

Children's Complaints and Feedback Team Cambridgeshire County Council

Compliments April 2021 – March 2022

All compliments passed to the Children's Complaints and Feedback Team are presented here. They are divided into compliments from young people, parents, other family members and foster carers; compliments from professionals independent of Children's Services; and compliments from members of staff with no line management oversight of the individual cases. They have been anonymised both in terms of the children and families concerned, and also in terms of those individual members of staff being praised. Otherwise, compliments are presented below exactly as they were received.

We are aware that some parts of the Service collect and report back separately and those compliments are not reproduced here. This is by no means an exhaustive list of compliments that are received by Children's Services.

Young People, Parents, Adoptive Parents, Other Family Members and Carers/Guardians

Parent said of Early Help Family Worker:

Always pleased with service. Very friendly and polite. Listened and answered any questions I had. Explained everything fully. Thank you.

Parent said of CIC Social Worker and Team Manager:

I would just like to say thank you for all the extra time that you gave for the Teams meeting on Friday. Although I know I was a little upset at the time during the talk, I do want you to know that I appreciate that you were so willing to give the time that it required.

Parent said of SEND Team:

We are always happy to help in anyway as we are so grateful to have such a wonderful SEND team to work with.

Parent said of Disability Children's Team Social Worker:

I am just writing a few words to say how happy A and I are to have you as our social worker. I will be really sad when we have to change social workers when A transfers to Adult care. I wish we could still keep you as our social worker next year as I am very worried about A moving into adult services and how it will affect the help we receive.

I feel you really have a great depth of understanding about A's complex needs and how it affects us as a family. I feel I am always trying to get A the support she needs and to get the correct information recorded in her EHCP. This I sometimes struggle with as it does get to me when I find it has not been updated and her needs are not being met. I do call you when I am at a loss to express what I need to say and talking to you always helps as you are able to suggest how to word the points in a better way as I tend to say too much and it's not as clear as it should be. It is lovely for me to have someone like you I can trust to talk with about A and know that you understand where I am coming from especially as I do not have the support of family around me. People who don't have or spend time working with children with complex needs do not have the understanding of how important it is for information to be correct and recorded for others to know how A acts and how vulnerable she is. You do see how well A masks her feelings and her lack of understanding and has this ability which she uses to just get herself through the day at school and then I get all the Un bottling of her anxiousness when she comes home. Also you understand how much she relies on me when I'm around and how hard it can be looking after A because her understanding, ability to focus and entertain herself is very low and she needs constant entertainment or engagement so she does not get frustrated, fed up and then get angry. [...]

You are so very good at your job because you have to listen to all the horrible things ie when I'm upset because A has had a massive melt down and won't stop hitting me and sometimes I have called in the middle of this to ask you to talk A down as I cannot and its terrifying.

I feel very lucky to have your support in knowing you want the best for A as I do. Also you help me when things get on top of me because over time you have got to know me well and know where I am coming from and how much A means to me (also my son) they mean everything to me and I always try to support them both in the best way I can and to protect them when needed. A has grown into a beautiful young lady and I just want her to have opportunities to enjoy life and to achieve as much as her abilities allow her too.

You are a brilliant social worker and a very caring person who does a fantastic job especially as its a job that there are not many people that want to do it. I wish we could keep you for longer as you make me feel stronger just knowing your at meeting about A as I really dont like being in a room full of people talking about A as I find it upsetting talking about all the issues that affect her and where she may go next.

Parent said of IFD Social Worker:

I spoke to someone tonight on the emergency childrens care number. I believe her name was E. During the conversation which I admit was difficult from my part E calmed me down and made me feel respected and valuable. Thank you to your out of hours team.

Parent said of SAT Casework Officer:

We received A's EHCP initial final plan on Thursday and have now read through it. We are incredibly grateful for the funding that he will receive and the comprehensive nature of the plan. It reflects and accounts for his needs extremely accurately. We realise it will have been a lot of work for all professionals involved, including yourself, and we were hoping you could pass on our sincere gratitude to everyone involved for all of their hard work and for the support that A has received so far, and will continue to receive, as a result of this plan. It has eased much of the anxiety that we had about his eventual transition to a primary school environment and we really cannot begin to thank you all enough.

Parent said of SEND Specialist Teacher:

Thank you for talking to me. I so stressed and now feel relax, the pain in my head its gone. You know my head it was so full, all the time thinking about what is best but now [after talking to you] it is better.

Parent said of Family Safeguarding Social Worker:

Briefly - my wife and myself are the former Guardians of our Granddaughter K. K has been in the care of Cambridgeshire C.C. for some time and her social worker has been M during most of that time. We would like to pass on how impressed we were with the job done by M and her team. Of course we would not agree with every single aspect of the way the case has been handled but overall we think an excellent job was done in very difficult circumstances. We were particularly impressed with the fine job M did of making her case in Court. The Judge focussed at times on supposed inadequacies in the relevant reports prepared by Social Services but we were more concerned that M had done a fine job of the practical aspects of supporting K, and we were pleased to hear her make her case to the Judge without being intimidated or unduly influenced by his comments. Some of his comments regarding ethnicity and K's previous placement we found to be offensive, bordering on racist. We hope that M's team leaders are not influenced negatively by any of the Judge's comments about the suitability of that placement, the school she was to attend, and the 'lack of information' presented in the reports to the Court. Although we accept he was well-meaning, we felt that the Council team had a much better grasp of the situation surrounding K and we were comforted by finding ourselves in agreement with the case presented by Social Services. Great work, under what must be enormous pressure, you have our gratitude and respect.

Parent said of SEND Community Educational Psychologist:

Thank you for all of your help, input and commitment to F. You helped me and her so very much at such a difficult time in her life. She said she will always remember how much you coming to see her in Wales cheered her up and says you were fundamental in her journey.

I know you will much appreciate the update as you were always so caring and did everything you could do to help F.

You take care. All the best. Hope our paths will cross again one day.

Parent said of SEND Specialist Teacher:

I wanted to thank you for attending and participating in the meeting yesterday regarding F. What a breath of fresh air you both were! I felt for the first time in a long time that you saw the needs of my child for what they were and not as a problem that I needed to solve! The things you suggested could be done in school to minimise the pressure he feels and to increase his brain space were spot on. Also I felt validated as a parent - that my observations over the years were correct and that I was right to push for him to get more support. Keep on doing a great job for kids like mine.

Young Person said of CIC Social Worker:

Thank you so much for everything. You are the best Social Worker.

Foster Carer said of CIC Social Worker:

I would like to comment on our foster child's Social Worker - H, regarding the transition and arrangement for K coming into our care.

Communication with H was excellent from the outset. Her standard of organisation was exceptional. She prepared the children well, organised for us to visit the current foster carers and then for the 3 children to visit us and the other foster carer, who will be caring for the other 2 siblings.

With all her hard work and great communication, the children were happy, as prepares as possible, as were we. This made the transition go as smooth as possible.

Parent said of Disabled Children Referral and Access Team:

My son R has had a lot of improvement since he gets offered or since using short break. Behaviour has change and with carer, there is more changes.

Parent said of SEND Specialist Teachers:

It gives me great pleasure to be able to provide some feedback regarding the service, support and care you have provided my family with since my daughter E was accepted on to Early Support last year. Your support has gone above and beyond professionalism, and you have become a trusted friend and sounding board and we will always be grateful for the positive impact you have had on us and our little girl, it's just a shame we never got to meet. One of the first things you helped me put together over the phone was E's 'All About Me', and at that stage in our journey I was only just coming to terms with the fact that I was no longer the only person shouting that my little girl needed support. I was at a complete loss as to what the next steps in our journey would look like, and was most definitely overwhelmed with the thought of what was needed to be done, and what was next to come. L, you were approachable, patient, kind and never once made me feel ignored or silly. The act of going through all the information, and having you validate even the little things as being pertinent and important really clarified for me the important elements of E's complex make up, not just her challenges and difficulties, but also her wins and sense of humour. E's acceptance on to EHA has seen an abundance of acronyms, terminology, forms and assessments – you've taken the time to explain all of them in detail, what they are, how they impact upon E and what they will be used for. The APDR has become an invaluable document for us, as much as it was difficult to hear that Eva's baseline emotionally/socially was so low, we would not have been able to progress the parental EHCP as we used this document in lieu of a PDJ provided by E's setting. Throughout the whole journey we have been on, you've always referred to E as a little girl, a person, and never just a subject, you've 'seen' her and appreciated her. L, you have also been there for me, providing support and a friendly ear through a very difficult time. I know that I was very frustrated and worried about receiving a diagnosis, as I knew it was key to building a support strategy for E, and you supported me in this. You took the time to explain the process, why the observations were required, and then shared everything that came out of those sessions. Out of everyone, family included, you were the first to call me after E's diagnosis appointment and talk me through that she was still the same little girl, and not to get lost in the overwhelming feeling that this was for life and all negative. You took the time to talk me through the positive things that E had going for her, and how capable I was in caring for her and advocating for her future. You allowed me to be sad in the short term as it's a huge thing to process emotionally, but reminded me of the things we were working towards with E and the potential she has. One of the biggest impacts on E over the last few months, other than changing setting, has been her engagement in the 'bag game', eye contact and building more relationship with O. You took the time to explain how, why and to what end, clearly and concisely – we followed your instructions to the letter, and even created a script! The change in E during these sessions has demonstrated her ability to follow an adult agenda and share communication. You also took the time to carry out a second virtual training session with E's new setting, and I know that they have benefitted massively from this as it got them up to speed straight away, giving them first hand insight in to why it was so important for E. You and F have worked as a seamless team, which has made the process much smoother and easier as an anxious parent. We may not be able to meet with you in person, but I know that I can email, call and even text should I need to, and that you will both respond as soon as you can. We have had several video calls and phone calls together and the 2 of you really are impressive. There is evidently a great deal of professional respect between you, but you both remain approachable and easy going, referring to each other when needed. I'm also aware how closely you have worked together in the observation sessions which were so vital for E's diagnosis. Being virtual the observations were difficult for E, and I'm sure for you too, but they were successful, you were the first to see through E's behaviour at nursery and instantly recognise the support she needed. You took a lot of time to talk me through the sessions, what had happened and what you had observed, which I was grateful for – it's a very unnerving feeling knowing your little girl is being observed without you there. DLA! I would never have been able to navigate the nightmare that is the DLA application without you, not only did you help with guidance as to how to approach it, but you were available on the phone and email to help me with the numerous queries – and we were successful. I do believe your professional statement as part

of the application was a big tick. You've been there for all the catch up meetings, and supported TAF, always providing input and always hitting the nail on the head regarding E. I never ever felt as if you needed to remind yourself about E's needs, or her as a person, you never needed to reference back to notes, it always felt that E was at the forefront of your mind. Thank you. L, you have allowed me to trust my instincts when it comes to E's care and needs and have given me confidence to continue advocating on her behalf. These may have been very strange covid times, with remote support and finding different ways to work, but I do not feel we have suffered because of it. It would have been fantastic for our relationship to have been more than virtual, but you have still managed to be there, get to know E, support us all, and make a positive difference. Kudos. It's been a pleasure.

Parent said of Early Help Family Worker:

Thank you so much for your help over the last few months, we really appreciate it so much.

I know we've only seen each other in person a few times over the time we've been in contact, but it made me feel emotional saying good bye knowing this was the last time

Look after yourself, you're absolutely amazing at what you do!

Thanks from all of us!

Parent said of Child and Family Centre Worker:

Totally enjoyed and learned a lot in a comfortable environment for the kids. Your style and approach to accommodate both our children was amazing. You presented in a clear and engaging way. We were very much impressed about your energy and passion towards the workshop till the last session. We loved the content and exercises and all the info you shared with us to go with the flow of our children and still helping them learn. It was great to hear your tips on how to practice the same at home. It helped us think out of the box. We loved how you recap every week and that made us feel good about the progress we were making.

We would like to commend your attention to details. For instance, we liked how you considered little things such as painting and music instruments that we mentioned the kids were not used to at home, and you incorporated those into our sessions. That provided a new and interesting ground for kids to have fun and learn at the same time.

We really liked how prompt your email communications were with regards to the follow-up. We were lost amidst lots of things and the pandemic was not being easy in the sense for kids to access group activities where they would be able to watch their peers and learn. You created a very organised yet friendly setting to compensate for that. Appreciate every session was fresh and informative. You were honestly so brilliant and captivating that we were shocked to know on the last day that this was your first workshop. You are amazing and thank you very much for making us feel confident at the end of the workshop.

P.s. The lady bird book is a massive hit with our children.
Kindly book all four of us in for the story time on [date].

We as a family love working with you.
Thankyou and cheers !!

Parent said of Family Safeguarding Social Worker:

Thank you for everything you have done for us! You've been nothing short of supporting and amazing and you will always be remembered for making a positive impact on our family

Parent said of SAT Casework Officer:

While I have you, thank you for all the support you gave us during the really horrible time at the previous school. When sharing my stories, I still tell people how brilliant you were in that awful meeting. We're all very happy now and S is thriving.

Parent said of Early Help Family Worker:

A few lines to say how grateful we are to your department for the effectiveness of your support since the summer of 2020. We were informed at a formal meeting that the School convened with us that our son was under threat of being expelled in the late winter of 2019–20. It was in a large part down to the relationship A was able to develop with our son that this pending action was averted. A forged a close relationship of trust with our son. On the occasions when our son felt unable to express his feelings to us without being physically and verbally abusive, we were able to suggest he discuss things with A. The phone calls our son made to A, at all times of day or night, always enabled him to see things more clearly and calmed what had been explosive situations. A is a dedicated worker and very caring in the way he appraises situations. A gives valuable advice without creating communication conflict or breaches in one's confidence of his neutrality. We, as parents, often benefited from his suggestions. He was always punctual to appointments and stood out as an exceptional individual, able to encourage and persuade, to the benefit and synergy of individuals in our family. The outcomes from the family meetings A convened were always supportive in making a material difference to the functionality of our family.

Parent said of Early Help Family Worker:

We just wanted to say a huge thank you for everything you've done for our family. You have given us so much support, advice, and help through our tough times and we couldn't have had a better person to get us through.

Parent said of Early Help Coordinator:

The Service has been very helpful and useful to my son.

Parent said of Early Help Family Worker:

I have to say thank you very much for your support over the period you have been supporting our family.

There hasn't been any other case + support worker that was working very closely with us. It's feeling good to having you advised, listened, helped getting funds + organised meeting with people around our life and solved many issues.

Of course, here still will be ongoing work in the family - as you know Autism is a big word.

Thank you for everything you have done for my family again

Parent said of CIC Social Worker:

Thank u, and I'm sad to see u go as u have done more for M than any other social worker and managed to get things rolling again ,thank u and good lock

Parent said of SEND Specialist Teacher:

I just got the official letter through the that you have completed your work with L. I just wanted to email you to send a massive thank you for all you help and advice - we really do appreciate it.

Parent said of Early Help Family Worker:

My food package has come, wow wow wow what an amazing box of food I never imagined it would be like this. Thank you K I really appreciate it, all your time and support, encouragement, care, and teaching me to be me again and the best mum I can be again.

I was scared and worried having a family worker, but you have shown me not to be and that actually family workers are kind people.

Parent said of Early Help Family Worker:

I wanted to let you know how much I appreciate all you have done for me, L and J. You have always done your best even if sometimes you didn't know where to start with me, you have been here for me every day I've needed someone to talk to, listen to me and to put me straight. I know its your job to help family's but you have been more than that to me. You've been my rock I've haven't felt so alone and scared of the future and now I know I can do things I just need to put faith in myself. You are a star and I thank you so much for everything

Parent said of Independent Chair:

Thank you, it was a relief to have the meeting with you and be heard properly.

Parent said of Child and Family Centre Worker:

Staff are lovely, welcoming, very friendly place. Staff are always very welcoming and friendly. Lovely to meet other mums and babies. Awesome. I really enjoyed it. Really enjoy coming every week. We had a good walk/run around and Wesley had a lovely time and was very engaged with the activities and Sarah. It was a really good opportunity to do something in person as we're not quite ready to return to the centres for indoor play. Love all the different toys/sensory things and lights. I have found this a real lifeline during lockdown. Staff are lovely and it's been nice to get out and meet new mothers and children. Wonderful opportunity for bubba and myself to do what we would normally do prior to covid! lovely friendly and welcoming staff. Excellent service, very helpful

Parent said of Earl Help Young People's Worker:

You have massively helped with him accepting his diagnosis and he will now talk to us about it .

Young Person said of Early Help Young People's Worker:

Thank you for everything you have done for me, I really will miss you.

Relative said of Child and Family Centre Worker:

Thank you C for everything, you have gone above and beyond.

Parent said of Early Help Family Worker:

Your support has been good, It has been helpful to go through the parenting program. I have looked at how I parent and have changed some things I do, you give me some good ideas.

Parent said of Early Help Family Worker:

I see little changes have been made, K has been getting on better with input from the family worker. Things have improved enormously with the support. Taking time to understand how K operates and giving her time to process things has really helped her.

Parent said of Child and Family Centre Worker:

Thank you for providing a safe place for very young children to play in these difficult times. Lovely coming here with X.

Parent said of Early Help Young People's Worker:

I would love you to be there, X has said she knows if you are there then someone will be listening to her. I know you make sure she is heard. Thank you and thanks again for absolutely everything you have done for X you've been amazing

Parent said of Early Help Family Worker:

Morning D, I would like to thank you for your help. The kids said you were really nice and they wanted to know when they were seeing you again because you were really fun. Thank you again

Parent said of Early Help Young People's Worker:

Thank you so much for everything you have done for X, you are an absolute star, we really appreciate it.

Young Person said of CIC Social Worker:

L confirmed that he sees H and that he feels able to talk to Hayley if he had any worries. He was also impressed that she always arrives on time for her visits

Parent said of SEND A & I Coordinator:

I just wanted to drop you an email of appreciation as I know you helped Mrs S's view about E and his needs today.

I have been really upset and stressed the whole weekend and whilst I feel able to voice my concerns and advocate for E, I know that isn't always heard by other people.

So thank you for also advocating for him and having his best interests in mind and being a professional voice that is listened to and valued.

Thank you - it makes a huge amount of difference.

Parent said of Teacher of the Deaf:

I hope it's ok to contact you, I have completed the feed back questionnaire but I just wanted to express my gratitude for all the essential support I have received from our TOD.

For the last couple of years we have been lucky enough to have A as our TOD and I wanted to say what a fantastic job she does for our family. She is always professional and approachable. She is a brilliant advocate for C and she is always there when I need her, which unfortunately has been quite a lot lately with all the pressures of lock down, C starting school and various battles to obtain support!

A really is a credit to your service and we are so grateful that our family has been able to benefit from her expertise.

Parent said of Deaf Support Worker:

N has not stopped talking about your session. She found it very helpful.

Parent said of Deaf Support Worker:

Sorry for the late reply and thank you very much for sending the report. C enjoyed meeting you and has told me a lot about the three rules of communication and caring for hearing aids which is excellent.

Parent said of Teacher of the Deaf:

Just to pass on our thanks again for putting us in touch with F. She was brilliant and gave some amazing advice and examples. She obviously really values you, C, and said on multiple occasions how amazing you have been and what a support you have and continue to be. It was actually really quite touching.

Thank you so much again and we will edit it and put it into the videos as we go.

Parent said of Teacher of the Visually Impaired:

Many thanks E, your input has been extremely valuable and I have been very impressed with your knowledge and suggestions.

[...]

Thank you again for your energy and enthusiasm in trying to help O - it is very much appreciated!

Parent said of Early Help Family Worker:

I just wanted to email to let you know how excellent S has been as our family worker. She spent time getting to know us and understanding the issues we were having, and then set about finding us the right support. We feel like we now have a support network and we are not trying to deal with all these issues on our own. We are incredibly grateful for all the help she has given us and we have really enjoyed working with her.

Parent said of Early Help Coordinator:

We are very grateful to the DCRAT Team for their work and efforts invested in making my daughter's life better. I wish to let them know that their work has a very meaningful and positive effect on our lives.

Parent said of Early Help Young People's Worker:

L's work with X has been priceless and even with all the covid restrictions in place the work they have done together has enabled X to move forward within some of his struggles. L's calm personality and demeanour and her non judgemental attitude has meant that X has felt comfortable enough to open up about the things he was experiencing, which has been remarkable for us all. L has not only supported X but has also helped me immensely with her words of encouragement, she has been able to signpost me to relevant agencies and information that have had a huge impact on me being able to help X more. Her involvement with the school also has had a huge positive effect on how they are now helping us and we both feel that without L's input we may not have come as far as we have.

Parent said of Early Help Family Worker:

Just wanted to say a huge thank you from us all for your support. You have been friendly, approachable and helpful. We appreciate all you have done. We'll miss seeing and speaking to you.

Parent said of Early Help Family Worker:

Thanks again D I appreciate all the help and support you're giving the children.

Parent said of Early Help Parent Support Worker:

Thank you for your help and support you have been a life saver.

Parent said of Early Help Family Worker:

Thank you for sending through the last TAF notes and the closure letter with contact details if needed in the future. Thank you for the support that you have offered our family through some very difficult times. It has been fabulous to know that we have had a team around our family in particular F and A who have been able to offer the right advice especially when it has been really tough. The coronacoaster was a really challenging time for us as a family as it was for many but we appreciated having people we could ask for help especially as through personal circumstances you could relate to the challenges we were having.

Parent said of SEND District Team:

Thank you for letting me know and thank you for your help, you are all absolute super stars and we are so grateful for all your help

Parent said of SEND Specialist Teacher:

I just wanted to say thank you, because the moment you got involved with M all of my worries seemed to be just taken off of my shoulders. Just to know that there is a competent, genuinely interested and well-organised person in charge of M's case has been a great relief and I can't thank you enough for your hard work. Also, for you to just "get" M and see him for M who he is is immeasurable. Thank you, I am so glad that M has finished Reception without being permanently excluded and we now have hope for the future.

Parent said of SEND Specialist Teacher:

xxxx because of the approach you taught me about yesterday!

We sat on the sofa together and he pulled my leg so it was on the sofa near him- so I mirrored and did the same with his leg. Xxx patted my leg, so I did the same on his. He tickled and stroked his hand on my leg, again I mirrored. He then paused and then squealed, so I did the same. xxxx looked at me as if to say "you're doing the same as me!" And he then went through

a range of different noises that I copied and the smile on his face was just great. This was about 5 minutes of wonderful interaction together and you're right; I absolutely felt that it was happening in my heart. I can't believe I felt it so soon! It was obviously just the right moment to tune in to it.

There was so much eye contact where xxxx seemed to be looking at my reactions and realising I was doing the same; it was just so lovely. And it all ended in a joint attention game led by xxxxx where he pulled my hands and pulled me forward and giggled and I responded with the same each time- to the point it was like we were rowing a boat. It was just so focused and beautiful I had to share it with you as without you teaching me, I'd have never been able to have that shared experience with him and feel so close, so from the bottom of my heart - thank you 😊

Parent said of SEND Specialist Teacher:

Once again, B, our family is and always will be eternally grateful for all the input, support and advice you're having with xxxxx

Parent said of Early Help Family Worker:

Thank you for your email. We have been so grateful for your help and advice over the last 7 months. I hope you realise what a beacon of light you have been for our family through some dark times.

Right from the beginning, you made us all feel at ease and created good relationships with the children. E, who finds it particularly hard, was comfortable with you and felt able to talk to you which was so helpful in understanding her needs and anxiety's.

Your work with IVC has taken a lot of stress away from J and I and put us in good stead for continuing a good relationship for both E and M's benefit.

Just to update you, CAMHS have pushed forward a further ASD assessment for E so hopefully we will be able to gain a better understanding moving forward. We have also followed up on the OT side so fingers crossed we can get some valuable input and help from them.

We wish you all the best for the future and hope you have a lovely summer. You are a real credit to the Early Help Team and I'm sure many other families will benefit from your support.

Foster Carer said of CIC Social Worker:

K is the best social worker E has ever had. Thank you K for your hard work.

Parent said of Family Safeguarding Social Worker:

We wanted to say a huge thank you for all your support and help over the last year. The children are all so happy and a big part of that is due to your dedication to this case and your determination to ensure the children have the best, safe, loving home. It has been a pleasure to work with you and we will be extremely grateful.

Parent said of Senior Specialist Clinician:

It was so lovely to see everyone at the meeting, it's quite emotional for us all really you've all played such a huge role in helping our family!

It feels like we are coming to the end of such a big chapter in our lives, we will never forget you and all the other professionals who supported our family through this period of our lives!

We just wanted to say we will definitely have to arrange a day to meet up for that coffee sometime soon! And if you don't mind we would love to keep in touch and send you updates every now and then of how the children are doing!

You've been such a huge support to us and we honestly can't thank you enough, you are fantastic at your job and you've helped us more than words can express!

Thank you for all your help you are an amazing person!

All the best

Parent said of Early Help Family Worker:

Thank you so much V I really appreciate it.

Parent said of Early Help Family Worker:

Thank you for sorting the HAF funding for X. X went on her trip through HAF funding to G water she said it was great, she said she was a bit nervous as did not know anyone but enjoyed it.

Parent said of SEND Educational Psychologist:

I just want to thank you for your hard work. You really supported me very much with M. Thank you

Parent said of SEND Specialist Teacher:

J got on really well on his first day and has settled in really well. He's really loving it at school. He's also doing really well with his schedule and the PECS motivators. He's been doing P.E, sensory play, messy play, swimming, having massages doing play together sessions and going to soft play.

Thanks again for all you and Jane did for the boys.

Please send my best and thanks to Jane.

Parent said of SEND Specialist Practitioner:

S you have such a lovely way with words. I should share with you despite his initial reluctance yesterday, when I said S's coming tomorrow on Sunday night his response was "YEEEESSSSSS!" Which I don't think I have ever seen with anyone!

Parent said of Early Help Young People's Worker:

I would like to send the biggest compliments regarding your member of staff S, what an amazing lady. I am so very grateful that S was allocated to my son E, S was a huge support to E and to me as a parent. She was always on the phone to support E when he was struggling regarding school issues and was always there to step in and help.

S was a huge support to me as a parent when I got lost along the way with dealing and processing E and his additional quirks.

I can't thank S enough for all she did for us as family and her support will be greatly missed.

Parent said of Teacher of the Deaf:

The help given by the hearing support makes the world of difference and we appreciate that you guys have helped whenever R has needed it in the past

Parent said of Deaf Support Worker:

Thank you for this. M was absolutely buzzing when she came out of school that day and is still talking about it all now, I have never heard her speak about her hearing loss in such a positive way and it has really boosted her confidence. Thank you so much.

She is very excited about your visit to the class 😊

Parent said of Touch Typing Tutor:

I just wanted to say a huge thank you for teaching me for many things and thank you for all the effort and hard work what you put into L. You are a fantastic teacher. L has got everything ready for this academic year.

Please look after yourself and thank you so much for everything .

Parent said of Early Help Family Worker:

Thank you for today, speaking to you each time gives me more and more confidence and uplifts me to manage challenges that I will face. So I thank you.

Parent said of Early Help Family Worker:

I just wanted to put down a few words of gratitude for the help S has given us over the last few months. S helped when I didn't realise I needed it. She gave me a voice when it came to gaining more help from the school for my son and as a result we are now well on our way to getting the help D needs so he can be a happy and confident boy. My children have very much enjoyed meeting S and have always felt comfortable talking to her about any worries or concerns they may have, be that at school or elsewhere. Thank you for assisting us as a family through what could have easily been a very overwhelming process.

Parent said of Early Help Family Worker:

Just wanted to say a huge thank you from us all for your support. You have been friendly, approachable and helpful. We appreciate all you have done. We'll miss seeing and speaking to you.

Parent said of Early Help Family Worker:

Just wanted to say a huge thank you from us all for your support. You have been friendly, approachable and helpful. We appreciate all you have done. We'll miss seeing and speaking to you.

Parent said of Early Help Family Worker:

Thanks again D I appreciate all the help and support you're giving the children.

Parent said of Early Help Family Worker:

Thank you so very much for the food parcel very very.

Parent said of Early Help Parent Support Adviser:

Thank you for your help and support you have been a life saver.

Parent said of SAT Casework Officer:

Honestly, you wouldn't believe how many years we have spent fighting for X and his education and for us to be heard. You listened to us and for the first time ever we didn't have to do anything. So we are deeply grateful for your help.

Parent said of Family Safeguarding Social Worker:

I am extremely appreciative of the support that has been provided to me by the Local Authority and thankful for the opportunity I have been given to prove myself as a capable single father. With the help of professionals, particularly our social worker, C, I have been able to make huge improvements in many areas of my life, which will in turn have a positive impact on A and L's wellbeing. I am very grateful that the Local Authority is proposing to continue this support with a Child In Need plan.

I once again would like to express my gratitude for the support and guidance my family have received from the Local Authority.

Parent said of SAT Business Officer:

I hope this email finds you and the Team well. I am writing as a parent to express my sincere thanks for the outstanding level of service given by J, and to highlight the excellent work he has done in helping us ensure the Team had all the correct information required for panel, and subsequently for the preparation of the assessment process.

I was extremely anxious about paperwork going astray, as this had occurred when my daughter was in primary school, unfortunately an error on the part of the school. J was extremely helpful, patient and informative, guiding us through the paperwork process - without his help we may not have made it to the August panel. His manner in correspondence has always been highly professional, whilst also enabling us to feel we could approach him with further questions, without feeling like we were taking up his time (even though I understand from professional experience, that resources for all in the Council are extremely stretched).

I cannot thank him enough for everything he has done, always role appropriate, but accompanied by such a person-centred approach, facilitating a great partnership between parent and service.

A huge thank you to the rest of the Team too; we are currently awaiting for the assessment process to begin, but I know there has been a huge amount of work from all parties to be able to get to this stage.

Parent said of Early Help Coordinator:

A is very thoughtful, kind and caring, always asking of our wellbeing and asking A about his hobbies/what he enjoys. She has been there for us via email or telephone when needed.

Parent said of Early Help Family Worker:

We would just like to give some feedback about our Family Worker (K). K was fantastic helping us deal with our daughters behaviour and bad habits, she gave us ways of helping J explain what was bothering her and also made it alot easier for us parents to communicate a little better. K explained things in a way that was easy for us to understand. We also felt really comfortable around her and felt we could contact her whenever we needed to. We never felt like we were being judged (cause asking for help made us feel like we were bad parents) K was brilliant with S and her mental health if she was having a particularly stressful morning she could just have a quick 5 minute phone call to calm her and get back on track. I was really impressed how K arranged appointments around D's work aswell often coming in the evening. Both our children absolutely loved having K around and looked forward to the visits, it honestly felt like having a a wise and knowledgeable friend round rather than a professional, made us feel so comfortable. K gave us loads of advice on all aspects of our lives including housing, time for ourselves, touched on mental health and how J feels having a younger sibling. Overall we couldn't fault her and we actually all do miss her and the visits.

Amazing women and brilliant at her job!!! We will all miss K alot, and hopefully our paths will cross one day

Parent said of SAT Casework Officer:

I just wanted to drop you an email to say thank you for all the time and work you have invested into A's EHC Plan - finishing it in time for the new school year.

We are absolutely thrilled and so grateful. A passed all her GCSE's, got a place at her favourite college and has had a very good start so far. It makes a huge difference to her, being backed by this additional support.

Many thanks again and all the best for you - your work is probably more needed than ever in pandemic times.

Parent said of Disabled Children Referral and Access Team:

Re. CSDPA Plan - A positive overall experience. Friendly, professional and efficient staff.

Parent said of Family Safeguarding Social Worker:

Working with E is absolutely wonderful. She is so respectful. We have a toolkit now – not just for parenting but for life. It's a pleasure working with E.

Foster Carer said of Fostering Social Worker:

H is very open and approachable. She is consistently kind and very generous with her time – both to me and to the child. She has felt like a complete ‘life-saver’ through what has felt like a very challenging placement.

Parent said of SEND Little Learners Team:

Thank you for the opportunity to be part of the Little learners group. I must say O had a great time while attending and it also gave me an ideas how to improve his skills. We will continue practicing what we learnt from this group and thank you again for all your support. It was lovely knowing you and we may meet again one day.

Parent said of SEND Educational Psychologist:

We received a copy of your report on H today in the post. I just wanted to say thank you for taking the time to write it, and it seems really fair and detailed, and we're grateful. I'm impressed that someone could write that accurately without meeting Hiro directly. I'm sure that it will lead to good outcomes for H in the future

Parent said of SEND Specialist Practitioner:

Z has always been very generous about sharing assisting material, strategies, advice and links that we could get help from with regard to the challenges we face in X's learning journey. Many of them have been very helpful in removing the barriers in his learning. In short, we are very pleased with Z's help so far and even more hopeful that now with the help of a new setting she can contribute even more. We thank her for being helpful in our difficult journey.

Parent said of Early Help Family Worker:

Thank you very much for helping and supporting us during the last three months. The parenting together course gave us a chance to talk more openly about the issues I have been trying to avoid, and maybe more good things to come later.

Parent said of Early Help Family Worker:

To S, thank you for everything! We can't thank you enough. You will be missed by us all, and we appreciate more than you know everything you have done for us.

Young Person said of Early Help Family Worker:

Thank you to S. Thank you for everything. You have been the best thing that has happened to us. Thank you for helping my mum when she struggles with money and thank you for inventing the rule of M and A having to knock on my door. Thank you for everything you have done we are gonna miss you very much and hope to [see] you again some time. Lots of Love H.

Young Person said of Early Help Family Worker:

To S, thank you for helping our family get through this boring time without doing anything. I really enjoyed when you showed me your baking skills, you were the best cook I have ever seen. You should go on British Bake Off you were that good. You would always bring us food when we needed and always tell my school and brothers schools stuff so we would go to school and it would be eary and better. You are an amazing person and will always be amazing. I don't want you to leave. Love from M.

Parent said of Sensory Support Team:

Omg!! I love the Newsletter!! So Informative!! I'm going to be looking at the courses!! Have a fabulous Half Term!!

Parent said of Sensory Support Team:

I would just like to show my gratitude to all the professionals that run the Family Support Group, especially during these trying times. J, B, L and A have been amazing to turn up to Milton Country Park to entertain our little ones - especially at a weekend. We have met a few more professionals from the Service that we no longer see - C, and have an amazing ToD in A and support from L. We are truly grateful for the service that is provided and thank each and every one of them and you for making it so personal.

Parent said of Early Help Family Worker:

It has really helped having S be involved and support me/us over the last few months.

Amazing advice, strategies and support that has not only boosted my confidence and knowledge as a Mum, but helped to identify needs of the boys and plans going forward to implement with School, SEND team etc in the long-term.

S has been friendly, empathetic and knowledgeable from the moment she arrived in our home and it has been so useful to have had this support in such a kind way.

Thank you S! We will miss you!

Parent said of Early Help Family Worker:

Thank you so much for placing us under A, amazing lady. She has been exceptionally amazing to me and my kids. She is very warm and caring and so easy to talk to. She listens and also gives the best advice and support she can to help me and the kids. She is easy going and down to earth and treat us with respect and love. Am gutted our time with her has come to end, as it feels like we have lost the person who guides and support us. My kids and I are grateful and we love her dearly. Many Thanks.

Parent said of SEND Specialist Teacher:

We wanted to send you a quick email to thank you personally for the support you have given us with our boy K. We really appreciate your time and effort, always present over the phone or by email. Your reports have been so detailed. Your help has been amazing, your advice very helpful and we are so grateful. We can tell that you take your job very seriously and you come across as someone who really care for every child that comes your way.

Parent said of SEND District Manager:

Having been concerned about the move...we are humbled and thankful for your support.

Parent said of SEND District Manager:

Thank you so much, I wouldn't have known about this. I am so very grateful for all your support

Parent said of Teacher of the Deaf:

Thank you for your visit and all your help, it gives C such a confidence boost to have people willing to listen and understand.

Parent said of Teacher of the Deaf:

As R says, thank you for having the courtesy to share the outcome of the discussion with us and for instigating the topic - it's refreshing to have someone involved who is proactive in joining the dots together, as you always have done for us, so thank you again.

Parent said of Teacher of the Deaf:

I have no doubt that M would not have settled in so well at [school] if it hadn't been for the training/interventions/reminders you have ensured are in place. It could so easily be overlooked and be so detrimental to M's day - a huge thank you from Simon and I for all your thought and help. Thanks again A.

Parent said of SEND Educational Psychologist:

Good morning, it was lovely to meet you yesterday. Thankyou for rescheduling from last week and for meeting me after school - I know it was a long day for you. C loved meeting with you and talking to you. She said that she would love to see you every day and she's sad that she can't! She responds so well to people listening to her and taking an interest in what she's saying and it gives her a real boost and the confidence to carry on making progress with her talking. I told her that you enjoyed talking to her too and that you remembered her from your previous visit, which she loved. I said that you were impressed with her drawings and the way she explained her thoughts and feelings to you and she was pleased. Have a lovely Christmas. Thanks again!

Parent said of SEND Specialist Practitioner:

My partner and I wanted to take a moment to write to you about the service that we received from one of your team members; C.

As we will no longer be working with C as she is no longer assigned to our case, we wanted to say a few words of thanks and provide feedback for a job very well done. It is our belief that she probably stayed on with us a lot longer than her remit allowed for because we had had such a poor experience from the setting that our son was attending, and we were at such a loss that we no longer knew what to do. She didn't want to leave us high and dry - which sums up her dedication to her job well.

She always went above and beyond for us and for our child and we feel as though we won the lottery having her assistance throughout our child's diagnosis; the pandemic; and our child's many poor experiences with a setting, which has since been closed.

We are first time parents and this has been an extremely stressful, nerve-racking and upsetting couple of years. Our child is now diagnosed with ASC and is receiving care in the form of a 1-2-1 and DLA funding - all things that we knew nothing about when we first met C. It has been an extremely long journey with very little support during the pandemic, but C always kept in touch, even when we knew that she was very busy with a heavy workload. She always reassured us and went above and beyond to be kind to us and support us.

I recently completed the SCILS course too and was so happy to have her present some of the modules to other parents in the class. I felt very privileged that we had someone with her expertise and experience in our corner.

I guess what we really wanted to say is that we will always remember her kindness and her support, always. She has been a key part of our journey so far and helped us so much. The team is lucky to have her.

I hope I have directed this feedback toward the correct person, but please forward on to anyone else that you think might be relevant.

Parent said of Child and Family Centre Worker:

Just wanted to give you an up-date on the family you spoke to during our Christmas craft event, here at Waterbeach. Since coming to the group and having a chat with you and other family members at home, Mum decided to contact her local GP practice for help and advice. The GP offered Medication for anxiety and maybe C.B.T. Mum started the new prescription before Christmas and it has really helped her to get through the Christmas holiday period and is feeling so much more positive about being a mum of two children. Mum wanted to say thank you for being so supportive and being a good listener 😊

Parent said of Early Help Family Worker:

S was great to work with, helpful and insightful reminding me of things that I had forgotten about and helping me with new approaches to how I response to what can often feel like stressful situations ie bedtimes.

She had a good manner and I felt she listened to me well and just let me talk about all kind of issues that were on my mind at the time, just by talking to her it made me realise what's important in life and what I can do, rather than what I can't do. She also engaged well with my children when she saw them for a few of the sessions.

Oddly, I will miss these sessions as I felt they were good for me. I do have close friends, so perhaps I need to engage more with them for that accountability, support and guidance.

Parent said of SAT Team Manager:

Thank you very much for your email and update on the appeal. We are glad that the allocation has been increased and it would definitely be helpful towards A's development. The update on the officers looking after A's file has been very helpful indeed. Once again thank you so much for updating. Your team and everyone at the council have been amazingly helpful in assisting us since last year. Thank you.

Parent said of SEND Educational Psychologist:

Just wanted to say a very big thank you !!! L has been awarded her EHCP with full hours so will now get the support she needs. I know its your job, but you listened to us, you observed L you gathered reports so that you really understood our girl.

You have had a big part to play in L's future, she can now dream and have the opportunity to blossom.

Parent said of Early Help Family Worker:

I'm happy but sad that you are closing with us. Thank you for being such a HUGE support for us, especially me because you were honestly a life-line, knowing that I wasn't on my own and that you had our backs at every point and that you understood. I never want to go through a battle with a school like I did with XXX and XX, who twisted and turned at every point, trying to juggle an unhappy child and work too. I believe there will be more casualties along the way and lessons should be learnt by them Ely College!!

J you do a wonderful job and the SENCO was right... you really are Gold Dust. THANK YOU.
xx

Parent said of SEND Educational Psychologist:

Firstly thank you for such a thorough assessment and for engaging L in such a thoughtful way. The letter you plan to send is a real touch of excellence, thank you for that too. We are very grateful to have had your support.

The report and letter are ready to be published without any changes thanks for the opportunity to review.

Parent said of Early Help Senior Transitions Advisor and District Manager:

Just wanted to say a big thanks and update you re K.

Firstly a much delayed thanks to you J for taking time to listen to me, very much appreciated.

Thank you to you too B for meeting with K and I. You were brilliant and pitched everything so well to her, now we wait and see but you did plant a few seeds for her to think about and she told me you have sent her some other information via email.

CAMHS will be doing the referral to the EIH, suggesting a YPW not sure when that will be but will keep on their tail.

Young People said of Child and Family Centre Worker:

Card No.1 - Thank you so much for helping me. From R. Card No.2 - S thank you for [...] and coming to help us. Card No.3 - To S, thank you so much for your help you have done lots for the family and changed it for the better. Thank you so much, from R. Card No.4 - Thank you. No.1 Family Worker.

Parents said of Early Help Family Worker:

L provided me with excellent support and I could not praise her more highly. My discussions with L gave me so much more confidence in what I am doing at home with my son, T. It reassured me to know that so much of what I was doing was good, but L also offered me new things to try and new ways of looking at things. Some of the strategies I now employ come directly from my work with L. I feel so much more in control of what happens at home and that has helped me to feel less worried and less unhappy and frustrated. I am so grateful to her for all her work. On a personal level, I also wanted to say how nice it was not to feel judged. At no time did L patronise me or make me feel foolish or selfish or anything else negative. She was so supportive and kind as well as being helpful and pragmatic.

Parent said of Touch Typing Tutor:

Brilliant - thank you. School printed and awarded E his certificate, he's a superstar! We have his keyboard here ready to continue his practice over the holidays. Thank you so much for all your help and support!

Parent said of Touch Typing Tutor:

Many thanks C and a big thank you for all of your help and support for M.

Parent said of Deaf Specialist:

W loved his visit with yourself and has told me all about it. He found it very interesting and it's interesting to hear what he says to someone else. He can't get his head around the fact that deafness is hereditary in our family bless him but hopefully it will become clearer in time. Thank you for visiting and informing me of your visit.

Parent said of Family Safeguarding Child Practitioner:

Thank you and for your support over the last few months.

Parent said of Family Safeguarding Social Worker:

it is an excellent job that X does. I felt very good with her presence and I am very happy that I had a employee like her for my social issue.

Parent said of SEND Educational Psychologist:

Thankyou very much for your report for C's EHC Needs Assessment.

I feel that you have captured C's needs - and strengths - very well, which isn't easy to do due to the complexity of her difficulties. I read some appropriate sections to C and she was pleased to hear that you had listened to everything she told you and that you had noted all her strengths.

I am glad that your report clearly states that all four areas of need are major areas of need for C and that they have a strong interaction with each other. I am also pleased that you have recommended a re-assessment by an OT of C's sensory integration difficulties as I feel that this is crucial as these difficulties severely affect both her day to day functioning and her learning. I expressed my concerns about C's sensory needs in 2018 after she was discharged following an initial OT assessment, despite the report stating that she needed a lot of extra time and adult help to complete tasks.

I am pleased that your recommendations also include ICT assessments, an OT assessment for equipment in school and a referral to the Fenland schools based Mental Health Support Team. I agree that CBT sessions would be beneficial to C as she responded so well to the sessions she had in 2018/2019 through CAMHS. Many thanks for your time and all your work on C's Needs Assessment. It is very much appreciated.

Parent said of SEND Specialist Practitioner:

Music therapy sounds great!! T will love it I'm sure. The group has helped reinforce a lot of things like hand vet hand in the sand pit (I was surprised he allowed this as well as he did) which made me confident in trying it at home as I tend to avoid him kicking off if I can, due to my level of tiredness sometimes. It has helped put my mind at ready about him starting setting aswell as before group I was worried he wouldn't "take" to any strangers as they wouldn't understand him and he will avoid if possible so it was really lovely to see him gradually come out of his shell and watch him start to accept you and relax around you...eventually leading to that lovely communication that was very clear with the singing and drawing!! The little hug was the cherry on the cake aswell...he doesn't do that to just anyone so massive seal of approval!!! I am confident now that he will try to communicate without help from me given the right approach and support (this was always a fear of mine..if I'm not there no one will understand him). I realise he needs alot of support and a big level of understanding but the fact he realised you "understood" was a really lovely moment for me!! So thank you xx

You have also given loads of practical advice about day to day issues such as spitting, not saying what I don't want but saying the behaviour I do want such as "feet on the floor" instead of "get down off the table"

I like how T started to realise where we were going when we were in the car park and would head straight for the door instead of being distracted by sights n the way...he anticipated once we got there and this was a nice surprise aswell as in the past he has seemed oblivious to where we were going and could get frustrated if he decided he wanted to go "this way or that way" been working with repeating certain words of reference to form the connection of a place with a sound and even then it can be hit or miss if he would pay attention or recognise. Overall group has been really good and we have enjoyed it.

Parent said of Family Safeguarding Social Worker:

I just wanted to say thank you for being a great social worker and supporting me with X. She's just turned 3 now! Can you believe it, also to say thank you for inspiring and believing in me.

Parent said of Early Help Family Worker:

To T, thank you so much for all you have done for us, all the advice and information you have given had really helped all of us. You have put things and help into place that is really going to help us. I've said it before every family really does need a T in their life. Will miss you, take care

Parent said of Early Help Family Worker:

I have recently had L as my family worker and I wanted to let you know how amazing she has been. When we met L my son was really struggling and this was really affecting us as a family and L has helped us so much. L is always available when needed and never judges, just tries to help. Both my sons felt comfortable with her and she took their craziness with good humour.

L is an absolute asset to your team and to be honest I am a bit gutted our time with her has come to an end.

I just wanted to let you know how grateful we are to have had L help us.

Parent said of Early Help Family Worker:

We would just like to say how grateful we are for the support K gave us between July and November last year.

When K began her support our Son was coming towards the end of primary school with what had been a tough school year for all of us. Whilst we felt we were fighting a losing battle with school and the health professionals involved at the time having K come onboard and made the load feel somewhat easier.

K communicated with other professionals and supported us with the parental EHCP which we now have in place. Our Son will remain at TCA for the foreseeable future to continue engaging with the tuition which is being supplied as his current mental state prevents him attending a suitable provision further away. We know we still have a long journey ahead of us and after further involvement from CAMHS our son finally has the medication we have been asking for, but had it not been for K's involvement we believe we wouldn't of been this far along in getting our Son the support needed.

Quite often parents are often worried about involvement of your services but we can truly say for us K was a great support, apologies for not sending this email sooner but we've never had to deal with the vast amount of letters, e-mails, meetings etc which the last six months has brought to our door but once again thank you for everything.

Parent said of Early Help Family Worker:

B and I absolutely loved having L as our family worker.

We were in a bad place emotionally when L started with us. The support that she has given us is invaluable. L built up such a good rapport with B, especially with the school visits.

As a separated family, L communicated confidentiality between both myself and B's dad and provided us with the tools to help.

We will miss L.

Parent said of Attendance Officer:

I take no credit at all!!!

I would have been absolutely lost if it wasn't for your help and guidance throughout this process. You've dealt with my change in plans, complete confusion and lack of knowledge and utter uncertainty about what is happening long term.

The knowledge you've provided and the leg work you've done on behalf of my children in what is a really challenging time, has meant that I can now rest easy knowing that they will have a new school to settle into. It's actually very refreshing to have such a personal and dedicated service from a public sector organisation and I think the work you do is invaluable to the families who need it.

Thanks so much again for all your help.

Parent said of Adolescent Team Social Worker:

I met virtually with Xs Dad yesterday. I went through the CIC review with him as he wasn't able to come due to technical issues with the prisons systems. At the end, I explained that he will be transferred and will soon have a new worker due to the long term plans.

X stated that he feel we have restored his faith in the system again with our approach of being open and honest with him the whole way through and involving him in all the plans and

processes for X. He stated that he was so let down and disappointed with the previous team, and that he was so happy that we took over and that he has trusted us from the moment he met us. He has said that he is so grateful that we have enabled X to have the best opportunities and that he will really miss working with us.

Parent said of Early Help Manager:

The kindness you have shown to my children and I is immeasurable. You have restored my faith in humanity. To see my boy smile like he did today, is just wonderful. You go above and beyond, I feel so lucky that we have had you in our corner this past year and to think that I almost declined your involvement. Honestly I can never repay you for everything you have done for us. Your help, support, advice, guidance and involvement has been invaluable and I just want to express my heartfelt and sincere gratitude. You are the best "professional" we have ever worked with and when the time comes for us to part company I will be very very sad to say goodbye. Thank you

Parent said of Early Help Family Worker:

We as a family found the support given by you invaluable. Now that we are without your help and communication, it just illustrates how immensely important your role with us was.

The girls warmed quickly to you and were able to express themselves freely which I feel was so important. X has gained a more rounded understanding of her sister and this is all thanks to you. She has more tolerance and appreciation for what her sister goes through on a daily basis and this has relieved some pressure in the house.

On a personal note, it was simply a relief for a professional to actually listen to my concerns. I want to thank you for your support, understanding and advice.

Parent said of SEND Specialist Practitioner:

Thank you for everything you have and are doing for myself and my family. You have given me the strength to carry on and I really couldn't have done it without your kind words, guidance and you believing in me. You go out of your way to check everything is ok even though your not appointed to us and it means an awful lot to me. I really can't express how I can thank you enough.

Parent said of SEND Specialist Practitioner:

Just wanted to thank you for your help, advice and support and wish you all the best. I want you to know you made a huge difference to us! THANK YOU

Parent said of SEND Specialist Practitioner:

Thank you so much for taking the time to spend with A. I think it's the first time he's really had a good chat about how he feels. I very much appreciate it and feel the report is very helpful.

Parent said of Early Help Family Worker:

I would like to take this opportunity to say what an excellent support you have been. Following our son's diagnosis, you were the first support that we have received and you made a great impact on myself and family. It has been a very difficult time and to have someone to talk to about our situation really helped me personally.

Parent said of Adolescent Team Social Worker:

Hi S just a email to say a massive thank you to you and L. You both made the transition for K into fostering care so much easier and smoother. you both worked with him and myself through the process, explaining every step of the way. so thank you to you both S and L for all you have done. Good luck with the future.

Professionals Independent of Children's Services

Councillor said of CIC Team Manager:

I just wish to thank you for your input into this morning's discussions ref K .
And indeed letting the discussion run well out of the time that has originally been allotted .
This is much appreciated by both D and myself.

SENCO said of SEND Specialist Practitioner:

Thanks very much for the training the other week. I thought you did a great job, considering the difficult circumstances of not being face to face.

Headteacher said of SEND Specialist Teacher:

Just wanted to say thank you for everything that you do to support the school - it is greatly appreciated!

Headteacher said of Assessment Team Social Worker:

I just wanted to say thank you so much, you were brilliant! It is lovely to work with such a strong professional being open and honest with the children and mum. It isn't always easy but thanks!

Support Worker said of Care Leaver Social Worker:

S told me that you visited for the last time yesterday. She will really miss you. I just wanted to thank you for the work you did with her over the last couple of years. I felt like I was getting nowhere with C and your input made such a difference to her and to me.

Virtual Team said of SAT Business Support Officer:

I have been in contact with A from S Virtual Team. A had been trying to find out who was caseworker a few weeks back for a little boy that is a complex case. A said that C had taken the call and had gone to some real effort to help her. I also need to reiterate that C then promptly contacted me to inform me of the situation. From here I have been able to make sure that this young person (CiC) has been submitted to panel early as requested by the VS Team in S – A needed to tell me that he was transferring out before the date of the initial final and was keen that G had at least a proposed when he moves to O to better inform professionals of his needs and outcomes.

A said that she usually has great difficulty in communicating through BS officers in other Local Authorities. She asked specifically that C is thanked and praised for her efforts. She said "all you probably hear is negativity so praise needs to be passed on when credit is due".

C your handling of this has made the process clearer to me and has now stood a little boy who has had a difficult life in good stead for when he eventually moves to his adopted family and new school in O.

School Staff said of Early Help Family Worker:

Can I say thank you for all of your hard work in supporting this family. I've admired your tenacity to get the best possible outcome for all of them during a very difficult time for all concerned. I feel that you've gone 'above and beyond' and that deserves to be acknowledged as well as praised.

Headteacher said of SAT Casework Officer:

I wanted to acknowledge how helpful staff in Cambridgeshire SEND have been to sort out a most complex case for a S CLA.

A S CLA, living in Cambridgeshire with foster parents, some of the way through the writing of his EHCP, was being moved to adoption in C. In C they have no EHCPs, but we wanted to make a quality handover.

A combination of your kind admin lady who listened carefully to the complexities when I called over the Easter holiday asked G to call. G took pity on me, and between us we worked out what needed doing in what order. With no moaning that he had plenty else to do, (and I am sure he did), he worked so hard, 'to turn it round'. I understand it was in communication with my worker at 6.30 this morning. Everything done and dusted by 9.00.

So thank you Cambridgeshire the child will never know, but this has really helped him start his new life.

School Staff said of SEND Educational Psychologist:

I've just delivered AET training and one of the delegates was N, SENDCo at [school]. N was telling me and the other delegates about the fantastic support and strategies she has had from her "wonderful EP" around a high functioning boy in Year 1 with high levels of anxiety and sensory needs. The EP is, of course, J so I wanted to pass on these lovely comments 😊

Deputy Headteacher said of SEND Educational Psychologist:

I just wanted to email to say thank you ever so much for the training on Tuesday. It sparked so much discussion between us and we all left with some actions to think about and take forward. I am really grateful that you scheduled a training session for this half term so thank you.

SENCO said of SEND Specialist Teacher:

Thank you for all your help with everything. I couldn't have done it without you and the team. You have made such a difference to my workload and the children's education and well-being, so thank you.

Health Professional said of CIC Social Worker:

I wanted to email you to say that it has been a pleasure working with H in supporting JW over the past 12 months or so and she will be a real miss to us as a service as well as him as a CLA.

H has been committed and consistent in her desire to support positive outcomes for JW and her support of the home and myself as the manager has been unwavering.

She has been an excellent communicator and as professionals we have worked positively together to deliver, at times, some very difficult and potentially confrontational news to JW, as well as some really positive news. H has never shied away from her role or responsibilities and despite COVID-19 and all of the difficult this presented she has ensured JW has not missed out on her support.

As an individual I have found H to be upfront and honest, accessible and a positive ally in trying to support JW. H has constructively challenged me to deliver the best for JW and has equally given me positive feedback when she felt it was warranted. I have worked in residential childcare for a significant period of time so can say with the confidence of experience that H is a credit to the profession of Social Work.

School Staff said of Early Help Young People's Worker:

It is so good to hear from Mum and Dad your work on resilience with C is having such a positive impact. It's great to see methods working in action and that must be resting on having a great working relationship with C too. If I may, I just wanted to say well done to you – you are clearly doing a fab job ☺

Charitable Organisation said of SEND Team Leader:

I just thought I'd say how fantastic I thought the event was this morning. CTM were superb and it was all so slick, professional, and impressive with their IT. The presentations were interesting, informative and engaging and I really do think it was something to be proud of.

School Staff said of SEND District Team:

Thanks to you and G-it sounds like there is some good progress. All your input this year has been really valuable to the teaching staff and teaching assistants and they have got a lot from it. I've also shared and cascaded lots of the resources and strategies and we are feeling more confident that we are offering robust early intervention lower down the school as a result.

Solicitor said of SEND Educational Psychologist:

I hope you're keeping well? I understand from Ms N that the visit to see H last week went really well and she was really positive after the meeting. At a telephone case management hearing with a Tribunal Judge Ms N was really complimentary of your work with H and expressed that your previous report "hit the nail on the head". Thank you for all of your ongoing work on this. I look forward to receiving your addendum report.

School Staff said of Early Help Manager:

Thank you so much for your time this morning, it really did help to move me forward. I have booked myself onto tomorrow's webinar: before you know it I will be whizzing around Liquid Logic like a pro!! I'd just like to add, I felt completely comfortable to be open and honest during our conversation due to your non-judgemental, professional, warm approach.

Health Professional said of SEND Specialist Practitioner:

Just to let you know I received the ROI for B, it sounds like he's got great targets and his family are being really well supported by you.

SENCO said of SEND Specialist Practitioner:

My name is T and I am nursery manager and SENCO at B nursery .
C was assigned to myself and a family as part of Early Years SEND support .
She supported both myself and the family with accuracy , consistency and great deal of empathy during a challenging family journey .
She made herself available for all of my questions and queries (and I had many) and responded with knowledge, patience and understanding .
Myself and a family in question have had many professionals involved , but C stands out as true testament to what Early Years support should be .

School Staff said of Teacher of the Deaf:

Thank you, as ever, for such insightful contributions today. It's so refreshing to have such good advice available in crucial meetings.
I look forward to seeing you next term.

School Staff said of Habilitation Specialist and Teacher of the Visually Impaired:

Thanks again for today. We all got so much out of it, both for L and in terms of an understanding of visual impairment in general.

Headteacher said of SEND Specialist Clinician:

Thank you so much for your excellent and comprehensive report to go alongside V's EHCP application. I feel it really captures his level of need and the challenges he faces but also offers us clear guidance on how we can help him to make better progress.

SENCO said of SEND Specialist Teacher:

I just wanted to email you to express my gratitude to your specialist teacher J for the support she has given me during my time as SENCo. I have learned so much from her which has improved my practice as both a SENCo and a class teacher and she has always been eager to support us as a school when we have needed her.

School Staff said of Early Help Family Worker:

Thanks for the update, I'm so pleased M seems to be having a good time, a break to Scotland will be lovely for him.

Seems sensible for you to close, everything is in place for a successful transition back to school hopefully & I will do the TAF with Mum and I so she is aware I'm still there if she is struggling.

Thank you for all your support, your engagement has made such a difference. I felt 'stuck' really before you became involved as we didn't seem to be getting anywhere but am reassured now M has the best chance of a successful school life, with all the support in place for him. I think you've really helped mum see the importance of a good routine and boundaries which is vital so huge thanks!

I'm sure we will cross paths again soon & I look forward to working alongside you again, take care,

Judge said of Family Safeguarding Social Worker:

HHJ T thanked you for your work in finding a prospective adopter for him.

Judge said of Family Safeguarding Social Worker:

The judge found that the parenting assessments were thorough and well-reasoned and that there were no gaps in the evidence.

LGSS Legal said of Family Safeguarding Social Worker:

Credit to S who worked so hard on the case and was excellent in providing me with full and clear instructions when we were negotiating the contact issues etc.

Health Visitor said of Family Safeguarding Social Worker:

My student nurse and myself discussed the core group in detail afterwards and would like to offer some feedback. We found that the way that you handled the family respectful but challenged in the right places. We found you manner polite and inclusive with keeping the children at the centre of the meeting. I have always found that you are a committed social worker who will provide the best for the family that you are working with .

Headteacher said of SAT District Manager:

I just wanted to thank you for the support you are providing. It is a challenging time for all schools I know and A always has the needs of the child coming at the forefront of her mind. I really appreciate your input and clear guidance as this is very much needed, it is just fantastic that you are there for us as a school to help navigate through some of the challenges we face. Many thanks again.

SENCO said of SEND Specialist Teacher:

I just wanted to give you feedback on V's Makaton training today. All staff really enjoyed it and they are now so enthusiastic about rolling out makaton at our school. She was so inspiring, engaging and knowledgeable. We learned so much and I have never seen our TAs smile so much during a training session! I wasn't sure who to feedback to so please can you pass my comments on to whoever needs to know!

Anonymous said of Strategic SEND Support Team:

This centre is to be commended for their resilience and quick response to the pandemic. They put measures in place and developed their skills to run the courses online in a way that maximised the opportunities for their learners to develop their skills and knowledge by collaborative working. The work which I saw had all been meticulously assessed and the course team know and adhere to the course criteria.

Anonymous said of Strategic SEND Support Team:

The delivery team has an excellent in depth and wide knowledge base. They are up to date in their knowledge and benefit from also delivering training on the National SENCo Award which is accredited by University of Hertfordshire. The course work book provided students with a good supportive framework. There is rigorous record keeping in place to ensure that there are no gaps in candidates' knowledge. The system of having peer moderation is a useful way of ensuring consistency. I was particularly impressed by the range of evidence provided as well as the range of activities. R's enthusiasm is inspiring for her team.

SENCO said of SEND Specialist Practitioner:

Mum was glowing about the relationship you are building with xxxx and acknowledged the timeline we are working on and the importance of baby steps

SENCO said of Strategic SEND Support Specialist Teacher:

I just wanted to say how grateful I was for G's support. She really was fantastic last year and her support was invaluable. We all learnt a lot from just being in G's presence and watching her interact with students, staff etc.. personally I'm not sure I would have made it through the year without her advice and expertise.

Headteacher said of SEND Service District Team:

We are thrilled with the support we have had this term from our new SEND team, thank you.

Anonymous said of Child and Family Centre:

To the whole team at Wisbech Child & Family Centre - I know it was a team effort as I met so many of you. Thank you so much for being a part of Wisbech Apple Day! Despite the last minute nature, it was fantastic having you and we're so glad to have met you! All the best, E.

Headteacher said of SEND Educational Psychologist:

I am emailing to say how thankful I am, firstly with how quick you were to reply to my initial email and secondly with how you have contacted and supported E's grandparents through your telephone call and subsequent email. Thank you too for keeping me in the loop. I have heard from E's grandmother who is really appreciative of your input.

SENCO said of Teacher of the Deaf:

I just wanted to say thank you for the training session you did for us on Friday. It was brilliant - so clear, informative and confidence inspiring, and I know that the teachers will have appreciated it. One of the best I have attached (and I've done a few!) Thank you, and very best wishes.

Anonymous said of Additional Needs Pathway Adviser:

Hi D, I wonder if anyone has fed back to you that you were highly regarded yesterday! I was at the Connect 2 Work meeting when a father advised how very supportive and good you had been with his son and about the only person who had really helped. Your efforts are appreciated, you may not always hear! I'm visiting R M next week so really good progress there, thank you.

School Teacher said of Additional Needs Job Coach:

I would like to say that we have received amazing service from G and her team. G has been approachable and the communication has been excellent. We regularly receive updates and reports on how our student is doing in her sessions. Everything is set at the right level and the student is very much at ease when talking with her. As anxiety is a huge barrier for this learner, it's really wonderful to see and reflects on how well G has approached him. Having G and her team in communication has really reduced the pressure and has made transitioning our learner so much easier for everyone.

I wish this service was available to all of our transitioning learners, as we have students from 5 different counties, it would be wonderful if this could be expanded. I would like to say thank you to this amazing team, we are so grateful and look forward to working with you further.

Headteacher said of SEND Specialist Practitioner:

Wonderful person called J who helped us understand his needs and is showing us how to get the best out of him.

SENCO said of SEND Specialist Practitioner:

Thank you very much for your continued support and kindness, without which I would not have been able to get through it.

School Teacher said of Teacher of the Deaf Specialist:

He did have a great session with you - he shared at the end of the day- he enjoyed seeing you, and he worked hard. That is fantastic. H is really benefiting from his 1:1 sessions. It is great to see. Thank you.

School Teacher said of Teacher of the Deaf Specialist:

Thank you so much for sending these signs through each week! We are all having the most brilliant time at the Wednesday sessions, a huge thank you to yourself and L for hosting them. We have a child with bilateral hearing loss in my class, and he has just begun showing an interest in signing for the first time since we started using the signs in class so it's having the most wonderful impact. Thank you!

SENCO said of SEND Specialist Practitioner:

I just wanted to write and say thank you for your invaluable help and support. You have been amazingly important in getting the provision right for F in our setting and the progress he has made this term has been due to the expert advice and support we have received.

The specialist SALT was hugely impressed with what she observed when she visited the setting and says you're putting her out of a job! She couldn't add anything further in terms of strategies to her report!

F continues to amaze us and make steps in progress every session and it is wonderful to see. His EHCP request will be posted this week as we now have the reports we need. He is due to see Dr. B on [date] for a review as well.

We have another similar pupil starting with us in January transferring from The School because the family has moved to the village. His current setting is already requesting an EHCP for him. I am much more confident that our room and practice are set up to support this child as well, as a result of all your input this term. However, I now know where to come!

I do not know who your team leader is but please pass this email on as evidence of your impact - high quality support for children, schools and families. Super progress of SEND pupils!

Preschool Manager said of Early Help Family Worker:

Thank you for being so organised and getting things done so quickly. I've never known anyone to get things done so quickly. I can already see difference in Mum (S) in terms of stress levels.

Anonymous said of Early Help Family Worker:

S has supported some of our trickier families recently and has been very effective in building relationships with families who have a historic reluctance to engage with professionals. S was able to break down the barriers of mistrust which had built up, and work alongside families to reach their potential whilst engaging them in making appropriate changes they would be able to sustain. The families S worked with have shown they do have capacity to change when the right support is offered as part of a professional relationship.

This work was completed by S in an open, honest manner whilst making clear the expectations around parenting clear and empowering parents to take the lead in making changes.

Merry Christmas S, I look forward to working with you in the new year,

SENCO said of SEND Specialist Practitioner:

S has supported L C with timely contact, advice and strategies of support. She is efficient in sharing her records of involvement and any other record that I request. She always responds to information requests and email contacts efficiently and with professionalism. Her approach is child centred and relevant to the individual child and family need. S is an incredibly helpful and reliable source of support to the setting and children attending L C preschool.

Health Professional said of SEND Specialist Teacher:

I would like B's work to be recognised as exceptional.

On a micro level (individual children) I have got to know B as an extremely caring specialist teacher who gives sound advice to parents and who, with her bubbly and friendly personality and positive attitude, brings hope to families by highlighting and celebrating the little steps of progress. She is always available and, I know, often works outside her hours. Nothing is too much for her.

B's caseload is enormous and still, she was not phased when also having to cover South Fenland and did this with the same dedication and thoroughness. She knows 'her children' really well, understands their needs in detail. I witnessed that when being on the Meadowgate panel.

On a bigger level, B is excellent in 'working together' across agencies. She finds innovative ways to group children with similar needs together and work on their targets.

She has a strategic mind, knows what is needed and does the best to provide this. She has great knowledge and a fantastic way of putting this into practice.

I feel reassured when B is involved with a family as she cares and knows when and how to signpost.

It would be a shame if such exceptional work went unrecognised.

School Teacher said of SEND Specialist Practitioner:

Hi K, Thank you so much, you were brilliant! It was so positive and supportive and it really felt like we are a team. Have a good week and see you next Thursday.

Anonymous said of Adolescent Child Practitioner:

Just wanted to say thanks for the joint work (mostly you) on the XX case. Been really great to work with you and so far so good! All the best for tomorrow.

SENCO said of SEND Team Manager:

Hi C, I just wanted to say that L has now completely transferred onto the other school's roll. I also wanted to say a huge thank you for all your help and advice other this. It is very hard when you are making decisions about children's education and want the best for them, but aren't quite sure how things will work out. Have a good half term.

Anonymous said of Adolescent Team Manager:

I just wanted to email and thank you all for the considerable support provided to S throughout his admission and in preparation for his placement. Sadly, I leave his journey at this point (well on Tuesday) but am confident he will continue to receive a high standard of care from you all. It has been a pleasure working with you all and I hope (and am pretty confident) our paths will cross again.

Thanks V and I echo your thoughts – this has been a really good example of team working to support this young man.

School Staff said of SEND Specialist Practitioner:

You are brilliant – thank you! Thank you for coming in, your visits have made X grow in confidence.

School Staff said of Family Safeguarding Senior Practitioner:

As a school we would like to thank J and the team for getting this to court, the children are obviously flourishing in their new care settings. Thanks again

SENCO said of SEND Educational Psychologist:

I just wanted to thank you so much for this excellent piece of work, this has now been shared with all teaching staff and is up in PPA rooms. We have had some great feedback from the teaching staff and I have also shared how pleased we are with all the great support from you and C on the feedback form for time allocation from R.

School Staff said of Tough Typing Tutor:

Thank you for your support this term. I am trying to set a good example to G now by returning to better keyboard habits myself!

SENCO said of Teacher of the Deaf:

The 'Hearing Support Service' has always been a helpful and proactive group of people to work with.

Headteacher said of SEND Educational Psychologist:

We are so grateful for your time on Wednesday and for sending this information through – it is so thorough and your experienced words have been incredibly valuable for us. We will certainly use this information for our next steps. I've spoken to a number of the staff you saw who all said it was really useful for them.

Headteacher said of SEND Educational Psychologist:

Thank you for your email. I found it extremely helpful and releasing for you to say that we have done a good job in supporting the students and staff. I am grateful for you and your teams support.

Compliments from Service Staff

CCC Team Manager said of LADO:

I delivered LADO training to the above team this morning. E said that whenever the team have needed to contact LADO they have always found everyone approachable, supportive and clear in advice given. E also commented on the level of experience within the team and how valuable this is.

From me to all of you I want to say a big thank you and well done, the feedback received is so deserved by everyone.

CCC Worker said of Early Help Business Support Officer:

Thank you so much for your support in the job L, I really appreciate it! You're an absolute pleasure to work with and wish it could have been for longer!

CCC Worker said of SAT Business Officer:

I just wanted to send a quick email to say how incredibly helpful N has been to me today.

While most of my schools are leaving me alone this week, I decided to spend all day today working on my pre-16 Phase Transfer cases. This has basically resulted in me bombarding N with emails all day. She has responded to and actioned each of my emails straight away. It's clear that she has such a comprehensive understanding of the phase transfer process, as well as about individual pupils (she was recalling information about specific pupils that I'd mentioned several weeks ago).

I just wanted to raise this as I feel N has gone above and beyond for me today. Thanks ☐

CCC Team Manager said of SAT Business Officer:

I have just rung the SAT general line, and spoken to a very helpful gentleman. He answered the phone quickly, was very pleasant and double checked something to ensure I had the right information. Could not have wanted for a better service.

CCC Educational Psychologist said of Adolescent Team Student Social Worker:

I just wanted to say how helpful it has been to work with N on SM case. I had no idea he was a student social worker until yesterday! He has been so professional and helpful throughout this case.

CCC Worker said of SEND Educational Psychologist:

Fantastic work A 😊 I just had a meeting with C about something else and she said you were 'brilliant' at the mediation meeting.

Thanks so much

CCC Worker said of Adolescent Team Child Practitioner:

Today we held a risk meeting for E. We have been holding them fortnightly, due to the multiple risks/ lack of engagement/ impending homelessness etc.

All Professionals present felt the need to thank and commend N for the remarkable progress that she has made in one short week, in respect of breaking down barriers within the family/ enabling everyone to mentalize a plan and most importantly, to engage with E in a meaningful and respected way.

The work of all the SC and YOS professionals to date will have assisted this journey but it is N and her 'particular approach', coupled with her tenacity to plough forward, that has moved this case so positively in the last few days. It's early days but we really can see a 'breakthrough' with this young person and her wider family already.

N is an asset to your team and I'm so relieved she is on board with this challenging case.

CCC Educational Psychologist said of SEND Specialist Practitioner:

I just wanted to thank you again for allowing me to observe your session with X yesterday. I learnt so much through your interactions with hm, and it has been really helpful in guiding the formulation of provision for him. It was hugely beneficial to observe such brilliant practice taking place.