
Children's Services Feedback Cambridgeshire County Council

Compliments April 2018 – March 2019

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 Foster Carers

Parent said of Additional Needs Advisor:

Thank you for the email. I found the information you gave us really useful. I was happy you were able to attend the meeting.

Parent said of Senior Practitioner:

Just a little thank you note for everything you have done for the past year and helping me get the support I needed for years and supporting my 2 beautiful kids through all the hard times I will defo keep up the hard work. I can't thank you enough never let anyone put you down in your career because you have been a brilliant social worker.

Young Person said of Senior Practitioner:

I do not want you to leave me

Young Person said of the Cambridge Disabled Children's Early Help Team:

The most benefit has been gained from the annual repetition of this payment, as it allowed me to return to my summer camp, which has really helped me in life.

Feedback Question: Tell us about the things you like doing with your carer or any clubs that you go to.

Response: I like to see my friends who also have diabetes, and to be able to do things that'd normally be difficult due to my diabetes, such as swimming parties and hiking. My camp makes me feel very normal even with diabetes as everybody has it.

Feedback Question: Tell us about the things you do not like doing with your carer or in the clubs you go to.

Response: That I only get to go once a year!

Parents said of the Cambs City SEND District Team:

It takes a special person to light that fire, to raise our children's expectations for themselves and never give up on them, no matter how challenging it may be. All of us are here because you did that for us. Thank you both so much, we are truly grateful! Both of you have been very intuitive and we have managed to make some positive changes in our lives. Thank you. Thank you for all of your support! Thank you both for giving us more knowledge to understand our children, we both take a lot from this course. Thank you so much for all the information and support you've given to us! We learned so much, and really enjoyed our course! Thank you so much for all the info we have taken so much from this course. Thank you both for all your hard work & effort. It is well appreciated. Thank you for everything, from inviting me to join the group down to all the information I'm leaving with.

Parent said of Unit Coordinator:

X said that you've 'been absolutely brilliant' and said 'thank you thank you thank you'. A now has a school place.

Young Person and their Carer said of a Specialist Clinician:

They are both delighted with the sessions you've had so far. Couldn't sing your praises enough! "I feel so happy after I've spoken to D" says K. "Wonderful, amazing" says the carer.

Parent said of Family Worker:

I really appreciated hearing from you, thank you. Delighted to say we have a TAF meeting booked in for next week. The new SENCO at J's school is great which I am hugely grateful for. The council seem far less able to provide any support compared to CAMBS but hopefully we're in a position we can support J more and he says he's happier back at his old school. Thanks to your advice and information, I am aware of the support available and now receive DLA for J which we put to activities like drum tuition- something which seems to calm him down. You were there for us when we needed you most. Thank you. Hope all going well for you. Many thanks again for everything. I appreciated all you did for us; it made a world of difference.

Parents said of a Children's Centre:

Parent A: We LOVE this group!!! Wish it was on every week <3

Parent B: X just sang me Chick, chick, chick, chick chicken at bedtime when we were talking about his day! Thank you

Parent C: L has been dancing/singing the okey cokey all evening! She loves "doddler poop"

Parent said of Community Support Service Club Leaders:

What a 'wonderful experience' she has had with both K and A on your session with P (child). She said that both of you were fully engaged with P from start to finish. She said you were both 'brilliant' and the fact that both of you were 'singing your hearts out to P was wonderful'. The parent said that the way both of you communicated with P was respectful and telling her everything that you were going to do was something P doesn't always get – she said you were both 'just wonderful'.

Parent said of Community Support Service Business Support Assistant:

You are wonderful J. Thank you!

Young Person said of Community Support Service Worker:

The child wrote "Give A a pay rise NOW!" then circled the happy face and signed his name.

Parent said of Support Worker:

I think the service has a big positive role in my son's life, and he always looks forward to his sessions.

Young Person said of Community Support Worker:

A takes me out and we have lots of fun in the park and Tesco café!

Parent said of Community Support Service Business Support Assistant:

That's great. Thank you R. The new form is definitely better - less paperwork is always good, and at least I can't lose it or forget to post it!... Fab idea..... This looks great.

Parent said of Disabled Children's Early Help Team:

I think that this service is a fantastic initiative that truly helps families who face a difficult situation. Thanks to this both my husband, H's sibling and I benefit from some 'time off' that regenerates us! Thank you very much!

Parent said of Consultant Social Worker and Social Worker:

Really good to talk to both of you earlier. Thank you both so much for all your support, and hard work, of which I'm sure I don't even know the half! It's great to have such a fantastic team supporting our lovely B.

Parent said of Disabled Children's Social Work Team - South:

Thank you for all the support

Parent said of Disabled Children's Early Help Coordinator:

Just a note to say S (child) loved this experience - he went off without me and I was able to sit and read the paper in the cafe which was bliss. He definitely wants to do the other two sessions so this is great, finally an activity he can do without me! If he carries on with 1:1 sailing too we might have cracked it!

Parent said of Senior Social Worker:

Hi A, Once again, thank you so much for today. J has had many social workers over the years, but I have to say, to date you are by far the best!!! It is lovely to finally have someone who understands the parents wishes and makes sure these are followed through. It can be very frustrating at times trying to fight J's corner alone, but having your support to date, through J's adult years, has eased the burden and got J exactly what he needs, support, assistance and care side. Thank you and fingers crossed that the agency I take note of today's meeting. Much appreciation

Parent said of Social Worker:

Thank you so much, I feel very lucky to have you.

Parent said of Social Worker:

Thank you for all your help on the Adoption Activity Day, it was much appreciated.

Parent said of Social Worker:

Thank you so much for coming with us on Tuesday. We achieved the outcome we have been fighting for for the last 4 months, so this is a fab result for L (child.) I do thank you for your all patience, understanding and continued support over the years and feel very appreciative of your presence with us on this crusade, we know we wouldn't be this far ahead if it wasn't for you and your compassion.

Parent said of Social Worker:

Thank you and best wishes R.

Parent said of Social Worker:

My views are listened to and implemented wherever possible. The team keep me going. I couldn't have coped without the team's help.

Parent said of Social Worker:

Thank you for all your amazing support over the years. It has made a difference to all of us.

Parent said of Senior Social Worker:

N is a great social worker. She always gives you time and I never feel rushed through conversations.

Parent said of Social Worker:

L has been really great!

Parent said of Social Worker:

A handled the meeting really well, kept calm and gave good explanations.

Parent said of Social Worker:

Approachable, supportive and being helpful of the needs of not only the child but the family.

Parent said of the Disabled Children's Early Help Team:

Thank you for the professional service which enables E to access Aspire. We would like to thank you for the picture effect that your work has on our family.

Q: Since the allocation of a personal budget, how has your child been able to participate in more community activities/facilities?

A: Aspire occasionally arrange group activities.

Q: Are there any other comments you would like to make?

A: Thank you for your shining efforts.

Parents said of the Disabled Children's Early Help Team:

I would just like to say that the plan is working perfectly, as it has done for some time. The boys still go out with their carers every couple of weeks giving them some great experiences and giving myself and A a much needed break! This is usually for 6 hours. Recently they have been to Arbury Carnival, the Big Day out, the cinema and Linton Zoo. As mentioned before, this also gives us the confidence to take them to these sorts of places ourselves too! The boys always have a great time, especially if ice cream or popcorn is involved, and are returned suitably worn out :)

Parent said of Early Help Coordinator:

The early help coordinator J was a pleasure to assist with L's early help plan. Very good communication and really positive which is incredibly helpful.

Parent said of the Disabled Children's Early Help Team:

Q: Please provide comments about how well you think you are being listened to.

A: Always take aboard what we say.

Q: Since allocation of a personal budget have you been able to have a short break?

A: Me & (husband) have had quality days & evenings out. Been able to attend family weddings & events knowing our son is well cared for.

Q: Since the allocation of a personal budget has your child been able to participate in more community activities/facilities?

A: Our provider has joined us on days out to allow our son to safely join in.

Q: Since the allocation of a personal budget do you feel your child has learnt to do new things and increased in independence?

A: Doing better at talking, handwashing & use of PECS.

Q: Are there any other comments you would like to make?

A: This funding has been a lifeline to us & has helped us feel stronger as a couple.

Parent said of the Disabled Children's Early Help Team:

Q: Do you think you are being listened to?

A: J has been really supportive of our need to assist A in socialization and independence by joining the string orchestra. It provides him with an opportunity to have a shared experience with other people who share his interests.

Q: Do you feel you were involved in the development of your child's care plan?

A: Again, many thanks to J, H and the team for [...] in developing the plan and taking parents' views on board. It has been exceptional in terms of A's confidence and self esteem.

Q: Do you feel the plan is meeting your child and family's needs?

A: The plan provides the flexibility of J's [...] for riding - helping him to improve [...], coordination, contact with horses and helps with his O.T needs. A is also afforded an opportunity to play instruments with his peers who are likeminded in the string orchestra. This involves [...], co-operating, communicating, self management, etc.

Parent said of the Disabled Children's Early Help Team:

E is very accommodating, and easy to discuss things with her.

Parent said of the Disabled Children's Early Help Team:

I wanted to pass on my thanks for the short breaks funding for my son. As a direct outcome of the support received this year, C (young person) has decided he will be able to manage University and has applied to do a computer science degree... he has also made a small group of friends and his short break really helped him achieve this. We are very grateful for your support.

Young Person said of Early Help Coordinator:

I am able to gain my own independence going to Total Arts at the Junction group. My social skills have enabled me to make friends at the group and I am gaining some life skills and I would like to have a career in media and video games. I have also been offered a job there, in the evening at the discos, and I am going to fill out an application form.

Parent said of the Disabled Children's Early Help Team:

This funding has been a lifeline to us and has helped us feel stronger as a couple.

Parent said of Early Help Coordinator:

J has been really supportive of our ideas to assist K (child) in his socialisation and independence... Many thanks to J, H and the team for involving us in developing the plans and taking our views on board. It has been exceptional in terms of K's confidence and self-esteem.

Parent said of Early Help Coordinator:

We are always grateful for the support from the service. The staff we have seen have been lovely. You have a really good team! Thank you

Parent said of Social Worker:

The team keep me going. I can no support from my parents or siblings and little from S's Dad. I couldn't have coped without the teams help. My views are listened to and implemented wherever possible.

Family said of Early Help Family Worker:

As for H, she's lovely and doing a great job on your behalf. Thanks for sending her to work with me and she's been so helpful.

Parent said of Early Help Family Worker:

Hi D, really sorry for the late reply. I was out and about with the kids and completely forgot about getting around to replying later on in the day. A hasn't had any of the episodes since 27th July and seems to be back to himself during the holiday. I feel good with how we left things in all honesty. I think I could always gain something from your help in any meeting but I do feel far more able and happy dealing with problems and life in general. If anything I just want to really say a massive thank you for everything you have done to help. It was nice to have support at a time where I felt everything was going against me and you really showed me that I can problem solve and gave me the confidence to do so.

Parent said of Early Help Family Worker:

We apologize for taking out time to get back to you but we don't use internet for contacts. This letter refers to the support we received for S. J was our young support worker and we received a great deal of contacts through J to help us support S. J was especially helpful with support through the school and helping us to make sure that everything is in place for S on his transition to secondary school. J acted very professionally providing all the resources we need at this time. We are still awaiting to receive confirmation of a family holiday which J has very kindly arranging with the mother's Union so that we can have some quality family time together. All of us can not put into words how grateful we are for all the hard work and fantastic support that J has given us. It's given us a much better place to continue meeting our S's needs. Thank you! from all of us!

Parent said of CFC Family Worker:

Mum says she wishes she had S's support 2 years ago, feels others professionals did not provide the support that S has done. S is amazing, and she can't fault her – her son is funny about who he speaks to, but S has built a great relationship with him, and he begs her not to leave the house. She feels that S has helped her no end, and that things have definitely improved even in the short time S has been working with them – she went on to explain some of the techniques and suggestions S has given her, and how they are working. Very happy with the support received so far.

Young Person said of Young People's Worker:

Thank you for everything you have done for me this year I really appreciate it. Thanks.

Parent said of Early Help Family Worker:

Thank you for the update. Can I just sincerely thank you for your time, patience and commitment to supporting S and the wider family throughout your time with us. I appreciate you were not directly tasked with supporting me and my family, but you were able to see the benefits of doing so, and as a result we have reached a very good outcome for the next chapter of S's life. I am sure it will benefit all concerned and, in time, rebuild relationships that have been impacted. You do a great job, I hope your work is recognised from your hierarchy.

Family said of ASYE Social Worker:

After 1.5 yrs of Social Care Involvement S has been the first Social worker to be understanding and respectful of my family. I would just like to say Thank you for restoring a small amount of my faith in Social Care.

Young Person said of Social Worker:

To A, Thank you for being a great social worker. You've answered all my questions I asked you. I'll miss you lots.

Parent said of Social Worker:

Q: What advice or support has worked best for you and your family?

A: Take the time to listen to each other.

Parent said of Social Worker:

Q: What advice or support has worked best for you and your family?

A: L advice was best used with reaction to emotions.

Parent said of Social Worker:

Q: What advice or support has worked best for you and your family?

A: Safety in the knowledge that V was there - giving extra confidence to enforce boundaries.

Q: Is there anything else you would like to tell us about?

A: I felt the approach of the initial Social Worker did not work for me, however working alongside V changed my views and felt progress has been made.

Parent said of Fenland District Team:

Thank you for all support.

Parent said of Social Worker:

I would like to add a positive comment in regards to J (social worker). He was most helpful when I had nobody else to contact.

Parent said of Social Worker:

Hi. I have just been informed by miss A that she likes you and she was happy when you went to see her chart. We was talking about being happy lol. B admitted he likes routine. So any hesitation I had has gone and tough love mum is back. Please when you get 5 mins can you message me your email address? Thank you for today has helped me to move forward especially where kids are concerned.

Guardian said of Senior Social Worker and IRO:

I have to say it was just lovely to see how the girls reacted to this news, they literally jumped for joy, they were so excited, they cheered and hugged their foster carer. A said she would help with the paperwork to make sure they could stay with their carers. I wanted to take this opportunity to thank you both for all your hard work and excellent liaison with me on this case. I feel we all developed a very good working relationship and were able to achieve absolutely the right outcome for A and B.

Foster Carer said of Senior Social Worker:

The foster carer fed back to L that she had been very proactive and helpful throughout the time she held the case in order to support the YP, and went out of her way to thank L for this. Obviously I think the foster carer is spot on about L's amazingness, and wanted to make sure L, in her modesty, doesn't forget to pass this compliment along :)

Family said of Consultant Social Worker:

Q: How do you feel that things have improved for you and your family?

A: All the support, felt listened to, helped me see light at the end of the tunnel. Support has been amazing.

Q: What did you like most about working with us?

A: Having a plan & being part of it & we were all working towards the same thing.

Q: What else would you like to say?

A: I just love J, she has been amazing. Tells me how it is & is straight.

Parent said of Senior Social Worker:

R would like to pass on her thanks to J for all her hard work and commitment to A. Mrs R is very grateful for J's input over the last years.

Foster Carer said of Unit Coordinator:

E has worked as a Unit Coordinator for Unit X. In my capacity as a foster carer I have had to deal with E on many occasions. Over the phone I have found that E is very polite, obliging and extremely organised. E has helped with contact several times for a young person in my care. She has managed to deal with unexpected transport amendments at very little notice. E has also helped with getting passport information to be sent off to the passport office. When I raise a query with her if she is unable to resolve it herself she investigates and returns my call. Thank you for all the help you have given to me and L.

Parent said of ASYE Social Worker:

I'm just writing to give some feedback as discussed yesterday. I have been very impressed with the work and efforts made from your team throughout the time they have spent working with my children. Its been a difficult and distressing time for all of us however the support from yourselves far surpassed what I had expected and made the whole situation more manageable. Having not seen my eldest son (J) for over half a year and being told that he was refusing to come to contact and did not want to see me, G was the first person to spend any time with J addressing this which resulted in J attending contact for a number of weekends. I feel that G handled what was a complex and difficult situation without bias and always kept the interests of my children as the main focus for which i cannot thank him enough. He kept me informed at all times and even when I did not agree or was told information that i had not wanted to hear I felt he handled it sensitively and in a professional manner. The team as a whole reacted to the concerns about my childrens safety swiftly and efficiently and did not shy away from the difficult decisions and discussions that were required with my children's mother again keeping me informed with any relevant information. You all made significant efforts to support their mother to remove any risks for the children which I commend but ultimately due to her actions the children were moved into my care and away from the risk of significant harm. I will be forever grateful for the efforts you've all made over the last 5 months and wish you all the best for the future once the matter is transferred to [location].

Family said of ASYE Social Worker:

Q: How do you feel J has supported you and your family?

A: Even though she joined at the end she supported us more than M did.

A: J only came to take over towards the end of a really difficult case load. The support and sympathetic ear was brilliant and useful, eased the pain of the overal period. If longer, 10+ would be score, lovely person inside and out.

Q: How do you feel Jess has listened to you and your family?

A: She listend because she stepped us down from social care

A: Very good at making you feel at ease and look calm herself whe it was difficult.

Q: Do you feel you've been included in making plans and deciding what should happen next for you/your family?

A: I was shut out at first but then L made and helped me make a change.

A: Deffinitly since J took over I've felt much more relaxed and included.

Q: What would you have liked J to have done differently/better?

A: Nothing she was nice, kind and made us laugh so nothing.

A: Nothing!

Q: Any other comments?

A: Amazing support to a much agonising time. Caring and curtious. Thank you J I really do appreciate it.

Parent said of Early Help Team:

We are really grateful to be able to access early help/short break funding & for having a sympathetic listening ear visit us to make it easier for us. Thank you!

Parent said of Child and Family Centre Worker:

Thank you for the time you took speaking to me on the phone yesterday and for the ideas you have suggested in your email. I have printed these suggestions and will share them with Z's key worker at preschool tomorrow. Thank you for your support and advice.

Parent said of Family Worker:

Dear X, I feel we must write on behalf of all of us, for all the valuable contributions/support from D family support worker has made to the family. We found D very knowledgeable friendly and highly Qualified in her profession. We feel we wouldn't of been where we are today without D's advice, which contributed in L continuing to move forward. We are also sure that you are all ready aware of that you have an exceptional employee, D. Thank you to everyone who helped in the support.

Young Person said of Young People's Worker:

Hi J thanks a lot i appreciate it and couldn't of done it without the help of you and T so thank you so much for helping me.

Parents said of Early Intervention Officer:

I would just like to say a big thank you for all the support you are providing to J and our family in all that you are doing in our circumstances, not only to provide the best possible education at the disposal of the Local Authority, but by genuinely caring about the outcomes for J, and we suspect for every young person in your busy case load. We have been impressed by your professionalism and motivation to get things done in what has been an incredibly upsetting and stressful time for our family. We have no doubt you enjoy the support of a wider team, including your manager who as our first contact was most helpful (who I have copied in). It is our experience that good people make good organisations and it is they that really make a difference to the 'customer' experience. When I first spoke to you, we were in a state of shock, not knowing what to do next at what can only be described as one of the most upsetting experiences a parent can face. To date you have kept us updated on all developments, and with some knowledge of public sector organisations I can only congratulate you on moving this along so expeditiously. J knows he made a mistake and has paid a heavy price (to heavier a price in our opinion). He has lost a home and the day to day contact with his friends and those that acted as 'parents' in the boarding setting, realising his chance of passing GCSEs diminished and hence life opportunities and dreams. Following our meeting today J had a smile on his face and was really positive about the opportunity you have afforded him, looking forward to the tutor sessions and the second chance you have secured. We were further impressed by S, who as you suggested seems highly professional and dedicated to providing high quality education within the AP setting. We are fully supportive of the arrangements you have made and the professional advice you offer. J is fully aware he needs to grasp this opportunity and do his very best - supported by you (and of course his family) we have every hope for a good outcome.

Parent said of Young People's Worker:

Q: What advice or support has worked best for you and your family?

A: Having D showing K how to use his creative interests to help with his emotions has been a great help

Parents said of First Response Team Social Worker:

Just a quick note to say thank you for your help recently and also to tell you what an amazing person K is, but I'm sure you're already aware of this. We've seen and spoken to quite a few social workers since last July when we first became aware and more involved with the boys. Some have been good and understanding while some have been unsympathetic and unhelpful. K is, by far, the best social worker we have met. She's understanding, sympathetic, knowledgeable, helpful and absolutely brilliant with our boys. She gained their trust within minutes of meeting them and got more from them than even we have been able to. I

understand that you are losing her from your team very soon. This is a real shame but I am sure she will be a true asset to whichever authority are lucky enough to employ her in the future. Once again, many thanks to you and your team.

Parent said of Hunts Social Care:

I just wanted to thank you again for getting things sorted. I REALLY appreciate it.

Young Person said of ASYE Social Worker:

Q: Why has the SW helped or supported you and your family?

A: because you helped me be good for a month and a half and you talked to me and helped me with hard things and bad times.

Q: Why has the SW explained their role well?

A: because when you came you told me that you try and help us with trouble that we have and you are very helpful thank you for all that you have done :)

Q: Why do you think the SW has listened to you and understood what you are telling them?

A: because when I told you about that I was moving house you were listen very well and talk about what I might do there

Q: Why have you felt included in the plans and decisions that have been made about you?

A: Because I think that what I could do to improve my behavior and help mummy and daddy.

Parent said of Social Worker:

Hiya just so you know I can't thank you enough me and X now have a two bedroom flat with a balcony I'm a really nice area were doing really well and I start a job in care in January

Parent said of Information Officer:

S is well supported by her work and is grateful for mine and N's calls with her. She stated that N was very nice, supportive and made her feel listened to. S says she is not afraid anymore and she has spoken with M and made her aware that she is to tell her anything that upsets her with her dad and then she will stop contact because she wants do the right thing by M. S says that she feels empowered now that she has taken these steps to cut ties with her ex-partner and this is based on the initial advice given by N and also that the case will now be passed to EHH.

Parent said of SEN Casework Officer:

I've just had a telephone call from T. I've previously worked with family and School to try to ensure S was able to access as much of her education as possible. Mum updated me that the EHCP is now in place and you are the case worker. She was also full of praise for how helpful you'd been and how quick you've been to respond to her contact.

Parent said of Head of Service:

I am writing to thank you for the excellent support your team has given me over the past months. My youngest son, X, has special needs and is in the Reception Class at J School. Unfortunately, the SEND provision at school was perhaps not as good as it might have been and your team has been instrumental in helping to change this. Yesterday, we had a very positive meeting at school facilitated by S and A. I don't know how they have managed to bring this about but school are now producing wonderfully clear timetables and plans for Lucas which reflect the provision made for him in his EHCP. It sounds as if the local authority is providing truly excellent support to school and this will be of huge benefit to the children with SEND and a relief to their parents. I undersand that M (who assessed X after his first exclusion in January) and L have even been visiting school on a regular basis to give advice and recommendations. As you will know, it can be very difficult to be the parent of a shild with special needs, and we need schools to know and to follow due process. It has been an incredibly stressful and anxious time since X started school and I am so very grateful to have had the help, support and expertise of your team. Thank you!

Parent said of Educational Psychologist:

I have been doing VIG filming with C for quite some time now and I have found it immensely helpful and positive to strengthen my bond with X and help communication.

Parent said of Specialist Teacher:

I wanted to write to thank you for your involvement with F. We really appreciate the time you spent with F in class, and the effort you made to make him feel as relaxed and calm as possible. Thank you for sending F's report in such a timely manner as you knew how keen I was to read it. Moreover, I am very grateful to you for explaining the report to me and for listening to me when I spoke of F - I am very proud of him and really do just want the best for him. It is so lovely to have a professional who will listen to parents and is so proactive and supportive. Thanks again for your help

Parent said of Family Worker and the SEND Team:

Thank you for everything you all have done & are doing for R. He really appreciate all the time you have and are giving him. Thanks for not giving up on him.

Parent said of Social Worker:

K was fantastic, responsive, professional and showed good empathy towards [my] son.

Family said of Specialist Practitioner:

Just wanted to say a huge thank you for all that you have done for V & how much support you have given him, us as a family will always be grateful we wish you all the best

Parent said of Specialist Teacher of the Deaf:

I think the services that you provide to R and the school are excellent and you couldn't be more helpful. So thank you for that :)

Parents said of Deaf Support Worker:

Thanks very much for your visit to meet M at the [school] and your detailed report on the same. M was also delighted to meet you and was very glad to learn new things from you. As parents of M we are very grateful to you and appreciate all your support. Thanks again especially for your warm and wonderfully written report. We look forward to your next meeting with M.

Parent said of Habitat Specialist:

J has been involved and helped with mobility when walking outside, recommending a laptop at school to help S (which has helped enormously) and help with cooking skills/aids. We are sad the support from yourselves is being withdrawn- it is a real concern for the future- but would like to thank you, H and J very much for everything you have done to help S, over the years.

Parent said of Sensory Support Service:

I just wanted to say a big thank you for everything you have done for me. Your amazing!

Parent said of Sensory Support Team 0-25:

Thank you also K for the excellent support you have given both R and us.

Parent said of Sensory Support Team 0-25:

Thanks for information and all your hard work this term. We have noticed a real difference in E and her reading has definitely improved. We have a little gift for you, which is now in school, if you visit E at some point she will be able to pass it over. Thanks again

Parent said of Specialist Practitioner:

Hope your well. I just wanted to email you to say thank you for coming to L's draft plan meeting, as always your advice spoke volumes that morning and his ehcp has now gone through. I just

wanted to say thank you because I'm not sure this would have happened without you being there! Have a good week and hopefully we might see you again soon.

Parent said of SEN Casework Officer:

Can I just take a moment to thank you for all your help with A over many years – he has turned from a very troubled child who faced some horrendous bullying and attempts to make him normal – to a young man ready to face the world. He is determined to use his experiences to make the world a better place. Having an SEN child isn't easy, your help at LVC made it much easier. I wish you all the best and thank you for everything

Parent said of Educational Psychologist:

I appreciate your time here and what you got from his letter it's so good to of met you without you E would still be struggling so much more, I get emotional , when I think about your help with my children you are caring and sincere so please allow me to thank you it will make a difference to the entire lives what support they get now with your helpful advice. Thank you for your help here.

Parent said of Educational Psychologist:

I just wanted to email, have been meaning to since Monday but just haven't found time. Thank you for a lovely visit on Monday, as I had said to you I often feel despondent after such appointments but on this occasion I felt that you listened to what I was explaining about A and you asked questions that were very relevant to what I observe in A. So thank you!

Young Person said of Social Worker:

I hope you have an amazing Christmas and a happy new year! P.S. Thank you for taking me ice-skating. I had so much fun with my class and skated for nearly an hour.

Parent said of Specialist Teacher of the Visually Impaired:

Thanks for your help over the years. It was great to great to know you better during the course which we all loved. Finally, just to say you work for a brilliant service which has made such a difference to L (and me) and enabled him to get the help he needed right before school (with the play specialist) and then support with getting the Statement and later for the EHCP stages during primary school. A life saver!! He is a confident boy because of this help.

Parent said of Specialist Teacher of the Deaf:

Thank you for your time and as always you are a great support.

Parent said of Specialist Teacher of the Deaf:

Thank you for all your support as always. We really do appreciate it.

Parent said of Specialist Practitioner:

Hope you are well, L actually said to me last week "I haven't seen A for a while, I hope shes ok". thank you for all that you have done with L, he absolutely adores you and the work that you've done with him has really helped him. hopefully we will see you again soon, and once again thank you.

Parent said of SEND Team – March, Chatteris, and Whittlesey:

Hi C, I just tried to call. M has spoken to N and she confirmed the provision that will be put in place for T and L. Huge thanks to yourself and the team for your support with this. It is genuinely appreciated and I know that it will have a positive impact upon the children. Warm regards and thanks again.

Parents said of Specialist Teachers of the Deaf:

You have both been with us through a bit of a journey! Thank you both for being stars who have helped X so much over the years. We are so grateful and know that she will miss you!

Parent said of Social Worker:

I am writing to you as a previous service user to give feedback in regards to the care my son H and I received from his social worker L. From the start L has always been very welcoming of my concerns, my opinions and has fully participated in helping me come to conclusions when needing to deal with difficult situations revolving around an ex partner and keeping my son safe from him and any mental health deterioration. L has always been at hand to seek advice and has been respectful towards me regardless of past issues that have in time been rectified. I have found that L is not judgemental and very down to earth which added to the positive environment in which we worked together. I found that Ls positive attitude and complimenting my actions at present made me feel confident and comfortable in my own capabilities as a parent. Ls relationship with H has always been positive, she has come into our home made attempts to interact with him and this felt warming and natural and didn't make the situation feel like a professional appointment, more like a nice catch up with added support as and when needed. My experience with L over the past 5months has been positive, I have felt that I could come to her with any issues when I have needed advice and that she was very ready and willing to allow me to make choices on my own and commended the positive changes implemented in my life that inevitably closed the case with social care. I want to personally thank L for her care of H during this period and wish her well in her career within the social work team.

Parent said of Social Worker:

I would like to thank J for the maner in which he has supported our children in a difficult period. J has been an advocate for the family when identifying the needs of our family. He has taken the time to listen to us and sensitively gather information, understanding that we both work in public facing services & preventing any impact on our career. J ensured his assessment was thorough but not rushed which enabled us all to feel relaxed and comfortable with the work he was doing. J kept all meetings relevent and focussed but supported us to ask challenging questions relating to our children & the referral. J effectively signposted & referred to support groups for the children and has worked with them to develop their understanding and reduce anxiety. It has been reassuring to have J's support to make sure support is in place for the children in relation to their father's mental illness but has also reduced pressure on myself. Thank you!

Adoptive Parents said of Social Worker:

Couldn't find the words to reply to you last week, too emotional! If there were more social workers like you the world would be a better place and more little lost would would become happy, healthy adults! Thank you isn't enough for what you have done to help create and shape our family. You will always have a massive place in our hearts for the care, love and passion you have shown. You're going to make the most wonderful mummy and I wish you and your family the lifetime of happiness and love that you have helped to create xx

Young Person said of Social Worker:

Had a conversation with B yesterday. She said "Thank f--- at last a productive meeting. That R is s--- hot isnt she!"

Parent said of Consultant Social Worker:

Social Worker reported:

Just got the loveliest compliment from a mum and child I've just finished visiting. I'm closing the case and she said that she felt that their case was "in safe hands" with me and she felt she could trust me!

Guardian said of Social Worker:

Today in court, the guardian complimented and thanked J for her good communication in keeping him informed.

Parent said of Social Worker:

Social Worker reported:

S, father of A thanked me for all the time and work which has been put in to A and that he is "forever grateful" to us for being there to support A. He added that he is thankful for all that social care have done for him and the amount of work which has been involved from a lot of different people in last few months. He asked me to pass his thanks on to all within the Team around him. He further stated that he is not going anywhere now for A and that he will "do whatever it takes" to make sure he is there to support A, and work with all professionals to make sure that he can be part of the future planning for him.

Parent said of Disabled Children's Social Work Team:

Q: Since the allocation of a personal budget have you been able to have a short break (spend some time away from your child)?

A: Yes. I have some more sleep while she is away with the PA as I worked every Friday night so when she is with PA I don't have to be worry

Q: Since the allocation of a personal budget has your child been able to participate in more community activities/facilities?

A: Yes. access more to cinema now she have card to use. able to use bus pass. Go to library with PA

Q: Are there any other comments you would like to make?

A: Very satisfied with help and support of my social worker now my daughter have budget to support her.

Parent said of Disabled Children's Social Work Team:

Thank you C. You don't know how alone we have felt and your support means the world to us.

Parent said of SEN Casework Officer:

I must say SAT team stepped up to the mark, photo coping , waiting for mum and emailing me all in a matter of hours , I was amazed at the smooth situation which occurred

Parent said of SEN Casework Officer:

Just a quick email to thank you for your presence and input at the review meeting on Friday. It was very helpful to finally get some information and direction about S's options and EHCP. I feel a lot clearer about it and now able to make some way forward. I also wanted to express my gratitude for you reflecting back to the school , that S should not be on a behaviour monitoring/performance report. Especially when the school have not managed yet to put in alternative provisions for her needs. Although some members of staff (particularly J) have been extremely supportive, I have felt some lack of insight and professionalism from a lot of staff. I have tried to explain that it would be like expecting a child in a wheelchair to perform in general PE and putting them on reports and punishment when they cant perform. Unfortunately there is still a lack of awareness around mental health as a very real disability. I am extremely grateful to professionals like you, that act as compassionate and fair advocates for children and families like S and I. Without going into details, we have both been through heartbreaking circumstances due to her being undiagnosed and nobody listening to me for years when I first spotted these traits in her. We have both had our self esteem hugely impacted by being treated and judged as a 'bad child' and a 'bad mother '. The fact that we are finally receiving support and understanding is life changing. All I want is for S to know she's a very capable student and for her to finish her education. I wanted to write this email to you because I believe that people who choose to work with these types of children/families deserve to know what a huge difference it makes. I look forward to meeting with you again.

Parent said of SEN Casework Officer:

Hi M, we just wanted to thank you for supporting us through this process getting C in the right school and his transport.. this morning was soooo stressfree.. not one meltdown.. C was so excited to go a bus to school.. and i didnt end up sat in my car in tears after a hard school run.. thank you ..

Parent said of Children's Social Services:

Support and explanation fo servies are exceptional. Very pleasant experience looking forward to our future support networking.

Parent said of Children's Social Services:

Really good communication, very impressed with responsiveness. Excellent.

Parent said of Children's Social Services:

We do appreciate the support given having the chance to talk it through and getting help for beneficial activities for A to include him in our community

Family said of Children's Social Services:

Thank you for today. It was a lovely, calm and relaxed atmosphere we really enjoyed meeting the other families and it was lovely to chat to you all. K was so social, happy and clearly enjoyed being with the other children. He has had two showers since being home and hasn't stop smiling, at present he is tucking into a beef casserole.

Young Person said of Social Care Unit - Wisbech:

X wanted to share how brilliant she feels A is, She feels A has done everything she said she would. X absolutely raves about A which is extra special as before X met her in January she had a deep seated mistrust of social workers. She said A says it straight, she cares, she has made me feel safe (what amazing words from a girl who has been through what she has, I feel safe!). I have seen her smile in the last few days and that's something I haven't seen since I met her in December. X has said that she knows she will be ok as long as A is looking out for her.

Parent said of Early Help Family Worker:

Just to say thank you for coming to meet us it was nice to meet a really nice genuine person who listens and understands and lifted a weight of my shoulders.

Parent said of Social Worker:

Whoop whoop A! That is really great news. Thank you for all the work you have put in on behalf of E (young adult) and getting the green light on TAG. It's officially Happy Tuesday. Thank you for all you do for the family!

Parent said of Social Worker:

Just wanted to say a huge thank you to all of you for what you have all done for A (young adult) so far in her transition.

Parent said of Senior Transitions Officer:

I just wanted to thank you for the session you did with E yesterday. She came out a changed person!! I think she is beginning to worry about the interview (and about life beyond school - even though she can't wait to leave) but you have given her some confidence and she described herself as being 'really excited' about going next week. She bought a cork board on the way home yesterday so she could pin up her notes (I wrote out for her) and see them when she is in her room.

Professionals independent of Children's Services

Headteacher said of Senior Social Worker:

Thank you for your message, comments and feedback, which are much appreciated. It has been a pleasure working with you and your team, from the beginning it has been a real partnership working in the best interests of J, A and the family. I have no doubt that the success of the transfer and how J has settled into our school is down to your interventions and the relationships of trust that you built up with the child and his family. I was very pleased that you gave time to experience and observe our school (mealtimes is a great litmus test!) and it was my intention that you would be reassured that appropriate support for the children would continue.

School Teacher said of Early Help Education Welfare Officer:

I just wanted to pass on some feedback I received from X at A School today. She was incredibly complementary about the support you have offered with some tricky attendance cases and were always accessible and helpful. Well done!

School Nurse said of Senior Social Worker:

Thank you for the telephone conversation this afternoon. I am really impressed with how much work you have done for the young persons to ensure her safety within the family. I am aware that you are still gathering information but the work so far needs to be acknowledged

School Deputy Manager said of Team Manager and Senior Practitioner:

I would like to say a massive thank you to both of you for the support you have given to W team and in particular to me. I cannot fault your professionalism in ensuring the best possible outcome for L. It is with great regret I am having to leave due to my mother's poor health and needing to spend more time with her at home. I am still staying in this line of work, in fact I will be working with C my previous manager but doing a lot less hours, unfortunately P were unable to reduce my hours. I would like to say that the communications between you both and ourselves has been second to none, J has been a pleasure to work with, and as you know L was a handful at the beginning of her placement and now is maturing into a nice young lady and J should be proud of what he has achieved, L has the utmost respect for J as do I and W staff. It was difficult for me to say my goodbyes to L and I will treasure the memories that I have had. So on that note I will wish both of you the very best and I hope you have a pleasant Christmas and a prosperous New Year. Great Working With You Both

Child & Family Centre Volunteer said of the Cambourne Children's Centre:

Almost everyone at the centre has helped me and my son in some way, and finding myself with some free time I thought it would be great to give back and help with a creche which will in turn support other parents. Every week, parents come in and hand over children of different ages; a few months old up to school age. Toddlers chatter away to each other in different languages, completely unphased by the Polish and Chinese replies that come their way! The children are gaining social confidence and learn good communication skills, often leaving us being able to communicate confidentially in English. It's an amazing journey to take with them. We clean up, make snacks and hand children back to their parents knowing that their families are benefiting from this experience, just as my own did not long ago. And now, they've given me the opportunity to work with them, and help them continue their amazing work. They have given me skills in the group, from communication and planning to problem solving and handling emotionally charged situations amongst children. I've come to understand the importance of supporting the community. I encourage anyone in their time at [university] to try volunteering. It doesn't have to be in your chosen career path. Skills are transferable and it is a great way to make friends and gain experience in the workplace.

Headteacher said of Social Worker:

Dear S, Apologies that I didn't get chance to speak after the Core group meeting this week, mum was very upset and spoke to me for a quite a while and you had left before she did! I just wanted to say well done, for how you managed the meeting and in particular mum's perception of danger. I was really impressed with how you challenged her and I am looking forward to working with you to support T

Assistant Headteacher said of Social Worker:

Hi N, I just wanted to pass on my thanks to you for being so interested and involved in C's CIN. Things have moved on hugely since you became involved with the family and we are very grateful for this. You are a great mix of encouraging/nurturing but prepared to ask those tricky questions that we need some answers to. Do let us know if there is anything else we could be doing to continue this movement in a forward direction.

Charitable Organisation said of the Disability Social Care 0-25 Service:

Thank you very much for all your expert advice and input.

Ofsted said of the Disability Social Care 0-25 Service:

Work with disabled children is of a good standard, with well-considered plans that address not only the needs of children that arise from their disability, but also their safeguarding and wider welfare needs. Social workers know these children well.

Special Educational Needs Coordinator said of Team Manager and Social Worker:

Very belatedly thank you and well done - I was reminded at the P core group on Friday that I had intended to email you after the ICPC and I forgot to do it. I was so impressed by your presentations and discussions at the conference. I thought you were both exceptionally professional and objective and didn't back away from difficult discussions. I thought you did a really outstanding job. Thank you for your commitment to collating everything that was needed. You have such a challenging job in those sort of circumstances.

School Worker said of Social Worker:

Thank you for your input yesterday - I thought it was a really helpful meeting.

Clinical Professional said of Early Help District Manager:

I just wanted to drop you a line following the conference on the new protocol for incidents of suicide held last week at [location]. I was invited to speak. My advice was that schools should stick to the local authority support provided through the district as this was the most comprehensive, agile and sensitive provision. I can't speak highly enough of the support we received and particularly the stewardship of J who acted as a single point of contact during those difficult days. J kept in contact throughout but in a way that was sympathetic to our needs and personally supportive to me. As you can imagine, the whole event was a bit of a whirlwind and it wasn't clear when it was at an end. As a result of this, I never got to share my thanks for the support provided.

Headteacher said of Young People's Worker:

The school values support from [YPW]. Young People and Staff find him approachable and helpful.

Judge said of Consultant Social Worker:

I cannot see any gaps that need filling, it is a thorough assessment.

Coram Professional said of Social Worker:

Thank you all for your presentation at Panel. Panel feedback detailed as follows:-
'Excellent reports and presentation, obvious that good work had been done with the children

to prepare them. Panel commended the children's Social Worker on the sterling work she had done and were sorry she was not able to come to Panel.'

Independent Child Protection Conference Chairperson (not CCC) said of Social and Family Worker:

Just wanted to say that this assessment was excellent, it was well written, had depth and was very child focused. In conference today G was very succinct and was able to be balanced in her views which really helped in giving a good understanding of the family and the issues that needed to be addressed. Her knowledge and the relationship that she had with the parents was really refreshing to see, good to see such good social work practice. J was also very knowledgeable and had a good grasp of the issues.

Deputy Headteacher said of Young People's and Family Worker:

A: Went out of her way to help me to get the S Team to take on the case. This was above and beyond her role and I am very appreciative of her help. She helped with the paperwork and liaised with S [team] to get a worker assigned. I do not think this would have happened without her input. Up until that point it was extremely frustrated getting anyone to even contact the school.

T: Did a fantastic job with the children he saw. He gave them a voice and he also gave them closure on something which was very traumatic for them. The feedback from the children was very positive and they felt that he really helped them. One parent even asked if T could see their child outside of school, which obviously wasn't possible.

Headteacher said of Young People's Worker:

Just wanted to let you know I saw A today and he told me how grateful he was to you for your support and strategies. He says he has found them really useful and is feeling so much better and is successfully using your advice to help himself.

Customer Service Officer from Neighbouring Authority said of Emergency Duty Team:

I was very impressed with Peterborough's out of hours team who dealt with the situation yesterday, in particular C, A and P – unfortunately I didn't get their full names. I thought they were highly professional, and very good ambassadors for your authority. Please pass on my thanks to that team.

Special Educational Needs Coordinator said of Specialist Teacher and Specialist Clinician:

You are fab! Thank you so much for continuing to do this for us. I am eagerly awaiting the decision on 30 May! Can I also say your team have been wonderful. F and A came in early today to help us with J and had such good ideas and helped us keep calm. I have thanked them but a special mention from you also would be lovely.

Headteacher said of Specialist Practitioner:

I thought I should pass on that I was in [infant school] this morning and the head was raving about the impact that X was having on a lad I was working with, and generally the support SEND services and Speech and Language were providing.

School Teacher said of LAD and Child Protection Conference Chairperson:

Thank you very much for taking the time to write such a comprehensive reply to me A. It is much appreciated.

LSCB Lawyer said of Social Worker:

I wanted to write to tell you how impressed I was with your statement on X, I was particularly impressed that you provided so much analysis which is what we really want to see in statements – really good work!

Headteacher said of SEN Casework Officer:

I'm always aware of the pressures the SEND team are under, and I'm always very supportive of all your efforts in your support of schools offering an inclusive education within Cambridgeshire. Despite that I've never before taken the opportunity to extoll the virtues of any specific staff from the SEND service, until today. Today we were informed that one of our pupils has been placed at [school] from January, a decision that we were all very hopeful for, but one which I knew would be difficult. I'm acutely aware of the financial burden on the high needs block, and therefore appreciate how tough this decision was for county to take. I'd like to take time to highlight the truly outstanding work and support the school and the family have recieved from S. She has gone above and beyond what we could have expected from someone in her role, and has been pivotal in aiding us in keeping a child in education who was deeply at risk of being excluded. This is not something that we would want to have done, and have never done before; but S's work with us has helped secure the correct provision that both ourselves, [placement] and other professionals agree he needs. Please take the time to congratulate her on this marvellous work, we have obviously already done so, but it would be great for her to hear it from her managers.

Headteacher said of Educational Psychologist, Team Leader, and Educational Adviser:

I just wanted to thank you all for the speed and support you showed recently. Even though the support was not accessed on the day, there was clearly an appreciation amongst staff and students that the school and County had been pro-active and thoughtful at this difficult time. The funeral and service of thanksgiving was last Friday, attended by family and also many current and former staff and students. The school is now adjusting, and of course being in touch with K to sensitively plan next steps.

Headteacher said of Specialist Teacher:

Last night T came and ran Precision Teaching training for our whole staff, and it was brilliant. Her delivery was perfectly pitched and today everyone is still buzzing about it. We sometimes find SEND Services training is a little dull, especially after school, but this was great. Everyone seems to feel confident they could implement their learning. I just wanted to say thank you!

School Worker said of Educational Psychologist:

Just wanted to say thank you for all your help over the last two days. Also, I went to a meeting with L VP and Senior Tutors last night and they were all so full of praise for your training the night before. It went down really well and we all agreed something similar for all staff would be really useful. It opened up a lot of things that had not been made clear to them before and I think that was particularly helpful. Thanks again for your advice.

School Worker said of Specialist Practitioners:

Many thanks G! I have learned so very much from you and M and I have enjoyed all your visits.

Special Educational Needs Coordinator said of Specialist Teacher and Specialist Clinician:

The support we've had for the SEN Support level children from SEND Service and you particularly as our link teacher, has been excellent. Thank you for all your advice and involvement with those children and us as a school.

Headteacher said of Specialist Teacher:

E has been amazing and has assisted our TA so professionally.

Headteacher said of Educational Psychologist:

I just wanted to share with you that K delivered a brilliant CPD session to our team yesterday afternoon on Attachment. The session was extremely well planned and captivated the whole team from start to finish- so much so, that staff spoke to me this morning to share how much

they had enjoyed the session. We are already looking forward to the follow up session in a couple of weeks. I am delighted that we have K assigned to our school (she really gets what we are about and what are vision is moving forward) and I am very much looking forward to developing a bespoke package of support with her for our staff team and learners!

Headteacher said of SEND Team Leader:

Dear

C

I wanted to share with you how grateful I am as a head for your involvement in the SENDCo network meetings with the cluster schools. E has come back buzzing that the meeting was really informative and that the joined meeting with yourself and T has ensured that SENDCo's are kept in the loop as to what is going on and are finding the process supportive of what can be a challenging role in schools. Thank you

High Level Teaching Assistant said of Specialist Teacher:

Thank you so much for this afternoon. I feel I learnt so much in the short time I was with. You are a very highly skilled individual and your service are lucky to have you. It was a pleasure to meet you and hopefully our paths will cross again some day. Thanks again

School Worker said of Sensory Support Team 0-25:

Thank you soooooo much. Students came out of the room very positive which is brilliant.

School Worker said of Sensory Support Team 0-25:

I do really appreciate all the support and effort you put in for H

School Governor said of Specialist Teacher:

Hi L, I am impressed at your speed! Thanks for today it was a very useful meeting, it's quite revealing how positive and efficient such a meeting can be. Hopefully I'll organise the referral with a more successful outcome this time.

Headteacher said of Specialist Practitioners:

I just wanted to email to say thank you to yourself and all of your team for the support you have provided to us and FMP this term in school. It is really greatly appreciated, your team have been excellent role models for all the TA's they have worked with and extremely professional at all times. Thank you once again for the time you have given us.

School Worker said of Specialist Teacher of the Deaf:

I spoke to H at lunchtime and she was extremely pleased with the session that she had with you today. I think that you really helped with her confidence and I get the feeling that she will really look forward to the next time that she sees you. Thank you both, L and A for all the work that you do with the students.

Deputy Principal Educational Psychologist said of Educational Psychologist:

Just wanted to say a huge thank you for coming and giving us that talk. Absolutely without exception the EPs thought you were amazing. They loved your talk and how you presented. Someone said you had them in the palm of your hand throughout....thought that was lovely :) you know EPs en-masse, they can be a bit challenging to present to but I got absolutely no questions afterwards....they loved it! From my point of view it was lovely to meet you and I thought you were fab :) Let me know if there is anything you want from us in return for Cambs EPS and we'll get it sorted :)

Special Educational Needs Coordinator said of Educational Psychologist:

A enormous thank you for the most amazing session today. You will be proud as I used the materials you left with us to work with the anxious child I mentioned, but with good results. He was not keen to do the assessment but got distracted by the pictures and I remembered the phraseology you used and managed to get such a lot of information out of him. Previously

he just cried and refused to talk. I have rung home to discuss a plan and the child has agreed the plan too. We may get him back into lessons yet! This would not have happened without this course and your support. I have taken the liberty of copying H in as we all felt you had such expertise and the most fabulous delivery style that it should be mentioned. We are also all really looking forward to the next training sessions on the [date] and the [date] and thank you for also allowing us to go off at tangents trying to fit the training ideas to our students who concern us.

Teacher said of Business Support Officer:

Thanks for your prompt report. X loves touch typing and looks forward to your visits.

Barrister said of Consultant Social Worker:

Credit is due to the Consultant Social Worker, T. I am not the only legal representative involved in the case who noted that she is a conscientious, diligent and considerate social worker. T had carefully prepared 10 documents including statements, viability assessments, parenting assessments, sibling assessments and care plans. This is an exceptional amount of work. Despite the negative assessments of one parent and some members of the extended family, it was apparent during the final hearing that T has maintained a good professional relationship with them all. I was grateful for her instructions at the final hearing which were proportionate to the issues yet sensitive to vulnerable witnesses.

Advocate said of Social Worker:

The Children's Guardian in her 1st report commended the LA for finding sensitive foster carers attuned to the children's needs. May I add that myself and the advocate for the children thought the Social Work to be exemplary in this upsetting case. The Social Workers are so professional that in spite of the terrible suffering of the children, this case was dealt with properly and expeditiously.

Headteacher said of Education Welfare Officer:

This is my first year of Headship and I inherited a school with poor and declining attendance levels. B Primary had an Ofsted inspection three weeks after I started this position. I was grateful that P visited B Primary within the first two weeks of the year as he played a pivotal role in helping me ensure that raising levels of attendance was a key priority of the school, and secondly how to address this priority/school issue with a robust plan. When Ofsted visited, they were impressed with both the work that had already been completed and the plan for the future. P's input and advice was fundamental for this to be the case. B Primary School now has an attendance of 97%. I have contacted P on many occasions in relation to attendance issues and he has always responded swiftly and provided thorough advice – in every case helping to resolve problems.

Judge said of Social Worker:

SW had given her evidence in a very thoughtful and professional way. This has not been an easy case for the LA to manage, partly because neither of the children can communicate in English or even in Lithuanian. The LA have arranged for the Interpreter to spend time with the children and for work to be completed with them, however this was not successful. It has not been easy due to the extremely serious nature of the injuries sustained by P. The children's trauma that has been demonstrated by the way the children have behaved which is something the SW I commend her for the sensitive way in which she has worked with X, trying to build his confidence, trying to introduce toys from the family home, trying to gauge his reaction, to memories of his family home and the decisions taken by not introducing too many items at too faster pace that may have re-traumatised him particularly as he has had night terrors following her visits to him. I found that the work she has done with the Aunt and Uncle was done in a very speedy fashion to see whether the children could be placed with Mr and Mrs K at an early stage. I reject the suggestion that Aunt an uncle that she did not explain why she was asking questions or that she had fundamentally misunderstood what was being asked.

Co-Director of School Alliance said of Educational Psychologist:

Please find below an outline of T's support with the conference on 12th June. It was a hugely successful event, bringing together over 140 delegates from primary, secondary and special schools as well as key mental health professionals. His role within the project team was crucial and clearly demanded a significant amount of his time. Attendance at project team meetings from 20th February to 11th June; each of these required preparation and lasted approximately two hours. T was in communication with other project team members, primarily the children's commissioner for Cambs., S and the keynote speaker, C, in preparation for each of the meetings and ultimately for the conference itself. T's was a leading role in the shape, content and delivery of the day. On the conference day itself, T led the morning session for all delegates: 'Creating a whole school framework for emotional health and wellbeing', which included a q/a session with a selected panel. This was followed by a series of workshops. T led his own workshop, 'Using whole school wellbeing assessments to inform interventions', with a focus on opportunities to administer whole school wellbeing assessments, for both staff and students. Specifically, T covered how to choose the right assessments, how to administer the assessments and how to use the assessment results to inform intervention and effect change. T pulled things together with a robust plenary which also looked ahead at next steps. We are now communicating with T how best to use and follow up the evaluations. Before the end of term, all schools involved will share their progress with the three key action points they took away with them on the day of the conference. T's input, energy and expertise was fundamental to the success of the conference; the conference itself provided him with an audience of school representatives otherwise hard to reach.

Compliments from Service Staff

Independent Reviewing Officer said of Senior Social Worker:

I just wanted to highlight a piece of very positive practice which became evident within a LAC review I chaired today for E. Firstly it is very evident that S has developed a positive, engaging and open relationship with E in the time that he has worked with her and she responds very well to his gentle support which encourages full participation and reflection. E clearly views S as inspirational and advised the meeting that she intends to study health and social care at college from September with a view to becoming a social worker in the future and based this on her experience of working with S. S has clearly put a huge amount of thought and time into thinking about E's contact needs with her immediate and extended family and has developed a clear plan in conjunction with E which they are currently working to. He is an excellent advocate for this young woman and it is evident that E's views are foremost in his mind when thinking about future planning. I have no doubt that S's supportive and thoughtful manner has enabled E to settle into her placement and focus on her education, thus providing her with a period of stability which she has clearly lacked in the past. This is an excellent piece of social work and deserves to be recognised as such.

Child Protection Conference Chair said of Wisbech Social Workers:

I know I have already mentioned this worker but again I would like to state that I have been very impressed with the work of M, she has done a fabulous piece of work with G and his parents to enable them to progress, recognise the concerns and change these, ensuring that G is safe and protected in all aspects of his life. Both parents in conference yesterday stated that they now recognise the concerns and understand the implications of their actions, behaviour etc, and feel that the work completed has enabled them to become closer as a family unit, and be happy. Well done M and a great piece of work. I would also like to mention S, who has completed some sterling work with a very difficult and challenging family, T, and he has been able to show a detailed and clear understanding of the concerns within the family. Well done S.

Child Protection Conference Chair said of Consultant Social Worker:

X has done a fabulous piece of work with this family to help them recognise the concerns and work to change things around for the positive benefit of K. Well done, and it was clear in the RCPC how positive a role you had played with the family unit, and they were able to identify that things were much better, despite the cultural issues.

Child Protection Conference Chair said of ASYE Social Worker:

Absolute brilliant parenting assessment, and it is clear within this and at the RCPC what a positive relationship was built, and the work which has been put in to help the family overcome difficult and unrealistic views of professionals to make the necessary changes. Well done, clear focus and resounding results as a result of the work put into the case and family.

Child Protection Conference Chair said of Senior Social Worker:

I am emailing you about positive practice that I have observed via Child Protection conferences, from H who is a senior Social worker in [unit]. Despite the difficulties in staffing with the [...] units together with the high caseloads that she have been facing over the last few months. H has consistently over the last 3-6 months ensured that the families that she is working with receive her reports before every conference in a timely manner. She is a constant for the families and children that she is working with in the ever changing world of teachers, social workers, family workers etc. H's strength is in her consistency, her communication with parents, children and other agencies. Her Child Protection reports are factual, focussed and the views of the children and parents come through strongly and she usually has a clear outline plan for the family going forward.

Child Protection Conference Chair said of Social Worker:

I wish to commend you for the assessment, report, and your presentation within the conference this afternoon in respect of T. As you presented the case very well, it was clear that you knew the family, the issues, and the child which was great. Your presentation was clear, concise, open and honest, and I found the family members really engaged with you in a positive way. The assessment which you produced for the conference shows just how much work you did with the family, so well done. It was clear that you have been able to discuss things openly with the family, and they were well prepared for conference. You were focused, and knew the purpose of the meeting, and also the outcome required for the best interests of the child.

Child Protection Conference Chair said of Social Worker:

Wanted to put in writing my appreciation of the work you put in building a relationship with parents. They had experienced many changes of social worker which had delayed progress and they had also found this situation difficult to align with the concerns -it had given them a confusing message. However within PLO and getting Mr Q on side with the drug testing and being very clear about what the results meant, you were able to assess and evidence for conference, how both parents would be able to maintain what we called 'their new normal'. This meant that the children are no longer subject of child protection plans after 2 years.

Child Protection Conference Chair said of East Cambs Social Care Unit:

I would like to identify that having just audited a CP plan on E and his siblings, there is clear evidence of some great work having been completed with this family, and the CP plan is progressing well. There is evidence that the children have been spoken to and work completed with them to ensure that their voice is being heard within this process, which is great to see in detail. Well done V.

Family Worker said of ASYE Social Worker:

I wanted to thank you for chairing the meeting so effectively. You were a very calm presence in the room, which was not at all well suited to the difficult conversation that we had to have. Working with the family for some time, it has been my experience that both parents are quite

articulate and tend to talk a lot creating a lot of noise around incidental issues, and I appreciated how several times you brought parents back to focusing on O. In particular I thought that it was helpful to the conversation that you were able to reflect to them in a very non-judgemental way, your observation that they were both placing obstacles and finding excuses for their lack of engagement with services and support offered to date.

Placement Officer said of Social Worker:

Many thanks for the referral. I just wanted to feedback to you about this referral. The referral was really detailed and clear, it explained everything about the children that was required and there was context throughout the referral rather than lists of chronology. Due to the referral being so clear and detailed, we have been able to begin a search straight away and no amendments have been necessary. Please may I use the referral as a good example referral to add to our file which we may share with others for example or training in the future.

Clinician said of Independent Reviewing Officer:

I am writing to pass on my appreciation of how well K has been chairing the last two CLA Reviews of C who we have living with one of our foster carers. She is great at ensuring everyone's point of view is shared and manages to get beyond the administrative task. I welcome her ideas about ensuring progress within the placement, such as helping achieve stability and adjust to the changes given his carer's death. She gives me confidence that the corporate parenting responsibilities of the council will be taken care of - even in a complex and sensitive case such as C's.

Independent Support Adviser said of SEND Team Leader:

I would like to acknowledge, how D, has twice, gone above and beyond to support a young man, whom I am also supporting. Without D going out of his way, we would not be in a position to move forward.

Consultant Social Worker said of Assistant Coordinator:

Thank you so much for being you. You have been one of the best managers I have ever worked with. You are a joy.

Team Leader said of Social Worker:

C visited a Looked After Child in their new placement, outside of work hours on a Friday night to make sure they settled in ok, which meant C missed her team's Christmas party. Thank you C for putting this child's needs first and changing your plans to make sure they were well supported by a familiar face within their new placement. This would have been so important to them and is a lovely example of best practice work.

Executive Director said of Family Worker:

I just wanted to say thank you for all the support you have given Mr G. This is a tragic situation and not easy to support – but I understand you have done a fantastic job and Mr G really has valued your support.

Safeguarding Manager said of Social Worker:

When prepping for the ICPC I was delighted to find a standalone Chronology in Wisdom. I was also delighted when parents told me they received the Single Assessment more than 2 working days before the ICPC. The Single Assessment had been signed off by both the SW and the TM. R was the SW for this case and the SW who presented at the ICPC L with her SW colleague L. I also want to feedback how well R presented at the ICPC. In the pre-meeting Y's mother spoke very positively about R. It was clear to me during the ICPC that R has developed a positive working relationship with both parents.

SAT Caseworker said of Additional Needs Advisor:

I believe it's important to recognise great work in our colleagues as so often we only hear when things go wrong. N's support to C's and her mum has been in my view exceptional, I have been really impressed by his approach and have learnt much from his communication. Big thanks N, it's been great working with you on this case (not that I have done much).

Child Protection Conference Chair said of Social Worker:

I am so impressed by the quality of L's social work. Report arrived within timescale and shared with parent. Comprehensive and detailed how the CP Plan has progressed. In the meeting very much 'on it'. Able to access reports immediately when requested for added information, up to date knowledge of case and clearly knows case inside out. Aware of all professional involved and their role. Good relationship with Mother, able to challenge appropriately balanced with positive feedback. The children's needs very much to the fore throughout and understands the complexity of their needs. Open to suggestions from other professional and Mother as to changes in boys weekly routine to try and make things better at home.