

**REPORT TO:** Children and Families Policy and Performance Board

**DATE:** 31 October 2016

**REPORTING OFFICER:** Dorothy Roberts, Customer Care Manager

**SUBJECT:** Compliments (Service User Feedback) relating to People Directorate, Children's Services 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016

**WARDS(S):** Borough Wide

## 1.0 PURPOSE OF THE REPORT

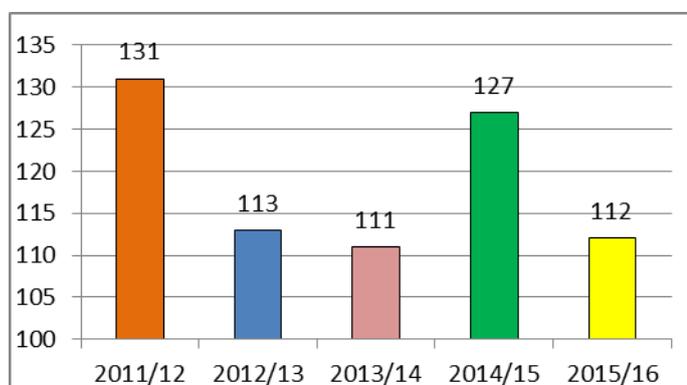
1.1 To provide Senior Management Team with an update, and feedback on Compliments made by clients and Positive feedback from workers/professionals relating to Children Services in the People and Enterprise Directorate. This report will demonstrate the positive impact and outcomes on the lives of people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

## 2.0 RECOMMENDATION: That

2.1 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

### 3.1 Number of compliments by year.



There were 112 compliments this year which is fairly consistent to previous years. Staff continue to be reminded to forward compliments or positive feedback to the Customer Care Manager but it is embedded into

working practice and so more often than not, they are submitted without any reminders.

### 3.2 Breakdown of compliments and positive feedback

Of the 112 compliments received, 65 (58%) have come from Service Users, down on last year but comparable to the previous years.

#### Service Users providing a Compliment to the Children and Enterprise Directorate.

	11/12	12/13	13/14	14/15	15/16
%	58%	53%	59%	69%	58%
Number	76	60	65	88	65

#### Workers/Professionals providing Positive Feedback to the Staff in the Children and Enterprise Directorate.

	11/12	12/13	13/14	14/15	15/16
%	42%	47%	41%	31%	42%
Number	55	53	46	39	47

### 3.3 Compliments by Operational Directorate

3.4 The Children's Services compliments report relates to the Education, Inclusion & Provision Department, and the Children and Families Service.

6 compliments received from a young person (under 18years) there were 10 last year and 8 in the previous year. 2 were received from care leavers, the same number as last year and the year before.

### 3.5

	2011/12	2012/13	2013/14	2014/15	2015/16
C&F	71%	64%	58%	67%	69%
EIP	29%	30%	41%	31%	29%
SG	0%	2%	1%	0%	1%
E.E&P	0%	4%	0%	2%	1%

C&F- Children and Families (77)

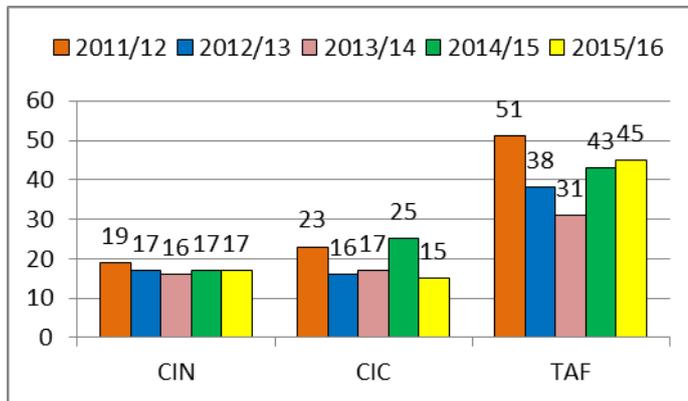
EIP - Education, Inclusion and Provision (33)

E.E&P – Economy, Enterprise & Property (1)

Safeguarding (1)

### 3.6 Children and Families

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2015/16	13	21	25	18	77
2014/15	23	25	22	15	85
2013/14	16	14	19	15	64
2012/13	11	17	18	26	72
2011/12	27	25	32	9	93



	11/12	12/13	13/14	14/15	15/16
CIN	20%	24%	25%	20%	22%
CIC	25%	22%	27%	29%	20%
TAF	55%	53%	48%	51%	58%

As usual the higher number is in the Team around the Family service, this reflects the type of work they do in the community. Providing support and being a visible party to improvements within the family instigates a higher number of compliments. It should be noted that these services can work in conjunction with other teams such as Children in Need.

### 3.7 Child Protection and Children in Need

1. Guardian - compliments to the LA and the steps taken to protect this child. The actions have been proportionate and the plan developed is a thoughtful and considerate taking her circumstances into account. I would like to compliment the Social Worker on the relationship she has with the child and for her clear sighted planning.
2. Telephone - He is amazing, he was professional regarding providing information, polite, my son was comfortable in his presence and I cannot stress how gentle he was with my family respecting what we had been through and not demonstrating any snobbery in relation to what had happened. (Service user)
3. E-mail - I would like to apologise for the amount of emails I have sent to but I do hope you can understand the last 6 months have been very difficult, emotional and stressful. I would like to say thank you for your help and support. (Service user)
4. E-mail - Thank you for all your help over the school holiday, this has improved our lives a great deal, I know he is cared for and looked after so it lessens my worries. I understand it costs a lot and the budget has been cut by government, I deeply appreciate everything, I know that without Inglefield and school I would not cope. (Service user)
5. Thank you so much, I love working here in Halton, really looking forward to my new post, you really inspired me to pursue it, being a Social Worker is all I have ever wanted to do. Thank you for your support and encouragement.

6. The Social Workers in Runcorn are amazing at returning calls and sharing information, it makes the process so much easier than when working with other authorities.
7. Email - I can't thank her enough and how she dealt with our situation. She made my son and us as parents very comfortable and at ease when we didn't understand at first what was going on. I can't get over how she worked with us and my children. Some people think negative of the services you provide but to me she is an example of why families should be positive of the services and support provided. She was very professional, took our feelings on board and respected our wishes, you are very lucky to have her in your team. (Service user)
8. We wanted to pass on our appreciation and thanks for the work that you have put into supporting him. You always appear enthusiastic, have clear plans for him and have worked very well with other staff and specialists involved with him, we are really pleased to see the efforts that have gone to ensure ongoing support from other services which will be in place following him turning 18.
9. Email from care leaver - Thank you for everything you have ever done to help me and I'm sorry for being a pain, wish you all the best and take care. This was from a challenging young person, although brief it speaks volumes about the commitment of the social worker. (Service user)
10. Telephone - You were lovely during your visit, you spoke very nicely to my son reassured him and spoke at his level you were really calming to him. You really put him at ease during a difficult time. Thank you. (Service user)
11. Card - Thank you for all your ongoing support, the Social Worker has worked relentlessly with all our needs, her report enabled to put my boys in a safer secure environment with me and the way she handled the housing trust has enabled my eldest son to gain a purpose built bungalow. She has put my family back together again. (Service user)
12. Letter - Before he came on our case we were at a dead end with no light in sight but due to him we are now a stronger and happier family unit, he has helped us so much and we would like his line managers to recognise the hard work he has put in. He is a very good social worker, great understanding of our family. On behalf of the family thank you for helping us through this difficult stage and whatever family he gets next are a very lucky family. (Service user)
13. Overall, this submission and the development it describes is impressive. This is a hard time for the Social Work profession, and this suggests you are and will contribute to providing quality services that meet people's needs and to the reputation of profession generally Thank you for choosing social work, we need all the good ones we can get.
14. Judge thanked the local authority for their careful and considerate approach in light of the current situation and this was echoed by the Guardian's solicitor who said we were to be commended for the position we had adopted in this case. He stated that it was right and proper to make the application and said that he was grateful for the statement and care plan which were concise and excellent.

15. In Person - It helped having a competent social worker, you were fantastic, you answer the phone and if I leave a message you call me back. (Service user)
16. Card - Thanks for all your help and support over the last year. (Service user)
17. Children - we will miss you and hope you have a lovely time working with someone else. We will miss you lots and lots and will never forget you. Thank you for being the sunshine in my day. Hope you come and see us again.

### 3.8 Children in Care

1. Children - we will miss you and hope you have a lovely time working with someone else. We will miss you lots and lots and will never forget you. Thank you for being the sunshine in my day. Hope you come and see us again.
2. Card - I can't believe he is going to be 18 next week and this is his last time with you. Thank you so much for all the care, love and support that you have shown our family. Thank you once again for everything.
3. E-mail - Wow what a wonderful night at the Celebration of Achieving evening. I just had to write and say a huge THANK YOU. The children are still buzzing, they bounced off to school telling everybody about the red carpet treatment, the magician and showing their Oscars and certificates. They were asked to go to the family Assembly to tell everyone, the teacher made them feel very special. I have never seen them looked so pleased, I heard a parent comment on how proud they looked, their smiles were from ear to ear. The whole event was fantastic, many thanks for all your hard work organising it. (Service user)
4. Card - Thank you for all you have done to bring the children in to our family. We really appreciate your help and support. You have shown genuine care and concern for the children and have been a big help for the grownups too! You do an amazing job, thank you. (Service user)
5. Card - thank you very much. (Service user)
6. Card - A big thank you for all the care and support you have given over the past few years. We feel blessed that we have been matched together as a family and thank you for your input in this. Watching the children grow and develop is such a pleasure, we have such a beautiful family. Thanks for everything. (Service user)
7. I wanted to say a heartfelt thank you for all your help. I really appreciate you rushing in for me, many thanks.
8. Young person in care - my social worker is really kind and she's always there for me (Service user)
9. Email from care leaver - I think my time has come, I don't really need you any more just the odd support but I wanna thank the whole team for all the help they have given me, don't know where I would be now without the help you have given me so thank you from my heart. (Service user)
10. Form - She has given us all the support we needed and in some instances went the extra mile, she is professional, caring and was there when needed 100%. We would like to thank her for her unwavering commitment to us. (Service user)

11. It was noted that the Children's Guardian praised your professionalism whilst in the witness box yesterday.
12. Just wanted to say how beneficial it has been for J to have the support of D over the past few weeks. J has a great relationship with her and enjoys seeing her. J also feels able to talk to her about sensitive issues. It has been a really difficult time for J recently with all the changes and this has caused him a great deal of anxiety, however by having her as a consistent factor, this has really helped J emotionally
13. I have been working with her in regard to the children. She took over managing this case and works extremely hard and in a very child centred manner to resolve their issues and makes a thoughtful and caring 'corporate parent', whilst challenging the children where this is required. I truly believe that 'diamonds' like her are quiet rare.
14. Card - Many thanks for all your time and help. (Service user)
15. I just wanted to highlight some positive practice from Halton Social Worker who has acted promptly ensuring all of the necessary paperwork was completed. Please pass on how this positive practice really assists in the young person experiencing a smooth transition in to placement. It was good to catch up and share some positive practice.

### **3.9 Team around the Family**

1. Text - We have moved away now and I am much happier, about 10 minutes from my mum and dads, the boys are so much happier. Thanks for all you did for me while I was at my lowest, I won't forget it. (Service user)
2. E-mail - Thanks for that, have a lovely weekend you deserve it. (Service user)
3. Text - mum whilst in hospital undergoing tests. Thank you so much, I really appreciate it, it has made me settle and stop fretting so much. (Service user)
4. E-mail - He absolutely loved it in the sensory room today. He was so calm and relaxed, we took him for dinner afterwards and he was so well behaved, can't thank you enough. (Service user)
5. We have received an excellent referral, we get a large number of referrals but this one really stood out in terms of the quality, it was thorough, asked appropriate questions, its clear she has great rapport with the young person, we are so impressed we want to anonymise it and use as a teaching example.
6. The Head Teacher reported how positive it has been to deal with you, he said you have been fantastic, your support is really valued to him and the school. When we spoke about plans for the future he regards our staff as part of his team which emphasises the positive working relationship we have with the school for the benefit of families, well done.
7. I just wanted to say thank you for picking up that case, you spoke to her very calmly, pointed out the benefits and arranged a follow up visit. Great team work, much appreciated.
8. In Person - Just contacted mum to end our involvement, she stated her son had a connection with me and he wouldn't have come this far without our help. (Service user)

9. Text - after case closure, aww how sad felt like I can talk to you so much easier than anyone else, I really can't thank you enough for everything you've done. (Service user)
10. Text - Thanks for everything you have done, you have made a big difference to all our lives. Thank you for all your support when we needed it. I will miss you loads.
11. Thank you for all the resources, I really appreciate it and they will be so useful to me. Thank you for taking time out to spend with me and show me your process.
12. Card - Thank you for everything you have done for us, I feel more able to deal with my situation, I am very grateful for all the support. The help we have received has made tough situations easier to deal with and shown me that there is a way through and that I am not alone. Thanks to everyone who has helped us. (Service user)
13. Text - many thanks for your help and support, its much appreciated, it has given me the strength and confidence I needed when I needed it. (Service user)
14. Well done, it is great work that you are doing, we are really pleased with your support and the difference it has made with his behaviour. (Service user)
15. Card - thank you for helping to restore my self-belief and confidence in my parenting skills. As we learnt along the way, and as you said at the beginning, every child is different. I have always felt I could be open and honest with you and you don't judge. Everybody's situation and lives are different but we all feel equal, thank you again, you're doing a fab job. (Service user)
16. In person - it's all down to her, I don't know what I would have done without her. (Service user)
17. The team have been so supportive, the team really do dedicate their work to providing support for these vulnerable families and it has been so lovely seeing how caring they all are and that extra mile they all go. This placement has really opened my eyes to the extent of the work that goes on an early help level and how differences can really be made at this level.
18. Evaluation comments - she worked with me, not forcing me, I feel like she understands me, she was always on time, I understood what she said, she was 100 out of 10! (Service user)
19. Your DASH is one of the best we have seen completed from another agency and provides a detailed picture so thank you very much for taking the time to fill it in correctly.
20. Text - Family event. Family with a severely autistic child attended all the sessions. Thank you so much, thanks to all who organised it the kids had a ball, it was a hit for my little tribe. (Service user)
21. Letter - Thank you for all your support through the year. It's been such a difficult time but you have been a constant support through my good and bad days, you have helped me get medical support for my son, my older son has now got a job, my two younger children now get support from the school and you got everyone together to discuss how my illness was affecting the children. Thank

you so much, as a result of your support I am in a much better place. (Service user)

22. Email - I started coming to early explorers with some of our baby friends, we all wanted to do it together but I couldn't attend one, she took it upon herself to do a 1:1 session which meant that we would be able to continue the course with our friends. She is a credit to your team and such a lovely, kind person, she is fabulous with the little ones and it just shows how important her job is to her, she went above and beyond to make sure we were included and didn't miss out. (service user)
23. In Person - the home is different to what it was, you have reassured us, given guidance to help us compromise and understand normal behaviour as well as negative behaviour and my son has matured since you were involved. I wish you weren't leaving us. (Service user)
24. In Person - the CAF has definitely helped, she has helped us so much, my son is really happy and settled in his new school and I am so much happier in my new home. You really helped. (Service user)
25. Card - Many thanks for everything you have done and all the support you have given the family, without you and the rest of the team we wouldn't have got by without your help and support. (Service user)
26. In Person -Whilst at an event a mum and daughter approached the children Centre stand. Mum said she suffers with bipolar disorder and that she had a family support worker who has been invaluable to her and her children, she was very complimentary about the whole service. (Service user)
27. Form - I couldn't have done it without her, she has turned my life around and don't know how she has done all the things she has to help me. I couldn't have asked for anything else. (Service user)
28. Form - She has made a huge difference to our family, she was sent at the right time, I felt we were at severe risk of the family breaking up. She came and assessed us and I have to say from the moment she arrived things began to slowly improve as simple tactics were implemented and child care provision arranged. Her behaviour has improved, we practice everything she suggested and life at home is calmer and it feels fabulous to do the simple things with my husband again. I will never be able to thank her enough, she quite literally is a life saver. (Service user)
29. Form - She has helped us in every way, we are now a happier and confident family. (Service user)
30. Form - She has been a great help bringing us closer, I would like to say a huge thank you for everything you have done, you have been a massive help, we couldn't have done it without you. (Service user)
31. Letter - I thank you from the bottom of my heart for you and your departments help and I truly mean that, things have truly changed in the past year and I have you to thank for that. (Service user)
32. Card - Thank you for being there and helping us through the problems we had. We will miss you. (Service user)

33. Form - 12 months ago it felt like I was going nowhere and each day was just the same, I feel a lot better in myself, I'm feeling more optimistic about the future, I take pride in myself. I've noticed a massive change in the children better routines and doing things together. (Service user)
34. I want to send thanks to the kitchen staff, I was supervising the contact involving 4 children. The parents had bought xmas presents but no food or drink. Half way through contact all 4 children said they were hungry and it would have been difficult for parents to go and get food. I spoke with the kitchen who kindly made 4 sandwiches and gave me drinks for the children, it is these simple things that make life for children, families and CSC staff less stressful and more positive, and presents HBC in a good light in the court arena. Thanks
35. Form - Just wanted to thank the team for the great day at the ice rink. It's lovely to meet up with other families with children with disabilities and share our experiences. But I feel it's nice for the siblings and other members of our families to all become friends and have a chance to discuss issues and experiences – so a HUGE thanks. (Service user)
36. Form -Children thoroughly enjoyed the sessions, really helped my children with confidence. Good to meet other families and children in similar situations. (Service user)
37. Email - Thank you for visiting and emailing me all the information for the activities. We are all very excited to attend the nature walk and the ice skating, the children will love it. Thanks again and look forward to the activities this month. (Service user)
38. Child with disability - Letter - thank you so much for the funding for the laptop, it will help me skype daddy and family and help with homework. (Service user)
39. Just like to let you know that J has just dealt with a mix up over a contact in a most professional way ensuring that the family were sorted as the mix up was due to the social Worker and not the families fault, she is always very amenable pleasant and nothing is too much trouble.
40. Text - Thank you to you & the team for putting ice skating sessions on my kids had a brilliant time. (Service user)
41. In Person - I just wanted to come over to say, thank you for all you have done for my daughter and that we really appreciate it. (Service user)
42. A massive thank you for the hard work you do with the swap shop I have had many, many families who have accessed this service who would not be able to go out and buy these items that they need for their children. Most of the families I work with are suffering severe hardship and finding it difficult to make ends meet or are on very low incomes. This is a valuable service, many families have stated how this service has helped them out and how valuable it is.
43. Many thanks for your involvement with the children, your input has clearly been of great benefit to them. From my point of view, it has been really good working with you too!
44. I would just like to say that she has been superb when working with one of our families. She was both professional and supportive to the family and school. She went 'over and beyond' to provide care and support. Thanks

45. Email - I want to thank you for encouraging me to go the Nurturing Course, I really, really enjoyed it and I think being able to relate to the other parents is invaluable, I got a bit emotional saying goodbye because I thanked them all so genuinely for helping me out because some weeks it was tough and it's so nice to know I'm not alone. They are a really incredible team so I would like you to thank them again. I'm going to miss going. If I can be any help in future if other parents are finding it tough I would be more than willing because if more parents accessed this course the world would become a nicer place. (Service user)

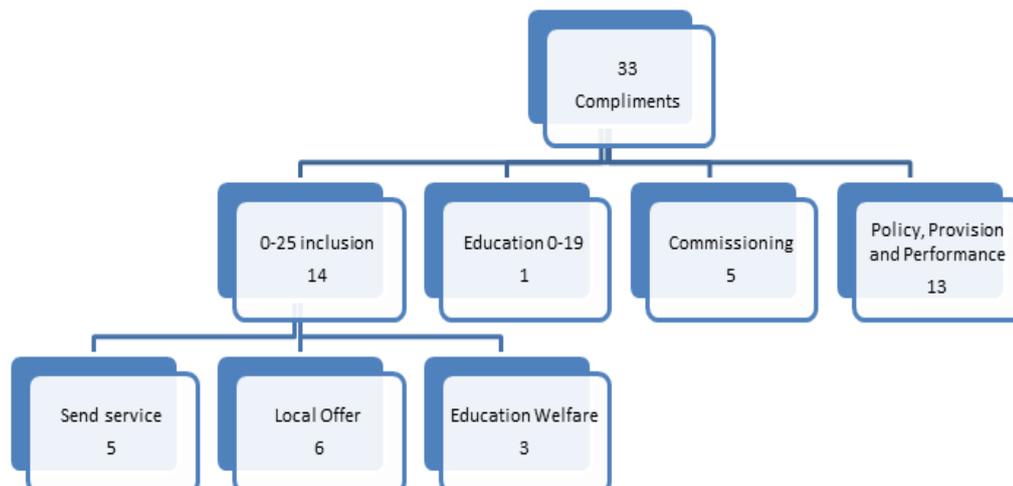
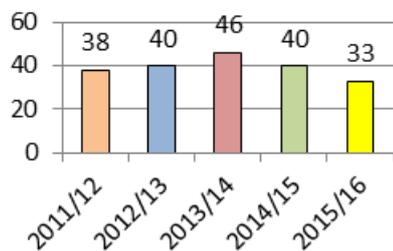
### 3.10 Safeguarding Unit

Year	Q.1	Q.2	Q.3	Q.4	Total
2015/16	0	1	0	0	1
2014/15	0	0	0	0	0
2013/14	1	0	0	0	1
2012/13	0	1	1	0	2

1 compliment recorded this year

Card - Just wanted to say thank you for all your support, you have been on hand to answer all of my questions and challenged me which has made me progress so much. Thanks once again.

### 3.11 Education, Inclusion & Provision Department



### 3.12 0-25 Inclusion

#### SEND Service

1. Evaluation comments - She is amazing, very approachable, very helpful, offered much advice. She is really nice and great at what she does to help

people, definitely a good listener, very professional and friendly at the same time. (Service user)

2. The person centred planning meeting was great, really enjoyed it, first one I have been to.
3. Email - it didn't dawn on me today that it was the last time we would see you. I never really got the chance to express our deepest gratitude for all your help and support. These procedures are always far easier when we have trust in the people we need to work with to achieve the end goal. Thank you for the never ending patience, tips and advice all greatly appreciated. Thank you for your warmth and care, you won't be forgotten. Blessed are the next family that have the good fortune to have you on their side. (Service user)
4. Once again thank you so much for the exceptional training yesterday. The course content was so relevant and provided time for reflection on practice. I really enjoyed the whole day so thank you.
5. Thanks very much for a great course.

### **3.13 Local Offer**

6. I just wanted to say thank you again for taking time to help me out. I found the meeting really useful and reassuring. You prompted me to think of new ideas and focus on thinking strategically and planning ahead instead of just fighting fires. Many thanks
7. E-mail - Having done an internet search I found the flow chart very helpful and some also some contact numbers. I rung and she was very helpful and went out of her way to assist me. (Service user)
8. DFE Feedback - Local offer website, is clean, without distractions, easy to navigate, information is where you expect it to be, like the local slant on the content, it is friendly.
9. She asked for activities for a young person with behavioural problems, told her about the Local Offer, talked through the leisure page and the help advice and support, she said the website was really good and would be very helpful to them.
10. Halton ranked quite highly in the audit process for the North West region, in many ways Halton can be a positive support for other areas and I am keen to ensure that we maximise on this opportunity.
11. Thanks, I have told so many people to look at Halton SEND Local Offer as its one of the best websites I've seen so far.

### **3.14 Education Welfare Service**

1. Just wanted to say a big thank you for securing him a place, I know how much he wanted to go to high school, this news put a massive smile on my face when I found out, thanks again.
2. Telephone - he contacted the examination board and managed to arrange for moderation and marking of the work, she received the grades which enabled her to be moved to a higher level course in college and is now fully sustaining mainstream education. I can't thank him enough for what he has done, without him she would not be in the positive situation she is in . He genuinely cared and this will impact on the rest of her future in a positive way. (Service user)
3. I just want to say how fantastic she was at the training, she gave a talk to over 40 people treble to what she was expecting. I know this will have an impact on how schools address and evidence interventions.

### **3.15 Education 0-19**

1. My Ofsted visit went really well yesterday, the inspector was very impressed with the updated policy and the amount of knowledge I had on this subject. Thank you again for your help and support.

### **3.16 Commissioning**

1. Thank you for the opportunity to manage and deliver the contract for the last 3 years. The change was bold and for the better as it really enabled a clear and targeted focus. Thank you for entrusting us with this important role, I have really appreciated your honest, supportive and straight forward approach.
2. After only flying back from holiday the night before, he drove to Halton to pick up a couple of frequent missing young people (8am!) took them to the Police station and supported the interview process all day till late. He was of course fabulous and we were grateful for his help and support.
3. Email - huge thanks to everyone, I can't put into words how grateful I am for everything you have done for my daughter, you have given her back to me. She had become withdrawn and quiet, her confidence and self-esteem were rock bottom. You have encouraged her, shown her she can achieve goals she believed were out of reach, she smiles and looks forward to the tasks and she has grown in confidence and personality and has belief in herself. Without your team I am convinced she wouldn't be the girl she is now. Thank you all for everything. (Service user)
4. Email - Doing Duke of Ed for me was more than volunteering, hiking and learning new skills. The attitude I gained from the challenge of this award is something I now apply to my degree and my job. My drive and determination is something employers have been keen to pick up, something I feel that gave me the opportunity for a prestigious scholarship with a law firm. I have a lot to thank for the opportunities presented to me, the experiences I have had and the people I have met along the way, for the experiences I have had. I hope in the future, I too can play a similar role in encouraging young people to possess the same drive and determination that has got me where I am today. I would do anything to help this organisation and stress its importance, especially the role it has played in my community. Thanks again (Service user)
5. At the meeting between HMI and the LA it was emphasised that the LA is effectively supporting the school in its journey in a coordinated way to ensure it is a team approach. It acknowledged the very positive feedback given at a recent governing body meeting regarding the work being done by HBC Parent and carer engagement coordinator to support the establishment of a Parent Council.

### **3.17 Policy, Provision & Performance Division**

1. We have had over 25 guest speakers in the project, the feedback from members is that your talk comes out best. I think it's very purposeful when they understand guest speakers and can see the changes. Thanks
2. We are pleased to inform you that your LA was included in the largest group this quarter as providing a good commissioning service for young people needing a childrens home placement.
3. E-mail - Thank you for all your understanding and kind words and having to put up with me on the other end of the phone and a huge thank you for all the hard work you have done by getting my child a place, we are very grateful. (Service user)

4. Can I take this opportunity to commend them for their conscientious, professional approach to their partnership with the school and to their determination to work to the highest standard, employing their expertise to the full and without hesitation.
5. Card - My success was partly due to the fantastic support team at Halton Early Years. You were always there for me to off load my worries, your help over the years has been very much appreciated. Thank you all so much. (Service user)
6. E-mail - Thank you again, for what we felt was a productive and reassuring meeting. it was clear how knowledgeable and professional you both are and we found that invaluable. It was helpful to hear that our concerns have raised some areas for improvement which was our hoped outcome. (Service user)
7. With amazing support from Halton early Years team, making it possible to improve our facilities for children. Without everyones support we wouldn't be able to provide the facilities we do. The impact we have on the community is amazing.
8. Thanks for all your support with each and everyone I have dealt with over the recent weeks, thank you.
9. Many, many thanks to you and your team for this. It really is appreciated, our school is looking fantastic and all of this wouldn't have been possible without your help and support.
10. Thanks you for a very useful document with access to an abundance of information. Great Stuff
11. I just wanted to put on record my thanks for all your hard work and support over the last few months as I know it has been very challenging but you have continued to deliver an excellent service.
12. On behalf of all at the school, I would like to thank you for your professional help during Phase 1. We look forward to using your skills and knowledge in the ongoing works and completion of Phase 2.
13. Thank you for all the help and guidance through the whole process, it is much appreciated.

### 3.18 Economy and Enterprise

1. Telephone - Following the repair she rang back to thank us and that the service was greatly appreciated as she was unable to manage the stairs herself. (Service user)

### 3.19 Service User Compliments received by:

percentage	2011/12	2012/13	2013/14	2014/15	2015/16
Card	32	28	27	17	15
E-Mail	16	30	32	48	48
Evaluation	26	12	12	17	11
Letter	7	12	3	4	5
Telephone	4	12	5	3	6
Verbal	15	6	15	4	9
Text	0	0	6	6	6
Newspaper				1	0
	100	100	100	100	100

Electronic communication continues to be the most accessible means to provide compliments.

#### **4.0 POLICY IMPLICATIONS**

- 4.1 The learning taken from comments, complaints and compliments ensures the ongoing development of services to provide better outcomes for children, young people and their families.

#### **5.0 RISK ANALYSIS**

- 5.1 Any findings from a comment, complaint or compliment relating to this priority will be used to inform the relevant service.

#### **6.0 EQUALITY AND DIVERSITY ISSUES**

- 6.1 No matter who makes a compliment they receive the same equality of access and provision.

#### **7.0 IMPLICATIONS FOR COUNCIL PRIORITIES**

##### **7.1 Children and Young People**

The learning taken from comments, complaints and compliments ensures the ongoing development of services to provide better outcomes for children, young people and their families.

##### **7.2 Employment, Learning & Skills in Halton**

Any findings from a comment, complaint or compliment relating to this priority will be used to inform the relevant service.

##### **7.3 A Healthy Halton**

Any findings from a compliment relating to this priority will be used to inform the relevant service.

##### **7.4 A Safer Halton**

Any findings from a compliment relating to this priority will be used to inform the relevant service.

##### **7.5 Halton's Urban Renewal**

Any findings from a comment, complaint or compliment relating to this priority will be used to inform the relevant service.

#### **8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

**Document****Place of Inspection****Contact Officer**

Representation  
Procedure 1989

Rutland House

Dorothy Roberts  
Customer Care  
Manager