

REPORT TO:	Children Young People and Families Policy & Performance Board
DATE:	3 September 2012
REPORTING OFFICER:	Strategic Director, Children and Enterprise Directorate
SUBJECT:	Compliments (Service User Feedback) relating to Children and Enterprise Directorate.
PERIOD:	1st April 2011 to 31st March 2012

1.0 PURPOSE OF REPORT

To provide Senior Management Team with an update, and feedback on Compliments made by clients and Positive feedback from workers/professionals relating to the Children and Enterprise Directorate. This report will demonstrate the positive impact and outcomes on the lives of people accessing services in this Directorate.

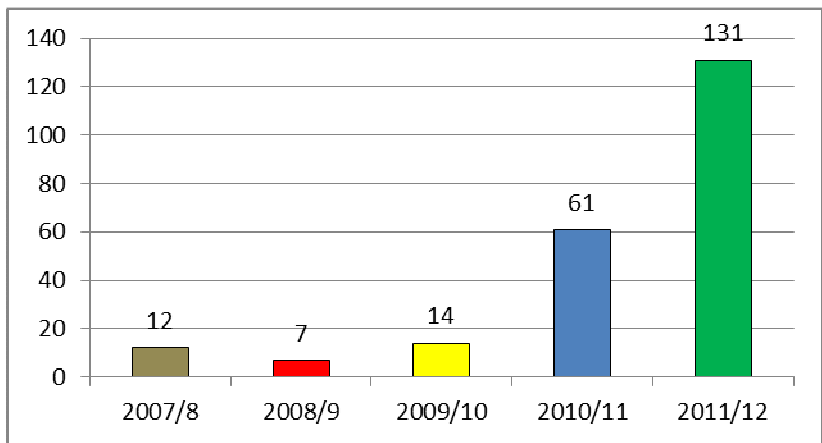
2.0 RECOMMENDATION: That

The report is accepted as the mechanism by which the Senior Management Team is kept informed and that this information is used to develop services.

3.0 SUPPORTING INFORMATION

The Customer Care Manager periodically provides training on Complaints, Comments and Compliments, included in this training is the process of recording compliments. This a relatively new and developing report and as such historical data to benchmark against previous years is limited in areas.

4.0 NUMBER OF COMPLIMENTS BY YEAR

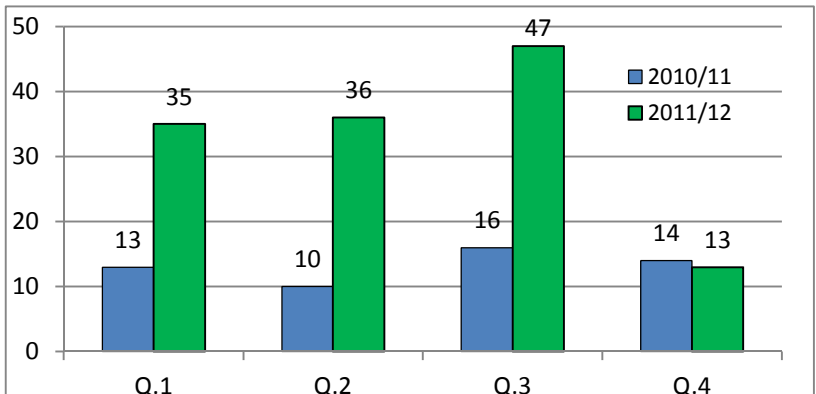


A massive increase of 115% compared to this time last year. Staff are reminded every quarter to forward any compliments or positive feedback to the Customer Care Team.

5.0 NUMBER OF COMPLIMENTS BY QUARTER

76 compliments were received from service users. 55 were positive feedback from workers/professionals.

15 compliments have been received from young people (less than 18 years).



6.0 COMPLIMENTS BY OPERATIONAL DIRECTOR

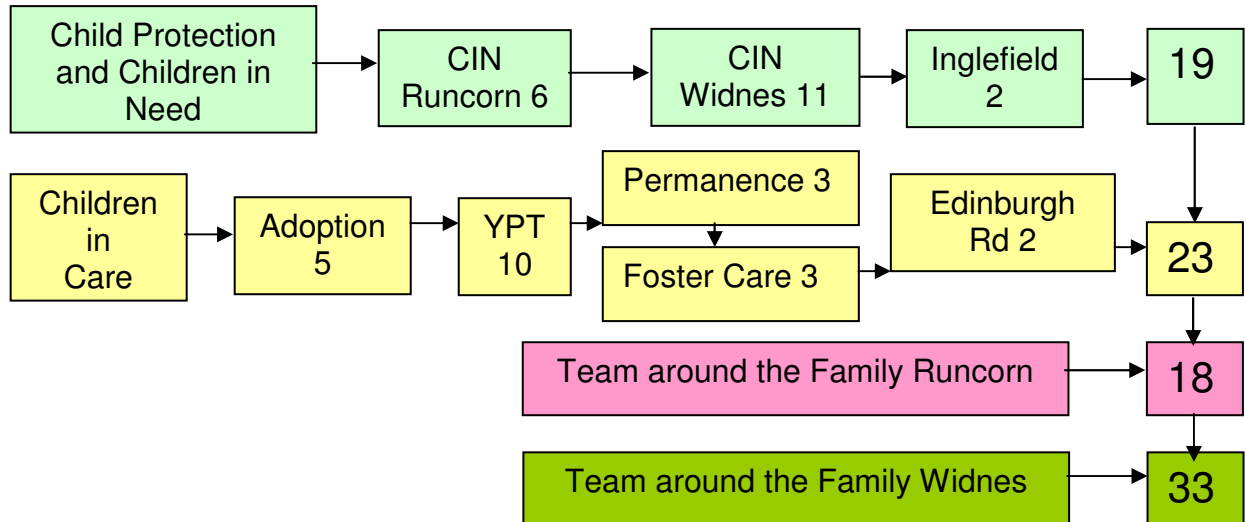
6.1 CHILDREN AND FAMILIES

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Children and Families	27	25	32	9	93

A 90% increase in compliments for Child Protection and Children in need Division, there were 10 last year.

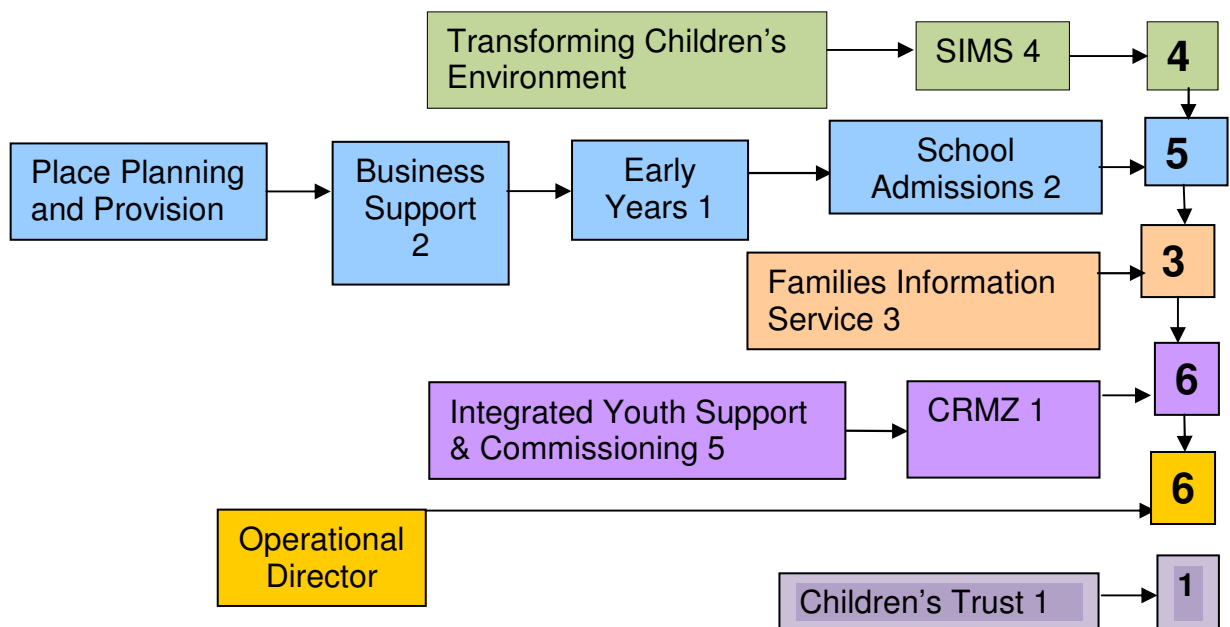
Children in care increased from 3 compliments to 23, over a 600% increase.

Team around the Family increasing from 28 to 51 making an 82% increase.



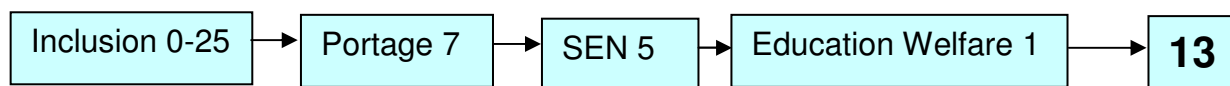
6.2 ORGANISATION AND PROVISION

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Organisation and Provision	7	9	6	3	25



6.3 LEARNING AND ACHIEVEMENT

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Learning and achievement	1	2	9	1	13



7.0 COMPLIMENTS FROM SERVICE USERS

76 Compliments were received from Service Users compared to 39 last year, a 95% increase.

1 Card - "Just to say thank you for all your support"

2 "May I take this opportunity to thank you again for your excellent continued support, your staff are always helpful, friendly and polite".

3 "CPN called to say mother is being discharged, she wanted to pass on her thanks to us (Social Worker) for the referral to CAF as she has found the support very helpful and this has impacted positively on her mental health"

4 "I would like to take this opportunity to recognise the hard work and support our club has received from Jackie Durr and Janet Harvey in the Early Years Team. If it wasn't for the support of these two people the doors would have been closed. They are a credit to their profession and provide an invaluable role in supporting small settings".

5 "In a nutshell I don't know how myself and family would have got through the last few months without A, she has shown constant support and professionalism. I always felt she was at the end of the phone when I needed her"

6 Card - "To all the staff thanks for the help and support you gave me, thank you so very much, hope you can manage without me".

7 Card - with contributions from mum, dad and children, the children had previously been accommodated subject to a child protection plan. "I can't help but wonder if it was somebody else that day at the police station 2 years ago, I might not have a family now, thank you for all your support and guidance, will be eternally grateful". "Thank you for helping us to be good and learn". "Thank you for the nice stuff".

8 "I am writing to thank you for sorting out the issue of our son's school transport, I would also like to mention J his contribution was a big help".

9 Card - "Thank you so much for being there when needed".

10 Card - "Thank you to everyone who looked after me and took me to see the lovely places, going to miss going out with you all".

11 Card - "Thank you very much for everything, everyone needs someone like you in their life".

12 "I am made up that I got K as my Support Worker, I don't know what I'd have done without her, she makes me understand things and points me in the right direction".

13 Childs behaviour is unpredictable, can be aggressive endangering other young vulnerable people."Inglefields support has been invaluable in attending hospital appointments, thanked staff as she is no longer stressed by the event and can actually spend time talking to the consultant about her child".

14 "I have had 1 to 1 sessions with J. This has helped me to understand why it's important to share things that are worrying me and that there is always somebody to help me make choices. With support from mum and j I have attended 2 CAF meetings this has given me the chance to say how i am feeling and what school can try and do

to make things better".

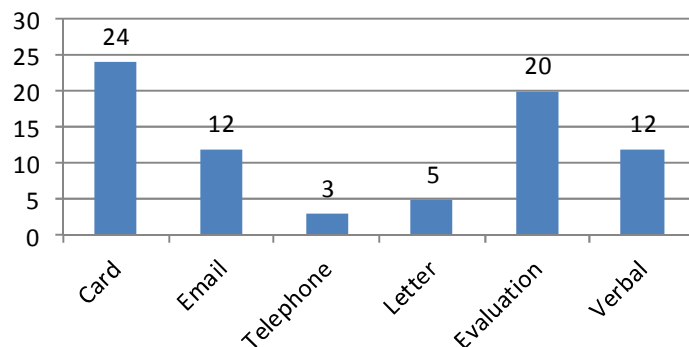
- 15 "It has changed my life, and eased my mind about being a parent, I am more aware of how children develop and 'normal' age appropriate behaviours. I enjoy the groups and the children love the crech".
- 16 "Would like to thank you for all the help and support you have given to us as a family but also for being a great social worker".
- 17 Social Worker given, flowers and card, "you have helped to reassure me over the last 12 months and you always returned my calls, thank you".
- 18 Comment made by a parent to the officer undertaking Regulation 33 visit. "parent was very complimentary about the service and said it was 'like a home from home' he trusted the staff team to look after his son and keep him safe".
- 19 "The children have grown in confidence, they love the session, the staff are always happy and enthusiastic"
- 20 Card - "Just to say thanks for all your help, I appreciate your sensitivity. I know its not easy, it feels like were fighting a losing battle sometimes but you always manage to be positive and come up with new ideas, thanks again".
- 21 "Fantastic group, got me out of the house and enabled me to make good friends".
- 22 "Great group, staff very friendly and helpful".
- 23 "I love the group, I have made friends, you do a great job".
- 24 "D got some lovely feedback from the family, how helpful she had been. Mum said she is new to Halton and was feeling very isolated and she has been given more support than ever before. I would like to thank D for her support with this family".
- 25 "Mum and Grandmother ask I pass on their thanks to you, they have been experiencing difficulties with 3 year olds behaviour. You stayed with them whilst the child had a tantrum, you advised them to continue the strategy pointing out they had to be consistent. They wanted to stop as he was shouting and crying so much but you encouraged them to persevere telling them what to say and how to do it. They want you to know he has not had a tantrum like that one since and feel confident that if he should they will know how to respond, they learnt more in that half hour than from anywhere else. Thank you too, you do make my job easier".
- 26 "Service is excellent, second time I have used it, would recommend it to others".
- 27 "A good service, all information in one place".
- 28 "Thank you for all your help, especially thank you for posting the documents through the door".
- 29 Card - Child had violent outbursts, got good attendance at school and now a prefect, family communication and mums confidence improved "Thank you very much for all the help, support and kindness, you're a star".
- 30 "Very polite, efficient and helpful, the information helped a lot. Thanks".

31	Card - Thank you for all of your help and kindness during fun activities at the Centre. J has enjoyed his time here very much, thanks again".
32	Card - "Thank you for all your help and kindness, he has enjoyed his time here very much".
33	During a review "she spoke very positively about the support she had received from the team and J in particular".
34	"Both were very complimentary about how they had been treated, listened to and given information, they felt they were most professional and if they had a choice they would wish to be assessed by them".
35	After working with the young person for 3 years and closing the case, she gave her some smiley cakes and a card reading "thank you so much for everything you have done for me, I'm glad I had someone like you".
36	"I have been in care since I was 13, I wanted a home for myself and baby, I told my social worker what I wanted and a few weeks later I viewed a property. I met D who helped me a lot to get the house ready, if I didn't have someone like D and the help that I received from her and the Young People Team I don't know what I would have done".
37	Card - "Just a little note to say a great big thank you for everything you have done".
38	Card - "Thank you so much for my TV and laptop they are amazing and great help".
39	Card - "Thank you so much for working so hard to get us to panel and for getting the result we had hoped for".
40	"Thank you for all your support and advice".
41	"I am writing this email to say many thanks for all the support, guidance and assistance you have given me and my children. The children have been through so much upset and trauma, the children were emotionally traumatised and deeply affected and without the valued assistance of the Kingscross Project their problems would not have been addressed in the caring, professional manner which was offered and given during this sad period. I will be forever indebted to you for putting the smile on their faces and the hope for a better future".
42	Card - "Thank you love from T"
43	"I love coming to these classes as I feel so much better in myself, I have felt so much more relaxed and de-stressed when I go home, I try lots of activities with my daughter so she also can feel the benefit"
44	"It has made a massive difference to my life, my support worker has helped me to gain a stronger bond with my son".
45	"It has helped me bond with my son and helped him sleep".
46	"Great, glad I've been given the opportunity to effectively communicate with my child".

- 47 "It has taught me how to bond more with my daughter, this has been priceless".
- 48 "It has given me valuable time with my baby, it has had a great impact, it has helped my confidence and I always feel very positive when I have left".
- 49 "Huge impact to exercise and activity, more energy, feel fitter, able to do more with the children".
- 50 CIN meeting - "there was very positive feedback from professionals and parents about the positive change in behaviour of C and that this can largely be attributed to the work that L and A have done with the family. Very grateful for the hard work and the successful outcome achieved for C and his family".
- 51 Card - "Thank you for everything, you are great".
- 52 "A was a fantastic Portage worker. She was very helpful & professional and provided much needed support to our family at a very vulnerable time".
- 53 Card - "Your help has been appreciated so much, you will be missed tremendously, even though I have known you for 10 years, still not sick of you, thank you for everything".
- 54 Card - "Thank you for helping us to be good and learn, I will miss you forever and ever".
- 55 Card - "I can't help but wonder, if it was somebody else that day at the police station 2 years ago, I might not have a family now. Thank you for all your support and guidance, we will be eternally grateful".
- 56 "One from the parents of a young man, now at the Bankfield thanked me for the work done around Transition, in conjunction with both the SENCO at the primary school and Bankfield - really good multi-agency working".
- 57 Card - "Thank you for all the work and advice you've provided for us over the past 12 months, "Friday mornings will never be the same".
- 58 "Can I just say that P and C completed a very good piece of work with a family. The work they completed was very structured and clear and appropriate to the family. The family has also praised them both with positive outcome for the children".
- 59 "A went that extra mile for us time and time again. Her knowledge gave me more confidence and my child loved her coming."
- 60 Card - "Thank you for your help"
- 61 Card - "Just to say thank you for all your help and support you have given me and my kids. When you first got involved I wasn't happy about it, but I'm so glad that you did because now me and my girls are a lot happier now. Without your help we wouldn't be where we are now. Thank you so much".
- 62 Card - "Thank you love from K"
- 63 "Thank you for the short break at the weekend. I had time to have my hair done and have some time to myself".

64	"J was extremely good at her job, always prepared and very confident in approaching any situations"
65	"Mr & Mrs were very keen to inform us how much they were impressed with R visit to them a couple of weeks ago. R spent time with them explaining the process for post 18 support and were very clear and supportive to them. They felt that R approach to the foster child was excellent and they were very impressed with the way in which R engaged her and made her feel at ease".
66	"Thank you so much for everything you've done for us throughout our adoption process. Your support, guidance and friendship has been invaluable throughout the whole process. We can't wait for our first Christmas as a family and it's all thanks to you and the fantastic adoption team at Halton. We look forward to contacting you again soon to start the process again".
67	" Card - A big thank you for your help and support so far, you have made a very difficult process feel very comfortable and painless. We are so grateful".
68	"Thank you for all your support regarding A's Transition"
69	"Thank you for everything and the super quick way you sorted everything out for us. We really appreciate everything. Please pass our thanks for your professionalism onto your line manager as I would like he/she to know how polite you were on the phone and subsequently afterwards through email contact".
70	"We would like to take this opportunity to thank you for giving us this opportunity, I would also like to say thank you to S, she has been brilliant throughout our time as foster carers".
71	"A and the children's centre provide my family with amazing support, we have never had so much family support since our son became ill. Prior to A being allocated to us we felt very isolated. thanks to her I no longer feel helpless and alone. This service has given our family hope and makes is feel more secure in our ability to cope with and manage the constant stress".
72	"Thanks for all your help and support given to our family".
73	"We would like to thank S for her excellent support as well as the social workers involved, fostering continues to be a way of life for us and knowing she is at the end a phone makes life easier".
74	"The family are so pleased with the CAF Process, they have benefited so much from all the agencies working together to support them. They are extremely grateful for the weekly visits and the strategies in place for them in supporting and managing their children's behaviour and routines. I didn't want it to go unnoticed how much your involvement means to the family, feel very much supported and speak very highly of you".
75	"She was very happy with the support that S had given to them as a family, she didn't know what would have happened to them without this support".
76	"All the groups I have attended have been organised extremely well. The staff are warm and welcoming. They have supported myself and daughter through always being there".

Compliments received by



8.0 POSITIVE FEEDBACK FROM WORKERS OR PROFESSIONALS

55 recordings of positive feedback, I have not listed them all, but have tried to highlight those that identify positive outcomes for service users or where possible learning's can be identified to improve practice and performance within the directorate.

- 77 "Thank you for your letter which I found really helpful and I really like what I read. I do know that we are all living in systems that are hopelessly overstretched at times and struggling to cope with the demand especially when resources are reducing. I am really grateful you took the trouble to write to me, this is very much appreciated. I particularly liked the fact that you were involved in this as the Think Family"
- 78 "Just wanted to let you know how helpful S has been in letting us know she has been allocated a case and when she is intending to visit. This communication might seem small but is really important for us as we can share this information with the referrer or any other agency who may call. It also gives us the opportunity to share any updated information, Thanks again"
- 79 "I would like to formally thank you, as ever your exemplary approach to the planning and execution of commissioning work has made a real impact on outcomes for young people in Halton"
- 80 "I would like to take this opportunity to acknowledge and thank J for all the hard work and commitment. Mum has needed lots of emotional support, and has been able to meet the potential adopters. I am sure in years to come this will benefit all".
- 81 "Its good to hear from a proactive and caring social worker"
- 82 "I consider this an opportune time to commend S on her detailed knowledge of issues in relation to what was definitely not a straight forward case. S remained focused on the child's needs as being paramount and ensured they were attended to".
- 83 "In summary, your submission is again the exemplar standards we have come to expect from Preventative Services in Halton. Thank you once again for your excellent work"
- 84 "I have never really thanked you before for your help, I am thanking you now. . . You are always so reliable and friendly. Thank you"
- 85 "I just wanted to say thanks and well done - I understand the magistrates were very impressed with you, you clearly make the right impression in court and represent the authority well".
- 86 "The workers at the meeting had his life work and commented it was excellent, in fact

one of the best examples they have ever seen, excellent feedback"

87 "The meeting went well and actions are in place to support mum and child, thanks again for organising the training, it was excellent we both felt the he was 'spot on'.

88 "Thanks C, that's good progress and I'm sure that your professionalism and hard work has got the family where they are now".

89 "A big thank for the lovely warm welcome at training you gave me. The day started badly, I heard my name, looked up and there was a big smile from you. That had a really positive impact on the rest of my day".

90 "I want to pass on my sincere compliments regarding L practice, she has been highly motivated and committed to supporting the child and family. In my opinion L has given 100% and put in a lot of effort in keeping the family stable and has been positive with patiently re-visiting work in order to assist a family in distress to have strategies in place to manage".

91 "A case of yours was selected for the multi-agency audit. Without exception partners commented on the effective and good communication with a proactive SW and family support worker i.e. you! and this contributed to the fact there were clear CIN plans. You had clearly evidenced skills in securing good multi agency engagement, well done to you both, and thank you, it was a pleasure to hear".

92 "Police Sgt requested the assistance of CSC and wants to acknowledge the support and quick response of the staff from the duty desk. Sgt described the actions, as quick and professional, and a great example of working together".

93 "Thank you for your help and assistance with the family, I feel that they have achieved a lot in the direct and group work which you have played a key role with them in. I would also like to thank you for being so hospitable around allowing resources to be used by Lancashire, you made the whole process of my involvement and limited knowledge of the area so much easier".

94 CIN meeting-"It was noted that there has been significant improvements for both children and their family as a direct result of the perseverance and support L and A have provided. The family have been particularly difficult to engage but they have built trust, this cannot be under estimated. L and A have gone the extra mile, due to them we have avoided the need to convene a child protection plan".

95 "I just wanted to pass on what a fantastic job A has done. She has enabled possibly a life transformation not only for T but also for his parents who were very concerned about him prior to the CAF".

96 "I wanted to say how well P and B presented for the LA. They were very encouraging to the family and to myself, making the proceeding a less intimidating experience for all concerned. I would also say that I have worked with your department in the past and found all personnel to be supportive and helpful".

97 "J has been incredibly supportive and has really worked very hard to get the programme up and running. Without his help and support we would never have got the programme off the ground. He has a real insight into how best to support young people".

98 "E's mum has been singing your praises following the actions taken since the meeting".