

Compliments examples from Children and Families and Education Services

1st April 2022- 31st March 2023

Children & Families:

“Many thank for the work you have done for [XXX] and [XXX] and of course me; you have been amazing and gone above and beyond what I would have expected. If other support workers were as diligent and caring as you, the country would be in an amazing place. We were incredibly lucky to have you working on behalf of [XXX], I hope going forward he receives the same high standards you have set, from other areas. If he does, then I will most definitely sleep better at night knowing there are people who care. From the bottom of my heart, thank you! I wish the very best of luck personally and professionally.”

“I just wanted to also say how much I appreciate the support you are giving us. Having you check in with us with such compassion and also saying 'you are doing great!' really does mean a lot.”

“Last week we had the final hearing for [XXX] and [XXX], with the LA seeking Care Orders for both children. Prior to issuing their mother had made serious allegations of domestic abuse, with the family moved to a place of safety where sadly serious concerns about their mother’s ability to also provide safe care was identified; this lead to care proceedings being issues.... I wanted to highlight the excellent working from the key practitioners and the working relationships between the Children’s Team and Legal. Just to add, this was also [XXX] first time giving oral evidence which was a big surprise for the Guardian’s Solicitor!”

“Just wanted to say you were brilliant in giving evidence to-day in court with what was a very heavily challenging counsel and your first time in court so early in your new career! You remained professional, focused succinct and clear in terms of statutory responsibilities, with very considered responses, with some challenge back and with the clear needs of [XXX] kept very much the focus.

Well Done!

[XXX], also thank you for supporting [XXX] and being clear regarding our next steps, much appreciated.

[XXX] this was a very well-presented case, both [XXX] and [XXX] did a very good job and complimented each other really well.”

“Our family would like to compliment our family support worker for her years of dedicated service to your team and us as a family.

[XXX] and the service/support she has provided us with has been such a relief when we have been going through very stressful times including cancer treatment, operations, Covid, etc

She has always dealt with us in a professional empathetic manner. She has been instrumental in assisting us with setting up personal assistants for our disabled daughter and obtaining funding. The respite your service has funded has enabled us to spend time with our son (the non-disabled child) and each other as parents which has given us time to reflect and reconnect allowing us to be better parents.

We are thankful for the many years of support and services your team have provided us with and highly commend [XXX] who is a credit to your team.”

Education Services:

“I wanted to pass on my thanks to everyone within the team who has offered support and advice over the last 2 and a half years. Whenever I have had a query, I have received a helpful response quickly. I can only imagine how many other questions were coming in at the same me and this made the speed of response even more impressive...”

“At the end of a mad day, I just wanted to say thank you for your support with [XXX]. You are amazing. I feel like I have so much more confidence in managing parental conflicts since our conversation two weeks ago and since implementing your policy on parental conduct.”

“Myself and [XXX] are working together to support [XXX]. [XXX] has been nothing but AMAZING over the past couple of weeks and her support, guidance and efforts have been incredible. [XXX] has helped support [XXX] and her family by understanding her needs to then be able to ensure [XXX] was able to attend and complete her Year 11 exams. [XXX] has been proactive and has really advocated for [XXX] which is surely appreciated! [XXX] has also worked efficiently and effectively to ensure the ball is rolling to gain [XXX] a post 16 place. Thanks come from not only myself but from xxx and her mum and I really just wanted to highlight how amazing she has been!”

“We would like to express our thanks and gratitude to everyone who has supported our school and staff with [XXX] his family and trying to meet his needs. It is very much appreciated!

“Just thought I'd send you a message to say thankyou for everything you are doing for [XXX] always tells me how hard you work for [XXX] and the constant problems with School you have to battle. We really appreciate what you are doing and your hard work has had a massive impact on [XXX]. It's been horrible last few years for our family but with the help from people like you things are getting better. Sorry I've not been around to thank you in person but I'm always working. Me and XX are so grateful that XX has you. Without your help things would be very different and XX would not be where she is now. Thanks again”