoon was fantastic. There are so effective at painting the true picture of the many pulls our children and young people in Halton are facing today. (Professional)
50. Text - How weird, after speaking with you last night just been on a course and met them. They were brilliant as I am sure you are to, so informative and such a brilliant service you all offer. (Professional)
51. Form - It's been great to see other parents who get the journey we are on to swap ideas etc.
52. Form - This is super cool, I hope we get to come her again. (Client - child)
53. Form - This session has been fantastic for both boys. We are so grateful to the team for organising these events to make sure we have something SEN specific during the holidays where we feel comfortable and the activities suit. Thank you! (Client)
54. Form - both children really enjoyed it, finding stuff to do in half term is hard, we will use this again. (Client)
55. Form - Today has been fantastic, its given us something to look forward to as a family and the staff have been superb. Thank you for all you do for our beautiful little ones. (Client)
56. Form - Half terms are quite challenging with providing care around the clock, it's nice to have a place for kids to play without worry and where you can have a 15 minute break for coffee where there is another set of eyes. (Client)
57. Form - I felt heard, supported, accepted and welcome, I met another parent which helps to not feel so isolated. Thank you. (Client)
58. Email - I just wanted to say a massive thank you to you for helping to arrange our weekend at CAFT. We are so excited to go!!! I just wanted to say that....over the last year I have grown from a weed to a flower and it's thanks to you that I have, you have pushed my boundaries with my daughter in so many good ways, you've reminded me it's not a sad world having a child with disabilities, it's an amazing world for her!! And you have showed me this...my fairy godmother!! Thanks again for everything you do, a your team as well, you are all truly amazing!!! (Client)
59. Flowers & Card - Thanks for all your help we are sad to see you go. Take Care. (Client)

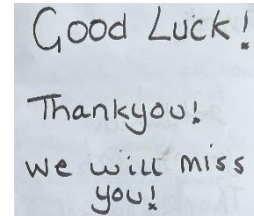


60. Email - Thank you so much for this morning. It was clear that it was really important to parents and there is a need for this kind of information to be shared and awareness to be raised. You delivered the session really well and I actually felt like I learned a lot too! We would love to try and organise further sessions in the future if possible. Many thanks. (Professional)



61. Card - Thank you for helping me because right now you don't feel like my worker, you feel like my best friend, you're like the best person ever. (Client)

62. Card - Thank you for all your help over the past year! We will be forever grateful. Good luck in your new job, thank you, we will miss you. (Client)



63. Letter - Thank you for all the support you've given my family over the past few months. Thank you for sharing your knowledge and being such a great support to me. Good luck in all you do in your future. Your brilliant at your job. (Client)

64. Email - You have been a fantastic support for this family and I am conscious that they are beginning to rely on you to support with the family issues that are not linking to drug or alcohol misuse. There's a lack of evidence of usage and you've completed an intensive amount of work with him around the risks etc. You've worked hard with him and his family and it's recognised, he has an established relationship with you and you are an asset. Thank you for all your support, I'd be in agreement with closure soon, you've done everything you can do within your role 😊 (Professional)

65. Email - I am just writing to thank you service. I referred myself via your service found on Halton Local Offer. I was contacted two days later by 'J' who was fantastic. I found her to be attentive, compassionate, knowledgeable and reliable. She contacted all the people she said she would, all relevant information she needed she sought by phone or on HBC computer. I was given information about who she had contacted, why and what should be happening next. I felt noticed and heard which is so important to me. Please pass on my thanks and appreciation. (Client)

66. Email - I want to put into words the enormous gratitude I feel towards you and the support you gave to my daughter and her two boys. When we needed a professional, caring and compassionate person you came into our lives. When we needed you, you were there. If you perform this miracle only once in your professional life then your life has been worthwhile. Thank you. (Client)

67. Verbal - Discussion had around previous support offered to 'M' by 'J'. Mum spoke highly of 'J' and the support he offered to 'M' and felt he had a positive impact as 'M's mental health has drastically improved and he has taken up Mai Tai and trains to compete (Client).

68. Email - Following the APM last week just wanted to say what a fantastic piece of work you've done with his mum. I know you had to deal with some very difficult topics regarding home conditions and parenting. She presented very differently at the APM as she did at the Initial Meeting when she was quite defensive. She said how she valued your support and how confident she feels maintaining the home conditions. Her school attendance has improved this academic year and is now 85%. There is still a way to go but together with your support Mum has established good routines and is thinking about/has started a college course and is enjoying it. Thank you for your support with this family and the obvious improvements that have taken place that can only have a positive impact for the children.(Professional)

69. Form - My depression has dramatically improved. The house is so much better, even my daughter says. Feels like the house is a lot safer now her attendance is loads better and she actually gets up and gets ready, you are just amazing. I feel confident now I come home and clean I have tea in the slow cooker. Thank you so much, you have been amazing. (Client)

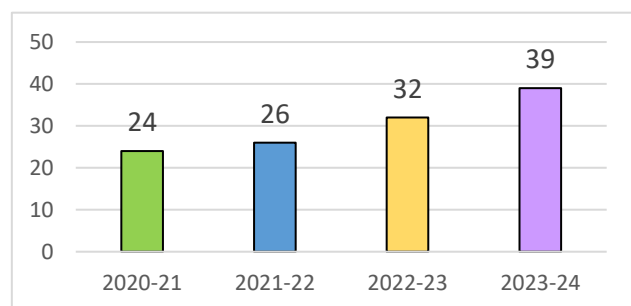
- 70. Card - What can we say about you?! Not enough paper but I'll what comes to mind instantly. A breath of fresh air. You are truly brilliant in every way . After all the things that have gone on, you never let us down. Always they got us all through some dark times and after 'D' being so tiny you were there again! helping always listening to me. The boys think you're funny and clever, one of the kindest people we've ever known. Your everything to us and will miss you so much. Thank you for being you. (Client)
- 71. Text - Coz I don't do emotional soppo crap to peoples face, I just wanted to say thank you for how much you go above and beyond and let you know I am really grateful, even when I am a wreck haha.If we knew each other in a different capacity I would have took you out for a drink to say thanks but a brew will have to do next week haha xx (Client)
- 72. Text - Do you know how hard it is to find someone he is comfortable talking to you're like gold dust 🍀 it took like 10 attempts to get him to talk to you and he's now on the waiting list for therapy
- 73. Form - he is happy and excited about the groups; he enjoys the routine and looks forward to them. He know all the staff and feels welcome I feel this helps me have some respite, I know my son is safe and where he is. (Client)
- 74. Text - I don't feel I could have got through this past few months without you. My sons adore you and your always there to support them too. I don't feel I would change anything about you or how you work with us as a family. The biggest different in general is YOU. You have a big positive impact on me, my boys and us as a family x' (Client)

3.5 Safeguarding Unit

- 75. Email - I just wanted to send an email after yesterday's conference regarding the administration and leadership of the conference. I need to compliment you, especially, the professional way the meeting is chaired and how sensitive you are to everybody in the room. The care and understanding you show mum is a great relief to her. I also appreciate the support as a newish DSL. I would also like to comment on the efficiency and administration of the minutes being received by the outside agencies. I am still waiting to receive some minutes and plans from other authorities' conferences but I have received all the information from Halton in an extremely timely manner. This really helps any agency with keeping their records up to date. I just wanted to stay thank you. (Professional)

4 Education, Inclusion & Provision Department

Inclusion 0 - 25	13
Policy, Performance & Provision	13
Education 0 - 19	11
Commissioning	2



4.1 Inclusion 0 - 25

- 76. This is just a email of Thanks. I understand the importance of your role and input, however just wanted to say thank you for finding the time to be there with us yesterday despite all you had in your working day and for all you continue to do in support of my daughter, honestly I really appreciate it and hopefully things will begin to move again soon in a better direction. Please also give my thanks to 'A' for her input yesterday and again for the work and support directed for my daughter, we have made a big emphasis on her achievement in her puzzle assessment, rather than what she was unable to do, such was she has told family she's very

good at logic 😊 maybe even better than Dad, which I found most amusing. 'A' had a special way of making the experience a positive one and again I'm most grateful.

77. Email - I have to say having only been in Halton for my second year, the SEND provision and support is incredible compared to Chester West and Cheshire. I cannot speak more highly of the support and provision we as a school have received. (Professional)
78. Email - I thought I would share some good news with you. You may remember 'A', our Y2 child who has real problems with his behaviour and we were looking at one point to move him to a specialist provision. Anyway, his mum managed to get his medication changed and he has been more or less well behaved since. But the good news is that he achieved Greater depth in his reading and maths, and the expected standard in writing at the end of KS1. I am so pleased with this, as with the support from yourself, we have truly been able to support 'A' and allow him to reach his potential! So thank you for everything you have done and your understanding with this case. (Professional)
79. Email - Thank you for all your work with the school that you have clearly supported them so well. Fantastic outcomes for the pupil too and great news the difference you have made, thank you.(Professional)
80. Email - I have just received from a parent of a child I worked with when I was an Assessment Coordinator in the SEN Assessment Team, really positive outcome for this young man because when I first started working with the family we couldn't get him through the door of any school! - Hope you don't mind me emailing you? but wanted to say thanks for all your help all those years back . 'J' smashed it , he actually went to College after Ashley School doing applied science he went on to win award for top student and made lots of lovely friends there. He's going to the university of Liverpool in September, he actually had 4 other really good offers but decided to stay closer to home and live in halls in Liverpool, he's doing Pharmacology 1 of only 30 places on the course worldwide he's got the equivalent of A*A*A in A level grades. None of this would of been possible if you hadn't helped us secure EHCP and a place in Ashley, forever grateful and we knew he had the potential just needed the right environment. Thank you. (Client)
81. Email - The support that my girl has received from both J and S has been amazing. These visits have given her so much confidence, which has continually grown with this support. This has massively helped her understand her needs, helping her with resources to help her with her learning, and get around as independent as possible. This support has also encouraged to be more confident in letting people know when she is struggling and seek support for adults when needed. Many thanks. (Client)
82. Email - I've got you a bottle of wine to say thank you for everything you've done with the lads! I know it's your job but honestly I really appreciate it and I know the lads love everything you do with them too. (Professional)
83. Email - Thank you so much, I really appreciate your help and advice which proved very useful in our visit to the zoo recently. She became overwhelmed with the crowds and smells, instead of rushing her through the least busiest route, I managed to find a quiet area to stop and take some time, she found some music and took time to decompress before moving on. Even a small change to what I usually do has helped massively, so thank you so much. (Client)
84. Email - She said she felt the EHCP was written really well for 'J' and went on to say it was one of the best she has seen so I said that's lovely to hear and that I would like to pass that on to you. I also read it (as I read all EHCPs before the meetings) and I said to her I also thought it was really well written as well. Always good to pass on any comments like this I think. Even when people think things are good they don't often say so it's good when people do. (Professional)

85. Email - I apologise for the delay in sending this email in to yourselves but I wanted to say a massive Thank you and every person within your team that has supported my daughter over the last 5 years since she became ill and encountered issues with her vision. We have had various medical people come and go over those years with various degrees of support but you guys have been the one constant and biggest support in getting her through her GCSEs/A levels and on to where she is today, she is now studying Modern Languages with Business Management at Birmingham University and doing well. The reports you and the team have produced and the conversations you have had with key people within the education set up have been a vital at every step of her education and have helped her achieve the amazing results she has to date. I honestly believe that without your help we'd have still been lost in the wilderness and not where we are today, we are so glad we got introduced to your team and as I say we are, and always will be eternally grateful for your help/support and guidance in a world we had no idea about. I know she has left your care officially now due to her age and moving to Birmingham but again without your interventions back in September with the Uni team we'd not have got things in place there or the help she needed/s to settle in to a new life away from home. I wish you and team all the very best for the future. You have changed her life for the better when others disappeared so once again - Thank you!! (Client)
86. Email - Thank you so much for letting us know, we looking forward to his next little adventure and hopefully see are little boy being happy, we can't thank you enough for everything you have done for him and put up with us, we really appreciate it, all your help and support will now get are little boy what he needs and deserve and that's down to you, we can't thank you enough. (Client)
87. Email - We have just read through the report we are so so proud of her she is doing so well. We will take on board what she needs to work on and do things to help her at home. She is speaking so much more and so much clearer can have more conversations with her and understand what she is saying and I feel she is understanding us a lot more too which is amazing. Thank you to you all, we both appreciate everything you are all doing to help her improve and grow! Thank You (Client)
88. Email - I have worked in Halton for over 16 years and have spent a large part of this time with SEND as a key part of my role across 3 different schools. There have been many high and lows of this work and different challenges particularly in more recent years. In the last few months I have felt a really positive shift that things are really working within SEND to support my school to be as inclusive as we strive to be. 'C' you are always a great source of quick advice and support and this is really appreciated (and not just SEND related)– the frustration of chasing someone for an urgent bit of advice has gone! I know that there are still challenges within the SEN service but 'S' has made a real positive difference and I think this should be acknowledged. I know I am not the only Head that can feel things moving forward positively since you came back to Halton. I look forward to continuing to work with you both for the benefit of the children here in Halton. (Professional)

4.2 Policy, Provision & Performance

89. Email - I'm utterly astounded this has been done so quick 😊 Thank you so much. (Professional)
90. Email - I just wanted to share some lovely feedback I took on the phone from a parent. It was for a year 11 student. Her mum called our team off her own back as she is quite concerned for her transition. She kindly spoke to her mum and reassured her, and asked for me to call her back, and when I did mum spoke really highly of her, asked me to thank her and also said that she was a credit to our team. I just wanted to share that. (Client)
91. Email - Thank you so much for your help and involvement in this process. I'm so thankful that we had your support throughout.(Client)

92. Email - Hi I'm just emailing to say a massive thank you to you and the team. I am so grateful for all the time and dedication that has been put in place to help my job journey thrive. Thank you for driving me to my interview also as now that I have the job it just makes me so happy. This has been a long journey but although it's still not fully over I just want to thank Careers and Connect for all of the help I have received! Means a lot to me! (Client)
93. Flowers - I recently received a bunch of flowers from a parent of a year 11 pupil with attendance issues, thanking me for making a difference to her daughter's life. It was on a home visit. (Client)
94. Email - You are an absolute star, thank you 😊. I have scanned the QR Code and clicked on the impact statement and you can fill it in from your phone 😊. Absolutely marvellous, thank you 😊 (Professional)
95. Email - I just wanted to send you a quick email to say thank you for what a wonderful job you are doing! One of our Headteachers sent me an email highlighting just how brilliant you are! Thank you for everything you do to support our children here in Halton! (Professional)
96. Email - As I mentioned I got your details from 'K' who is part of my team, who delivers our CFRS Prince's Trust Programme over in Halton. I oversee our Prince's Trust Team Programme for CFRS across Cheshire. Firstly, I wanted to say a huge thank you to yourself and colleagues within your department for the support you provide when liaising with 'K' to ensure he has the relevant information, EHCPs for young people that participate in the programme. Secondly, you guys in Halton really do seem to be on the ball with providing this information effectively. We are keen to replicate this in the other areas as best practice. (Professional).
97. Email - I am extremely pleased to advise you that you have been nominated and received a Silver KIT Award from Education Otherwise, for the support work that you continue to provide to those families who remove their children from school to educate them at home – so congratulations and well done! There are actually two Silver KIT Awards, one specifically for you, and one for the “Halton Team”. Only five silver awards were given out this year across Local Authorities from England, Scotland and Wales, so it's a real credit to you that you have received the award – well done! Thanks again for the work you do in this area of the Education Welfare Service's work, I know it is extremely demanding and more often than not very challenging, it is appreciated not only by the families and children/young people you support, but also by us as a senior managers. It means a lot as Education Otherwise is the most prominent EHE charity across the UK (I am aware that they do not give out any praise or awards to LA's willy nilly) and more so as the survey is completed independently by Halton's EHE families.(Professional)
98. Email - This is wonderful news, many congratulations. There is nothing like unsolicited praise from the families we work with and for you to be singled out in this way is special indeed. Thank you for what you do for the children and families of our Borough. (professional)
99. Email - There have been many, many people from multiple agencies involved in 'H's learning and care over the past 4 years or so. An interaction that our family will never, ever, forget, is the one that we have had with 'S' and I wanted to make sure that this is known. At the HTC, Runcorn and under 'S's direct, informed and compassionate leadership, our daughter has achieved a level of education above and beyond what could ever be expected of her, especially because of the profound problems with her mental, physical and neurological health. We noticed a marked difference in her learning achievements and all round engagement and well-being when 'S' took a lead role, we would like this to be recognised and celebrated. The learning environment became efficient in building a secure, consistent learning space where her needs were being met - she was seen and heard, always.

Commutation, between Wade Deacon, HTC and ourselves, dramatically improved and staff worked together to build a resilience in her that pushed her to want to live. She has applied to college and talks about her future career. We can never underestimate the grandeur of that statement in relation to a child who was battling every day with the will to end her own life, and being incredibly disappointed in herself that she couldn't carry it through. She became able to tell the staff members of any incidents which in turn enabled the process of her working towards overcoming her intrusive thought patterns and attending the centre and engaging in learning, even at her lowest points. I have no doubt whatsoever that 'S' played a huge part in keeping our daughter alive during her worst times. Not only that, but she continued her education, this is truly phenomenal, we are truly blessed to have been under 'S's guidance and to work closely with her to reap the benefits. 'S' is a true professional she really did get things done. To this end, I sincerely hope that children who struggle like 'H' can continue to benefit from 'S' empowering influence, management, education, care and compassion. We would like to officially thank 'S' and all the staff at the HTC for changing our daughters life and leading her to success. (Client)

100. Email - I just wanted to send you a quick email to acknowledge how amazing she is, i really struggled with the form for his school, she took a lot of time and effort to help me through it she is a true credit to her profession a genuinely lovely person. (Client)

101. Email - Thank you so much for all you are doing to help the children. (Client)

4.3 Education 0-19yrs

102. Email - Following visits from four of your staff, we feel very well supported and in the right place for the future. Please may I thank you for this support? He really boosted the morale of my SENDCO and wider staff yesterday. It was a really worthwhile process. They are all really in tune with my school staff and are so kind to our pupils. This was obvious to my colleagues, we love people who engage with our pupils. Our SEND pupils were delighted that 'someone special from the government' as they put it, came in to talk to them directly. It's very hard for children with special needs to feel valued and important but he made them feel good about themselves. Next week, she (EYFS) is going to meet our new children and families for September 2023 with over 23 new families joining our team. I am delighted that I will be able confidently say that their education and personal development learning will be of an excellent standard thanks to the hard work and dedication of my school and colleagues. However, this is an extended confidence due to your involvement. Our pupils are thriving because of your kindness and support for me, my school and their families. Please thank everyone for their hard work and support for our children. It's a very challenging job but together we are stronger than ever. (Professional)

103. Form - Found being I groups a lot more informative and allowed a lot of extra support and advice. Thanks as always, we would be lost without you all. (Professional)

104. Form - Early Year forum is really informative, great to meet other settings and all speak together. Good to hear how others work and great to share ideas. Having the guest speaker was a great touch, should do every time so we can be aware of different professionals. .You are a great team and always available. Thank you. (Professional)

105. Email - We are delighted that we have been able to successfully move the school in the right direction. We are looking forward to sharing the news with our children and parents. I wanted to add that I am thankful for the support and advice I have received from all of the LA team. (Professional)

106. Email - On behalf of the Secondary Head's please can I thank you for the timely response and subsequent communications, it is much appreciated and helps us focus on managing the impact of the strikes at such a busy time in Secondary schools. (Professional)

107. Email - I would like to pass my sincere thanks to you both as the course has been enlightening and a huge help and support to us. (Professional)
108. Email - I just wanted to drop you a quick email to thank you for the staff meeting last night, very thought provoking and successful in generating productive conversations around barriers and strategies moving forward. (Professional)
109. Email - Thank you so much for the two sessions of training. It was invaluable and I feel really equipped and informed to go and confidently get started. I can't emphasise enough how helpful it was; I feel quite empowered by it. Once again though, huge thank you! (Professional)
110. Just wanted to drop you a quick message. We had a safeguarding review (commissioned by the Trust) on Friday. part of the review the reviewer asked me to show him the materials I had used for staff CPD in September. Our reviewer stated that your resources you had shared were the best he had ever seen and of a very high standard. He was very impressed! (Just thought I'd pass along this to you).
111. Email - I would just like to inform you that we had our inspection and the over all Outcome was Good. Could you please thank, A, B and C who have supported us by providing in-house training and carried out the ITERS and ECERS assessments in the toddler room and pre-school room. Could you also thank the SEN support team who have helped staff by providing training and strategies for staff to support children with SEND needs. The inspector stated that the support provided to these children was one of the nursery's strengths. (Professional)
112. Email - I'd like to thank everyone too for all the help and support given to me and to us as a Setting, over the 23 years that I've been involved with the Pre-School, especially during the Pandemic. That was a very tricky time for all, but it was made easier with the support of the EY Team. Nothing was/is any trouble and I thank you all for that. (Professional)

4.4 Commissioning

113. Email - Thank you for taking the time to even think about this, it's really hard because I totally understand how busy you are. (Professional)
114. Email - My son, again, thoroughly enjoyed the holiday club over the Xmas period. He always feels comfortable and at ease at this provision as it enables him to meet other young people with similar difficulties that he faces. He always feels 100% included and he cannot wait to go again. I have never seen him so excited about a club before he started attending these sessions. The staff are always so welcoming to both my son and us and I have recommended these sessions to friends of ours who have children with SEN needs for their children to attend. (Client)