

## Children's Services Feedback Cambridgeshire County Council

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### Compliments April 2020 – March 2021

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All compliments passed to the Customer Care 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:**

I would just like to thank S for all her support with my son D in school also she was always at the end of the phone when I needed her she's a lovely lady and I'm sure she will make life much easier for many families in her path

**Parent said of Early Help Family Worker:**

A's support not only gave me courage and strength but her kindness and compassion made me feel safe whilst doing so. I am now separated and me and the 3 children are living happily and free from abuse. I can honestly say that without Anne's support things would be different. I have spent nearly a year debating with myself whether i have made the right choice and with the recent circumstances we are all facing, its now clear. I dread to think what life for my family would be like right now if we had stayed and i am grateful to see my children happy and healthy. My son has come so far with the help of the counselling services that A referred him to and to see the light back in his eyes is a blessing i was giving up hope on. Thank you for the amazing support that your family and child services provide.

**Relative said of Fostering Team Social Worker:**

I would like to say thank you for the professional, thoughtful and kind manner you have shown us during this process

**Parent said of SEND Educational Psychologist:**

I just wanted to thank you for that amazing report. Even given the very odd and difficult circumstances we are in you have done a fantastic job of seeing Michael and the support that he needs. I'm sure Michael will get support as a result of your hard work and bot my husband and I are forever grateful.

**Parent said of SEND Educational Psychologist:**

I received your EP report last week and would like to offer my sincere thanks for doing such a fantastic job, you've captured J perfectly. Thank you for taking the time to really listen and paint a picture of J that represents the wonderful young man that he is.

**Parent said of SEND Educational Psychologist:**

Thank you for your report regarding Z, it was really thorough and really captured him well. Thank you so much for your support, and for taking the time to produce such a detailed report.

**Parent said of SEND Educational Psychologist:**

I've sat down to read the report this morning and I feel it builds a good picture of M. [...] Just wanted to thank you for being instrumental in this process.

**Parent said of SEND Educational Psychologist:**

The report reached us fine and can I thank you for the support you have shown. Your report along with the one from CAMHs were fantastic and completely captured all of S's issues. We will certainly let you know the outcome. Once again a huge thank you from A and myself.

**Parent said of CIC Social Worker:**

Thank you! It's kind of you to send these on to us and very helpful. I don't feel 'bombarded' at all!

**Parent said of Disability Social Worker:**

L has had some lovely compliments from GW's parents thanking her for all the work she has completed with G (young person) and his transition to YAT.

**Parent said of Disability Child Practitioner:**

I am really grateful for all the team involved with my two children. Our family worker, R, has been a constant support. We as a family have benefitted from her support and kindness and understanding through a difficult recent time. Thank you, so grateful.

**Parent said of Disability Senior Practitioner:**

E has a real connection with A (child). Mr C said that the work E has done with A and the family is outstanding. He said as a whole Disability have been exceptional.

**Parent said of Disability Early Help Coordinator:**

Mum advised that after J was allocated to her son 3 months ago he has completely turned everything around, we feel supported and respected and couldn't ask for more than what J's done for us.

**Parent said of Young Adults' Team Social Worker:**

Thank you so much for your very helpful reply. Many thanks for your continued support.

**Parent said of Community Support Service:**

I really appreciate that workers are still working at this difficult time, I don't know what would happen if A (child) didn't have that to look forward to.

**Parent said of Community Support Service:**

I just wanted to write to say a massive thank you to your team for all of their support during this difficult time. We are so lucky to have had regular respite sessions with Carers who know J (child) really well. He has loved going out and it's given me a much needed break. It's been particularly invaluable this week. You really do have the best team, in particular A, N, D & L and we are really grateful for their support.

**Parent said of SEND Teacher of the Deaf:**

Just to say thank you so much for your support at the meeting on Friday it really helped a great deal and it was quite interesting as well what you was saying about a deaf child.

**Parent said of SEND Teacher of the Visually Impaired:**

I know we'll still be in contact, but I just wanted to say thank you to you for all your support, hard work and dedication while supporting L throughout her years at School. It has meant so much that you have stayed with her throughout her time there. I'm sad it's ending this way, but that doesn't erase all the hard work that L and the team have put in, and I've no doubt that will be reflected in L's results however they are decided!! At the end of the day, a pupils achievement isn't the result of a few hours worth of exams, but of the effort and dedication put in and all the achievements made over the years

**Parent said of Early Help Family Worker:**

Firstly I want to send a massive thank you for everything you have done, it has changed the way we are as a family and it's all because of you! I had hit a point where I thought I could no longer cope and wasn't sure how I would make it through but you've given me the confidence and the ability to see what a great family we have when boundaries are in place. I now no longer worry about what will happen when my baby arrives in 3 weeks as I'm now looking forward to them all being together, you've not only helped me with K's behaviour but all of theirs and because of you I can now communicate better with all my children. You're amazing and I really appreciate everything. Thank you for listening to all my worries and moans and reassuring me that I'm a good mum. I couldn't of done it without you.

**Parent said of Child and Family Centre Worker:**

I got in contact with A and she went first time last week to her [group] and will be going a few mornings this week.

We miss group so so much! Believe me!

I think you appreciate things even more when you don't have them anymore so for me it's been a real struggle and it highlights how you all were doing/are doing and hopefully will be back doing an amazing jobs not only for the children but also for the parents.

**Parent said of SEND Educational Psychologist:**

We received your report yesterday morning - many thanks for your prompt work!

You have captured a good picture about our lovely little boy T, the experiences and the many difficulties and challenges.

Hopefully, with your valuable input this can lead to a positive outcome in getting T the right sort of education and support needed. After all, all we want is for our little boy to be happy, healthy and to be given every opportunity to have a much brighter, educational future.

Thank you very much for your time, it was good for us both to talk to you to air our views and share our experiences so far.

**Parent said of Child and Family Centre Worker:**

I thought you were very professional and easy to talk to.

I felt very supported and not judged.

D had all the support and help he needed and I got all the help I needed to make sure he was supported well.

You are friendly and approachable making it easier.

You also made sure that we got all the support we needed as a family unit. You gave us all the useful information we needed to hand so we could help with D's development.

That is everything I could think of hope this helps you.

I want to personally thank you for everything you have done you have been amazing and have made me more confident as a mum.

**Parent said of Child and Family Centre Worker:**

I have really enjoyed having C work with me and my daughter. She has been a great guide and has been very helpful and approachable from the day we meet. She has guided me to the right services and has also given some good advice and where to look for help when needed. She has always been available and always got back to me with whatever questions it was I had. It's a shame to part days but we no longer need the support I'm so grateful to have received it in the first place.

**Parent said of Foster Carer:**

M is a fantastic woman. She has been an absolute godsend and she is the best person that my son could have gone to. She has done amazing things with L and works well with him. I know she's not a big lady but she is firm when she needs to be and she can stand up to him if she has to. I have definitely seen a change in him, he is so mature now and his behaviour has really calmed down.

M and I have spoken on the phone and I feel like I've known her for 20 years. You know, it makes such a difference when you speak to people who are experienced. She doesn't speak down to you. I longed for him to have the opportunity to go back to M and I was just so pleased when she was able to have him back. She is like a right hand to him. I am so grateful to her.

**Parent said of SEND Educational Psychologist:**

Thank you for your comprehensive report on our son J.

We feel you have captured what makes J tick and also his future needs extremely well.

**Parent said of Child and Family Centre:**

It was firstly great to see everyone and R enjoyed being able to interact with others. Really enjoyed having the sing along time and so did R. The time on the video gave us as parents time to discuss any worries or concerns that we seemed to all be having during this crazy time around our little ones development with them not being able to interact with others and it was reassuring that you were letting us know that we had been doing everything right to keep them entertained. Also appreciated you giving us more ideas on how to occupy them without time at groups. I had the health visitor call to do R's one year check and I mentioned we had been doing these and she thought it was an amazing idea and great that the children are still being able to see each other.

**Parent said of Community Support Worker:**

Mum was full of praise for A's worker, N – she said she has developed a lovely relationship with A and he really enjoys their sessions together.

**Parent said of SEND Educational Psychologist:**

We loved J's report. We appreciated greatly the time she took to understand A and his needs. Thank you.

**Parent said of Children & Assessment Team Social Worker:**

R's professional, supportive, and patient approach made all the difference to us.

We're aware that the pandemic must have made her job much harder. Despite this, R found time to reassure us and talk us through every step of the process. She always went above and beyond.

We would like to thank her very much for all she has done for us, we are both extremely grateful.

**Parent said of Disability Referral & Access Team Student Assessor:**

I would like to express my gratitude to the student assessor C for all of her help. She was very thorough and listened carefully. D is so quick and lovely.

**Parent said of SEND Sensory Support Team:**

F benefits greatly from his respite and his brothers get 1:1 quality time with me and daddy too. It benefits the whole family greatly and the service understands F's changing needs and is very helpful.

**Parent said of Disability Early Help Coordinator:**

I have only just signed up to use this service & as we are currently going through lockdown, I would say the service is great. K has still contacted me to start this so all good.

**Parent said of Disability Referral & Access Team:**

As a mother of R I am very happy about the service I and my son received. The short break has really help me and my son. R is a change person since I got short break.

**Parent said of Early Help Family Worker:**

S was very supportive and did her best to make sure both of us were heard. S was very good at spotting things and help me realised something was wrong with my behaviour on one visit. The regular visits from S created some sort of barrier, which meant the controlling and bullying behaviour was less often and not as bad. S has sent lots of emails, with ideas of educational and creative ideas for activities to do with my children during the lockdown, she got me access to Twinkl, which helped a lot with their home schooling and visual timetables, that helped with keeping W settled.

The regular phone calls during lockdown from S have really helped with my anxiety and its helped a lot to be able to talk to S about my concerns. S has been wonderful throughout and can't thank her enough.

**Parent said of Statutory Assessment Team:**

I feel that it's important to acknowledge that positive change is possible despite the challenges and discrimination of disability. The work that your team do is very appreciated and I can honestly say that we have never been supported with something that has actually worked until we started the process of a personalised education plan. We have had input from so many projects and professionals and nothing has worked!! You should all be very proud of what a special job you do because it changes kids lives who are otherwise marginalised. Reading through the guidelines of the aims and objectives for personalised EHCP plans, I can confidently say that my personal experience has reflected everything it should. I feel that it would be my pleasure to share this and S would also like to share from her point of view.

**Parent said of Early Help Family Worker:**

Thank you so very much for all your help. It is so very much appreciated. You have been amazing!

**Parent said of Disability Early Help Coordinator:**

C was efficient, thorough, and personable.

**Parent said of Disability Early Help Coordinator:**

C was really helpfully, she listened carefully to what I said, and was positive and engaging throughout.

**Parent said of Disability Early Help Coordinator:**

C's Early Help Coordinator was excellent. C's renewal of his horse-riding lessons went extremely smoothly and he was awarded more money on his card to cover pony days and extras which is great.

**Young Person said of Early Help Senior Transition Advisor:**

Thanks for helping me get an apprenticeship L, wouldn't have got it if it wasn't for you, thanks.

**Parent said of Children's Centre:**

Thank you so much for your prompt response. That's really good information.

**Young Person said of Early Help Family Worker:**

Making myself talk about my anorexia I find really hard, but I did it and I just wanted to say this was all because of you. So really this email was to say a big thank you!

**Parent said of Children & Assessment Team Child Practitioner:**

I just wanted to say a big thank you for the support you have been giving my daughter, you are like a 'ray of sunshine' in her life. The cooker you have organised for her is wonderful and the emotional support and guidance you have been giving her is invaluable. I hope that you can continue helping her for as long as possible. Both she and the boys are benefiting hugely from your input.

**Parent said of Early Help Family Worker:**

I would love to give you some feedback on S and how she's changed mine and K's outlook. I'm in the current situation we're dealing with, when I first met her I found I could talk to her about anything and not feel like I'm being judged, she was assigned to me and K because of the bad choices K took, it was horrible and I felt powerless and kept blaming myself for everything that was happening as I felt out of control, but she helped me open up and face some demons and make me realise I am not to blame and K can get help she needed. S really is an amazing woman and I owe her so much. I just want to say thank you so much for helping us both and I know she will continue helping others in the way she did for us.

**Parent said of Children's Centre:**

Just wanted to say thank you for the support and all your hard work. All the best for the future and thank you once again.

**Parent said of Children & Assessment Team Social Worker:**

Thank you so much for everything you have done for me, L and M. I will be sad to see you leave...but I can't thank you enough. Thank you for everything you've done for us. You're the only one who really believed in us.

**Foster Carer said of CIC Social Worker:**

So far we have found A very professional, proactive, reassuring and always has the child's best interests at heart. She has recognised times that we have needed a bit of support and offered many options to help. She has only been working with us for a short time and can already see that my eldest foster child needs much more support in school and is now looking into obtaining an EHCP which I have been asking for help for nearly 3 years. A has put herself out now visiting the home once a week. She has gone above and beyond in our opinion to support our family and we would like this recognising.

**Young Person said of Community Support Worker:**

E is lovely and lots of fun. She brings lots of toys for me to play with.

**Parent said of Disability Early Help Coordinator:**

I just want to say thank you to K who helped me understand short breaks more. She has been very friendly, helpful, and patient and I want to praise her excellent communication.

**Parent said of SEND Educational Psychologist:**

Thanks for these sessions. The sensory one was so helpful. Pennies dropping all over the place! I just wanted to feed back that I think having these sessions online is really helpful and I hope you keep it as an option after lockdown.

**Parent said of SEND District Team:**

Thank you for all the support you have provided me in the past couple of months with S. You have been an absolute joy to work with and have guided and supported me immensely and promptly through these months. On behalf of the whole family, I would like to say a big thank you! Thank you G for getting this initiated for us and for all the support and guidance that you have provided as well.

**Parent said of Disability Early Help Coordinator:**

D has been helpful and efficient in getting back to me over the last few weeks.

**Parent said of Disability Early Help Coordinator:**

Everyone is trying to help us as parents with a child with additional needs so that we can have some time for us as well. I appreciate the care and promptness of their answers by phone and email. I feel lucky and confident to not feel that I am alone.

**Foster Carer said of Fostering Social Worker:**

A was absolutely fantastic – fair in highlighting the strengths and weaknesses of everybody and also helped us to be reflective about the situation. A also helped us think about how things are going to be in the future and that it is all about keeping the children at the centre, no matter what our feelings are.

**SGO Carer said of Fostering Social Worker:**

OUR GREATEST GRATITUDE TO YOU S FOR ALL YOU HAVE DONE FOR OUR FAMILY TO MAKE THIS HAPPEN, WE WERE BLESSED TO HAVE YOU AS OUR ADVISOR AND ASSESOR AND EVERY OTHER ROLL YOU HAVE DONE TO MAKE IT HAPPEN. WE THANK YOU WITH GREAT RESPECT AND WISH YOU WELL.

**Parent said of Children & Assessment Team Domestic Abuse Practitioner:**

Not only did B help me learn and understand, she took the time to listen to and understand what I had to say. Thank you, if it wasn't for this programme I wouldn't have the knowledge, understanding, and strength that I do now.

**Parent said of SAT Casework Officer:**

I was contacted within the 6 week time scale to be informed that an assessment will take place. As I'm sure you can imagine I was over the moon as I had been told that 90% are refused so we would need to appeal and we didn't need to. S was assessed by the EP via video link relatively quickly in May. And the provisional plan was sent to panel on the first week of June. I was advised by G that it could be refused but he will do his best. To my delight, it was agreed to issue. I've since received the final and S has been placed in the best school for her, she is happy to transition there and they will support all her needs. The whole process has been straight forward, smooth, and stress-free.

**Foster Carer said of Foster Care Trainer:**

Thank you for a very interesting course and well done for making it run so smoothly in difficult circumstances. There are not many people who could have done what you did

**Parent said of Early Help Family Worker:**

Thank you so much for your support and your belief in us, it helped so much and came at a time when we really needed it.

**Parent said of Early Help Child and Family Centre Worker:**

We are still so enjoying the videos, thank you so much. Not sure who enjoyed the big red bus song this morning more, me or A!

**Parent said of Early Help Child and Family Centre Worker:**

We look forward to the Rhyme Times every Monday morning. We love the Big Red Bus song, it's so catchy and easy to join in.

**Parent said of SEND Educational Psychologist:**

thankyou very much for this [letter] I have just read it out to S! He said its everything he said and more.

**Parent said of Early Help Young People's Worker:**

My son was supported by L when he was struggling with his mental health and at risk of becoming NEET. He was able to build a relationship with my son who does not trust adults as a rule. He was excellent at communicating with L (and me ), was straightforward, friendly and professional.

**Parent said of Disability Referral & Access Team:**

I am really happy with overall process especially explaining everything. A was really good and patient in explaining. She send me correct links and documents.

**Foster Carer said of Fostering Social Worker:**

I can't find the right word to say how much F and I appreciated what you have done. I would like to say many thanks for everything without you we would be lost.

**Parent said of Disability Early Help Coordinator:**

I would like to praise J for his support. He is always responsive and helpful, getting back to us quickly if we have any problems. Well done - he is a credit to your team.

**Parent said of SAT Casework Officer:**

I've received our EHCO final plan and just wanted to say once again, thank you. It took a long time to accept the fact that I didn't have to fight for support for D, that we had in fact, won. I've spent so long fighting to get help and support for him that it didn't seem possible that I happened so easily. A lot of that is down to you and the other wonderful people we met along the way. So thank you.

You'll be pleased to hear that D is now looking forward to going back to school, knowing he has 'helpers' to support him. I know it's still only the start of the battle ahead, but we all feel so positive that it will make a huge difference to him.

**Parent said of Early Help Family Worker:**

M said she never thought she would be saying this, but she doesn't want the support to end, as having the support from everyone has really helped. M said that because of the bad experiences she's had with other workers, she never ever thought she would get anywhere, as she always felt judged and people jumped to conclusions about her. M said she now knows she can ask for help and there are people who will listen and look past her "loud mouth".

**Parent said of Early Help Family Worker:**

You're fantastic keep doing what you are doing!

**Parent said of Early Help Family Worker:**

Thank you so much for your support throughout, especially with the TAFMIS meetings. I honestly feel as though you're the main source of support and encouragement. Thank you



again for always being a continued help, even though this service has been withdrawn (which I understand it needed to be)

**Parent said of Early Help Family Worker:**

Thank you for your help I felt reassured from the meeting: (School commented that meeting was well led via Skype)

**Parent said of Early Help Family Worker:**

Thank you for all your help.

**Parent said of Early Help Family Worker:**

Really like to say how detailed your recording was and was so easy to understand what had happened during your visit and any concerns you had. Really easy to see A views and the support she was asking she needed to speak to her Mum. Really struggle these days, as some recording is so vague, so thank you for making it so clear.

**Parent said of Early Help Family Worker:**

Thank you B for all your help and support with A and us. It has been lovely having you there. I will talk to CHUMS tomorrow, thank you for that confidence. I'll try the chats and hopefully that will help him be more confident and get through his moments.

**Parent said of SAT Casework Officer:**

Thank you so much for taking S back. I'm really happy you're working with us again - what you helped me do has changed my child's life.

**Parent said of SAT Team Leader:**

Thank you so much for allowing J to take S back on. Your whole Team have been wonderful and the work they have done has literally changed my daughter's life. We are very grateful to your Team.

**Parent said of Disability Early Help Coordinator:**

We have found J extremely helpful and supportive.

**Parent said of Children & Assessment Team Social Worker:**

I wanted to compliment E as we have had various interactions with social care for our children and she has been the first worker to do what she said she would do in a timely matter. Thank you.

**Parent said of Disability Early Help Coordinator:**

C, R's early help coordinator was excellent. C's renewal of his horse riding lessons went extremely smoothly and he was awarded more money on his card to cover pony days and extras which is great.

**Parent said of Disability Referral & Access Team:**

Good communication from the tea and very understanding given the delay in returning signed forms

**Parent said of Early Help Team:**

I am very pleased with every aspect of the service. Everyone I have dealt with are always polite and friendly. A loves attending each week and has gained so much from what the youth club offers.

**Parent said of Disability Referral & Access Team:**

I am very pleased with the support I get from short break. The support has really really help my son (R and it has changed him.

**Parent said of Disability Early Help Coordinator:**

D in Disability and Social Care has been helpful and efficient in getting back to me over last few weeks. :)

**Parent said of Disability Referral & Access Team:**

the whole service we have received has been quick and positive. Very happy with everything.

**Young Person said of Fostering Support Team:**

Can I just take this opportunity to thank you and your team for the support I received during my last placement.

**Parent said of Adolescent Team Social Worker:**

I complete the joint visit to M and Mum yesterday with YPW. It was positive and they were thankful for my support (they gave me a card and some flowers!)

**Foster Carer said of SEND Educational Psychologist:**

I had a meeting with M's foster carer this morning. She asked me to thank you again for the time you spent with her and the suggestions you made which she found very helpful.

**Parent said of SAT Casework Officer:**

Just wanted to say a huge thank you to your team for guiding us through a difficult process. Our foster Daughter has experienced huge trauma in life, and we knew she needed to be given a different kind of education.

We are relatively new to fostering with little experience of children with special needs. When her social worker told us, we should apply for an EHCP it was a little overwhelming.

Firstly, we had the amazing S from Coates primary school contact us, saying we did not have to do this on our own.

We had a meeting and she explained the process to us. As our foster daughters' needs were linked to the trauma, we decided to ask for an independent review by a speech therapist, psychologist, and occupational therapist.

We were delighted with the results even though other problems were uncovered for our daughter but at least this confirmed we were doing the right thing for her.

Once the application went in, we were contacted by G who was our nominated case worker. Until then we had felt that we were the driving force behind the process, a process which was completely alien to us. This all changed when G became involved.

He explained all the processes and gave us the confidence to trust that he would do everything in his power to make sure our child had the right placement for her.

G immediately recognised that we had been ill informed by our social worker to decline the secondary school offered and set about correcting the problem.

We feel G went 'above and beyond' his remit. The communication was exceptional with emails and follow up phone calls. He kept us informed of the timescales and barriers we (and he) were up against and made it clear from the start that this case may well go over the standard timescale. But we all agreed it was important to get this right for her.

Sadly, his job was made even more difficult as our daughters' Local authority had vastly different systems that were over stretched and not particularly fit for purpose. But G worked around these hurdles in a professional but firm manner.

Frankly, before starting the application we saw many reports of how confusing and difficult the process can be. We were relieved when the LASW told us she would do the application, then frustrated when six weeks later we were informed she was too busy, and we should do it.

Despite not having the greatest of starts, we have nothing but praise for how well information was relayed back to us by G. Online meetings are far from ideal for effective communication, but were necessary due to Covid, but regular follow up phone calls were much appreciated and provided an increased depth of clarity, which was extremely reassuring.

Please feel free to pass on our praise to your team and please do include this for any future Ofsted visits.

**Parent said of SAT Casework Officer:**

I just want to Thankyou for all your help as despite covid L got some good results and has started his chosen course at Stamford - business level 3 extended diploma.[...] Thankyou again for helping him have that chance.

**Parent said of Independent Reviewing Officer:**

Our IRO J has been honest, helpful and shown a refreshing degree of integrity. Without her help and care, we would have litigated. She is a credit to the Council.

**Parent said of SEND Teacher of the Deaf:**

I would just like to take this opportunity to say thank you for your help and support with C, especially as I appreciate now you have so much to be dealing with. You are amazing and I really appreciate everything that you do to help and support C, and me!

**Parent said of SEND Teacher of the Deaf:**

S would like to send card for You :)

And I would like to say big big Thank You for whole support what I got from You, every good word and for that how amazing teacher You are! I really really will be miss You a lot! S of course too :)

Have an amazing summer!

**Parent said of Early Help Family Worker:**

All I can say really is wow, a truly good experience working with S, I always find it hard working with people who sugar coat things and need someone who is honest and straight talking without being rude or aggressive and S honestly was that person I feel so much more confident as a parent that I can and will manage even if times are hard sometimes I would really like to say thank you

**Parent said of Early Help Family Worker:**

Thanks for your help and for your lovely help on our main concern with L. We see him much better now and I reckon your sessions have been fundamental on his improvements. You has helped him and specially us, to understand and deal with his anxiety much better. It has been great to have your support during these months.

**Young Person said of SEND Teacher of the Deaf:**

You've been great: very clear, very patient and very understanding.

You've answered my many, many questions and provided encouragement with my Braille and along with the team helped me settle into SPF so well.

And I know you've done all this whilst having a million other things to do as well.

You've even potentially offered me a place to park!..... I'll let you know if I need to take you up on the offer, but don't worry if for some reason it doesn't work out.

So, again THANK YOU!

**Parent said of Disability Referral & Access Team:**

Thanks for your support. If you're not giving support, I never know how can I manage these things. I thank every time, every day for you all. Many thanks.

**Parent said of Early Help Family Worker:**

I'd like to thank you for everything that you've done for us. You've really helped the kids and myself, and C over the last few months, and I can't stress to you enough how much I have appreciated it. Keep up the good work, you do an amazing job.

**Parent said of Early Help Family Worker:**

I wanted to write to you and pass on our thanks for all the help and support that L has provided to my family.

When L first started working with us I honestly had very little expectation that anyone would be able to help us. We were at an all time low.

L came in and was able to expertly assess our situation and offer just the right amount of support. L was able to bring together the professionals that we needed to help our family and because of L we are in a far more positive position now.

L is an absolute credit to your team and deserves to be recognised for her work

**Parent said of SAT Casework Officer:**

A on Tuesday and so excited but wouldn't be possible without your support. Please have this recorded as a compliment that the process was so smooth and I felt that you always worked with A's best interests at heart, that he wasn't just another case or another number. You took his needs on board, not only from myself but other professionals to create the best EHCP possible. I felt that even with Covid you worked proficiently and effectively within effective timelines in preparation for his start into nursery and the EHCP was thorough and well thought out. You kept us fully informed throughout the entire process and we always felt well supported, which meant a lot to us.

**Parent said of SEND Specialist Teacher:**

L you are brilliant! My God you've put a spring in her step! She's reading , doing her folder, so happy. Just what she needed :)

**Other Relative said of Adolescent Team Social Worker:**

I also want you to know just how much myself, L and my Mum all appreciate the support you give to L and her family. We can see it's not easy and we struggle massively with it all but it's great that L is prepared to open up to you even when she won't engage with us.

**Parent said of Early Help Family Worker:**

I just wanted to say thank you to yourself and S. I was pretty surprised how a fair few strands of care wrapped around the girls and I soon after I contacted the police and my GP. I think I had just assumed that all would be done would be things noted and bare minimal help due to limited resources, austerity and the pandemic on top. I was really surprised with all the strands that got in touch with me, the sequential links between the various services and how at each and every stage I was made to feel safe, supported and in control of intervention options and next steps.

S was brilliant. She has been sensitive to my situation, the complex history and the intensity of it that occurred since lock down through the summer (after which I was flagged to your services). She was also really respectful of my need for privacy due to home situation and accommodating that alongside accommodating my worries about the girls and wanting them to have support to process any impact that home situations may have had on them. She was also super helpful signposting me to some information and helping me understand the patterns of the past and what is normal/acceptable in a positive relationship and what isn't. I am really grateful for the interventions that S helped put in place at school for my eldest daughter- it's good to know she is being looked out for there and there is a safety net for her there. Although I appreciate she couldn't work as usual given current restrictions I didn't feel this affected anything for me.

All this, alongside my counselling sessions helped me rebuild emotionally and mentally. It has also been hugely reassuring to know that I can reach out again for support to your service should I need and to know that at every stage I the girls and my wellbeing were being valued....something that during several months this year at home had felt entirely the opposite. The work you and S do is so important and has made a big difference for the girls and I. I'm not sure thank you cuts it, or is enough, but genuinely sending a heartfelt thank you. I don't know what the future holds but I am in a much better place to be ready for it and adapt

accordingly to prevent or remove ourselves from the things we have experienced far too many times in the past.

**Foster Carer said of CIC Social Worker:**

My partner and I are very impressed with R. We find that she has a great deal of integrity; when she says she'll do something, it gets done. This efficiency is matched by her kindness and strong professional understanding of the impact on teenagers of being 'in care'. She has met D a number of times and clearly forged a good relationship with him. He listens carefully to her advice. Such that, today, he felt able to accept the offer of counselling support from his current college. Today, R made this happen.

I personally find her a pleasure to work with - honest, reliable, showing good sense. She is also clear about what she feels is best rather than compromising her views so as not to ruffle feathers.

I myself have been a co-foster parent for only a short time. Thus I've little experience of the demands on Social Workers. Nonetheless, I cannot help but feel that R works hard to exemplify and to deliver best practice.

**Parent said of SEND Educational Psychologist:**

Just dropping you a note to say thank you so much for the thorough and supportive report we received this weekend. I've never seen an EP work so fast! We will discuss it at the forthcoming Team Around The Family meeting and then again as part of the drafting meeting.

**Parent said of SEND Teacher of the Deaf:**

Thanks so much for today k really enjoyed it. Also I've just found the newsletter with K's video on. She loves it and wants me to forward it to everyone lol.

**Parent said of SEND Teacher of the Visually Impaired:**

Thank you again for all your support! You really are fantastic at your job.

**Parent said of SEND Teacher of the Deaf:**

Thank You for the report!

I wish to say big thank You from me and S for this hard work in this strange year, for support and patience. We are very grateful for the time You gave us.

We wish You very best for You.

**Parent said of SEND Teacher of the Deaf:**

I wanted to drop you a quick message to say how nice it was speaking with you earlier today and to thank you for all the support you give not only to C but myself as well. Thank you

**Parent said of SEND Teacher of the Deaf:**

You were a star coming out when you did, It was your perseverance that made them work and the fact you got straight back to us with such clear pictures to help us 😊. Thank you for all of your work behind the scenes.

**Young Person said of Early Help Transition Advisor:**

I'm not sure if you'll remember me but last year, you helped me enormously with getting accepted onto my Access to Medicine Diploma. I wanted to let you know that I did very well on the course, achieving straight distinctions. I also benefitted in many other ways. One being developing my self-confidence, which was greatly lacking before. Thank you so much for helping me back when I was very unsure of everything. You really have helped to change my life for the better.

**Parent said of Children's Information and Advice Officer:**

Thank you to two members of your team - D and S - they have both been extremely helpful, prompt and professional in getting back to me with as much information as possible.

**Parent said of Children's Centre Worker:**

I just wanted to pass on some feedback if possible but I absolutely apologise in advance as I have forgotten her name on my drive home (I am very cross with myself for this) I just attended the baby class in Sawtry, The lady that runs that class is absolutely incredible. In the one hour session I felt like I had known her for a lifetime. She is such a friendly and warm person and has left me feeling assured that despite a lockdown, there are better things to look forward to. Thank you for providing this service

**Parent said of Early Help Family Worker:**

Having someone like Vicki, who showed to be a respectful, caring, professional and non-judgemental worker, helped me and my daughter go through this process in a very 'smooth' and healthy way, (my situation on becoming a mum was not very usual).

Couldn't have done it without her support and commitment to us.

As a woman, knowing that there are out there women like Vicki to support us, is very refreshing and empowering.

Keep up the wonderful and warm work! We need more people like you to overcome challenging situations.

**Parent said of SEND Access and Inclusion Coordinator:**

Not sure if you remember me but we met in January when you visited my son's school to attend a meeting to discuss M.

I just wanted to say a massive thank you as without your input I'm not sure where we would be right now.

You were instrumental in making changes for M by suggesting the green, amber and red behaviours and the 1:1. By March, M was back in school almost full time and doing quite well. Then lockdown started!

His EHCP was successful and he now has funding for a 1:1 and is doing amazingly well at school. The five months at home with me really helped him. He loves school, his confidence is soaring, he loves helping other children and loves writing!

I just wanted to let you know as I'm not sure if you ever get to find out how students are doing. Please could you also let S know as I know she spent a number of weeks with M.

The school presented M with his sheets on mounted card after his first half term and are very supportive of him, he is also the curriculum champion for PE for the school.

Thanks again.

**Parent said of SEND Specialist Teacher:**

Thank you for everything you are doing to support J.

It is greatly appreciated.

**Parent said of SEND Specialist Teacher:**

I just wanted to thank you for attending meetings and supporting G over the years. There aren't many people I come across that I can say have truly helped me and the girls, you really have been there from the start for us. Since I've had G I can count on one hand how many people truly care about their job role, and who have massively helped to make my life easier and for G to feel accepted. I am truly grateful it was you who was the first person to come into our home and to follow us on our nursery/school journey. Who ever you work with is very lucky to have you on their journey. Thank you so much for everything.

**Parent said of SAT Casework Officer:**

Having spoken an awful lot for many months, we suddenly have an EHCP in place and I realised we'd never thanked you for all of the work you did to get us to this point.

Having been told we'd never get things from SLT to OT, let alone Farm Club, and having been told we'd never get to this point without going to tribunal, it really feels like a miracle to be at this point but I know you're the biggest factor in our miracle.

I'm sure you already know this but it's not just the difference you've made in J's life; if any family member is struggling, your whole family is struggling so in everything you've made happen for J, you've also been helping my poor, long-suffering daughter and saving my husband and me many extra grey hairs!

So thank you for everything you've done. Thank you for having so much compassion for J, having a vision for what we could do, explaining it all so very, VERY patiently and so many times and then pulling it all together. I can only imagine the frustrations of working in a system which is so limited and with families who need more help than is available.

**Young Person said of CIC Team Manager:**

But honestly, Thank you for all your help along the way, I would more than likely be in a big black hole of doom and debt if it wasn't for you. Thank you for believing in me! X

**Parent said of Adolescent Team Senior Practitioner:**

I wanted to pass on the parents', guardian's and court's thanks and compliments for the social worker's hard work on this matter and the mother said through her solicitor that she would not be where she is today without the work and support of the social worker. This was very much echoed by the guardian.

**Parent said of Early Help Young People's Worker:**

Wonderful support from S, we as a family would not have got through this difficult time without her. Our daughter had a special bond with her and it helped a lot for her support.

**Parent said of Disability Social Worker:**

G and the Team have been very supportive and accommodating and I know he is trying very hard to help us with limited resources.

**Parent said of SEND Teacher of the Visually Impaired:**

Just wanted to say a huge thank you for everything you are doing for D, his confidence is really coming on and he is enjoying reading books on the orbit reader.

He attended his first session at CEAL on Friday and really enjoyed it, thank you so much for sending in all of the braille labels and offering to sort out any paperwork required.

I just wish you could teach D other topics too as he really gets on with you and you have a great manner with him.

Hope you are having a restful weekend.

**Parent said of SEND Teacher of the Deaf:**

We will miss you, the help and support you have given both A and us over the years has been phenomenal and that clearly shows in his achievements.

**Parent said of SEND Teacher of the Deaf:**

Thank you so much for this feedback, C. Despite the new regime of working on the iPad I think these sessions are proving to be so valuable. We are learning a lot from your advice and input, C and K, you are doing a great job of making these sessions work and adapting your language (& hands 🙌) to give K such constructive and positive input.

Who knew 12 months ago that we would find ourselves in the situation of giving a child an iPad and asking them to "take C into the library to play some games"!!

She is lucky to have you both and I am glad of the specific advice too.

Thank you and have a lovely half term.

**Parent said of SEND Deaf Support Worker:**

Thanks so much for meeting with F and his teachers and sending us on the report.

F was buzzing with excitement to tell us all about his meeting with you and has since been able to share the Golden Rules with his class and has been supported to talk openly about his hearing aid with the rest of the class.

We are so pleased with all of the support F is getting, he feels quite special :-)  
Thanks!

**Parent said of Youth Offending Officer:**

I've just taken a call from R's mother H. She rang in and asked to speak to me. She rang simply because she wanted to tell me what a good job you are doing with R and how impressed she is with your work. She was complimentary about her experience with the YOS as a whole but particularly wanted me to be aware of the work you have done with R. She described you as being completely approachable and helpful across a range of issues. She explained R has been low at times and felt isolated, and how you have worked with him on this, supporting with help with a c.v. and 'lots of little things' to boost his confidence. It's brilliant to get such positive feedback, particularly as it was unsolicited, and reflects even more the work you have done. Thanks from H and me for your work, a credit to you and our team.

**Foster Carer said of Fostering Support Team & Children's Team:**

I wanted to say a massive thank you for all your input and work this morning and our efforts working together to ensure that T has the planned move today !!

This is a successful day whereby we have achieved a child focused positive outcome, that would have made a massively positive experience for T. Hopefully T can move forward with the insight and trust that he has the positive support of professionals around him that are meeting his needs.

With thanks 😊

**Parent said of Early Help Family Worker:**

I just wanted to say you have a lovely way in your line of work, as soon as you left P said how lovely and kind you were, thank you for your support, have a lovely rest of the week and weekend, speak Wednesday x

**Parent said of Family Safeguarding Team Specialist Practitioner:**

N and S shared with me that C had restored their faith in working with children's services. N expressed that he felt C listened to him and had J's best interests at heart. He was very complimentary about C's approach and how she has helped them to move things forward. I know this has been a difficult case, good to have a positive outcome for J.

**Parent said of Youth Offending Service's Safer Relationship Worker:**

On behalf of me, M and L couldn't let this time go by without expressing our thanks and gratitude to you for what you have done with J over this past twelve months+, and also what you or who you have put him in touch with. He's done things he would never have considered before, you've pushed him, which was good.

He did listen to you, mostly, and it was reflected in his behaviour and manner. We have greatly enjoyed welcoming you into our home and getting to know you as well. It's been very difficult for us all in these difficult times caused by COVID.

You have been so good for J and he will greatly miss you and indeed I think we will.

We wish you all the best in the future and hope you get to where you want to in life.

**Young Person said of Youth Offending Service's Safer Relationship Worker:**

Thank you for everything you have done for me. You have helped me so much I do really appreciate it and hope we can keep in touch so I can tell you how well I'm doing.

**Parent said of Child Protection Chair:**

Dear S

Thank you for your time, input and expertise in chairing the meeting today.

I came away with lots to think through and reflect on.

It felt like a powerful meeting with E very much at the centre.



**Court Guardian said of Family Safeguarding Senior Practitioner:**

There has been a further updated assessment of Mr L, completed by the Local Authority. The social worker consulted with me prior to, during and following the conclusion of the assessment to discuss what the assessment needed to address, how it was progressing and the conclusions and recommendations. In my view, this is an excellent, very thorough assessment, based on extensive interviews, observations and relevant research. The assessment clearly addresses the risks and concerns, highlighting the progress Mr L has made and the areas where he will need ongoing support.

**Parent said of SEND Educational Psychologist:**

I wanted to write to tell you how impressed I and M were with the quality and thoroughness of the report we received over the weekend. We feel the outcome measures are excellent and we have hope that T will get the funding he needs. I think with the report you submitted it is likely. I wish teaching assistants were around when I was T's age as I think I would have not had to repeat a year (I think it was year 3) as I would have had better support within my age group.

**Parent said of Youth Offending Officer:**

Hi

I just wanted to put in a compliment for the work S and your team have done so far with my son, B. S has been amazing and yet again has gone above and beyond in her work to try and not only help B but us as a family.

Regardless that this time round B is older and less susceptible to what he is being told and asked, S clearly still has a fantastic way in connecting with him and gains his respect even in his current situation.

We can only thank your team from the bottom of our hearts for agreeing to continue to work with him even though the original 10 weeks is over.

S is truly a wonderful person as well as fantastic in her work, she is still to this day a huge credit to your team and the work you guys do.

**Parent said of Early Help Family Worker:**

Just wanted to say thank you for all your help and support over the last year. It's been a long long road and without you I'm sure I would still be in the position I was with Z last year. Ur one in a million and we as a family will certainly miss you. Not only have you been there to help fight the battle with school, you have been a tower of strength for both me and Zac, uve listened with open ears, ur the person that we've been able to count on, the person that has supported us and the person that hasn't judged. You gave me the strength to carry on and get what Zac rightly needs in terms of help. A thank you doesn't seem enough for what you have done for Zac and I, but from the bottom of our hearts, thank you so much. We will forever be grateful to you, for all that you have done for us.

**Parent said of SEND Educational Psychologist:**

I just wanted to say a big thank you for the letter and booklet that you sent pre Christmas it was very thoughtful and kind.

[...]

I got your report around the 23rd and I have to say you were spot on I couldn't of written it better myself it gave my husband and I hope that finally after 3 years we have a professional who understands our situation.

I just wanted to take this time to say thank you, it means a lot.

**Parent said of Connected Persons Social Worker:**

I would like to say a big 'Thank You' to C for all her help she has given me recently. In 2017 I returned from Jamaica to become a Special Guardian to my 4 grandchildren but due to family circumstances my husband had to remain in Jamaica. Last year we had a change in circumstances so my husband could now come back to Britain, only his Immigration papers

had expired. C very kindly wrote us a letter to send in to the Home Office, with our application, stating how important it was for us as a family to have S back living in Britain. Our application was successful and I feel sure that the letter was a great help.

**Parent said of Adolescent Team Child Practitioner:**

I could have written pages but have tried to be concise. I really just want to say Thank you. We have worked together for approximately 2 years on V's case it's been fantastic to have you as the CIN contact you have supported V through everything the times when she has stormed out of meetings had issues with her dad and even issues with me you talk things through with her and understand her issues but also point her in the right direction to help her move forward with the problems that she has had. The support that you have given me can only be described as second to none there have been times when I have doubted how I should be dealing with my daughter and you have given encouragement reassurance and support to enable me to cope with the difficulties that we have faced.

There was a period of time when I became very frustrated when S join the team and we seemed to have to repeat everything we had been through there was also a couple of meetings with H Community College that you were unable to attend S attended and I think caused a lot of frustration with R the deputy head especially concerning the severity of the people that V was mixing with. whilst I appreciate that he was the boss, I certainly felt that when you were not present things did not move forward as quickly as usual.

I know V has now moved into semi independent living and has a new worker as she no longer sits under the child in need banner but was devastated to hear that you were no longer the point of contact I appreciate you have to move on and better yourself but this is such a sad loss for the existing team but a huge gain for your new team.

I would like to say a heartfelt thank you for everything you have done over the past two years and wish you every success in your future career you so deserve it.

**Parent said of Early Help Family Worker:**

After last night's announcement of 'lockdown three' I was reminded that I wanted to write to you and say thank you and praise L for the assistance she has provided me and my family.

Being a single parent is incredibly challenging and L brought a calmness to a situation that rapidly appeared to be spiralling out of control.

I now have a better informed soon to be ex-husband, empowered children, a son who realises that being violent is not appropriate under any circumstances and a daughter who now feels she has a voice. L made me realise what I am and most definitely what I am not responsible for going forward.

No family is perfect and I may well need your assistance in the future .... I just however wanted to say a very big thank you to L.

**Parent said of SEND Service:**

All in all, it was one of the best experiences we have had re N's problems! All the information and help were fantastic and it was so good to meet other parents facing the exact same challenges! We only wish we would have been able to do the course a few years earlier - but then we had not had the ASD diagnosis.

**Parent said of Early Help Family Worker:**

D you were and are amazing. And I'm not just saying that. You made me feel confident and comfortable to talk to you about anything and be open and honest without any judgement from you. You gave me great advice, tips and strategies going forward. I never felt like you made me feel bad for things or inadequate, uncomfortable or awkward. You boosted my confidence as a mum. You reassured me I was good even at my lowest when I felt like the worst mum ever. You did an amazing job and I'm gutted our meetings had to come to an end. You're amazing at what you do. You're very kind, caring, genuine and honest. You get to the point when you need to. And take a soft approach when you feel you need to. You have a great

balance D, I couldn't have wished for a better family worker and I really honestly mean that. You helped me more than you will ever know. I can't thank you enough.

**Parent said of Early Help Family Worker:**

I wanted to send you a note thanking you for your wisdom and support this year.

When you have done has undoubtedly saved us as a family unit.

I am still in regular contact with A, and incredibly B has started to sit with myself and K at night occasionally.

Again, thank you for your help, I wanted you to know that you have made an incredible difference to us and we will always be grateful.

Happy New Year .... onward and upward from 2020 that's for sure.

**Parent said of Early Help Family Worker:**

When I asked for a referral to the early help team in order to have a family worker to engage with (due to my personal family circumstances at the time) I was not expecting as much help & support as I received from S. S instantly established a great rapport with me & my family. Throughout my engagement with S she has been incredibly professional, warm, kind & knowledgeable. S has listened to me & respected me throughout this process & has never left anything half done or unfinished. S goes above & beyond her job role & should be considered an absolute asset to her team. S has drawn knowledge from her personal experiences appropriately & if S had not made a suggestion to me about a medical issue my son was experiencing he would most likely still be in a considerable amount of pain & discomfort. The GP & Health Visitors missed this yet S's suggestion has now meant I have been able to contact the GP again & an urgent referral has gone into the surgeons at Addenbrookes. I am extremely grateful for S's time working with my family. In a way I am sad that S will no longer be working with my family however I am delighted to know that other families will now have the opportunity to engage with S.

**Parent said of Early Help Team:**

your Early Help Team reached out to me a few weeks ago and were beyond helpful. Apologies that I can't remember the ladies name ( we speak to so many people these days) but she understood our situation, very quickly knew the services that could help and referred me for some support which has been amazing.

**Parent said of Disability Referral & Access Team:**

very helpful & kept us informed of the progress of our application

**Parent said of Child and Family Centre:**

I find it really useful having the sessions virtually as I work part time so would struggle to attend otherwise so I'm really pleased to be able to benefit. Thank you!

I actually had to multitask (tesco shop, dinner prep whilst little one napping) whilst the call was on so was really pleased I could listen and learn at the same time. Very helpful!

**Parent said of Assessment Team:**

I was really frightened about the conference and was surprised about the level of support offered, thought they were out to get me and they are not, they want to help.

If another parent was coming to conference I would be happy to talk to them and tell them ' there is nothing to fear'.

Today has been an eye opener and a learning curve. I would like to thank you all.

I feel appreciated more now than I did last year. I recognise the concerns and I was cutting my nose off to spite my face.

I appreciate all the help given to me, you have given me hope and guidance.

**Parent said of Adoption Therapeutic Family Worker:**

We are hugely relieved and looking forward to the next stage in L's journey. We wanted to give you a big THANK YOU for all the support you've given us to get to this point, and to let you know we had a successful outcome.

The help of Adoption Support has been extremely important to us, kept us sane and reassured us that we know our son the best.

**Parent said of Child and Family Centre:**

Thank you for conducting the story and craft session. My child enjoys it thoroughly and it's been more than a week, she still remembers the story. We did the alligator craft and she wants me to send you a photo of what she did.

[photo]

The alligator was painted and made from scratch by her. Thank you and your colleague for making her day!

**Parent said of SEND Educational Psychologist:**

I cannot express in words what a relief and joy this news is. Without your involvement, it would not have happened.

Thank you so much for everything you have done, incl. sending the finalised report to L on a day you weren't at work!

[...]

With all good wishes for a Merry Christmas and a Happy, healthy and successful New Year

**Parent said of Early Help Family Worker:**

A huge thank you for all your work. You have really helped me to see the best way to handle issues and co-parent in a more productive way.

The beauty of your work is that you are always impartial and a natural mediator who is very understanding. It's comforting to know that Children's Services are lucky enough to have such a wonderful and inspiring individual.

Good luck in everything you do and everyone you meet.

**Parent said of SEND Teacher of the Visually Impaired:**

Thank you A, and thank you for your wonderful support. I can honestly we say had some trepidation in taking on L and hoping we would get things right for her, so it is lovely to hear how positive she is about her experience here.

**Parent said of SEND Educational Psychologist:**

I just wanted to say thank you for your time last week, it was the most positive meeting I have ever had about M, it really helps when there are people who understand children like my son involved and not my lone voice.

It was lovely to hear kind things said about him and the proud book is a lovely idea which has been in place all week, I get to hear nice things everyday instead of lots of bad things 🙄.

I feel getting the virtual school involved and having a new SENCO with experience has really turned things around recently and now they are moving forward to be a much more inclusive, trauma and attachment informed school.

I made a suggestion about 6 months ago that maybe they could get a 1-1 with SEN experience as thought it would be beneficial for M and the school. The head had never heard of this in a mainstream school but has looked into it and recruited someone with lots of SEN experience to be M's 1-1 who will start in March.

The fact she wants to come and work with M and will be used to more non conventional communication and behaviour, I believe this could be the difference between my son succeeding or not so I am very happy and relieved that the journey forward could be a bit smoother for him and us.

**Parent said of Family Safeguarding Social Worker:**

I would like to pass on my praise for what a lovely and amazing lady G is. She has been amazing and has helped my kids so much with their education I couldn't be more grateful. She also has helped me and had been so kind and understanding. I would have liked to send her some flowers for all her efforts but she has declined, but I think it's only fair to show my appreciation for all the help she has given my family as she has truly been wonderful

**Parent said of Early Help Family Worker:**

I am writing in regards of family worker P of his outstanding dedication in his profession. P was our family worker for just over 12 months and within that period had undertaken a substantial amount of time in resolving issues with my children that in the past no other family worker had been that committed to their job. He went above and beyond including psychiatry appointments for my daughter, making sure my twins received the relevant help with SEN putting forward an EHCP, coordinating with paediatrics and school, liaising with both X District Council & Y District Council, Outreach and GP.

His efforts have been significantly appreciated and his patience has been put to the test on numerous occasions.

I would highly recommend him to any family not just for his pleasant and caring attitude but his ability to care for the family he works with. I was sad to see him leave my family and wish him all the best success for the future. He is a credit to his co workers and the district team.

**Parent said of Early Help Family Worker:**

I hope it's not inappropriate for me to message now I'm no longer involved with my support (if it is, then please do ignore this email). I just wanted to reach out because me and G have made such an insane amount of progress since we last spoke and since you saw me through so many bad decisions and tried your hardest to guide me away from them (specifically, my ex) I would love for you to know how much I've changed my life around, something I think we both never saw happening.

I left my ex for good, I never ever thought I would but I did and it's been a year free. It was so hard at first but so worth it because I now have the best partner I ever could have hoped for. She's beyond amazing with G and treats me better than I've been treated in my entire life. I never thought a relationship like this was even possible. She will be officially moving in soon. There's no conflict and G now has such a loving and positive household which I think has helped his progress lots.

He suddenly started saying words and is now absolutely obsessed with learning and speaking, specifically obsessing over shapes and animals. He is so incredibly clever and he is such a happy child now because he has positive influences and two carers who adore him. My relationship with my mum is so much better too because she knows my girlfriend has turned my life around and we don't have the constant arguments regarding my ex.

My whole life is so so much better than it was back then when I was in the toxic cycle. I just wanted to say thank you for trying so hard to get me out of it and sorry that I couldn't have done it sooner. I thought that's what I deserved but now I realised how low my standards were. Yet again, I'm sorry for emailing if it's inappropriate to do so. It's just that whenever I think of how far I've come, I remember how hard you tried to get me out of it and kept wishing you could know how good a position we're in now.

**Parent said of Early Help Coordinator:**

Our Early Help Co-ordinator, D, has been very supportive and helpful, especially so during this part year of a global pandemic. During these unprecedented times, D has kept in touch regularly and it has been very much appreciated. Thank you

**Parent said of Child & Family Centre Worker:**

I'd like to say a special thank you for letting me do the last 4 weeks of baby sensory. My little one got so much out of it. Special thanks to J for being so helpful during the sessions.

**Parent said of Child & Family Centre Worker:**

Can you please pass on my sincere thanks and appreciation to all the team that's made these sessions possible - its been a lifeline for me & its really helped Evie's confidence being a lockdown baby, they've been great & something to look forward to on a monday! I think its J that's run the sessions so please pass on my thanks

**Parent said of SEND Team Leader:**

I am writing this email to express gratitude towards G who has supported us continuously throughout last year since we contacted him about our son, S.

S is 8 years old non verbal and on the autism spectrum.

We moved into the country from J in February last year and thought that getting school admission and medical care would be fairly straightforward however, the pandemic posed lots of challenges in this direction.

G helped us and guided us through the process of an EHCP, from arranging for someone to help with filling the application to setting up tuitions for S which really helped us keep him engaged till we got the EHCP approved.

He also sent required referrals for us on a timely manner.

School admission took a whole year and he supported us relentlessly through the entire process, following up and making sure we got the right support.

We really appreciate his proactive approach and empathy towards our situation.

I insisted on getting your details so I could send this appreciation for him as he truly deserves it.

I wish you and your team all success in helping families like us and truly believe that G is a role model for the SEND team.

Thank you so much G. Hope you continue making a difference in people's lives the same way you did in ours.

**Parent said of SEND Specialist Practitioner:**

Thanks so much for this. And for all of your help, you've been amazing. And well remembered in my life & Bs for all the tools you've given me to help her.

**Parent said of Sensory Support Team Leader:**

Just wanted to say thankyou for attending the meeting for the girls on Monday afternoon nd for all your help and support with making the right decision for the girls. I feel really confident that I have made the right decision and have 2 happy girls.

The girls were genuinely happy when I said we will have a zoom to say thankyou and bye to you :-)

A big thankyou for all your help and support over the years with the girls you have been a star. I will miss our catch ups and chats.

**Parent said of SEND Teacher of the Deaf:**

I just wanted to thank you all for yesterday's review - we smiled all the way through. It felt like you were all on S's side and that you very much want her at your school

Turns out "inclusion" in mainstream at all costs shouldn't be the goal. We're now "feeling the vibe of our tribe" and S is more included than she has ever been.

So thank you!

**Parent said of Specialist Teacher of the Visually Impaired:**

Thank you A, and thank you for your wonderful support. I can honestly we say had some trepidation in taking on L and hoping we would get things right for her, so it is lovely to hear how positive she is about her experience here.

**Parent said of Educational Psychologist:**

I just wanted to say thank you for your time last week, it was the most positive meeting I have ever had about M, it really helps when there are people who understand children like my son involved and not my lone voice.

It was lovely to hear kind things said about him and the proud book is a lovely idea which has been in place all week, I get to hear nice things everyday instead of lots of bad things 🙏.

I feel getting the virtual school involved and having a new SENCO with experience has really turned things around recently and now they are moving forward to be a much more inclusive, trauma and attachment informed school.

I made a suggestion about 6 months ago that maybe they could get a 1-1 with SEN experience as thought it would be beneficial for M and the school. The head had never heard of this in a mainstream school but has looked into it and recruited someone with lots of SEN experience to be M's 1-1 who will start in March.

The fact she wants to come and work with M and will be used to more non conventional communication and behaviour, I believe this could be the difference between my son succeeding or not so I am very happy and relieved that the journey forward could be a bit smoother for him and us.

#### **Parent said of Children & Assessment Social Worker:**

I would like to pass on my praise for what a lovely and amazing lady G is. She has been amazing and has helped my kids so much with there education I couldn't be more grateful. She also has helped me and had been so kind and understanding. I would have liked to send her some flowers for all her efforts but she has declined, but I think it's only fair to show my appreciation for all the help she has given my family as she has truly been wonderful

#### **Parent said of Early Help Family Worker:**

I am writing in regards of family worker P of his outstanding dedication in his profession. P was our family worker for just over 12 months and within that period had undertaken a substantial amount of time in resolving issues with my children that in the past no other family worker had been that committed to their job. He went above and beyond including psychiatry appointments for my daughter, making sure my twins received the relevant help with SEN putting forward an EHCP, coordinating with paediatrics and school, liaising with both X District Council & Y District Council, Outreach and GP.

His efforts have been significantly appreciated and his patience has been put to the test on numerous occasions.

I would highly recommend him to any family not just for his pleasant and caring attitude but his ability to care for the family he works with. I was sad to see him leave my family and wish him all the best success for the future. He is a credit to his co workers and the district team.

#### **Parent said of Early Help Family Worker:**

I hope it's not inappropriate for me to message now I'm no longer involved with my support (if it is, then please do ignore this email). I just wanted to reach out because me and G have made such an insane amount of progress since we last spoke and since you saw me through so many bad decisions and tried your hardest to guide me away from them (specifically, my ex) I would love for you to know how much I've changed my life around, something I think we both never saw happening.

I left my ex for good, I never ever thought I would but I did and it's been a year free. It was so hard at first but so worth it because I now have the best partner I ever could have hoped for. She's beyond amazing with G and treats me better than I've been treated in my entire life. I never thought a relationship like this was even possible. She will be officially moving in soon. There's no conflict and G now has such a loving and positive household which I think has helped his progress lots.

He suddenly started saying words and is now absolutely obsessed with learning and speaking, specifically obsessing over shapes and animals. He is so incredibly clever and he is such a happy child now because he has positive influences and two carers who adore him. My relationship with my mum is so much better too because she knows my girlfriend has turned my life around and we don't have the constant arguments regarding my ex.

My whole life is so so much better than it was back then when I was in the toxic cycle. I just wanted to say thank you for trying so hard to get me out of it and sorry that I couldn't have done it sooner. I thought that's what I deserved but now I realised how low my standards were. Yet again, I'm sorry for emailing if it's inappropriate to do so. It's just that whenever I think of how far I've come, I remember how hard you tried to get me out of it and kept wishing you could know how good a position we're in now.

**Parent said of Early Help Coordinator:**

Our Early Help Co-ordinator, D, has been very supportive and helpful, especially so during this part year of a global pandemic. During these unprecedented times, D has kept in touch regularly and it has been very much appreciated. Thank you

**Parent said of Child & Family Centre Worker:**

I'd like to say a special thank you for letting me do the last 4 weeks of baby sensory. My little one got so much out of it. Special thanks to J for being so helpful during the sessions.

**Parent said of Child & Family Centre Worker:**

Can you please pass on my sincere thanks and appreciation to all the team that's made these sessions possible - its been a lifeline for me & its really helped Evie's confidence being a lockdown baby, they've been great & something to look forward to on a monday! I think its J that's run the sessions so please pass on my thanks

**Parent said of Statutory Assessment Team Leader:**

I am writing this email to express gratitude towards G who has supported us continuously throughout last year since we contacted him about our son, S.

S is 8 years old non verbal and on the autism spectrum.

We moved into the country from J in February last year and thought that getting school admission and medical care would be fairly straightforward however, the pandemic posed lots of challenges in this direction.

G helped us and guided us through the process of an EHCP, from arranging for someone to help with filling the application to setting up tuitions for S which really helped us keep him engaged till we got the EHCP approved.

He also sent required referrals for us on a timely manner.

School admission took a whole year and he supported us relentlessly through the entire process, following up and making sure we got the right support.

We really appreciate his proactive approach and empathy towards our situation.

I insisted on getting your details so I could send this appreciation for him as he truly deserves it.

I wish you and your team all success in helping families like us and truly believe that G is a role model for the SEND team.

Thank you so much G. Hope you continue making a difference in people's lives the same way you did in ours.

**Foster Carer said of Early Help Family Worker:**

I just really wanted to email just to say how incredible, helpful and just generally brilliant M is. I've found myself in a situation I never thought I would be in and M has helped me support S (S is who I'm private fostering) and has always been there on hand for myself as well even if it was just a random question.

I honestly couldn't do this process with out her support and just general presence I really trust M I know I will get the truth she's won't lie to me and thats what the world needs more off.

Please tell her how incredible grateful we are for her continued support.

Any family That is in need of support should all be able to have M (if only)

**Parent said of Disability Children's Referral and Access Team:**



Short brake plan - Very grateful for this service. Not only will it be amazing for C, but it will also be amazing for me to break our routine and take a break. Thank you.

**Parent said of Early Help Family Worker:**

We as a family cannot thank K our family worker enough. She has made such a difference to our family. She was professional, caring, considerate and everything we needed. Because of her my children live in a happier home. K is a person who does stuff

**Parent said of Disability Children's Referral and Access Team:**

Thank you to the team for fast response in emails or returning calls & dealing with any issues or equires that occurred  
keep up the good work

**Parent said of Early Help Coordinator:**

I would like to leave great feedback for D. D is an amazing person with big heart. She is always helpful and tries to find the best solution. Thank you  
[...] My son sleeps much better and he is calmer. Thank you

## Professionals independent of Children's Services

**CAFCASS Worker said of Children & Assessment Social Worker:**

Both I, and the barrister for the child, thought E's evidence this morning was excellent. She was clear, thoughtful, fair and balanced. She held a clear position but was prepared to give credit to parents where due, which is a strength, but was also not intimidated by a barristers line of questioning.

Her written evidence was also of a very high standard and reflected entirely the conversations we had with one another and evidenced the thinking that had had clearly gone into making, what are not particularly easy, recommendations.

**Solicitor said of Children & Assessment Social Worker and Team:**

I would like to particularly extend thanks to D and E for all their hard work on this case, it is never easy to pick up a case once already underway but particularly on this matter where there were a number of complex issues to address and findings make in respect of one of the children sustaining non-accidental injuries. It has been really impressive to see all the hard work that has gone into identifying the right plan for each child. This has been a difficult case and I'm really pleased that the Court has fully endorsed all the recommendations of the Local Authority and I think the Social Work Team should feel proud of all the good work that has been done for the children on this case. I would also like to commend E for the composed and clear way in which she gave her oral evidence. Conducting hearings remotely is new for all of us and E was asked questions for just under 3 hours and answered in a clear and balanced way which really assisted the final hearing. Well done and a big thank you to E!

**School Staff said of Adolescent Team:**

I just wanted to check in with you and also to thank you and your team for all the fantastic work you have put together for the students in what have been unique and trying circumstances. i know the students have appreciated it, as have I.

**CAFCASS Worker said of Children & Assessment Specialist Practitioner:**

I just wanted to drop you a line to let you know that E's oral evidence in the final hearing relating to N, was excellent.

She was clear when cross examined about the harm N had suffered and the potential risks she would be exposed to if she were to return home.

She was not defensive at all and gave thorough and measured responses to what she was being asked, all the more impressive as it was done over Skype!  
This definitely contributed to the right outcome for N.

**Headteacher said of Children & Assessment ASYE Social Worker:**

R is working with one of my families. She is new and I have been really impressed so far. Her care, commitment, passion and thorough approach has been noted.

**School Staff said of Teacher of the Deaf:**

Thank you so much for getting this out so quickly to us.  
Also, thanks for the book and for all your time and expertise when we met on Tuesday.

**Support Worker said of SAT Casework Officer:**

L has been amazing, so efficient and the communication is absolutely brilliant. She has been so involved and has kept me in the loop about everything. The family is very lucky to have L working with them.

**Teacher said of Specialist Teacher:**

Thank you so much for my training. I really enjoyed the session and despite the ICT difficulties and not being able to complete it in the normal way, I feel that I have come away knowledgeable and inspired to try this with quite a few of our children. The handout and power point slides are great – to the point, detailed and clearly explained. Good to have them before with time to go through them.

**School Staff said of Specialise Teacher:**

Thank you for the great Social Stories training yesterday it was a great refresher for me. It was really helpful to know that there are some websites to help us with the COVID situation at the moment.

**Community Midwife Team said of Child Practitioner:**

Thank you so much for being so accommodating at this very strange time. It has been challenging in so many ways! We are just down to three team members currently. Being so short staffed has been hard, but you have made it so much easier by giving us all the freedom to use the centre so freely. It is very much appreciated by us and the families we're caring for.

**Health Professional said of Child Practitioner:**

P really appreciate our support : at recent CPA Dr Z commented how impressed she had been by C`s input with J & dad.

**Health Professional said of Specialist Teacher:**

Just a quick line to say, thank you so much for your support and understanding with our special girl, it has meant a lot. I know she is going to miss her seeing you.

**LGSS Legal said of Children & Assessment Social Worker:**

I am happy to put into writing my appreciation of yet another extremely high quality piece of work undertaken by C within the PLO matter of the X children. Shortly after I had received it to read our team had a training session on the new Safeguarding Model introduced in February and the workbook system that has been implemented etc. It seemed evident that C's assessment of mother reflects the good practise that hopefully this new model will engender in all assessments being undertaken.

Her assessment was intelligently written, with appropriate professional curiosity and challenge of areas where the mother's progress is clearly in its early stages of change. It was a finely balanced outcome just erring on the positive and helped by the accompanying support plan that has been produced.

C should be complimented on her high standard of assessments.

**Health Professional said of Child Practitioner:**

On behalf of the CASUS Team I want to thank you for your support and help in taking M to the Hospital last week. I am also writing to provide some feedback from the team regarding our contact with you on some shared cases we have.

The team speak highly of your dedication and commitment in supporting vulnerable young people. It has been highlighted that you;

Have been extremely supportive to a number of young people the team are working with and this has been fed back to staff by young people.

That you go above and beyond to help the families you are supporting

That you are fantastic at joint working and keeping the team informed about situations that have occurred and it has been highlighted that your timely communication has been key in good partnership working.

Thank you again N, we look forward to continuing to work alongside you to best support the young people in our shared care.

**Headteacher said of Children & Assessment Social Worker:**

Your social work team were very professional and patient.

Good team effort all round.

**Trust Counsellor said of Early Help Family Worker:**

The initial conversation you had with SB following your assignment to her case had a profound effect on her. You listened to her with compassion when she was expecting to be reprimanded and as a result, you offered her validation. This resulted in a significant shift in her perspective and assisted in her engaging with calming activities. Thank you for supporting this family who are most deserving of your attention.

**Health Professional said of Early Help Family Worker:**

Great to hear from you S and that this has been a very positive end to a wonderful piece of work. I agree that our collaborative efforts and close working have been really successful in a case where there was limited hope of Mum being able to care for her infant. And I very much look forward to working with you again.

**School Staff said of SAT Educational Psychologist:**

I found my session extremely helpful. R made me feel completely at ease and thus I felt like I could open up to her. She let me drive the conversation as opposed to asking questions. You could tell she'd been well briefed on the situation so she could talk about things with ease. She had clear insights into me personally from the things I was saying and helped me to clarify things and come to conclusions that I was struggling to see myself. She was also completely non-judgemental. I left with some strategies that I think, going forward, I will be able to put in place because they were very reasonable and took into account my personal situation and time I did or didn't have. I was very grateful to be able to talk with her. Thank you for offering it to us.

**Solicitor said of Children & Assessment Social Worker:**

It is worth noting that C was commended by the judge and the children's guardian for his professionalism and commitment generally and in particular his tenacity in pursuing B's ECHP.

**Charity Project Leader said of Children & Assessment Social Care Team:**

I just wanted to send a quick email to highlight the positive partnership working I feel we have built over the last few months from the launch of the CAMBS DAP team between yourself as the DSM lead and Barnardo's. It's a challenge to take over a new area when the dynamics are not familiar to a service (or me! – having been mainly Peterborough based) it's been made easier with the support and direction you have shown enabling a smooth and positive experience, extending beyond the DAP service. Evidenced by Barnardo's being able to source

2 birth and onwards prams for families in the 'For Babies Sake programme' which will be delivered in the next few weeks.

South CAMBS as a team are excelling in embracing the new 'Adult Worker Approach' under the new Safeguarding Model, the district DAP is up to full capacity and has noted how supportive and welcoming the team have been in not just completing the referrals but engaging her in their plans and updates enabling her to have a full and clear understanding of the children's /families journey.

The approach that South are offering to the DAP service compliments the Barnardo's view and values of 'Right support, at the right time, in the right place for the family'. We look forward to building on this work in the future aiming to compliment both Social work teams and the Barnardo's DAP service

Keep up the good work! And please thank the team!

**SENCO said of SEND Manager:**

Many thanks for all your support during this period. It was extremely helpful being able to liaise with you as needed to ensure we were doing everything asked of us. I hope you and your team are heading towards something of a break!

**Headteacher said of Educational Psychologist:**

Just wanted to say THANK YOU for J's report! It was perfect!

**School Staff said of Children & Assessment Social Worker:**

Yesterday R chaired a CIN meeting and I would like to share that [school] felt this was completed very professionally. R listened to the parents was able to manage what could have been difficult conversations but ensured that the concerns that were raised at the strategy discussion were in the forefront of her reply.

There was also evidence of ensuring the lived experience of the child was also discussed.

**Health Professional said of For Baby's Sake Team:**

Thank you so much for your email and for the updates. I do my best to refer women and their partner's to you as I have found FBS to be such a valuable intervention for them and the team are all fantastic

**CAFCASS Worker said of Children & Assessment Social Worker:**

You did an amazing job for the girls and I'm glad that your professionalism was recognised by the Judge at the final hearing. It has been a pleasure working with you and I look forward to doing so again in the future.

**LGSS Legal said of Children & Assessment Social Worker:**

The fathers counsel commented that the parents were extremely grateful to the social worker and that he is confident in the plan due to the ongoing support from L and the positive working relationship that they have built - this was echoed by mothers solicitors. The solicitor for the child stated that the guardians view was that the assessment was very robust but fair and that the guardians "has a lot of confidence in the extremely competent social worker running the case". Judge Davies also acknowledged the amount of hard work that had gone into producing the transition/supervision plan.

**SENCO said of Educational Psychologist:**

Just wanted to say that your report was brilliant and particularly, the letter you write to B and posted. I'm not aware of that being something other EPs have done but you managed to bring her into the process in the most tactful and understanding way. The report itself was also excellent and really got to the heart of what she finds difficult. Just wanted to say thank you.

**Partner Agency Worker said of Care Leaving Team:**

I hope you don't mind; I am just emailing to compliment the team that you have. Since working at the YMCA which has been about 3 years, these are definitely some of the best PA's I have worked with. They are extremely responsive and proactive and I really enjoy working with them and I know the young people do too.

**Headteacher said of SAT Casework Officer:**

I'm not sure if you are the correct person to email but I just wanted to publicly say a big 'Thank you' to C our case worker, who has worked tirelessly to sort out some extra provision for a very tricky child at our school, at very short notice.

I'm very aware that we are all working hard in these trying times and we don't say 'thank you' enough, so I just wanted to make you aware that we as a school are very grateful for everything C & your team have done for us!

**School Nurse said of Children & Assessment Social Worker:**

I wanted to email you to say how well you managed the conference yesterday. It was a hard conference, but you remained professional and calm as you discussed your excellent assessment and the history of the case .

**Headteacher said of Additional Needs Advisor:**

Just a quick note to thank you for your input at the meeting the morning.

Your professional manner and in depth knowledge was very much appreciated when making reasonable challenges to representatives. It made a real difference to the outcome of the meeting and for this very vulnerable family.

**Health Professional said of Children & Assessment Team:**

I would also like to thank you all for keeping M at the forefront of your thinking over these challenging months. I know its been a very extended piece of work, as I was involved for just a relatively short time in supporting this case. [...]

A big thanks you too to our colleagues in CSC and J - please can you pass on my thanks to S and the rest of your wider team for the way you have all worked together with mental health. We often only look at cases when things don't work well, I just wanted to pause and acknowledge when we all have worked together to safeguard, especially in these very challenging cases in the most challenging of times that M found herself.

**Teacher said of Teacher of the Deaf:**

Thank you again for your time in our meeting this morning; we all found the information and guidance that you gave clear, detailed and very useful.

**School Staff said of Teacher of the Deaf:**

Thank you for all of this and our meeting yesterday.

I feel much more confident in providing the best for W now.

**School Staff said of Teacher of the Deaf:**

Valuable conversation and effective visual/ video resources to support the understanding of the experience of the deaf in general.

An addition, what was particularly valuable in this case was how C and A used their extensive experience of B to tailor the awareness training to an understanding of his specific needs, and how he could be best supported.

**School Staff said of Teacher of the Deaf:**

I just wanted to say a big, big thank you for the great teaching you've given me in the last 4 months on how to work with and on behalf of a VI student.

**Support Worker said of SAT Casework Officer:**

I just thought it necessary to let you know a big thankyou was needed for M in helping to secure a placement for SVV.

It just goes to show what can happen when all that co production/collaboration etc or in other words expertise gets together to support one another in a very difficult case. M was a great support to me and L Academy with this case and in some very difficult meeting we always presented as working together!

**SENCO said of Early Help Family Worker:**

SENDco at Hampton Gardens has spoken to me about D and the amazing support she has been to a family she is working with. The SENDco feels that D has been creative in her approach with the young person and mum and also appropriately challenged when needed.

**Headteacher said of Specialist Teacher:**

Can I say a huge thank you for your involvement and support, as you have clearly gone over and above your role. Personally I found our meeting yesterday hugely beneficial in many ways. It was extremely professional and expertly managed. You were able to signpost a wider range of support and strategies and many areas where we could tighten up some of our systems. Your person centred approach ties in with what we strive to achieve as a school. I shall certainly take on board the useful advice, support and suggestions you made to feed into what we do as a school on a day to day basis. As you know, we have already adopted your model learning plan. I really appreciate your time and the huge efforts you have both gone to, in turning this around in such a tight timescale. Thank you so much for your support with the meeting and I hope to have the pleasure of working with you both again on the future.

**School Staff said of SEND Educational Psychologist:**

I just wanted to say a big thank you for this morning. It was very reassuring to know you understood our difficulties, offered practical advice and just 'got where we were coming from'. Feeling more positive that we can attempt to put some things in place for L to hopefully improve the situation.

**School Staff said of SEND Educational Psychologist:**

I just wanted to say a big thank you for this morning. It was very reassuring to know you understood our difficulties, offered practical advice and just 'got where we were coming from'. Feeling more positive that we can attempt to put some things in place for L to hopefully improve the situation.

**Headteacher said of Children's Practitioner:**

I wanted to touch base with you to pass on my gratitude. I have had the pleasure of working with J to support a family over the past 18 months- 2 years. It has been such a strong partnership between agencies and this is down to J's professionalism and passion for the job she has. She has never shyed away from difficult conversations and has always been supportive to the family and school. It is an wonderful example of how successfully schools can work with Social Care for a positive outcome. I hope that she can be recognised for her hardwork and dedication. I look forward to working with her again in the future.

**Leadership Advisor said of LADO:**

Thank you for all the work that you and colleagues put into chairing these meetings – I'm new to the LA, but can clearly see the high level of expertise you all bring to bear to ensure a thorough process is followed, leading to good decision making

**School Staff said of Techer of the Deaf:**

I was so grateful when I saw your report that I nearly cried. We are all so short staffed at the moment I was so grateful when I saw that you had done the whole thing. I do apologise. I thought I was going to have to write it with your support. I really appreciate that you did it. I really miss meeting with you and just wanted to thank you so much.

**SENCO said of Specialist Practitioner:**

Very successful TAF meeting and helpful advice and targets set by C. P as ..... finds it difficult to follow the more complex parts of the session and understand which part of Nursery is his bubble.

**SENCO said of SEND Lead Teacher:**

I just wanted to write to thank you both so much for helping me get through this course. You have both been thoughtful, sensitive and caring about all the situations we have faced. I really appreciate all the extra work and time you spent and how you adapted to online tutorials and learning.

I hope you have a lovely weekend and also enjoy some time off over the Christmas holidays.

**Teacher said of Strategic Improvement Manager:**

Just a short note to say thank you very much for the SENDCo briefing that I attended yesterday, it was very helpful and informative, as well as strangely reassuring to hear other schools discussing similar concerns.

[...]

I also wanted to say thank you for everything that you are all doing to support us, it is greatly appreciated.

Hope you have a happy and restful Christmas,

**LGSS Legal said of Children & Assessment Social Worker:**

Thank you C. Another very balanced parenting assessment, evidence based and with a robust analysis of areas of strength and vulnerability for mother in her parenting going forward.

**Headteacher said of Early Help Family Worker:**

B is completely and utterly wonderful, amazing with parents, and runs meetings beautifully.

**Headteacher said of Early Help Family Worker:**

I recently caught up with a family that L had worked with. They all reported how much calmer family life is now and how they feel 'safer' with each other. It was a difficult case with lots of parental conflict and unfortunately one of the children being very violent at home. I was pleased when I spoke with parents and one of the children that they felt they had the 'tools' to deal with whatever happened in the family and that the violent outbursts at home are much less serious and in fact have relatively calmed down. Parents have also been much 'calmer' in communicating with school. I was really impressed with this piece of work as I had been really stuck in moving the family along and now I feel they are making positive changes in the right direction.

I feel that it is worth noting the positives that happen as a result of the work that your team does – some often we challenge each other what hasn't gone right but I feel this piece of work has ended with a much safer and happier family. Please do pass on my thanks to L.

**Nursery Manager said of SEND Educational Psychologist:**

I would just like to say thank you so much for coming in to support the team here. All the team felt it really helped them, you were both very kind, warm and said just the right thing at the right time! Thank you for that it was really needed.

**Headteacher said of SEND Educational Psychologist:**

Thank you so very much for coming into our school yesterday-it was very much appreciated. You offered the staff team an important and much valued opportunity to reflect about E. They are very grateful and said they found the experience helpful and that you were both lovely. Thank you again for your support.

**SENCO said of Specialist Teacher:**

I have been meaning to pass on some lovely feedback about V that was shared verbally by the SENDCO at F during a consultation. I reflected that they had put lots of positive support into place for the child we were discussing, and the SENDCO said that they had really utilised the advice they had been given by V for previous cases and applied this with a number of children. I thought it was great evidence of V activating and enabling schools to support children beyond the individual level.

**Solicitor said of SAFE Team:**

During these difficult times, I often find myself writing emails of concern or complaint about the broken Criminal Justice System within which we work, so it is perhaps even more important now, more than ever, to highlight the positives and communicate with each other when things are working well, and that is the reason I am writing to you.

I have witnessed first-hand the excellent work of the SAFE Team (Safer Relationships for Exploited Children) over the past 15 months. A member of the SAFE Team, B, has worked with a young client of mine throughout that period.

My client is a vulnerable child and if you can imagine the worst background you can and multiply it tenfold, then you might just be scratching the surface. It is difficult to put into words the difference that the SAFE Team's work has made to this child's life, but it was recognised recently in court.

The child appeared in custody before the Cambridge Magistrates' Court on [date]. I addressed the court at length as to the history over the past year, which includes a previous finding by the Home Office that he is the victim of modern slavery, and the important and meaningful work of the SAFE Team which would be lost if he were remanded into youth detention or placed outside of the Cambridgeshire area. The chair of the bench, Mr C, who I understand is a retired police officer, granted bail and commented "I wish I could meet B because she sounds like an amazing person."

I genuinely do not know where my client would be now if it were not for the involvement of B and the SAFE Team, so simply wanted to say thank you for all your hard work in making a real difference to some of the most vulnerable in society.

**School Staff said of Specialist Practitioner:**

I wanted to leave feedback that C has been an amazing support for us at P. She has always made herself available for us to call whenever we have felt we have needed support or when we have had any questions regarding some of our children here with SEND. C is quite clearly very knowledgeable and is always very willing to share this knowledge with us when needed.

**School Staff said of SEND Additional Needs Advisor:**

Just wanted to say thank you! Excellently played there, Mum will feel so supported and reassured. A masterclass in handling tricky parents!! But the right outcome for the young adult.

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

D has been an extremely important additional member of our school community. D not only supports the needs of the young people, but also the families and the staff at H. D has an in-depth knowledge of young people's work but is also skilled in the logistical elements of Early Help and Liquid Logic etc. D has not only maintained great communication with schools and families during this difficult time, but has also helped me with writing action plans that ensure the best outcomes for the young people and also following the LAs framework (something that Lead Professionals who work in schools are not shown how to do). Finally, D has gone out of her way to support me as a professional during challenging situations with families and signposted me to services that could support me when I was receiving no supervision from my school. Working alongside D reassures me that we are working together with the young person at the centre and I am reassured that the young person is always the priority, which I feel is not always achieved during multiagency working.



**Link Worker said of CIC Social Worker:**

In my view you have been an outstanding support to K and J. J and I have certainly found you very supportive, considerate, caring and a great SW to work with. Just the call today represents a level of dedication and consideration that is impressive so thanks for all that you have done. Say hello to K for me.

**School Staff said of Teacher of the Visually Impaired:**

Thank you for the VI courses, they were very interesting...

I wanted to thank you for all the support you have given me and our students, i have learnt a huge amount and i will be pushing VI and SEN in my new role, so you may still hear from me yet

**School Staff said of Teacher of the Visually Impaired:**

We are very lucky to have you to come in and speak so passionately and articulately around the issues facing our VI students. Thank you, from staff, students and I :)

**Worker of another LA said of CIC Social Worker:**

I just wanted to send a message to highlight how much I have enjoyed working alongside A. A has been extremely helpful throughout my work with S. A has always kept me updated and was always contactable should I need to discuss something with her. Considering we are at opposite ends of the country, I feel that A has been extremely easy to work with and always approachable. I feel she is a true asset to your team and has been a huge support for S throughout.

**Judge said of Children & Assessment Social Worker:**

Ms S is a committed SW who has worked with the parents' positives and this must be a rewarding case for her

**SENCO said of Specialist Teacher:**

T is a real diamond, I am really grateful for her help and support with A's EHCP application.

**School Staff said of Early Help Family Worker:**

The meeting went really well yesterday afternoon. That is the first time I have sat in a meeting with both parents present that has been productive, heres hoping for some consistency for J from them both.

I thought that you managed the meeting very expertly and negotiated well with both parents resulting in a joined up plan that both parents agreed to implement.

## Compliments from Service Staff

**Worker said of Commissioning Service Workers:**

I just thought I'd send you a quick email to say thank you.

You were both kind and thoughtful when you joined the care leavers meeting on Friday 12th June to gain the Cs feedback on importance of good placements.

The Cs appreciated you allowing them time to answer the questions in their own way and also for not putting them under any pressure to answer then, reminding them they could provide their feedback in an email if they didn't feel they could share their feedback at that given moment.

The Cs and myself would like you to know how thoughtful and kind you were throughout the meeting.

Thank you

Your professionalism is greatly appreciated

**CP Chair said of Children & Assessment Social Worker:**

Child's voice and lived experience is well reflected within the ICPC report.  
SW has taken a lot of time effort in writing report which also refers to reseach and the impact of the concerns on the children.  
SW has took the time to thoroughly assess the concerns ensuring her assessment was comprehensive, ecological, collaborative and evidenced based.  
Brilliant multi agency chronology complimenting the assessment.  
Well done R! I can see the hard work that went into this assessment.

**CP Chair said of Domestic Abuse Practitioner:**

Wanted to formally say how impressed I was with the positive relationship you had both achieved with Ms S. The work that you were able to progress through the CP Plan is evidenced by the impact, not only for Ms S but in keeping N safe and now thriving in her mother's care.

**CP Chair said of Children's Team:**

I have just chaired a RCPC for a family with complex issues across parental mental health, domestic abuse and children with additional needs who have had periodic involvement with children's services over a number of years. I came away feeling uplifted by the work the social worker and the core group as a whole had managed to completed with the family. The social worker is V, she was only allocated the case in July but in a short space of time has managed to build a really positive working relationship with parents (who have had extensive CSC involvement historically and can be resistant to social workers) and they shared that they feel V listens to them and asked them what they felt would be helpful in terms of moving things forward for their family. A child practitioner A is working with parents on aligning their parenting to ensure the children are receiving consistent messages; but she has been really realistic in terms of what areas of the work need to be prioritised and how to best support Mum to engage with the work given that she has recently experienced fluctuations in her mental health stability. Parents were extremely complimentary about the support that A and V have offered. There is also a domestic abuse practitioner allocated to support Mum, and a domestic abuse officer is now in post to begin work with Dad – I really feel this case encapsulates the positive work that can be done under the family safeguarding model. The wider core group are completely on board with supporting these parents to improve things for the children and maintain the changes in the long term. V has co-ordinated a really secure and positive core group focussed on addressing all areas of the CP plan, and I am feeling positive that if all areas of the plan are addressed that the repeat cycle of children's services involvement could end for this family and real positive long term change could be maintained.

**Family Worker said of Early Help Assistant Manager:**

I'm sure you are aware that I've had quite a worrying and difficult 3 weeks and I would just like to highlight how amazing Ne has been throughout the whole ordeal. She has made a very difficult and worrying situation that little bit easier to manage knowing I had her full support for taking some time off, checking in with me regularly, attending meetings that I was worried about cancelling and just generally being really kind and supportive.

Thanks :)

**CP Chair said of Children & Assessment Social Worker:**

The report clearly outlined what work had been completed and what the outstanding areas of need were going forward. The strengths were well highlighted which is positive but the analysis clearly provided balance to this reflecting the outstanding areas of risk and history. The analysis made good reference to where parents are in the cycle of change, and recommendation was clear about need for sustained long term change. C had produced a very comprehensive draft plan for RCPC which encapsulated well the work that needs to be done moving forward. C appears to have developed a positive working relationship with these parents and it was really positive to hear her optimism in hoping to achieve sustained change for this family.

**Social Worker said of Early Help Young People's Worker:**

I have been working with E following her recent referral by H. I would just like to commend H for her work with this family and in particular:

- H's referral of mother to Adult Social Care which resulted in a Multi-agency Risk Assessment meeting being held to discuss support for mother's health and housing issues. This led to mother being offered concrete support from GP and HDC Housing to address longstanding issues which have been impacting directly on E;
- H has also been able to overcome mother's suspicion of professionals to build a trusting relationship with both mother and daughter who have expressed to me that they have found H's support helpful and would like her to continue supporting E as she prepares to return to school. The fact that the family are actively supporting E's return to education represents significant progress after an absence from education of over three years and I believe the confidence E and her mother have in H has contributed to them feeling able to take this step now.

**Worker said of Senior Practitioner:**

I just wanted to let you know how impressed I was with the way A handled the CORE Group meeting.

**Social Worker said of Specialist Teacher:**

T attended a CIN meeting for a family who are open to us and the child is currently at risk of permanent exclusion. T called me prior to the CIN meeting to have a discussion about the family and the situation from Social Care's perspective and when she attended the meeting was amazingly positive and non-judgemental. She was able to provide a great insight into how best to help this child, to see beyond the challenging behaviour into what we believe is a very anxious child and provide strategies to school to help him. T works in an holistic manner, she is positive regardless of the situation and provided some amazing options for the school and child.