

REPORT TO: Children, Young People & Families Policy and Performance Board

DATE: 13 November 2017

REPORTING OFFICER: Strategic Director, People

SUBJECT: Compliments (Service User Feedback) relating to People Directorate, Children's Services 1st April 2016 to 31st March 2017

PORTFOLIO: Children, Young People & Families

WARDS(S): Borough Wide

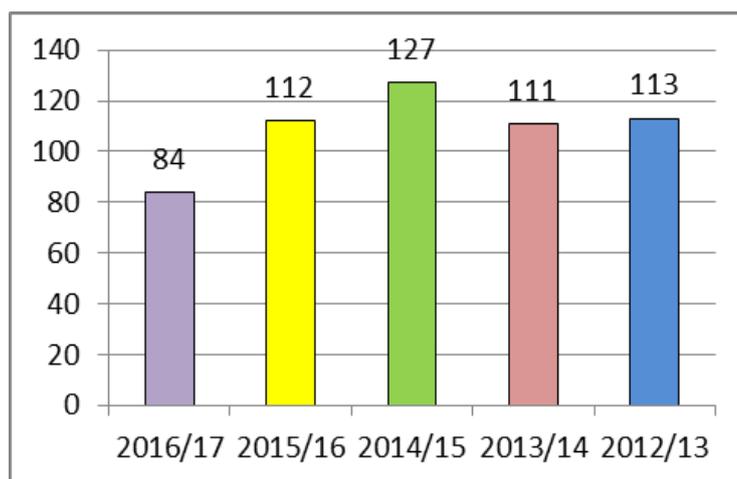
1.0 PURPOSE OF THE REPORT

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

2.0 RECOMMENDATION: That Board note the contents of the report.

3.0 SUPPORTING INFORMATION

3.1 Number of compliments by year.



There has been a 25% reduction (28 less) compliments and positive feedback recorded this year. Staff continue to be reminded to forward compliments and positive feedback

3.2 Breakdown of compliments and positive feedback

Whilst there have been 28 less, 20 of those relate to other professionals providing positive feedback, there was only 8 less compliments from service users hence the higher percentage in service users providing a compliment.

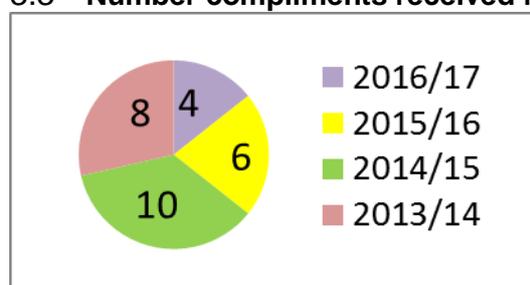
Number of Service Users providing a Compliment for Children Services

	16/17	15/16	14/15	13/14	12/13
%	68%	58%	69%	59%	53%
Number	57	65	88	65	60

Number of Professionals who provided positive feedback to services

	16/17	15/16	14/15	13/14	12/13
%	32%	42%	31%	41%	47%
Number	27	47	39	46	53

3.3 Number compliments received from young people (under 18 years)



In this year, 1 compliment was received from a care leaver, in the previous 3 years there were 2 in each year.

3.4 Compliments by Operational Directorate

3.5 The Children's Services compliments report relates to the Education, Inclusion & Provision Department (EIP), and the Children and Families Service (C&F). There was a decrease from 33 to 14 in EIP a 58% drop. It should be noted that, generally, staff within the EIP Department do not have direct links with children and families accessing Children's Social Care, thereby explaining the reduction in number of compliments.

	16/17	15/16	14/15	13/14	12/13
C&F	83%	69%	67%	58%	64%
EIP	17%	29%	31%	41%	30%
SG	0%	1%	0%	1%	2%
E.E&P	0%	1%	2%	0%	4%

3.6 Children and Families

The C&F Division only had 7 less compliments than last year (9% drop), with the CIC Team showing a 20% increase from last year.

Year	Total
2016/17	70
2015/16	77
2014/15	85
2013/14	64
2012/13	72

	16/17	15/16	14/15	13/14	12/13
CIN	18%	22%	20%	25%	24%
CIC	26%	20%	29%	27%	22%
TAF	54%	58%	51%	48%	53%

Year on year, 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 Compliments received, Child Protection and Children in Need

1. Telephone - she does want to withdraw her complaint. She stated “if anything I would like to compliment her, she has gone over and above to help sort things out, she has been brilliant, she is a brilliant Social Worker and would not want to lose her”. (Service user)
2. Card - A big thank you for caring and doing so much. (Service user)
3. Email - I want to express my gratitude and thankfulness as a father for the help and support of Halton social services, this support has been invaluable to the children during a difficult period. The manner and the sensitivity in which the situation was handled “I can only say” was to the highest standard from the beginning right through till the end of the support period. The Social Worker has in my opinion handled the situation with the highest level of professionalism and sensitivity. Her understanding and response to the difficulties the children were sharing were at times remarkable. From the beginning her approach to the children and how she worked with them allowed them to be open and honest regarding the circumstances, their feelings and their fears for the future. During her time with the family the children quickly knew that they could trust and confide in her, which helped us to resolve issues quickly as a whole and minimise the impact on the children’s lives. They have both improved greatly in their school and college attendance and attitudes to learning which has thankfully brought their grades back up to a standard that they were both very capable of. Their social and recreational lives have developed into positive and productive lifestyles too. As a dad it has been a very difficult journey and a hard one both physically and emotionally but through the help and support of all agencies including social services we are now able to be a family once again and work towards a much brighter and better future. This was only made possible through working together with all the agencies involved but with children social services taking the lead.(Service user)
4. Letter - A simple thank you isn't enough, 2 ladies entered our lives along with our great grandson, they worked extremely hard to gain trust and acceptance within our family unit, I stress this wasn't easy nor where they greeted with open arms, voices were raised and barriers were erected. They kept it professional, were always sympathetic and understanding and overtime the obstacles were removed and trust took its place. He was put in our care, we looked forward to their visits, telephone calls and support, the network around him is amazing. They are an asset to the department and have changed our opinion of

Children Social Care, your role is indispensable. We would like to thank the whole of Halton Children Services. (Service user)

5. Card - She has helped me with my problems, and helped me learn that people are there to help me (Child). Thank you so much for everything you have done and for being so caring and thoughtful, you are a wonderful caring person and very professional. (Family)
6. Email - I have been made aware of some of the discussions in Court today with this difficult case, I am also aware that the Guardian was opposing our plan of keeping the child with her Nan in the short term whilst assessments are completed. Due to the fact that you had completed a thorough and balanced viability assessment in preparation we were able to clearly evidence our working out in terms of the child's voice and what was in her best interests at this moment. I just wanted to say well done for being organised, for your preparation and thorough assessments.
7. Email - I have now filed my application to adopt and am just waiting to hear from the court with a date - hopefully the end is in sight! I also wanted to take the opportunity to say thank you for all of your support and professionalism. I have absolutely no doubt that my experience of concurrency, as challenging as it was, was made much easier by having you as her allocated Social Worker - I felt really confident that you had been extremely thorough in all aspects of the case, both before my involvement and during and this made it easier to way up the risks of becoming a concurrent carer. I also really appreciated that you kept me informed along the way and didn't leave me waiting for information or wondering what was happening, I can't tell you how much this helps, particularly during the really anxious moments such as court hearings.
8. Email - The feedback from the Police was that your presentation and information was pitched really well and at the right level, and was above and beyond the previous training which was facilitated by another LA. The other LA's in attendance have asked if you would be happy to share your presentation with them as going forward they would like to base future modules on this.
9. Telephone - The judge asked counsel to pass on to the LA his compliments about SW's role in these proceedings and the quality of her work. Counsel phoned me from court to do that this afternoon. The judge wanted to stress that this plan was of a kind rarely contemplated by the court, because only one child was being adopted and the siblings were being split. The judge said he was assisted tremendously by SW's sibling attachment assessment. He felt it was a finely balanced decision and the evidence he heard both from SW and the Court Guardian helped him come to that decision. He was greatly appreciative of SW's long involvement and the continuity that brought both through pre-proceedings and throughout the proceedings, which he felt was unusual amongst cases before him. He praised her thoroughness. Counsel wanted to echo that praise and acknowledge

that it's been a difficult case full of twists and turns and SW had impressed her with her high level of commitment to the children's needs and compassion for mother."

10. Email - YOS Youth Restorative Justice Worker has complimented us in relation to good communication links between ourselves and his service. He appreciates the benefit of the contact between our services and the exchange of information. This will no doubt help to improve outcomes for children and young people when we are undertaking our assessments both in RJ and iCART.
11. Email - I was sure I emailed you to thank you. I'm so sorry for not getting back to you, yes we did :) We had a full Christmas dinner for the first time in about 3years in fact, added to the hamper we were very stuffed. I tell H there are angels everywhere just when you are at your lowest they help and we really are so pleased that you had us on your radar. You took so much of the worry out of it this year. Really thank you so much from both of us. Xx (Service user)
12. Telephone - M has been very influential in driving things forward for E and I can now see light at the end of the tunnel (Service user)
13. Email - Today is World Social Worker's Day and to celebrate this we are individually emailing social workers we have worked with who have made a difference so I have chosen you! I would just like to say that working with you has always been enjoyable, from working on cases in the early days to managing our teams now. You are and always have been fair, polite courteous and certainly make the difference, determined to achieve the best outcome for the child. Humour goes a long way in this field and your personality of sunshine makes all the difference. It's been a pleasure doing business with you, thank you. Happy world social worker day.

3.8 Compliments received, Children in Care

14. Feedback form - from start to finish the service has been excellent, she has been amazing, helped me through difficult times and explained everything. She went out of her way to get information and although the outcome was sad without her help I wouldn't have closure, years of searching has now ended and I have you to thank. She is a credit to you and without her I wouldn't be in peace.(Service user)
15. Verbal - very complimentary regarding the Social Workers practice and his communication with them, stating that he will always return his calls promptly and provides them with all of the information necessary.
16. Letter - Thank you for the support offered for his transition, no words could ever describe how much it means to us as a family.
17. Verbal - I am doing the foster carer review for the carers tomorrow and they have specifically mentioned you in their feedback and want to thank you for the help and support you have given them over the past

year. That's great feedback and thanks for your contribution.(Service user)

18. Card - There are no words good enough to express how much we appreciate all you have done for us. You joined us at a time when we were most vulnerable and you managed us perfectly. You have helped us through some very tough times and we couldn't of asked for anyone better. (Service user)
19. Feedback Celebration of achievement awards - we thoroughly enjoyed the evening, the children were buzzing as soon as we arrived, and the attention to detail, the venue was perfect, the entertainment was great and pitched at all different age groups. The trophies made for a super and memorable evening which will stay in the children's memories, the kids said it was awesome and asked can we go there again. Such an event doesn't come together without tremendous effort, so thank you. (Service user)
20. Card - Thank you for all your support this year, it has meant so much to us all. (Service user)
21. Email - Her respite at Inglefield has made an enormous difference to our lives. Knowing she is so happy and well-cared for when she is with you gives us such peace of mind. So, just a big 'Thank You' from us. (Service user)
22. Email - The designated teacher talked to K about her PEP and that I would be attending K said:' L is as nice as you can imagine' (Young Person)
23. Text - I can't thank you enough for the pictures, they had an absolutely amazing time. When you look at the pics you can see how happy they all are. C has made a video of the pics on her phone to music and it's brilliant. Thank you so, so much they are memories the kids will have forever and pics as well they are all made up coz they have their own set each and took them in to school to show the teachers and friends. xxx :) (Service user)
24. Verbal - The adopters are thrilled with the book and felt that she really listened to what they wanted. They now have a book that they will share with L throughout her life.(Service user)
25. Text - Thanks for everything. I wouldn't be where I am today without your support or the person I am without your help and guidance x (Young person, care leaver)
26. Letter - we can't believe this day has arrived, 15 years is such a long time. We just want to say thank you so much for the help and support you have given us all these years. There were times we would have been lost without it. I really can't express in words how much staff have done for our son. He has great memories that he will remember always. We are so lucky to have had such a great people caring for our boy. Thank you all. (Service user)

27. Card - I can't express in words how we feel about your team. You are an absolute star. As a family we will miss you very much. Thank you so much. (Service user)
28. Verbal - She was full of praise for S, saying that she was a very good Social Worker, who is very reliable, always returns calls about the children in the placement. She said that S is one of the best Social Workers she has dealt with and is brilliant with the young person and also with a previous child who lived there who was more challenging. (Service user)
29. Verbal - I met a number of young people who were all very nice and looked after me. In a conversation about social workers (as they wanted to know which ones I managed) two of the boys realised that they both had you as their social worker. They were both very positive about you and told me that they see lots of you and that you are really nice and listen to what they say to you. They were very complimentary of you so thought I would share that with you. (Young people)
30. I just wanted to be able to formally record for the carers file how fortunate I feel we are as a LA to work with such dedicated, child focussed and patient carers. They truly are an asset to your service and I'm very pleased they were available to be able to care for L. I am very confident that if any carers can encourage L with consistent routines it is your carers. You clearly work very hard with them as a supervising social worker and it is so positive that they are committed to working with Halton and promoting positive outcomes for our children in care. Thank you, I also feel our children are in safe hands with them.
31. I've had a couple of conversations with Cheshire West this morning regarding the placement T had for them over the weekend. They wanted to pass on their thanks and compliments for her hard work with the Police and their duty team around her missing periods and said their EDT were very impressed by her resolve to keep her in placement over the weekend.
32. Card - When we met you over 13 years ago we were so blessed. It's hard to find the right words for my admiration for you and if he could speak, I know it would be 'Thank you for holding my hand'. (Service user)

3.9 Compliments received, Team around the Family

33. Card - After the first 'First Time Families' group, Card - Thank you so much for this amazing group, we have learned lots each week and we have all thoroughly enjoyed it. (Service user)
34. Text - just wanted to tell you she went to the group on Saturday she stayed the two hours and loved it and they loved her. I was so proud as one of the ladies said in all her years working with kids she has never

met such a polite independent child, I was even more proud of her than usual so a big thanks for getting her in at the group.(Service user)

35. Email - It was the last week of the nurturing course today, I really enjoyed it and I think being able to relate to the other parents is invaluable, so nice to know I'm not alone. They are a really incredible team so I would like you to thank them again from me. (Service user)
36. Email - That bedding was fantastic and it was so much appreciated by the family. I took the boys to the football course this morning and one of them, who is 11 years old said that 'it was so nice waking up in the night to the lovely smell of his new pillow case'! I nearly cried. They are a very disadvantaged family and home conditions are poor. Can you thank the family who donated the bedding from me too please? And tell them that it has made such a difference. (Service user)
37. Text - Implementing a behaviour programme at home - Thanks you so much!! ♡♡ can't express how grateful we are for your help xx you're a treasure x and of course the lovely 'A'. So optimistic. I know it's a long but it is a chance we will take with both hands and go for it! lol xxx (Service user)
38. Verbal - message from a new mum who came along to the Downs Syndrome group yesterday, it was lovely to meet you and thanks for going through stuff with me it's really helped x (Service user)
39. Email - I run the 'more than words' group for parents which she helps me with. I just wanted to send you an email to let you know how valuable and useful she is to me running "more than words" she is fantastic with the children and having her there helps the families to leave their children in the crèche because they feel safe leaving them with an experienced member of staff. She also makes observations for me which contribute towards the pathway the children are on. She is also able to make relationships with the families meaning they are more likely to attend the groups and things she runs in the holidays. I have also had good feedback from families about these groups – saying they were glad they went.
40. Email - I would like to pass on my thanks to the manager of your Centre for the help that I received. I was trying to get to Glendale children's Centre for a meeting and I was unable to find my way round the road works in Runcorn when I saw directions to your Centre. I came in to ask for directions and am eternally grateful for her help as she drove to Glendale allowing me to follow her. Had she not done so, I have no doubt I would have had to abandon the meeting (which was about adoption for 2 young children) and it would have had to have been re-scheduled. I really can't thank her enough and hope that you will pass on my very sincere thanks
41. Email she has been so professional, totally supportive, she cares, is honest and I trust her over my children. She shows empathy, she never forgets to ask how I am when I call her. I think it's time she was

recognized for her professionalism, the support she gives to families, the fact she cares a great amount, it's a comfort to know we have her. I can't speak highly enough about her and if we had another 100 like her then the world would be a lot better for our families and children. (Service user)

42. Card - A child with special needs will inspire you to be a special kind of person and you are a testament to that. Thank you on behalf of us as a family and for all you have put in place for us over the years. (Service user)
43. Email - lovely to see so many positives highlighted and so glad that D has engaged thanks to your persistence.
44. Email - I just wanted to say what an amazing credit to your service she is. She had been an absolute God send she is so kind and considerate and has helped us so much. I can't explain how safe she makes us feel being there to help. Also thank you so much for allowing all the support we are getting for we are so very grateful and so excited to have the opportunity for the PBS and Bright futures to help my son and us. It is like winning the lottery just knowing that these people are here to help make his life better. We're unbelievably lucky and are going to do our very best to implement all the advice and guidance we get x (Service user)
45. Verbal - This is the first report that is spot on, you've listened to everything we've said and everything is correct. (Service user)
46. Letter - We have found the teams involvement extremely beneficial, the worker has been fantastic and nothing ever seemed to much. We as a family are now back to level one and we couldn't have done that without her help. (Service user)
47. Letter - I would like to thank you all for the support, she's been so helpful and signposted me to some agencies which have really made a difference. She has always been there when she said she would. We are a much stronger unit now and are looking forward to the future. Thank you for everything. (Service user)
48. Email - I have received some really lovely feedback from Mum re. baby massage & mini monkeys, in particular the special touches like poems and keepsakes and how hard you are working to make the groups enjoyable for families. I am particularly impressed that even though we have been so short staffed you have continued to improve and maintain quality, well done and keep up the great work.
49. Verbal - Comments made by one of the young people engaging with Family Nurse Partnership. She is a very anxious young mum who is nervous about attending groups and of being in new situations and environments. She attended Mini Monkeys at Kingsway Children Centre and was accompanied by her partner who had told her that he was only staying for 10 minutes. The young person felt she would only stay whilst he was there. The activity was facilitated Children Centre

Play Worker and the young person reported that this worker was 'lovely' to her. She went on to say that she went out of her way to make her feel welcome in the group and to include her and her child in the activity and conversations going on. She further stated that she informed her of other groups that she and her child would enjoy. The young person reported that she felt very comfortable in the group and her relaxed and welcoming manner encouraged her to stay for the duration of the activity. The young person stated that both she and her child enjoyed the group and would definitely attend again. (Service user)

50. Feedback - this camping scheme is fantastic opportunity for families to get away and explore, thank you so much. (Service user)

51. Card - children - thank you for our bedding, they are great (Service user)

52. Card - thank you so much for your help, I feel like a bit of a weight has been lifted, again thank you so much for heling us. (Service user)

53. Embroidery



54. Card – Thank you so much for the Moses basket and blankets, they are lovely and in great condition. We are getting ready for our new arrival, thanks again. (Service user)

55. Letter - I wanted to thank you, we are so grateful to you and all those who helped, please pass on our thanks. The toys and clothes etc will be appreciated so much. (Service user)

56. Facebook - Thank you so much, my little girl had an absolute ball, fantastic value and lovely friendly staff. (Service user)

57. Facebook - Had a fab time at today's event and met some lovely families. Thank you for inviting us to such a well organised event (Service user)

58. Facebook - The staff and facilities at this centre are outstanding and would highly recommend. (Service user)

59. Feedback - I must say thank you actually, last year I had concerns over my son's speech and C was fantastic – she answered all of my concerns over email as I was unable to attend your drop in sessions" (Service user)

60. Feedback - Once again, I would like to give positive feedback with regards to N's visit on Monday. As always, she offers sound advice and support.

61. Email - Thank you so much for all your hard work in such a short time to complete his direct payment. It's all going so well and I feel so comfortable and relaxed while he is apart from me with L and so is he judging by the fact he waves goodbye to me without been prompted too!!! That speaks a million words in my eyes!! You're a credit to yourself and your employee's and we are so grateful xx (Service user)
62. Email - I just wanted to pass on my thanks for the support of your team colleagues with regards to the Phoenix Park adapted play area consultation. I attended a group coffee morning today which was invaluable in terms of feedback from local parents/carers to help with designing plans for the park, ahead of an external funding bid submission. All were really helpful with the engagement and have really helped boost the consultation numbers by sending out the survey to keep local families informed and promote the consultation opportunity. It's been really beneficial to have the support of other teams and hopefully our joint efforts will be rewarded with a positive outcome on the funding side in the New Year.
63. Email - The team would like to say a huge thank you to all your staff and yourself for your amazing help and support with the FNP annual review on Friday. The girls where amazing and they made the event such an enjoyable experience for our clients. Everyone had a great time and loved the stockings and plates, cards and seeing Father Christmas. One of J's clients came upset to the party she was having suicidal thoughts J was able to put things in place to support her, she stayed at the party and doing the craft activities helped her clear her mind relax and focus on something else and she left feeling a lot more able to cope. Thank you really doesn't say it
64. Email - I wanted to make you aware of an issue I had yesterday and how helpful your staff were. There was an issue with the safety of young children and I approached the Children's centre to enquire about safety gates. The staff were helpful and agreed that I could collect 4 gates, however, when I arrived at the centre, there was an issue regarding charges. The receptionist was very helpful and contacted a number of officers to resolve the issue, which was successful. I have to say that another female member of staff approached us and was extremely helpful. She made us aware of other safety equipment that we had not considered and helped put together a pack for each family. I was totally impressed by how the situation was handled and applaud the staff for their kind and supportive approach in resolving the issue and offering further advice to help the vulnerable families. A big thankyou to the centre staff, as I fully appreciated all their help and speedy response.
65. Email - I was at training yesterday, reps from some schools were there. Many gave positive comments about the Locality service and the support they get from the team. It was good to hear them referring to WTM too and that they knew they could take CAF case issues and stuck CAFs there to discuss when they felt it did not meet step up criteria. They also commented that they felt supported and had invited

Locality rep to offer additional oversight and advice at CAF meetings if required. It was really nice.

66. Email - I just wanted to drop you a line to say a huge Thank You to all at the Children's Centres who supported the Jobcentre with the S children. I have received endless amounts of praise about how your staff helped immensely and made the process so much easier for the parents and the Work Coaches in what is obviously a very distressing time and the difficulties that came with the claim due to the barriers.

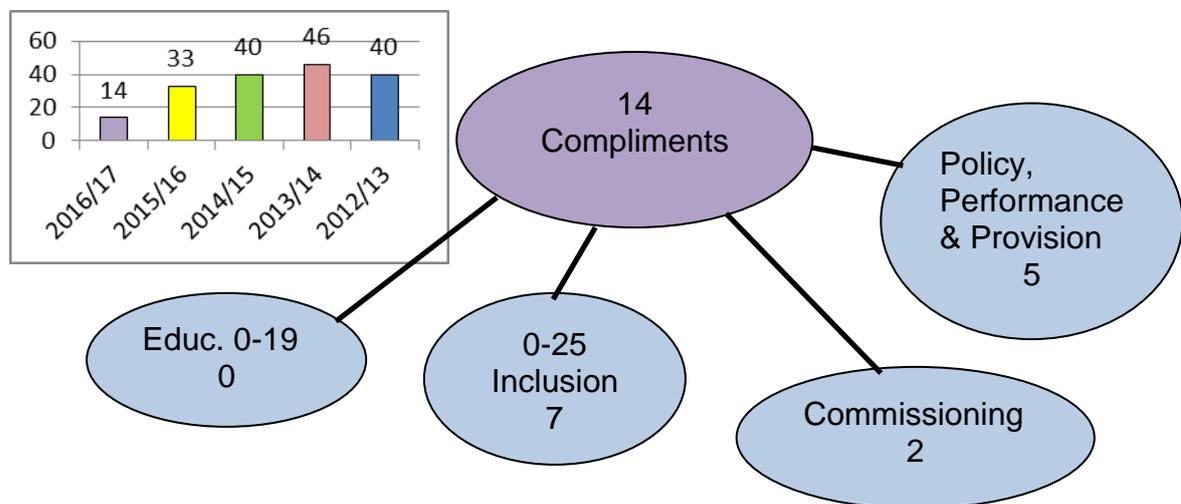
67. Email - I just wanted to thank you for letting some of our Dads use the family centre last Saturday for their new Dads and Kids breakfast club, we were really impressed with the facilities, it's a lovely venue and P and L were very welcoming and kind. It was nice to see the Dads get chance to chat together and relax over a cuppa and bacon sandwich whilst the kids were playing. Many thanks

68. I received a really lovely email earlier this week from the Project, letting me know about the excellent work that you do with young people and how the young people that use the project consistently talk in glowing terms about you. So just wanted to let you know that the work that you do is clearly having an impact with young people and is also appreciated by partners, as well as ourselves! So a big thank you for all that you are doing.

69. Feedback - the impact has been very positive on us. I have been able to see things differently. I have been able to do things for myself, it's like a fresh start, a new chapter. (Service user)

70. Feedback - home life is less disjointed, she now joins family activities and has her say in what we do. M now has a social life and he is a different person and has more communication. Meal times are like they used to be, full of chatter and news of each ones day and all together as a family. (Service user)

3.11 Education, Inclusion & Provision Department



3.12 0-25 Inclusion

71. Email - We received the final EHCP today and would like to thank you for all the help you have given us in achieving this to ensure we get J the best support we can, thanks to your help the process was fairly smooth. We also get the results of J's tests tomorrow, it is something else we have achieved for J and we can then move on and concentrate on the next steps like starting school. (Service user)
72. Email - I just wanted to say thank you for yesterday's meeting. I felt the whole process left you with a good impression of B and his needs.
73. Various - Parental comments included - I could not have done it without you; your help means more than you could imagine. I truly appreciate it. I got completely lost in that meeting today, so thanks for your help. I want to say thank you again for your help and kindness and caring. I didn't have a clue where to startIt was such a relief having you there to give so much advice and point us in the right direction, and for taking the time to listen to me I cannot express how much we appreciate your help, the service that SEND Partnership provides is fantastic but most importantly you cared and I will never forget that. (Service user)
74. Email - I just wanted to say thank you so much for arranging for J to see H. She afforded me so much of her time over the phone, giving me some great advice and we now have a plan of action. She reassured me and allowed me to share my thoughts and feelings which I was so grateful for. This is what H had to say about J:- "I worked with the new girl today mum, she's taking over from M, she's lovely mum she knows all about Pokemon, she really knows about it she's not just saying it to sound cool, and she's miles younger than M and you mum, and she said my reading was dead good, and she was really kind, I can't wait for her to start on Monday" I gave his exact words because it just showed how much of an impression J made on him. Please pass on my sincere thanks to J, words can't express how grateful we are. (Service user)
75. Email - Thank you so much for your work on this difficult case. It has been invaluable in, not only getting him back into education asap, but also making his dad understand that our school isn't that bad a place after all and we do care.
76. Email - I just wanted to mention how fantastic this tutor was with K. I just wanted to say she has made an absolutely huge difference in terms of keeping K afloat with work. It's made the transition for her back into class so much easier because she really has been kept up to speed with the work.
77. Card - thank you very much for all the support you have given to C and the family. It has been really appreciated. (Service user)

3.13 Commissioning

78. Email - Can I personally express my thanks for your work. I know from my initial engagement the broader region this was a particularly difficult discussion. The result you have obtained, is clearly in the best interests of your LA, but also, in my view, of the broader region. I think the work you have done of leveraging the joint working and regional demand to get the best result locally and scaling this out was a model for future work, and is the only sustaining way to manage the increasing number of requests we are getting.
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3.14 Policy, Provision & Performance Division

80. Email - Can I personally express my thanks for your work. I know from my initial engagement the broader region this was a particularly difficult discussion. The result you have obtained, is clearly in the best interests of your LA, but also, in my view, of the broader region. I think the work you have done of leveraging the joint working and regional demand to get the best result locally and scaling this out was a model for future work, and is the only sustaining way to manage the increasing number of requests we are getting.
81. Email - Thank you so much for our chat. We are really encouraged by what you had to say and feel that support is available to help J. It's a huge relief! S has already contacted me and is coming to visit next Week. Your support, which has been extremely quick, is really appreciated. Thanks again. (Service user)
82. Email - I just wanted to thank you for our chat this afternoon. I look forward to hearing from the people you mentioned. It's a great comfort that you/HBC maybe able to help my son. Thank you so much again, your support is really appreciated. (Service user)
83. Email - Mr Parr, in brief my son, has just successfully finished his A levels and is really struggling with what direction to take (he had secured a University place). He is a bright young man who is naturally quiet however his confidence has really dipped in recent months. As a concerned parent I was struggling to get support for J. Fortunately I was advised to contact C who in turn arranged for O to contact me. I can't properly describe my appreciation and relief since they have both become involved. They have been extremely supported, knowledgeable and their enthusiasm is infectious (at a time when it's really needed). Also I am totally impressed with the speed that they

have contacted me and started to put interventions in place. They are a credit to the Organisation and I feel lucky, as a resident of the Borough, to have access to them and the help they can offer. (Service user)

84. Email - Dear both, thank you so much for the work you've done for us, your support has been invaluable. Thanks also for your positive approach, always helpful and speedy too. Thanks again

3.17 Service User Compliments received by:

Percentage	2016/17	2015/16	2014/15	2013/14	2012/13
Card	21	15	17	27	28
E-Mail	25	48	48	32	30
Evaluation	11	11	17	12	12
Letter	11	5	4	3	12
Telephone	3	6	3	5	12
Verbal	12	9	4	15	6
Text	8	6	6	6	0
Newspaper		0	1		
Embroidery	2				
Facebook	5				
Various	2				
	100	100	100	100	100

Electronic communication continues to be the most accessible means to provide compliments however the percentage has decreased with more service users preferring to purchase cards and write letters.

3.18 Learning and Service Improvement

- a. Compliments are a measure of awareness from our Service Users; it is their acknowledgment of the good developments and the positive effects on them. Staff benefit from receiving compliments, knowing that they are noticed and that they are valued is powerful in motivating continued efforts. People strive to do more of what brings praise from others, on a service level compliments can also influence the development or continuation of service provision.

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