

Compliments Annual Report

People Directorate Children's Services

2020 / 21



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1. Introduction

The report details the compliments that have been formally recorded for the period 1 April 2020 to 31 March 2021 in respect of the Children’s Services Department of the People Directorate.

A compliment is “*an expression of praise, commendation, admiration or respect,*” for someone and for something they have done, it is given freely.

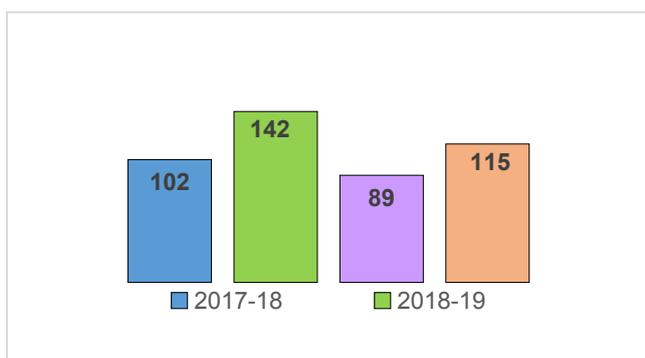
There is a statutory complaint process for Children's Social Care that handles negative feedback and affords customers the opportunity to let us know when we have not performed to their expectation. Complaints get logged, formalised and circulated however, compliments and thanks were often just expressed to one individual and never acknowledged again. It is these comments that make the job rewarding and that measure our success or impact on a family and so this report was developed to capture those positive comments and balance this negative input from complaints, with the positive feedback and compliments that are received.

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

- Compliments are a measure of awareness from our Service Users; it is their acknowledgment of the positive relationships developed with staff supporting them and of the good developments and positive effects services have had on their family.
- Staff benefit from receiving compliments, knowing that they are noticed and that they are valued is powerful in motivating continued efforts enhancing their performance and contributing to their improved skills.
- Compliments affirm the right behaviour and actions. If someone is questioning their ability or actions, a compliment can give them a clear sense of their direction. People strive to do more of what brings praise from others, it stimulates and strengthens their purpose and enthusiasm for their work.
- Compliments can be used as a form of quality assurance, on a service level compliments can influence the development or continuation of service provision, identifying the things that need to be kept or identifying what needs to change.



2. Customer Feedback Data



There have been 26 more compliments and positive feedback recorded this year.

A number of the compliments make reference to the COVID-19 pandemic and support provided during lockdowns.

Number of Service Users providing a Compliment for Children Services

	17-18	18-19	19-20	20-21
%	72%	70%	63%	60%
Number	73	100	56	68

Number of Professionals who provided positive feedback to services

	17-18	18-19	19-20	20-21
%	28%	30%	37%	40%
Number	29	42	33	47

Recognition from external agencies and other internal departments demonstrate good working relationships. Recognising the value of working together and the contribution each makes to achieve positive outcomes for families is a recognition of the excellent work undertaken in Halton.

How Service User Compliments are received

Electronic communication unsurprisingly given COVID-19 continues to be the most accessible means to provide compliments and positive feedback with;

- 53% using email
- 7 % providing verbal feedback
- 5% purchasing a card
- 24% completing feedback forms
- 3% writing a letter
- 8% via text or Teams CHAT

Compliments by Operational Department

The Children's Services compliments report relates to the Education, Inclusion & Provision Department (EIP), and the Children and Families Service Department (C&F).

	17-18	18-19	19-20	20-21
C&F	78%	71%	75%	79%
EIP	22%	29%	25%	21%

3. Children and Families Service

Year	Total
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17-18	80
18-19	101
19-20	67
20-21	92

	17-18	18-19	19-20	20-21
CIN	33%	31%	25%	44%
CIC	14%	14%	42%	14%
TAF	53%	55%	33%	42%

3.1 Child Protection and Children in Need

1. Email - It was a challenging case but the compliments received from Mum has made it all worthwhile. Mum is care experienced herself and struggled at times with the assessment process in regards to her children. Email from mum - Not sure of the word, but THANK you for being you. You are a brilliant social worker a proper one, and one that is the bench mark for all others, honestly for first time ever I felt heard and understood. THANKYOU. (Client)
2. Email - Just wanted to pass on some comments made about how his involvement and hard work has made some positive differences to a family who are now in position to close to Children Social Care. We completed our last home visit to Y and his mother last night. The case has moved from very complex with some very concerning behaviours presented by Y to one that is now allowing us to confidently recommend closure. During our visit we talked about how things have been in the past compared to how the family think they are now and mum was very complimentary to the help and support she has received from him. She said she felt they would not be in the position they are now if it wasn't for his support and advice. (Professional)
3. Email - The social services (yourself) and the schools have been a great help and I appreciate it, if I didn't at first, my head was all over the place. (Client)
4. Email - Just to pass on that I appreciated her work around today's conference. Her report was clear, well-structured and reasoned. Her outline plan was excellent and written in a good tone. She presented the case well and came across as a solid case-manager, with a good working relationship. (Professional)
5. Email - I know we didn't necessarily agree on Tuesday, but I just wanted to thank you for your part in our collaborative approach to the expectations document on Wednesday. I thought we worked really well & efficiently together on it – despite the later criticism! (Professional)
6. Email - I just wanted to say, I am so impressed with the way in which she has just dealt with client in the virtual viability call. The client tried her best to avoid answering direct questions and was pretty challenging to interview but she was firm, to the point, calm and persistent in order to get answers to the questions being asked. An extremely good technique, excellent interview style used perfectly. Very well done. (Professional)
7. Email - I think it is worthy of recognition all of the hard work that she has put in to his case, he clearly has a good relationship with her and her dedication and commitments is always apparent. She maintains regular contact with all professionals involved to share all relevant information in order to safeguard him. (Professional)
8. Email - She came into our lives after malicious allegations from their father, but I am thankful for this, if he had not I would never of met her. That woman is like an Angel to me and my children. Upon meeting her I realise I was a broken women without her I am not sure if I would of woken up and realised this, by being strong, caring and mainly amazing at her job this woman made me see not just my sense, but my worth! And that is something I cannot thank her enough for. My children are happy, I am happy and I believe that is all down to her, without her I would still be plodding through life whereas now, I am waiting to start my diploma

in Law at university and my driving lessons and be the person I always wanted to be. There were times I cried, times I laughed. I was always worried about the stigma around social services, now I realise without people like her doing the hard job she does there would be a lot more people walking around sad, unhappy and abused. This woman needs to be recognised in my eyes as a hero, as saving me is what she has done. She was strong and always told me straight, some things are hard to hear but I know this was her pushing me to be the real me, better me. When she closed our case I cried because of the impact she has had on our lives, she is a truly a special woman and I could not of asked for a social worker to come in my life that knows her job, knows herself, knows when to pass a tissue and cleaning tips and turn someone's life around. Thank you so much, an email doesn't feel enough but I couldn't get it out through crying last time we met, I hope you get the recognition you deserve, what might seem so little to some, means so much to others. Thank you (Client)

9. Email - I spoke to him just after the meeting yesterday to check that he understood what had been said and was happy that he knew what was happening. He told me it was the best meeting he has been involved in with your clients as she explained everything very clearly. (Professional)
10. Email - I just wanted to pay a massive compliment to him on the work he has completed on my case. The feedback from the father was that he was able to point out useful strategies that made him think twice about his behaviour and understand issues from his past he hadn't previously addressed. The father said he found him relatable and the work completed has stuck in his mind which he was able to relay in my risk assessment of him. A complex case so well done. (Professional)
11. Email - I want to send this email to thank her for everything she has done for my family she is an amazing social worker and has always been here when we have needed her. It will be a great loss to us when she leaves and I want you and her to know we appreciate absolutely everything she does. So thank you very much. (Client)
12. Email - Just want to let you know that I'm gutted you are leaving the authority! Where are you going? Whoever they are, they are very lucky to have you, as I could always rely on you to get the job done and keep me informed along the way! It's been lovely working with you. (Professional)
13. Text - Thank you for all you've done for us, wouldn't be this far if it wasn't for you. (Client)
14. Email - I hope you and your team all manage to get some rest during the summer and a massive thank you to all the hard work of everyone in the iCART team and for everything they do for our students. (Professional)
15. Verbal - Just emailing to say that when I spoke with mother she wanted to say how happy she was with the work the social worker and community support worker were doing for her and her family. She commented that both were meeting their needs to a really high standard and were going 'above and beyond' for them. (Professional)
16. Text - We will miss you when you are no longer involved with us. I know my daughters will always keep their worry monsters now and remember you which is lovely. You have made a big difference to the children's lives with everything you do so, thank you. X (Client)
17. Verbal - Thank you for everything you have done, we know it hasn't been easy, and I know we have had our ups and our downs, I really appreciate everything you have done for my kids. (Client)
18. Verbal - Just thought I would share that the Judge commended you in his judgement on the three older children. He commended you on your consistent and quality work throughout these proceedings (something that he commented is a rare occurrence). He stated she

managed to build up a trusting relationship with all involved especially the oldest child and even parents. Well done. (Professional)

19. Email - At a time when everything in our world has brought new challenges and difficulties for everyone, I just wanted to say what an absolute star she has been to work with. I am aware that she has been very busy, not unlike others, but the number of times our paths have crossed in recent weeks with a large number of assessments for various family members at incredibly short notice has been too many to even count right now! Each time, I have been impressed by her calm, measured approach, knowledge of her children as well as her commitment to get things right for those children. It's a real pleasure to work with her. (Professional)
20. Email - I have been very impressed with her work throughout these complex proceedings. The relationships she has formed with both the children and the parents have been excellent, and in difficult circumstances. This case has produced a plethora of work to be completed, and I have been consistently happy to read detailed and well thought out reports. I want to echo the judge's commendation of her, she has worked so tirelessly and is one of the most child focussed Social Worker's I have come across as a Guardian. It is a real shame that she is leaving and will not be around to see the conclusion of these proceedings, given how hard she has worked. It has been a real pleasure working with her and she has set a high bar in terms of communication and partnership working. I don't provide feedback on every case, but felt compelled to highlight the excellent quality of work and relationships she has cultivated throughout her work on this case. It says it all that, all who I have spoken to, the foster carers, the legal professionals, the Judge and even, (particularly amazing given the circumstances) the parents have nothing but praise for her. (Professional)
21. Email - I wanted to pass on a huge compliment, her standard of work, which is consistently brilliant. She keeps myself well informed, has a great relationship with the children and young people she works with and has a good working relationship with parents, even when some of them can be verbally abusive to her. (Professional)
22. Card - Thank you for all the support you have shown me and the children through this difficult time in our lives. The work you do is amazing, we are forever grateful. (Client)
23. Card from children - Thank you for being our friend and for helping us. (Client)
24. Email - 'Just wanted to let you all know that the Judge granted a Care Order and Placement Order today and praise was given to the Social Worker for offering consistent support to the family and for providing fair and balanced assessments. Also he mentioned it was a rare commodity that the same Social Worker held the case from pre-birth which he found helpful'. (Professional)
25. Email - Just a short email to say it was lovely working with you both. I hope he finds a lovely family and I wish him all the very best for the future. Thank you for assisting me with this case and I hope to work with you again soon. (Professional)
26. Text - Whoever was just sent out to me was genuinely the loveliest duty social worker I've ever had at my house. No judgement and didn't try and make me feel small for the mess, very understanding too. (Client)
27. Email - It may be a little crazy at times but you are without doubt the best team ever and I have loved being part of it! Not only have you helped me grow professionally you have all got me through some of my toughest times personally, something I will forever grateful for. (Professional)
28. Text - Thank you for all you have done for us, I know we had a bumpy ride but no road is perfectly smooth lol, wish you all the best. (Client)

29. Email - Just a note to pass on some positive feedback for the 2 Social Workers. He wanted to acknowledge the positive working relationship with social care but in particular wanted to highlight that they in terms of their positive solution focused approach to working with them as an organisation and supporting families during COVID. He felt both staff members were a great asset to Halton's Social Care teams. (Professional)
30. Email - I would just like to thank you for taking the time to go through the relevant information I needed here to make a threshold safeguarding decision for her, she is a vulnerable young person. That was really helpful as mum has asked for support for her. (Professional)
31. Email - I don't suppose we do this enough.... But we would like to thank you for your work today and the decision making for a young person whom we had significant concerns about... Have a great weekend. (Professional)
32. Email - Just reading your screening for her and all I can say mate..... is fantastic :) (Professional)
33. Email - I just wanted to let you know how very grateful I am for everything you're doing and have done for my daughter and !! I'm blown away by the kindness and support you've to us! The furniture you've managed to get me and the school allowing to store there is fantastic! I feel so free and each day feel my wings are growing that bit more and it's all down to you and the other professionals involved! I felt worthless and trapped not that long ago! The FREEDOM and ability to live my life I can never repay you for!! (Client)
34. Card - Thank you for all the time spent with us, best wishes. (Client)
35. Email - Just a short email to say thank you as I close my Cafcass laptop for the last time. It's been a privilege to work with you and I just wanted to acknowledge your hard work and dedication to the children before I leave. Your investment in their wellbeing and respective futures is not only apparent from your comprehensive and considered court reports but from the amount of time you have spent supporting him during times when he is clearly struggling and feeling lost. This has not gone unnoticed by all professionals including the Judge. It seems that you are the only person he trusts and I do not underestimate how much time, commitment and effort it must have taken for you to be regarded by him in this way. I wish you all the best. (Professional)
36. Card - Thank you so much for all you have done for our family and the help you have provided. (Client)
37. Email with photo - We just wanted to say a massive thank you for everything! This would not have been possible without you, thank you for all your help and support along the way. The boys were made up there were lots of tears and cuddles of happiness. Thanks x. (Client)
38. Email - I just wanted to pass on my thanks to you and your teams for the effective response to the safeguarding of A. This has greatly assisted the counter terrorism police team in managing the short term risks associated with his arrest and has enabled the development of robust safeguarding plans for A and his sister. I know that all involved, iCART, Children in Care have worked particularly hard on this and I am extremely grateful for all your efforts. (Professional)
39. Email - As social workers, we always hear about the bad stuff, the stuff we are not doing well, not doing quickly enough or not doing well enough so I wanted to share some good stuff coming from your side of the service. I am seeing almost all referrals for viabilities and assessments now coming to front-load cases that are in pre-proceedings or heading that way. I get calls or emails several times a day from different SW's to ask advice about whether someone should be considered for assessment or whether circumstances will impact in terms

of family and friend assessments. I am seeing much more thought at an earlier stage about what long term planning might look like, I think whilst there is still a way to go in the way we think about contact in long term plans, we are now developing that dialogue and starting to evoke that thought process and discussion. I have been fortunate enough to be able to build some really positive working relationships particularly with the newly qualified staff and they are all confident to approach me to ask questions which is great and hopefully assists colleagues who I know are incredibly busy. You have some really good social workers in your teams and I have been really impressed with the standard of work I've seen from them. I'm not really a warm and fluffy kind of person I don't think but just wanted to share that in the midst of all the nonsense and stress and rubbish that the job can bring, we do have some real gems. (Professional)

40. Report - Email - I just wanted to let you know that I have been working with the School to support them with a couple of cases and wanted to pass on my thanks to you. They have been very complimentary about the advice and support you provided. Thanks ever so much! I thought it would be nice to pass on some good news on a Friday! (Professional)

3.2 Children in Care and Care Leavers

41. Form - On behalf of the School, I would like to formally thank all Halton Staff for the support with C throughout the last 5 years. I would especially like to thank the worker for her constant presence in C's life over these 5 years as she has had so many changes in placements. The worker has always been there for C when placements have broken down and C needed reassurance both in home and at school. (Professional)
42. Email - Inglefield: Shut doors due to coronavirus epidemic but have kept in regular contact via phone and email. Am extremely grateful for the care and consideration they show not just to my son but my whole family. And yes even for the hugely helpful tips and links sent via email. (Client)
43. Email - Just wanted to let you know that during lockdown he has been very supportive and always answered all my calls and emails quickly. He has listened to everything I have said in supervision and always keeps me updated and answers all of my questions, which are a lot sometimes! He also puts up with my rants as well! I know we always get told we are doing a good job etc but we couldn't do it without you and him and in this especially strange and unfamiliar time he has been a good support through supervisions. So thought I would let you know it's appreciated. (Professional)
44. Verbal - Reflecting on earlier days in lockdown and the benefits gained from regular wellbeing calls, thanks for the continuous support throughout. (Client)
45. Verbal - I think you're doing a marvellous job of holding the group together. (Client)
46. Email - I just wanted to send a compliment to all of the Children's Services teams that have just cracked on throughout COVID-19 and carried on looking after the most vulnerable throughout the time. We've certainly had our ups and downs, and they've kept me nice and busy throughout COVID! But I'm amazed generally how things changed overnight (lockdown, home working etc.) and how there was little (well, really no!) transition period and the teams just adapted; conferences and meetings held virtually, seamless responses to emergency situations, continued partnership working and a strong ability to find creative solutions when the resource landscaped changed rapidly, and continues to do. We'll all no doubt look back and learn at how to do things differently in the future, but I'm certainly not complaining and think everyone's just knuckled down and got on fantastically without fanfare – extraordinary work from people who will be modest that they are 'just doing their jobs'. Well done to everyone – they make me proud to be part of team Halton and should have this cascaded back! (Professional)

47. Report, Independent Visitor (regulation 44) - I called the parents of tracked child. They were very complimentary about the staff at Inglefield. I first spoke to father: He said the staff are 'sound' and key worker is 'dead sound'. (Professional)
48. Text - Brilliant, thanks so much for not giving up on him. (Client)
49. Email - Thank you so much for your help today in gathering evidence for the CHC checklist, you clearly know her really well and knew exactly where to find the evidence needed. You are the most helpful person I have worked with on this and you were able to give me much information. Thanks again. (Professional)
50. Email - Just remember you and your team do an amazing job and although I have not met anyone personally, you have all been a great support to myself. (Professional)
51. Email - I appreciate the exploration of her exposure to his viewpoints and how dad is addressing this Thank you so much to you and your team for your professional response which has provided reassurance and identified how we can support the family. (Professional)
52. Email - Thought I would drop you an email to give you some lovely feedback I had on a Quality Monitoring about you. The Deputy Manager credited you on your work you've done with our young person in placement. They believe that you're very approachable and have championed the young person and also supported the placement team in their efforts whilst our Young person has been with them. Thought that was lovely to hear so wanted to let you know. (Professional)

3.3 Team around the Family

53. Email - I have worked with her numerous times as she has supported families whose children attend the school. I have always found her to be really transparent and straight forward with her support. As I am new to the role she has provided me with invaluable support and guidance. If I ever need help or advice she is always happy to help me, she is an absolute fountain of knowledge! I honestly cannot praise her enough, I would be lost without her. We will often have professional chats and look at how we can improve on things for the families we both support. We communicate often regarding the families to provide clear, continuous support. I believe our good working relationship is vital to providing the best support and outcomes for the families we are involved with. (Professional)
54. Verbal - I don't know what it is about you but you've just made me feel like opening up. I was really anxious, but that first visit and the way you were made me realise that you weren't out to get me and you were here to help. (Client)
55. Email - A big thank you to you both for listening to me the other day. As an intensive care front line worker, working extra shifts, life has become extremely stressful. (Client)
56. Email - During screening I have gathered information from Professionals and just wanted to feed back that a professional spoke very positively of the work and extensive support that she gave to the family which at times were under difficult circumstances due to the ongoing conflict between Parents, she was a huge support to them at that time. I have also found her closing summary CAF notes and direct work to have been clear and concise to enable me to clearly see the work completed and if there was any further role for their service. Today I had a case discussion with her due to mum requesting support again via Locality but during screening I couldn't see that there was a further role. Kelly was able to re-call the family and the work she completed and was happy to discuss the case further and very helpful in assisting me with my outcome. Its time like this when we realise how important these calls are from Multi agency working with the people who know the family best. (Professional)

57. Email - Coordinated support has really made a difference to the family. I have spoken with yourself a couple of times during the lockdown period too. Weekly calls from the school has particularly enjoyed the video stories as he can see and hear his teachers voice and so this will be familiar to him when he returns to school. Our community nurse has been amazing, regularly contacting us, keeping us well stocked with supplies. Physio/OT have been at the end of the phone/email and readily available to assist and advice with equipment the OT has been as fast as a whippet lol. Our care provider has kept in touch weekly and been really good at providing PPE for their staff and they have worked to a high standard tending to all of his personal care and also been a big companion for him he has a lovely relationship with them and they are very well aware of all his facial expressions which is how he mainly communicates. We have felt very supported throughout. (Client)
58. Email - A lot of this departments work is normally done via home visits, meetings and phone coronavirus changed all of that. I have kept in regular contact via email and phone. I know have a greater respect for all social workers. It's not a easy job and to have your normal ways of working changed completely is tough for anyone to handle. Having people like this to talk to and ask for help has made a huge difference. It is from the heart when I say social workers in general are overworked and deserve a pay raise. A lot of people underappreciate the work they do. Me and my family hold a great respect for her and the whole team of social workers. And would like to thank them for all there help and consideration during these tough times for everyone.
59. Report - So grateful for your support which pulled me through – couldn't have done it without you! (Client)
60. Report - Knowing that we have your support makes a real difference I couldn't thank you enough for your help. (Client)
61. Report - Thank you so much. Overwhelmed with the help and support I am receiving from yourself and school. We cannot thank you enough. (Client)
62. Report - Thank you for all your help last week, I couldn't even think straight with everything going on – feel loads better I have had a bit of time to myself today, I needed it so thank you. (Client)
63. Report - Thanks for your email and your kind words as well that meant a lot to read that and you've definitely made me feel better with your words and your offer of help as well I really do need it at the minute. (Client)
64. Report - I feel like everything slowly falling into place after so long. Thank you so much for the help and support you've given me, you've been my hero through this and I really can't thank you enough. (Client)
65. Report - The children's centre have been fantastic, I didn't know where to turn so I went to the council for help. I got a call and everything was sorted, I know who to call now if I need advice, just fantastic, thank you so much! (Client)
66. Report - Thank you for enabling me to provide much needed sensory equipment for my daughters during lockdown, it has been an amazing help along with all the support you have provided. I've felt so comfortable calling or texting either of you for support or advice- we couldn't have done it without you. I appreciate everything you all do for us and being there for me x. (Client)
67. Report - It was really helpful speaking to you earlier, I just feel so helpless because I can't fix everything for R, and you've given me some hope that there is actually light at the end of the tunnel! (Client)

68. Report - Thanks for helping, I always seek help and anything I can do best for the kids I always have. Thanks for understanding and being helpful, you're a star. (Client)
69. Verbal - Customer has phoned to pass on her compliments and thanks for the great support and help throughout the Covid lockdown from her early help worker. She says this support has been invaluable and as a young single mother she is not sure she would have coped without her help. Customer has asked for her thanks and appreciation to please be passed onto her and the team. (Client)
70. Report - She deserves extra credit for being the only person that's ever tried helping me and my son that's actually succeeded. I am genuinely very grateful for all her help and advice. I can now positively look forward to the future. (Client)
71. Report - She was such a lovely and informative lady, she listened to my concerns and didn't make me feel like I was a failure. She kept the session light, fun and interactive and made some very positive recommendations to try out. I would highly recommend this workshop to other struggling families. (Client)
72. Verbal - At the end of our final session mum gave me a box of chocolates and a card thanking me for all the information I have given her over the past month. She said she has found the sessions really helpful and has enjoyed receiving all of the relevant information and guidance to support the first year of being first time parents. She is really hopeful that we can facilitate groups again soon as she finds them a valuable resource. (Client)
73. Email - I just wanted to share some feedback from a CAF Review meeting this morning. She has been supporting a 17yr old and his mum for just under a year. Initially the family were reluctant to accept help but Mum had long standing chronic alcohol dependency which was having a significant impact on him as a young carer and upon their mother/son relationship. Today's CAF review was held as a closure meeting, both were hugely appreciative of all her support and the input from multi agency partners. Evidence that Mums liver is beginning to repair was shared, but of most significance was her sons comments, he talked about how his mum was 'just his mum now' rather than someone he just had to look after making the comment "I'm happy now". (Professional)
74. Card - Thank you very much for your support over the past months. You have been a great help to us all. (Client)
75. Feedback form - You have been there to support me fully. I was really worried this support meant social care involvement but you explained fully and I felt at ease speaking to you. It's comforting to know I can pick up the phone and there are people to speak to. I have everything I need to support my family now and with the support offered through changing lives, CAB and the Health visitor. I feel on cloud 9 and in a much better place than previously. Thank you. (Client)
76. Email - I felt I had to email you to say a huge thank you for allowing myself and partner to take part in the baby massage sessions. This has meant more to us than you will ever know. After waiting so long for our first baby, having him right in the middle of lockdown was far from how we'd imagined having our precious miracle. It was a very scary and negative experience having to go into hospital alone for induction, it was definitely not what we had planned. I have never felt so alone and isolated in all my life. I ended up having an emergency section after being in labour for 33 hours. My partner had to leave after spending only 2 hours with our son, it was heart breaking. I'd dreamt of the day I had our baby, and having family come visit with flowers and balloons, it should have been the most special and the best time of your life, but it was far from this. We wanted to try and concentrate on positive things, such as groups and meeting other new mums and enjoy all the things I'd looked forward to for my maternity leave. I felt this would definitely help with my mental health, but was then told that all free groups had stopped. This was another huge blow. I decided to try the children's Centre

out of desperation, and it was one of the best calls we made. To hear somebody, who listened, and actually had empathy brought me to tears, she was just so, so lovely. It was the first time in a long time, we'd come across someone who actually understood the situation we were in, which meant the world to us. We felt we'd been listened to. She made us feel valued, and went above and beyond to help us. Being able to attend every Monday has been a lifeline for us, she is one of loveliest people we have met in a long time, and we can't speak highly enough of her. She has been a great teacher, and has been very informative during every session. She is such a warm and caring person, and has been empathetic during sessions when I have offloaded! She really is an asset to your team. I was recently referred for a mental health assessment, but it's groups like this that help with my mental health, and I feel attending groups lifts my mood and gives structure to my week. A reason to get up, dressed, and get out of the house! I believe it's a preventative measure, as it's not good for anyone, never mind a new mum to be sat at home all day. I feel I am speaking on behalf of many new parents out there, as we all feel there is a huge need for these services. It has been so refreshing to meet her, the world definitely needs more of her right now! We felt we had struck gold, and we have been extremely grateful for all her help, advice and support. She has given us confidence, and reassurance on numerous things, something again that has meant a lot to myself and partner. Having the face to face contact has been extremely beneficial and important to us, so we thank you again for giving us this opportunity, we are extremely grateful. (Client)

77. Card - Thank you for everything! We will miss coming to see you. Please keep in touch, I would love to be able to tell you the outcome of everything. (Client)

78. Email - I want to thank you for your continued support via phone calls/texts and emails to my family. As a mum who moved back to Halton after living in Warrington for many years, I can say with great confidence that the support is the best support I have received as I had little to no interaction nor support from Warrington services. During the Covid period, you made sure I was kept updated with support options, was proactive in keeping in contact and even offered your services for food delivery if we could not leave home. Thank you so much for that. Knowing we had that support should we need it eased our stress so much. Since I have moved to Halton, the service and support you have provided myself and my two ASD boys has been second to none. I hope we continue to work together to ensure my boys have access to the services they need in order to reach their full potential. Thank you again! (Client)

79. Letter - I would like to thank you and the service that you have provided over the past year. It has been really easy to phone you and ask for your advice and guidance. Just knowing that you were there when I needed you was amazing feeling. I know with the strategies you have gone through I will be ok. Thank you for all the support. (Client)

80. Feedback form - The disabled children's team has been a great source of information, particularly sign posting to events/ activities I otherwise wouldn't have found out about. She has been in regular contact to ensure as service users we are gaining as much out of the team as possible, I don't think anyone was equipped to spend a number of months at home with the option of exercise once daily. The budget meant I could purchase equipment I otherwise wouldn't have to support my son's needs and meant he could access them under my supervision without the need for my full attention, so I could continue in work at home. (Client)

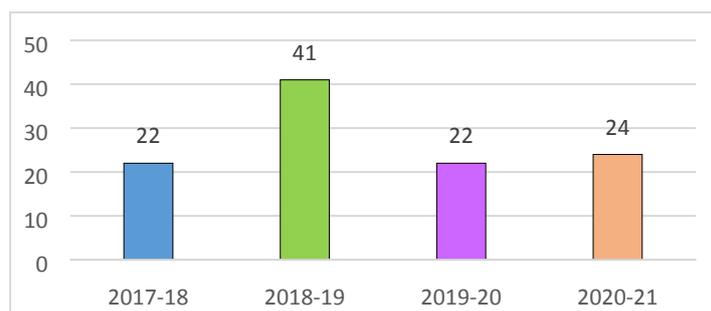
81. Feedback form - The Disabled Children's Team has been in close contact making sure that we receive the best support and care possible. During these challenging times she made regularly contact via phone or email, we received info and updates in regards to any activities available for our children and updates about using the funds during lockdown period. She offered guidance and made sure we are all ok. Having two children with special needs, all this support was very beneficial and appreciated. During lockdown, the help has been overwhelming. We were allowed to use the budget to buy things for kids to use indoors, there are so little things we can do with them during these times and all of this has helped a lot.

This has been a big help to keep them busy and entertained and gave us some space for relaxation. We thank you all very much for all the help and support. (Client)

82. Text - Feeling super proud of our little family this week, things are looking so positive. She had physio yesterday and her professionals are made up with her progress. We had a lovely present of our amazing play partner, the health nurse has nominated us for a Christmas hamper as well. We feel super lucky, and so supported today. We're a very luck little family x. (Client)
83. Email - Just wanted to drop you a quick email to say a big thank you to you both for your support shown to me. (Professional)
84. Letter - I would like to appreciate them for the support I received. The kids and I want to say thank you, in a short time we have known you, and you've helped us with lots of problems. You have offered good support for my family. She will always explain things to me, so I fully understand what was happening. She offered advice and support that benefited me and my family. Thank you so much, god bless you. (Client)
85. Feedback form - My family have and continue to be fully supported. We have been contacted via phone calls and Facetime throughout lockdown to check we were all safe and well and to check on my daughter's health, progress and any needs she may have. Our family support worker is always there for a chat and helped out finding services and phone numbers and passed on information that may be useful to us. We were put in touch with emergency food services when we were shielding, making sure we had access to medical services, helped with resources for activities for my daughter, given ideas for activities, ensuring we were all getting enough exercise. When confined to a house for such a long time it was such a breath of fresh air to have someone supporting you and your family. Our family support worker feels like an extension of our family, easy to talk to, there for us, we feel that she cares, she is absolutely amazing and has such a connection with our family and our daughter has built up a trusting relationship with her. In such challenging times we knew we could count on her even though it was also very challenging for her also. (Client)
86. Feedback form - It's been invaluable knowing that people can understand the difficulties experienced by families with disabled children, reach out when you need it and help- I'd honestly would have been lost without the support. The way things are and have been handled have been with the uttermost respect, dignity and best interests. It has been easy to gain support and access if I require it for the children. The continuity of support and touching base and contact via email is invaluable. You have literally changed our life, my children are doing so well they are socialising and doing activities every chance we can get (well as much as you can during a pandemic). Thank you from the bottom of my heart and from my children. Maybe give the team a pay rise.... They do a fab job. (Client)
87. Feedback form - Having the CAF meetings helped massively with school issues and for Dad to understand more about his son and his ADHD. I am happy and my son has improved in his schoolwork and behaviour. The Systemic session helped to put our point across and to work together. The food bank/church donation was a great help when I had Covid and could not get out. The activity packs have been really helpful and loads to do together – he loved them!" The support has helped me loads and my son is better behaved with a good relationship with his Dad and we communicate better. I feel confident in contacting housing or school myself and able to cope. Thank you, it has definitely helped. (Client)
88. Email - I just wanted to compliment you on your amazing worker, I am so sad to hear she is moving on as she is an absolute diamond. Nothing is ever too much for her and she is always supportive and understanding. I know she hasn't been with us long but she has definitely made an impact. Her sensitivity and humour has really helped us in getting through these very hard times. Thanks for your time x. (Client)

89. Email - I hope you are OK I thought I would keep you updated with everything my son is waiting on his medication my daughter is now in her big girl bed and she has done amazing, mummy and daddy have their bed back. We have started our decorating, we have done the living room just waiting on new flooring, and we have a skip coming to move all the rubbish in the cupboard. Thank you for the kick up the bum I needed because I am slowly getting our house a home. We have safety gates everywhere now, daughter B is doing a lot better and so is Son B has his hearing test which Chatterbugs referred him for coming up. Again thank you for everything. We are still working with her and all is going great. (Client)
90. Letter - Thank you for all you have done for my family. I feel like I've grown in confidence as a person with your help and support. I very much appreciate all the support you have given us over the past year. We will miss you. Thanks again. (Client)
91. Report - I really enjoyed all of the session which was conducted via telephone contact due to the current pandemic. I was slightly worried that I wouldn't learn anything new or that it would be going over old material that I already knew; but she was such a wonderful lecturer and although it was just me on the phone she kept it enjoyable and fun and I learnt quite a few new tips some of which I'm currently working through. I would say from personal experience I found the telephone consultation excellent and feel that more families would benefit from this method as opposed to attending a group and the option should be more readily available when normality returns. (Client)

4. Education, Inclusion & Provision Department



4.1 Inclusion 0 - 25

92. Email - Just wanted to thank you for having our back, I was so worried when I spoke to them this morning. (Client)
93. Email - I am so lucky to work with such a great bunch and to have external people like yourself who are very much part of our team.....that's why things work. (Professional)
94. Email - I have recently had to support family with SEN support and advice in another Authority, and it really made me appreciate what an absolutely fantastic job Halton do for our SEN children. You are all amazing and I know you do a fabulous job of supporting so many children, in so many ways! I don't suppose you get to see the true impact when you are doing the paperwork side of things. But you do need to know that the difference things like; dual placements, Educational Psychologist consultations, SENCo Clusters, SEN team advice and drop in clinics, discretionary EY Top up and EHC funding and the support that goes with it ...have made such a difference to the children at our Primary School. I feel very passionate about how much support there is for such a little authority! (Professional)
95. Email - Education: They did an amazing job finding and allocating my son a new better school. Despite being thrown into panic by his previous school expelling him just before lockdown and I can only respect them for their hard work and time taken. My son is a lot happier in his

new school and it's thanks to the hard work of not just one but all of the special educational needs team in Halton. (Client)

96. Email - I cannot thank you enough for all the support you have shown my sons. (Client)
97. Email - We were overwhelmed and extremely happy with the news. We are truly grateful for this and the support we have received especially for our son's future. I am sure in time, he will look back and be grateful for yours and Halton Council support with this and his future. Thanks again I am really grateful. (Client)
98. Email - Just wanted to say, being a 'newby' in Halton SEN world, the Halton local offer and the support materials are just fab! It is taking me a little while to navigate it but all the cognitive load theory and phonological awareness packs etc are so useful as an acting SENCo. The opportunity to refer in to specialist teachers and group consultation for EP is amazing and so supportive. It isn't often people pass on thanks or appreciation but I've been blown away by what is on offer to Halton schools. Thank you really appreciate it. (Professional)
99. Feedback form - The help offered by SENDIASS was to hand on the same day I asked for help and advice. I felt very lost and alone at the point I received my son's diagnosis, and this immediate support was very welcome and I immediately felt supported. The prompt response was unexpected, but really important! (Client)
100. Feedback form - I have felt like I was on my own and did not understand the process of applying for an ECHP plan. SEND partnership have been so supportive and knowledgeable about the process and guided me through every step. I would not have started or got where we are without their full support and guidance. Send partnership have been our lifesaver, if we did not have the information - they did, they have been the back bone to the whole process, so grateful to have them at the end of the phone. (Client)
101. Feedback form - The information and advice given was been of great help. Before speaking with the team and I was very worried and upset as I had no clue where to begin in looking at a change of school placement for my son. The process was explained to me very clearly and was followed by information by email. I felt much more confident speaking in meetings with the school and during the EHCP review. (Client)
102. Feedback form - I feel having Halton SEND has helped empower me to have a positive role in relationships with local authority in making decisions for my Son this has now led to him actually starting his journey of advocating successfully himself with the local authority as he is approaching post 16, I feel it's been very beneficial to myself as a parent and my Son. (Client)
103. Feedback form - So far I am confident that SENDIASS will be a great source of support for me going forward. I look forward to receiving guidance from the team, and it's very reassuring to know they are there with their wisdom and knowledge. (Client)
104. Feedback form - Huge thanks for your service, it seems great so far! (Client)
105. Feedback form - Absolutely been a life saver, very understanding and lovely friendly service provided. Always happy to help and I feel nothing is too much trouble. Keep up the good work (Client)

4.2 Policy, Provision & Performance

106. Text - I just want to thank you so much with all my heart for everything you have done for my daughter and arranging today. I was so happy seeing how happy and excited she is to start college, not seen that happy girl in a long time so thank you so much from my heart means

the world to me as 6 months ago I did not think we would be able to get her to college so thank you very much xx (Client)

107. Email - I just wanted to take this opportunity to say thank you for your support, for our school you've always given good advice and I know you've tried to help whenever you can. It's been much appreciated. (Professional)
108. Email - Thank you to you for your support with the project. (Professional)
109. Email - I just wanted to express my gratitude for the amazing work the team did promoting NCS during autumn. Thanks to their efforts, Halton went from under 50 young people accessing the autumn programme to over 350. Young people involved in the programme had a great time and provided an NPS score of 87. They accessed climbing walls, archery, science projects, bush craft, motivational speakers to name a few. On top of this; - 248 young people received First Aid certificates, 251 young people received Be Internet Citizens certificates and 231 young people received a certificate from the Prime Minister. I can't thank the Halton team enough, as they really did go above and beyond. Halton is now is being talked about nationally as best practice, with regards to NCS. Can you please pass on my thanks to everyone involved. (Professional)

4.3 Education 0-19yrs

110. Email - I have benefited greatly from the training that I have received and have looked to implement various strategies in the classroom with considerable success. My behaviour management still requires some improvement; however, I am confident that I have made large strides in this area. I have seen a significant improvement in my classes, especially my challenging Year 9 class. The classroom environment has been much calmer, and this has led to more rapid progress, illustrated by their improved results in summative tests. The behaviour specialist has provided me with various useful techniques to address poor behaviour and she has been very positive and encouraging with me in her feedback. (Professional)
111. Email - She asked me to pass on her thanks to everybody in the Early Years Team, and to Snr Management. She said that she feels really well supported by the LA during this current situation. She appreciates the daily updates from the Director, my daily phone calls to check her attendance numbers (which can sometimes be her only adult conversation of the day), and the fact that she continues to be paid on time. She really was full of praise for everybody and the job we are doing. (Professional)
112. Text - She is doing well and I think she is now in the right setting. I know gifts are a no due to everything going on but I really want to say thank you and your boss for all you have done. It's been a struggle and I don't think I could have done it all on my own. You have been amazing and I wish you all the best. Much appreciated and take care. (Client)
113. Team's Chat - I have just finished delivering the graduated approach launch and thought I would share the feedback we received on the teams chat. The session was very positive. The SENCOs all seemed genuinely pleased to be given the documents and shared verbally as well as on the chat just how brilliant and useful the documents are and how helpful it is to have it all in one place on the Local offer. The work put in with this has been immense and also difficult to do virtually. Thanks everyone. I for one could not wish for a greater more proactive bunch to work with. Comments include - Really supportive tool, a great resource, looks good and easy to use, if we can reference these on our support plans it shows clearly what we have done, so glad I attended this workshop, thank you for such an excellent and really informative meeting. (Professionals)

4.4 Commissioning

114. Email - Just wanted to re-affirm what a fantastic member of staff you have in her; aside from being incredibly likeable and easy to get on with, she is hard working, quick to respond and incredibly dedicated to her job which is refreshing. All too often, our days are spent battling with other professionals. She very much embodies a 'well we're here now, so how can we get out of it' attitude which much more helpful and contributes to a joined-up working culture to get the best outcomes for our young people. (Professional)
115. Email - Hopefully we have some more young people form Halton with us in the near future as both your and everyone there have been really good to us and your support is always appreciated. (Professional)