

REPORT TO: Children, Young People & Families PPB
DATE: 31 October 2011
REPORTING OFFICER: Strategic Director Children and Enterprise
SUBJECT: Compliments (Service User Feedback) relating to Children and Enterprise Directorate.
PERIOD: 1st April 2010 to 31st March 2011

1. PURPOSE OF REPORT

1.1 To provide PPB with an update, and feedback on Compliments and Positive Service User Feedback relating to the Children and Enterprise Directorate.

2. RECOMMENDATION: That

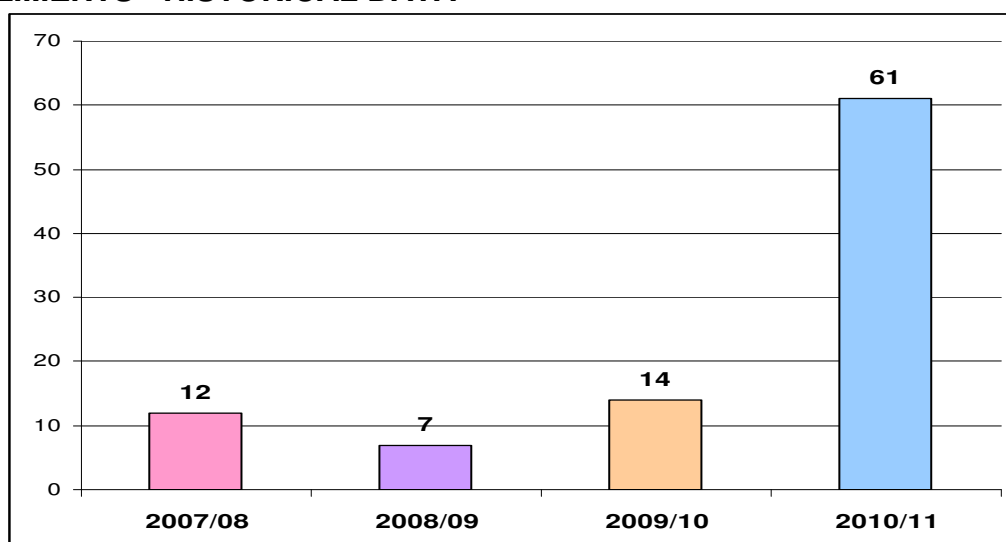
2.1 **The report is accepted as the mechanism by which the Local Authority is kept informed of the positive outcomes for individuals using the services, and continues to use this to inform and develop service delivery.**

3. SUPPORTING INFORMATION

3.1 The Compliments were previously recorded via the Quarterly Complaints Reports. Due to the significant increase in compliments from last year it is this report now stands alone in order to provide a focus on the comments provided by individuals, and the positive impact that our services have had on their lives.

3.2 The Customer Care Manager provides training on Complaints, Comments and Compliments, included in this training is the process of recording compliments.

4.0 COMPLIMENTS - HISTORICAL DATA

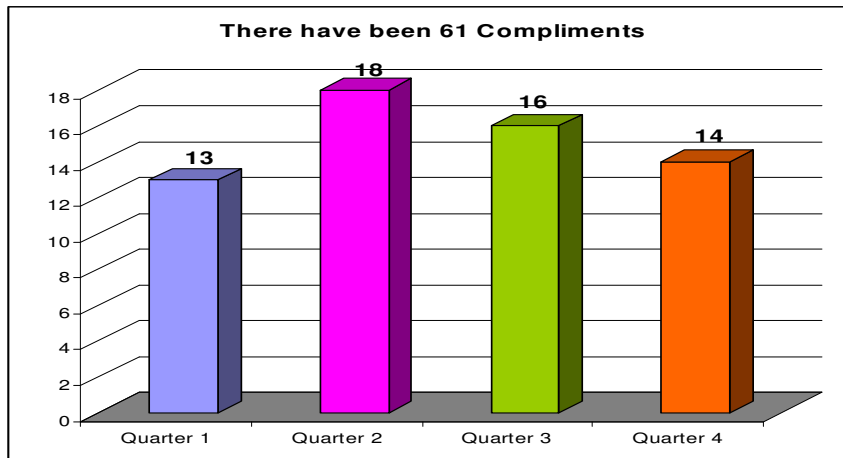


2009-10

9 compliments were in respect of Children in Need Division (CIN).

5 compliments in respect of Children in Care (CIC) Division.

5.0 COMPLIMENTS 1ST APRIL 2010 – 31ST DECEMBER 2010



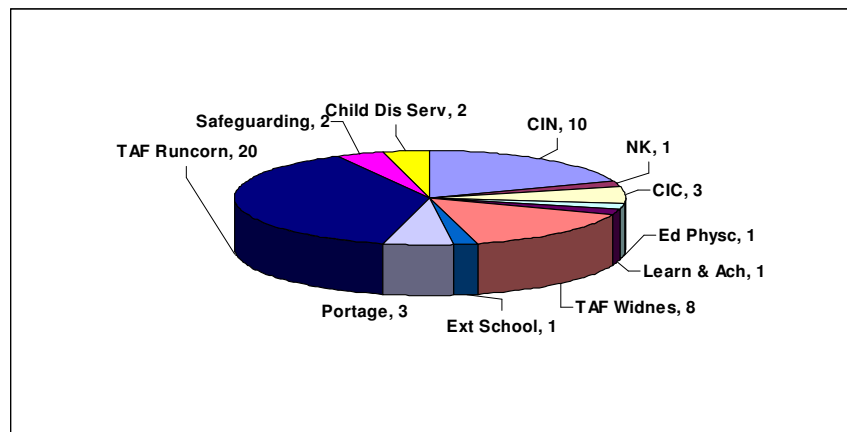
Source of Compliments

39 Service Users
 2 Local Councillors
 1 Judge
 19 Other worker/
 Professional

6.0 COMPLIMENTS BY SERVICE AREA

There are 2 compliments that cross over two divisions and these have been counted twice.

2 were received by young people



7.0 QUARTER 1 – 1ST APRIL 2010 TO 30TH JUNE 2010

13 Compliments were received in total

Compliments were made by 10 Service Users, 1 Local Councillor and 2 other workers/professionals.

- **Cllr Brown** rang Strategic Director pass on his thanks to the Adoption Team for their help with an adoption issue he had been dealing with. Particular thanks to Principal Manager, Community Support Worker and Social Worker. (CIC & CIN)
- **Service User** “I booked a couple of activities for my son who is 6 years old, well organised and my son thoroughly enjoyed them, so much so that he now wants to attend martial arts training school which is run by the man who organised the taster session! EXCELLENT! I think the range of activities put on was fabulous and he is looking forward to the summer timetable”. (Extended Schools Service)
- **Worker/professional** “Once again the staff at Inglefield helped me out again, one young person had diabetes so it was really important I got some tea for her. Staff are always helpful and nothing seems to much trouble, please pass on my thanks to all for their support”. (CIN)
- **Service User** Community Support Worker and Student Social Worker visited a

family to investigate a referral which turned out to be malicious. The Mother wanted to pass on her thanks, she was completely put at ease, in what was an extremely stressful situation and wanted to thank them for the staff for their professionalism and kindness.(CIN)

- **Service User** “I think the Surestart centre (Brookvale) has really helped me in lots of different ways including my education it’s also helped me to become closer to my son from my eyfs course. I have also done a first aid course and keeping your child healthy and safe and first step art. My son has come on a lot and mixes with other children better. I think the Surestart centre is great and the staff are really nice people and understanding. Thanks”. (TAF Runcorn)
- **Service User** “Attending of the Can Cook session, this was a major turning point in my life and being honest a lifeline, Brookvale Childrens Centre has turned my life around and has helped me make friends, it has a positive impact on my life. The staff are there for any problems I have and always ready to advise. Without this I would still be in a dark place, from the Centre Manager, Family Support Workers, Crèche Girls, Cook and Girls, Fantastic”. (TAF Runcorn)
- **Service User** “Before I came here my stress levels were high, I didn’t know which way to turn I just wanted to cry, but week by week I feel myself getting stronger Being a mum can be such a struggle with the help of this group I’m learning more about my family life, I’m loving my boys so much, Thank you for putting up with me. You know what I am like so I bet it wasn’t easy”. (TAF Runcorn)
- **Service User** “I was feeling very nervous and frightened but was soon put at ease because of the welcoming staff. The courses have helped me greatly as I suffered a very deep bout of depression, so much so that I have been able to start my own support group in the centre. We have discussed how the centre has helped us all in many ways and would like to thank all the members of staff, long may it continue to run”. (TAF Runcorn)
- **Service User** “I am a sufferer of depression and anxiety, through these groups I have met a number new friends who meet up for catch ups and support at a group we set up ourselves. After the initial anxiety I am no longer nervous on visiting. Also if I need support I know the staff are there for me”. (TAF Runcorn)
- **Service User** “To all the staff at Brookvale, thank you for all the effort you have put in to our days out, we loved them”. (TAF Runcorn)
- **Service User** “This place has made such a difference to my life I no longer feel upset and lonely because I have people who are there for me. They listen if I have a problem. I even attend the centre on other days just for a chat or meet for a coffee. My baby loves the attention she gets, my other children have noticed a difference to and say that I am happier than I’ve been for a long time”. (TAF Runcorn)
- **Service User** “Before going to the centre I was isolated and in need of support, since attending I have been able to make better decisions, I know feel more in control of my life the staff at the centre are very professional and friendly. Many thanks to all the staff at Brookvale”. (TAF Runcorn)
- **Worker/professional** “Over the past year the number of children attending school displaying special educational needs has increased greatly. As a result of this we

have found the advice and support of the Educational Psychologist invaluable in enabling us to make provision for these children, thus helping them to realise their potential. I would therefore be grateful if you could pass on my thanks". (ED Phsysc)

8.0 QUARTER 2 – 1ST JULY 2010 TO 30TH SEPTEMBER 2010

18 Compliments were received in total

Compliments were made by 16 Service Users, 1 Local Councillor and 1 Judge.

- **District Judge** at Liverpool Youth Court complimented the reports written by the Social Worker and the Halton and Warrington YOT. The Judge stated that they were the best reports that he had read in 16 years and they had set out very clearly what the plan was and that he wouldn't want to interfere with such clear planning.(CIC)
- **Service User** "Just a quick word to say how much I appreciated being a part of Child's life appreciation day. It was an eye-opener hearing just how much work went into making the right decisions for Child's life and I think you are all doing a wonderful and often difficult job. It has been a privilege to be a part of the process". (CIC)
- **Service User** "I have not always agreed with the Residential Home Manager and her staff but I have always respected them. Now I have a good relationship with all the staff and they are always here for myself, to listen to me, which I appreciate as it is nice to know that they are not just here for Child they are for us as a family too". (CIC Res)
- **Service User** "Portage Worker has always been cheerful, patient and understanding and always contactable throughout their difficult times and feels the work and support given to the whole family was above and beyond her job role". (Portage Service)
- **Service User** "The centre provides a safe, secure environment which has been a haven, Staff are always available to listen to any concerns, for which I am extremely grateful, in all honesty I don't think my sanity could have survived without the centre and it wonderful staff. I just wanted to say a big thank you, you all do an incredible job". (TAF Runcorn)
- **Service User** "Regarding a joint activity with Early Years Centre. Thank you so much for giving the children and staff at Ditton Early Years Centre the opportunity to have a wonderful adventure. The children said thank you for the pictures from the day we all enjoyed these and thought they were really nice, especially their parents". (TAF Widnes)
- **Service User** Card – "To Worker, thank you for all the fun and laughter you have given us and the memories we will cherish". (TAF Widnes)
- **Service User** Card – "To Worker, thank you for all your help, we loved coming to your group to see all my friends, I will miss you when I go to school". (TAF Widnes)
- **Service Users** Feedback from adopters funday which was a joint event with Warrington and St Helens Adoption Services. There were positive comments from 12 families residing in Halton. Comments included: kids really enjoyed themselves,

great afternoon, lot's to do, enjoyed the activities, excellent setting/location to meet other families and thank you we all had a great time.(CIC)

- **Cllr Wallace** “I always find it a great pleasure to visit Inglefield. I find the home extremely inviting and see all who visit receive a lovely welcome, something most users and families really appreciate and it does make a huge difference, especially knowing they are entrusting their precious child to you. You are generous to a fault in the way I have witnessed your caring and attention to detail when you look after young people. Inglefield is a very valuable service the Council provides for those families who desperately need respite and care for their children”. (CIN)
- **Service User** Card – “To Community Support Worker, thanks for everything”.
- **Service User** “I would like to thank you for your help and advice. It really helped me with what is happening. Also thank you for your support and to say if I need any more help or advice just to phone and you'll be there. Thank you” (CIN)
- **Service User** Card – To Practice Manager, “Thank you for all your help and support”. (CIC)
- **Service User** “Thank you so very much to everyone, without this centre being here and everyone being so friendly, happy, active, helpful and kind my summer would have been long, hard and stressful but instead it was fun, happy, a lot of family bonding and it made me realise I'm so proud of having two beautiful happy boys. Thank you Brookvale”. (TAF Runcorn).
- **Service User** From Child aged 12 – “Social Worker is kind and has really helped me out. I enjoy seeing her because most of the time she knows the answers to my questions and she is very understanding”. (CIN)
- **Service User** Whilst attending Children in Care Council Meeting, young person approached Customer Care Manager and asked if she could make a compliment about 2 Community Support Workers. She wanted to thank them for all their work supporting the Council and arranging events. Even though it wasn't what she personally enjoyed (paint balling), she recognised that others did enjoy it and she did enjoy seeing everyone. She also wanted to thank the Divisional Manager for meeting with her and taking the time out of her diary to talk to her. (CIC)
- **Service User** Card – thanking Education Support Workers and Community Support Worker for helping to organise Making Memories Summer event for young people in care who had completed their compulsory education. (CIN & Learning and Achievement)
- **Service User** This compliment came from a mother, her children were removed due to drug use and chaotic lifestyle, they moved area to Halton, the parents are now drug free and the children are back with them. “I just want to thank the Social Services for helping and supporting us in the aid of reuniting our family back together. I know at first this was not going to happen because of the situation, but once we worked together, progress became very fast. To let you know that I now do believe that the system can and does work. I do believe that you have the children's needs as a priority, so really we both wanted the same outcome. It is also very good to have consistent and long standing Social Workers work with families to build up rapport and trust. Thank you for all your help”. (CIN)

9.0 QUARTER 3 – 1ST OCTOBER 2010 TO 31ST DECEMBER 2010

16 Compliments were received in total

Compliments were made by 5 Service Users, 11 other workers/professionals.

- **Worker/professional** “just to say a big thank you to the Community Support Worker for all your help and support it is much appreciated”. (TAF Runcorn)
- **Service User** Card “A huge thank you, to you for all your support, encouragement and guidance on our journey to becoming parents, it’s been a long way from that first visit during the very bleak times, we really held on to your words ‘you will be parents’ and kept going. Who would believe how amazingly lucky we’d be in the end. A huge heartfelt thank you”. (CIC Adoptive parents)
- **Worker/professional** Thanks for all you are doing, you’re a legend. Community Support Worker (TAF Runcorn)
- **Worker/professional Guardian** – commented on how impressed she was with a piece of work that the Social Worker involved in. Social Worker has been a great support to the relinquished baby’s mum and tried really hard to keep them together being mindful of the sensitivity/emotions around the situation and that mum had valued her support, patience and understanding. (CIC)
- **Service User** “May I take this opportunity to thank you and all your friendly, helpful staff for your continued support with our group” (Parents & Carers support group for children who have just had a diagnosis of additional/special/medical needs). (TAF Widnes)
- **Service User** “I thought my Social Worker was really nice and very helpful and I will miss her a lot, she is really good at her job”. (CIN)
- **Worker/professional Housing** – “thanks for all the time / hard work which is clearly self evident, that you have put into this case. It is really appreciated by me and I am sure the family are delighted with your efforts to. I have every confidence that they will function much more effectively as a family due to your involvement and work with them. Many thanks again”. (TAF Widnes)
- **Worker/professional School** – asked to pass on her thanks for what she described as a very positive and supportive experience dealing with Runcorn IWST. (TAF Runcorn)
- **Service User** “I have found the Social Workers support invaluable in helping me cope with the upset and the disruption. I feel that the Social Workers involvement has been pivotal in the protection of NAME and without her reports the hearings would have been more challenging and stressful. She has always been understanding, informative and invaluable to me in my moments of distress she has given me the strength and hope to carry on caring for NAME and protecting her”.
- **Worker/professional Housing** - thanks again for your help regarding child missing from home. (TAF Runcorn)
- **Service User**, Foster Carer was extremely grateful and impressed with the support that had been provided. She was at a very low ebb when he came in, and her greatest fear was that she would be unable to sustain the placement and she credits him with getting both her and Child through a crisis period. Child was also

very positive about how he gets on with him. (TAF Runcorn)

- **Worker/professional** I felt the need to provide feedback around the support that Community Support Worker has been providing to me as lead professional on two CAF's. he has been excellent and provided meaningful support and generating new energy and ideas. His knowledge base around implementation, practice issues and reassurance have been greatly appreciated. I have said my thanks to him directly but felt the need to feedback the impact that his role is having at the coal face. (TAF Runcorn)
- **Worker/professional** There have been significant improvements in terms of positive outcomes for this family and the counsellor wants to make a special mention of Family Support Assistants input. She has been outstanding and I would like to record my gratitude to her and yourselves for the high quality of work and commitment. (TAF Widnes)
- **Worker/professional** I would like to thank Community Support Worker for your input, your hard work and commitment to the family. It has been very much appreciated. (TAF Runcorn)
- **Worker/professional** I would like to pass on my thanks for a member of your staff for going that extra mile to effect positive change with a family I have become involved with. She is currently supporting the family and the hard work that she has put in has enabled the family to address the concerns raised and greatly improved home conditions, this will have a positive impact on the children's health and well being. Please pass on my thanks. (TAF Runcorn)
- **Worker/professional** Thank you for your prompt and effective support. (TAF Runcorn)

10.0 QUARTER 4 – 1ST JANUARY 2011 TO 31ST MARCH 2011

14 Compliments were received in total

Compliments were made by 8 Service Users, 6 other workers/professionals.

- **Service User** thank you so much for all you have done over the past few years above and beyond the support of Portage. The children adore you as do we and will really miss you, child has come such a long way and is flourishing. (Portage)
- **Service User** card thanking for the help and support (CIC)
- **Service User** card thank you for all the happy Thursdays you have spent with me. (Portage)
- **Worker/professional school** card I often find thank you does not really do justice to how someone has gone out of their way to help. This is certainly true here. I am indebted to you for the way you came to my rescue. Thank you so much. (Safeguarding Unit)
- **Worker/professional** I would like to formally recognise the support that the Community Support Worker has given me with regards to managing the care plan for Baby. She has worked hard to ensure I am up to date and has been able to offer support which has prevented difficult circumstances from reaching crisis point. I really appreciate this support and I am sure that mum does too.(CIC)

- **Worker/professional** just wanted to say thanks for coming this afternoon. I found these really useful and gained lots of tips. I feel I am learning a lot about the role of Safeguarding Co-ordinator from these meetings. Thanks very much. (TAF Runcorn)
- **Worker /professional** thank you for your help and support today, it is much appreciated especially by me. Community Support Worker. (TAF Runcorn)
- **Service User** just to say thank you for all the help you have all given to us through out the past year. (CIC)
- **Service User** card thank you for actually caring, and flowers received from the family (TAF Widnes)
- **Service User** Compliment received from Mum, the child had just returned home following a serious family breakdown which resulted in child being accommodated for 3 weeks. Thanks for today and what you are doing for child, you have been a good help and I will follow what you have said. (CIN)
- **Worker/professional** your contribution to this successful outcome was very positive and the report you presented was of a very high quality, Thank you for your skill and commitment. Social Worker (CIC)
- **Service User** father thanks for all your help advice and support in the transition from Children's to Adults Services. Thanks to all the Outreach Team. (Disabled Childrens Service)
- **Service User** Mum wanted to acknowledge how appreciative/pleased she was that the application to the Caldwell Trust that Community Support Worker had completed was successful. This will benefit the whole family. (Disabled Childrens Service)
- **Worker/professional CAMHS** had received 2 independent compliments from Foster Carers regarding Reviewing Managers work on Children's reviews. Her good work is appreciated. (Safeguarding Unit)

11.0 Compliments were received by

