
Children's Complaints and Feedback Team Cambridgeshire County Council

Compliments April 2022 – March 2023

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

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

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

Parent(s) said of Educational Psychologist

It was a pleasure to meet with you on Monday. Thank you for writing the report. We have read it and feel that you have covered everything for X. I love that this will be regularly reviewed to cover things we might have been unaware of or missed once he starts nursery.

Parent(s) said of Family Worker

I couldn't be more grateful for what R has done to help me and the family. My relationship with X is great and although we need to get over some of his anxiety and mental health hurdles I still feel he is much happier because of how things are handled and dealt with. It has made the whole house different in a positive way too. Couldn't have done it without R's help, that's just a little bit of the wonderful things she's done. She really is amazing!

Parent(s) said of Family Worker

I couldn't be more grateful for what R has done to help me and the family. My relationship with X is great and although we need to get over some of his anxiety and mental health hurdles I still feel he is much happier because of how things are handled and dealt with. It has made the whole house different in a positive way too. Couldn't have done it without R's help, that's just a little bit of the wonderful things she's done. She really is amazing!

Parent(s) said of Trainee Educational Psychologist

We received your report this morning and just wanted to pass on my thanks, We feel that you really "got" X and this really showed through in your report so thank you.

Parent(s) said of Casework Officer

Thank you so, so much for all work and support you have all put in to helping find support for J.

Parent(s) said of SEN Casework Officer

Thank you so, so much for all work and support you have all put in to helping find support for X.

Please, please thank the panel for me too and everyone that has helped us. We are so utterly pleased for this news. It will I am so sure make so much difference to X's schooling, developmentally but also confidence wise too and even at home as I'm sure she'll eventually find the school day is working better for her and this will have a positive impact at home.

Parent(s) said of Educational Psychologist

I am just writing to say how much I have enjoyed working with E, she is fabulous! She is warm, enthusiastic, thorough, gives good, useful, practical advice, she listens and she responds promptly to emails and the children I have seen her work with respond well to her. Consequently, I would very much like to keep her as our EP next academic year, consistency works well (particularly in a time of such uncertainty) and she now knows some of the children. I would really welcome the opportunity to work with her more in person, given the time she has been with us has been the pandemic, many of our meetings have been virtual.

Parent(s) said of Qualified Teacher of the Deaf

Thank you so much for sending through your report. It is so thorough and highlights so many areas that I think are being overlooked..... Thank you, A, for all your time and thought in compiling this report - it really is incredibly helpful for X and I to read and learn more about what is needed for X and of course it will help her no end.

Parent(s) said of Family Worker

Although this email may seem incredibly late I've struggled to find the right words to write to be able to express quite how much of an impact that J had on our family unit - no words have seemed enough to thank her for the work she did.

J was assigned to my family after some troubled exchanges between us and Cambridgeshire County Council, we were in a desperate situation, overwhelmed, lost in a system, parenting a child with unknown needs and struggling to cope with a potential diagnosis of Autism and a learning disability for our eldest daughter X. We were quite literally wandering around in the dark with no focus, scared, afraid of doing the wrong thing, not knowing what was the right path. The relationship between X and myself was one where I had lost all confidence as a mum, I felt I'd got it wrong for so long that I didn't know what was right and quite frankly I was scared of it all. Scared of trying to set boundaries, scared of doing the wrong thing, scared of taking control as I felt I'd got it all wrong up to this point. In walked J - from the moment she entered our home she was strong, positive and confident. The confidence I lacked and was so desperate to find again. J's persona was kind, caring, understanding and so much more - she listened, more than anyone had done. J explained we couldn't change the past and together we had the tools to change things around for the better. I immediately felt safe in J's presence, comforted by her strength and lead and as though, after so so long, we had someone that actually got us! All the way through J's involvement she made time for me, even when her schedule was hectic. She would always return my calls or text me to let me know that although she couldn't speak at that time she would be in contact by the end of the day. There was never a time where she made me feel anything other than listened to, J always gave advice even when sometimes as a parent it was difficult to hear.... And I think that was the key, J never sugar coated anything, she was always honest, clear and concise and if it was something she didn't know the answer to she would always seek advice and come back to me with an answer. It was clear from the start J was incredibly good at her job role and that she shared a passion for families and getting things back on track.... Towards the end of our time together this became even more apparent. Although J's job role was detailed as a "family worker" she is so much more than just that. J is strength, positivity, calm, determined, comforting, caring, fun, caring, fantastic

with children, amazing with mums (and dads!), not afraid to tell things as they are but also always offer a solution. We were having an issue with X and her lack of respect for boundaries- One line that always sticks with me Was when J said "You're a mum, your position is to create boundaries for the sake of X - those friends do not need to come in to you house and eat your food that you pay for until X can respect your rules"

I must of looked terrified at the thought of having to try and break the cycle that we are in, J immediately recognised this and said "Come on X, you know you need to do this, and it's ok to make the rules - enough is enough, don't give excuses, just tell X, the kids and the parents about the decision you've made until Further notice". It's ok to make the rules.... It's ok to make the rules!!! And I did!! I made a stand, it went ok and the issue stopped! J was right - confidence! J didn't only support us as a family but she was a huge support for me, more than I can convey in words. Whilst J liaised with schools, young persons workers, education inclusion officers and more she also made time for me as a mum. We spoke about me, she gave me words of comfort, she told me about personal experiences, we spoke of our families, about dealing with a child with additional needs... we spoke about a lot of heavy stuff, but we also laughed! That laughter was invaluable, it made me realise that J was more than a family worker - she was a mum, a wife and a person with similar experiences.

When we knew J was coming to the end of her time with us we joked about how much longer we could try and keep her for, she was a staple in my week, an appointment i looked forward to, an hour where I could be any thing I needed to be - happy, sad, in tears, laughing, asking for advice, discussing a battle plan, putting in boundaries, helping me deal with 3 other children, discussing health, mental health, exercise, weight loss, confidence, you name it I think we discussed it at some point.... Even popping out to the garden with the children to bask in the sunshine - my happy place.

So, Christmas came and J's work had ended, it was a tearful goodbye and I felt incredibly emotional at loosing her, the support she provided but also the huge part J had played in my life as the mum of a child with additional needs - now formally diagnosed as Autism, a learning disability and ADHD. I honestly don't know the words to write to show just how much J meant to us, to convey that she's so so much more than just a family worker. My experience with J was invaluable, essential and enjoyable. Any family that is lucky enough to have J assigned to them will succeed, because she wouldn't have it any other way!

I still miss our weekly meetings, prepping the coffee ready for a huge sigh as we take our places on the sofa.... The relationship between J and the cat!!

J had such a profound effect on our family and learning to parent a child with additional needs, even more of an effect on me as a mum and a person - she will always have a very special place in my heart and my home. The words "thank you" aren't enough. I hope J gets the recognition that she deserves within her role as a family worker but also smiles at the way In which she changed our lives.

Parent(s) said of Family Worker

We wanted to say a few words about C, which we hope will gain her some recognition for her work with us.

When we met C in June 2021 we were in a really low place. Our son (age 3 at the time) had been excluded from Nursery due to his behaviour. We knew something wasn't right and we were very worried about him and his future. My husband and I were stressed and possibly a bit depressed. The atmosphere in the house was tense. We weren't spending time together as a family - instead we were operating a tag-team system where 1 adult looked after X while the other looked after X.

Today is a very different story. Since working with C we have established a huge network of professional support around our son We are much happier as a family and we are spending much more time together. My husband and I are also in a much better place - enjoying each other once again and looking forward to the future.

Parent(s) said of Family Worker

I just wanted to email to explain how the support from L has impacted our family and our lives as it cannot be underestimated. After so many doors were shut in our faces and no support available to us L was the lifeline we so desperately needed.

The support and advice that L has provided to us has been instrumental in helping to heal and give our family the resilience it needs.

L just understands what life is like for parents with children with disabilities and her empathy and non judgmental approach enables you to feel less alone.

We were in a very bad and dark place as a family when L began to support us and she closes off leaving us in a completely different place.

Her knowledge is so extensive and she makes you feel that you can move forward in a better way as she is so positive and constantly comes up with new ideas and suggestions.

She was flexible working around all our different times needs and just having one person who cared and wanted to help made all the difference to us.

We will miss her input but we know she has changed things so much that we can now cope and manage much better in her absence which is huge.

Thank you for providing this service to us and sending L to help us.

Young Person said of Senior Transitions Advisor

I wanted to let you know I went to CoWA student award last night and came first place in Land-based studies- I also got moved up to level 1 at the beginning of the year. Thank you for helping me get into college I wouldn't have gone to the college if it wasn't for your help.

Parent(s) said of Qualified Teacher of the Visually Impaired

Thank you for all your help. X passed her exam and this is due to the help/advice you gave.

Parent(s) said of Qualified Teacher of the Deaf

A huge thank you to yourself and L for being there for X and for helping all to understand her needs and how best to support her - we and X are very grateful.

Parent(s) said of Young Person's Worker

(Thank you card received) - Thank you F for all that you've done for X. She has gained so much from your regular meetings. She has come a long way and seems to be much more confident and positive about herself and her future. It's been great to see her blossoming. I would like to thank you too for proving my past experiences wrong and showing that intervention can be a positive thing and a real help without judgement or threat of actions that would just make everything harder than it already was. You are a lovely person and you do your job with genuine warmth, kindness and compassion, going above and beyond what could be expected and we will miss you and wish you the very best now and in future.

Parent(s) said of Specialist Practitioner

We would like to let you know how your colleague, C supported us as a family for a whole year since last May.

Raising a special needs child is not easy but thanks to C, we got the fantastic help and support we needed in a time when we were full of questions, doubts and concerns. She was always prompt, had all the relevant information at hand, she was always up to date and well prepared for TAF meetings and her loving, caring, cheerful personality and great sense of humour helped a lot to put us at ease. We could count on her every time.

C's recommendations and advice helped us to understand more about our son's condition and how best to support him so he can reach his full potential.

We wanted to let you know how grateful we are to all what she has done to improve our lives.

We wish you and your amazing team all the best in the future. Your job is very important and truly life changing.

Parent(s) said of Trainee Educational Psychologist

This is great. Thank you so much for all your work and support. I can definitely see

improvements with X's ability to put these strategies in place after hearing them from you. They are also spilling over slightly to other areas. Thank you again.

Parent(s) said of Family Worker

I am writing to give feedback about our family support worker, A. First of all, on behalf of my whole family I would like to express our gratitude to her support. She was very professional, friendly, approachable and most importantly to us, very understanding. She has provided a great service by giving us advice how to proceed with things and pointing us to the right direction. She was also punctual and easy to contact. I cannot express with words how great A is. I wish her good luck and success.

Parent(s) said of Educational Psychologist

Thank you so much for the copy of your report. Amazing how you've managed to understand X and her needs in such a small space of time! Very accurate and helpful.

Parent(s) said of Family Worker

I would like to give you some feedback, I have had K as my family worker twice now and she has been amazing, supportive, helped me fill forms and given good advice for us all as a family. Both of my children felt comfortable talking to K and was always available when we needed her.

Thankyou to all who make this facility to families available it means so much.

Parent(s) said of Specialist Practitioner

Thank you so much for all your help, I'm so grateful and it's such a relief.

Parent(s) said of Educational Psychologist

Thank you so much. You have "got" my daughter down to a tee and have perfectly articulated her needs, and what support must be given. You are by far the most professional and thorough psychologist I've ever worked with, and I cannot thank you enough for what you've done for K. Your report will help to change and shape her life. You're wonderful!

Parent(s) said of Child and Family Centre Worker

Thank you again for last Saturday. I was amazed with how X sat (with my support) raking the rice and lentils using his right hand. He seems to have shown a preference for his left lately. I told all the professionals we worked with this week. His physio, OT and play therapist!

Parent(s) said of Family Worker

I'm sending you a email with regards to A my family support worker. My boys and myself want to give u feed back with regards to all the help and support A has given us. I only had hoped her support could have continued for longer. A is a credit to u as a member of your staff. My boys and me are so grateful for all the funding support as well as her understanding of our situation and for reaching out to over support networks.

Parent(s) said of Specialist Practitioner

Many thanks for this advice A, and for the encouragement too - I really do appreciate how you support us as a family. Thank you

Parent(s) said of Specialist Practitioner

Thank you so much for your kind words and offer to help A. I really value all your care and support! We will miss you!

Parent(s) said of Specialist Practitioner

Your emails are always exactly what I need to hear.. and I know I say it often but we are so grateful for you and everyone involved in D's care

Parent(s) said of Educational Psychologist

Can I please just give you some feedback regarding the video call? I have never felt so comfortable so quickly with someone as I did with you! We are very lucky there are people out there such as yourself able to do these things for our children. I am very excited for D and his future.

Parent(s) said of Family Worker

Morning out with H. Done so well considering he didn't want to go, once there and talked out the car, he was great, lovely time and he even wants to go back!!! Looking into coast as can't do anything till pip sorted out. Wouldn't have been here if wasn't for your help and support, can't thank you enough for all your doing, wish we had met sooner. I saw a glimpse of my boy that I haven't seen for such a long time. Was amazing. Thank You xxxxxx

Parent(s) said of Specialist Practitioner

Thank you all for everything! A has really enjoyed his time at school and the progress he has made and all he has achieved is really amazing. Thank you everyone for all of help and guidance you have provided for A this year. I am so grateful to all of you for your support and really appreciate all the hard work and care you have given to A and always going the extra mile so that he can be at school and enjoy his time there too... I know A will miss X and all the staff very much. I hope you all have a lovely summer and well deserved break :)

Relative (other) said of Family Worker

We're a little bit sad you will no longer be working with us but we know this is a good thing!! The help & support we have been given in helping J settle in to the family & helping us adjust to the change has been amazing!! Very professional throughout. The most important moment to us was the ability in getting J his own bed, this would not have been possible without yours & the teams help so thank you so much!! You couldn't have done anything better, you were just perfect!!

Foster Carer(s) said of Senior Social Worker

Now that the children have moved on to being looked after by a different team, we just wanted to pass on our gratitude for having had A as our Supervising Social Worker. From day one, A helped to guide us through our first experience of fostering, and her 'down to earth' approach and willingness to answer our long list of questions was invaluable. Having had seven different Supervising Social Workers ourselves in our first year, through our agency, it was always refreshing to know that we could count on A. No email was ever left unanswered, and any requests were always responded to. Would you please pass on our thanks, and let her know that she will be missed. Kind regards and many thanks.

Young Person said of Family Worker

X says that he has found speaking to me "helpful, he has enjoyed our sessions and will miss our time together"

Young Person said of Transition Advisor

Thank you so much for all your help

Relative (other) said of Early Help Assistant Manager

Thank you so much for your support K, I know it's a positive move but can't help but be a little sad to say goodbye! You've been absolutely amazing and I appreciate you and the work you've done with us so very much

Young Person said of Transition Advisor

Thanks again for all your support.

Young Person said of Transition Advisor

Thank you for all your help.

Foster Carer(s) said of Social Worker

I couldn't let the last bonkers fortnight pass without saying how utterly amazing S and C have been.

We've been foster carers for over 12 years and worked with very many lovely people. The last few years have been increasingly difficult though as staff are overstretched, communication has become increasingly dire and muddles and mistakes around placement arrangements are now quite commonplace.

S, on the other hand, has been thoroughly 'available' and so excellent at every aspect of overseeing the emergency placement we took. From a carers point of view she is how we would hope ever SW might be - communicative, inclusive, personable, clear and just all round efficient!

C has been utterly superb too. So very friendly and kind but also incredibly intuitive and empathetic to everyone involved.

With a toddler (about to be adopted and prone to severe dysregulation) here already, the emergency placement (which was originally supposed to be one night but lasted 2 weeks) could have been an utter nightmare but it turned out to be the absolute opposite. The help of your very efficient and kind staff were no small part in helping that happen.

Please could you thank them both again for us.

Parent(s) said of Specialist Practitioners

It takes a very special teacher to hear what a child cannot say.

Thank you both so much for everything you've done for E. We're so grateful for her one-to-one play sessions, you've been amazingly helpful & can't thank you both enough for helping E learn & grow. You both are amazing people & the passion & motivation for your work is incredible!

Thank you from the bottom of our hearts!

Parent(s) said of Family Worker

It is absolutely a great pleasure to have J supporting us as a family worker. Highly knowledgeable and experienced, she brought strategies as well as confidence to parenting. She is well organised and always plans ahead, making sure every meeting and session is achieving. What impressed us most is her endless enthusiasm, empathy and readiness to go extra miles to help (e.g. custom-made visual time table stickers and staying overtime for a mistake from our side). The kid loved her too. We would definitely recommend her to any family that needs support.

Young Person said of Children's Practitioner

Oh god, were do I start... Over the years we spent together from crying, laughing, having our debates and hours in silence, to our stubbornness We are here today many years later. Now I want to thank you :) so much for everything you have done for me, you really are one of a kind, I've never met someone like you who not just fights for me, saves my ass and held me like you do! You have helped me so much and despite the very frustrating, stressful moments you still gave everything for me! Thinking about it now I wouldn't be sitting next to you right now if it wasn't for you truly. Despite at times it felt like a dead end you still remained and oh god! You are so stubborn! We had good times together, I will always remember them! I still take dad to five guys and sit on the wall in Cambridge, ever since we did! I'm not saying goodbye to you, this isn't the end! It will be strange not working with you but it was a big pleasure to work with you :) I am forever grateful for everything truly! You have made a huge difference to me, even if you don't see it.

Parent(s) said of Child and Family Centre Worker

The parent said D loved spending time with A and also that "both L and A have been absolutely brilliant".

Parent(s) said of Specialist Practitioner

I'd like to take this time to quickly say thank you very much for all of your support. The scils course was exactly what we needed and is so helpful. If you could kindly send my

appreciation and thanks to every individual that was involved in all the meeting that answered all of our questions.

Parent(s) said of Family Worker

Accepting help from a family worker was difficult for me. I work in healthcare and always deemed this to be a reflection of poor parenting; and quite honestly, I was insulted.

However, from the positive reports of others I was persuaded and I've never looked back from the moment we first met K.

She came into our home and instantly made us feel at ease. K was non-judgemental, kind and made it clear from the very beginning that all she wanted to do was help my son and our family as much as she possibly could. She listened to everything I had to say, when I had a moan and when I shed tears. She happily involved grandparents who are big part of our family unit when they also expressed their concerns. But most importantly she was fantastic with my son who wanted to play and make friends; and despite his speech problem, K spent time with him and made an impression on him every time .

Initially my son was declined support from community services but K amended his initial referral and presented all the concerns directly. He has since had assessments with some professionals and more to come; all before he starts school in September.

Thanks to K I felt understood and supported in getting the help my son needs, when previously I felt very isolated and ignored. K could not of been more helpful, holding a TAF meeting before the school year ended giving me the opportunity to raise my concerns with school before he even starts. The reassurance that meeting gave me was immeasurable.

Thanks to K I feel positive about the future for my little boy, both with starting his school journey and beyond.

We could not be more grateful and please pass this thanks on to K again.

Parent(s) said of Family Worker

For M's manager, I just wanted to give you some feedback on my time with M.

I was really nervous to have M visit us as I knew her a little from nusery and Ive never had any help with the children and was worried what she may think.

Within very little time M had reassured me and made me feel at ease with her. Ive always felt like abit of a nusense but as my situation quickly got worse I was contacted M for advice quite often. M could understand my situation better than I could and responded to me phone calls promptly reassuring me that I wasnt a nusense and that it was a good thing to ask for help. M picked up on the fact myself and the children had been abused in different ways very quickly, after being married for 17years I was unaware of the emotional abuse I had suffered , M was very tactful in the way she made me realise what was right and wrong. M was great with all of my children and understood their needs. M was again was tactful in the way she helped me see what I needed to do to help the children. M has honestly helped change my life, although my time with her was not long, M really opened my eyes, she gave me so much help and support and knew that she needed to gradually tell me what was happening as wouldve found it hard to handle in one go. Life is up and down for us at the minute but we have so much help and support to start a new life. I will be forever grateful to M for helping me take that big leap, its scary but I can already see positive changes in the children. I will miss M, she is amazing at her job.

Parent(s) said of Family Worker

I just want to write and say thank you very much for all your help and support over the last few months. I think it is fair to say you came into our lives at a time when we were at a very low point. L's behaviour was deteriorating, we were getting very little help from his school, and we were very stressed.

Throughout your time supporting us you have helped immeasurably. You suggested and then supported us through a successful application for disability allowance. Attended school meetings with us. Completed the TAF. Helped us to get on a Triple P course. Given us helpful suggestions about how to best help L (and K), and done so with humour and understanding. You have never made us feel patronized or to blame for our son's complex emotional needs and have been invaluable while we were waiting for Adoption Support to step up.

To update you, our training with C is going well and is really helpful. L is having a good summer and seems much happier and more settled without school. Role on Autumn term!!!
Once again, many thanks for your invaluable support.

Parent(s) said of Family Worker

When we were with you we felt well supported

Parent(s) said of Senior Transitions Advisor

Good afternoon V, I just wanted to email and thank you for going above and beyond in taking D into X regional college and making sure he got enrolled ok. I am so so grateful for this and cannot thank you enough.

I didn't get to see you when you dropped him back to thank you so wanted to email and let you know he had a fab first week at college.

Parent(s) said of Educational Psychologist

It was such a pleasure to speak to you too, it has made me feel so reassured and positive about M's school journey and life journey in general.

Parent(s) said of Casework Officer

Thank you for checking it's in place, we really do appreciate everything you have been doing for us. You've treated us as a family with valid concerns rather than a number on a list.

Parent(s) said of Educational Psychologist

I just want to say that I'm overwhelmed and grateful for the way K covered all A's needs.

Parent(s) said of Specialist Teacher

We had nearly given up on interaction between X and the family. However you have given me this back and transformed X, her sensory needs are being met through play, and her speech is developing. You have been a lifeline!

Parent(s) said of SEN Casework Officer

Thank you very much to you (and G) for making time this morning and for sharing various links, which I'll look into tomorrow. I also wanted to thank you for being so helpful in discussing alternatives, incl. the level 2 course but also looking at this from a broader perspective - it's very clear that you have X's best interest at heart. It's really helpful, too, T, to know what the college can and can't do.

So, thank you for being very helpful, constructive and clear/transparent, putting what might be best for X at the heart of the conversation.

Young Person said of CCFT

C shared that he had found the complaint process helpful in enabling him to share his views and experience. He said he felt he had been listened to by those involved in the process, he particularly commented on T being helpful when he had spoken to him. He also felt the panel chair 'got it' from his perspective, particularly around the use of language/terminology in the meeting.

C said he hoped that him raising the complaint would have more than just an outcome for him, but also for other young people in care. He told me he will be doing some work with NYAS about raising your concerns/worries as a result of this experience which I thought was good.

Parent(s) said of Community Support Worker

I am really impressed and grateful about this workers ethic, attitude and hard work. I really believe she deserves more than just a thank you for carrying out her role and hope this feedback can get her recognised for her part in the community support service.

She is amazing at her role and does an amazing job of helping and encouraging my boys to reach their full potential during her sessions out in the community, actually far beyond her roles responsibilities, for example but not limited to- listening to their interests and showing a keen way in including their interests in sessions, finding ways to really encourage their

imaginations and independence like today she had created her own shopping list and printed it off to help them find the items they usually buy with her, ticking it off the list as they go round the shop. This is a great skill to be building from their interests. Of all the support workers my children have had, K really does shine and i hope she can be acknowledged professionally for her dedication!!

Parent(s) said of Family Worker

Thank you sooo much, none of this would have been possible without you, I will be forever grateful to you, you're the only one who listened and helped us. Thank you from the bottom of our hearts

Parent(s) said of SEN Casework Officer

Hello just to let you know X starts college on Monday, I want to thank you for all your help and my son to be given this chance

Parent(s) said of Child & Family Centre

I wanted to send an email to management regarding the family and children's part of the Oasis centre in Wisbech on St Michaels Avenue.

In the 6 week holidays I was booked in with the family centre regarding for a day out at Thetford on the 28th of August 2022. [...] I wanted to express my gratitude towards your team. I didn't catch all of their names but I know one was called D. there were four ladies on the day who organised all of the families and coaches.

I wanted to email to say how wonderful your team are! they were spot on, registers, first aid kits, chatty and friendly, one of the coaches was late even. It was extremely rainy on the day and only got heavier throughout the day. They took everything in their stride, they were positive and adaptive.

Me and the children had such an excellent day! These trips that are provided by the family centre are so needed! Without a booked coach trip my children would not have had the luxury of visiting Thetford forest on their 6 week holiday. Without the funding provided we may have not been able to afford such a trip, but for £2.00 per person it really does take the barriers away to getting to and from and affording the trip.

The benefits to the parents that don't drive is untold. I am completely grateful. Every single year I feel guilty because I am not able to take my children places without relying on public transport and taxis (too expensive) every year I feel some amount of "parental failure and guilt" because I've never passed a driving test and cannot give my children the same privileges other children have with driving parents.

I was so impressed I felt it is important that you receive an email regarding how amazing your team are, and how essential the service they provide is to non-driving parents. The children will remember their day at Thetford for a long time and so will I. Once again thank you to the team at the Oasis family and children's centre.

Please consider this email if your team has things like end of year appraisals and or performance reviews. I really feel that the hard work they put in should be recognised in some way.

Parent(s) said of Educational Psychologist

Thank you so much for this report. It is so detailed and I feel as though we have been truly heard. You have encapsulated everything and totally "got" X. The recommendations will be so helpful if they are put in place through the right provision.

Relative (other) said of SEND Team Leader

I am writing to tell you how helpful A and his team have been in meeting the needs of our 10 year old Ukrainian boy with complex special needs.

X and his mum arrived in the UK at the end of April, fleeing the war to live with us under the Homes for Ukraine scheme. X is living with autism, ADHD and is non verbal. We applied for an EHCP immediately and the only supporting evidence available was a medical report diagnosing autism in Ukrainian dated 2020.

A responded immediately, providing X with 12 hours a week home tuition within 2 weeks of their arrival and support from his advisory team, especially around communication.

Last week we attended X's transition meeting into school. The EHCP process was completed within 3.5 months and the appropriate provision sourced. We are so grateful to A. His creativity and resourcefulness have ensured that this traumatised young boy will have a settled educational experience that meets his complex needs from now on.

His father has now been able to join the family here and they are already looking for accommodation. A's efforts have contributed hugely to getting this family on their feet. I have thanked him often, but want you to know the difference his work has made to this family.

Parent(s) said of Child & Family Centre

Can I just say a massive thank you for the trip today. My children and I had the best day ever. All the children and family workers were absolutely fab. I was running a few mins late and they waited for me. Everything was well planned too. We will defo be going back to the farm again. Just can't say thank you enough for the chance to be able to take my children for a 'cheaper' day out, it's been the highlight of our summer holiday so far.

Parent(s) said of Child & Family Centre

Also thank you so much for putting on the cooking project, we had such an amazing time doing something different and being able to come home with all the ingredients, such a lovely thing to do and meeting new mums was fantastic, thank you so much guys we really appreciate it

Parent(s) said of Family Worker

I am writing on behalf of both myself and my children Y & Z. P was our family worker for the second time leaving us at the beginning of October 2022.

P successfully completed transition from A Academy with my children to W and guided my children throughout this journey after it became apparent that A Academy was not beneficial for my children's EHCP's or their special needs.

He professionally conducted every TAF meeting with all professionals involved while supporting my family's best interests. P will be missed by my children as they trusted him and engaged with him. I wish P all the best and appreciate thoroughly the lengthy process this has been.

Parent(s) said of Family Worker

Thankyou for the guidance and support. I am hopeful that things will improve.

I have found you extremely helpful and have enjoyed the time I've spent with you.

The RISE programme was extremely challenging at times mentally but I've learnt so much from this. It's enabled me to take charge of my future and spot signs of unhealthy.

Parent(s) said of Family Worker

Anyway just wanted to say thank you and to say how much I appreciate everything you have done you've been wonderful and I feel you've played a massive part in where we have gotten today from when we first met to now things have hugely improved with how much more I've been taken seriously and has been a huge weight lifted off my Shoulders

Parent(s) said of Family Worker

Just emailing to say thank you for all your help. We are really sad to see you go but we understand that you're needed elsewhere.

Without your help I would still be going round in circles, you have helped with getting A and N help for their anxiety and OCD and for S to finally get diagnosed and sorted out in school. Without early help it probably would of gone on for years, it's so important to get help in early.

Thank you for making us believe in ourselves and although it's not always easy it can be done.

Parent(s) said of Family Worker

I think you were very supportive and made me feel more secure and comfortable.

it was nice to talk to someone who helped through everything and to offer different services who could help.

You helped me see things more positively and motivated me to get help. A loved you was a shame to see you go.

Parent(s) said of Educational Psychologist

We had the first annual review for my daughter yesterday and it reminded me that I wanted to say thank you to you.

C is deaf and care experienced. Thanks to your thorough and detailed report she really has the perfect EHCP to support all her needs.

School was able to recruit an amazing 1:1 for her. The challenges I expected her to have at school have arisen, but there has been a trusted adult to support her and work closely with me and the other professionals involved. When her TA started we really noticed a drastic improvement in the violence we experience at home too.

The great work you do really makes a huge difference to families. Every single day C's life has been made better by the support you put in place.

Parent(s) said of Family Worker

I just wanted to make you aware of how fantastic your family worker D has been !

She has been a massive support and a friendly face, she has given me strength, calmed me down and always gave good knowledgeable advice.

She has always got back to me very quickly and was more like talking to a friend than a professional as she was so kind and reassuring.

In the few months since she had our case we have managed an ehcp, young carers, help with dla forms, lots of other things too.

She has reassured me I can do this when quite often even when putting a brave face on I did not feel I knew what I was doing or where to find the strength.

I hope everyone gets a family worker like D, people like D make the world a better more understanding place.

Parent(s) said of Additional Needs Pathway Advisor

We would like to say a huge thank you for your visit to us today,

P is feeling more positive about his future now, thanks to you.

We are so pleased that you enjoyed your visit with us today and listening to what P can create.

Looking forward to hearing from you soon.

Parent(s) said of MET Hub Support Worker

First and foremost, I had a really positive meeting with S today from the MET HUB and learned so much about how best to address certain parts of L's behaviour.

I am very grateful indeed for this opportunity to engage with the missing person team.

L did not want to engage with S much today but did listen to her and even though it was only a short but positive engagement has had an impact on her.

Off the back of that I had some time with L to discuss last night and how L wants to move forward.

S made me realise that L has hardly had any control of her life over the past few months, so by asking L how she wants to move forward together and living together was an opportunity for L to have some control back and have a say in mine and her decision making.

[...]

This is an amazing start especially after the last few days. and a positive move forward on both our parts.

[...]

I Just want to thank all of you for what you are doing for me and L and S, thank you for giving me more hope and more faith and reassurance from today's meeting.

" Everything is Just One Day At A Time !"

Parent(s) said of Family Worker

I am writing to you to express how greatly we appreciated the support provided to our family by L. She has helped equip us with a variety of strategies to provide support and guidance in particular for our eldest daughter Y. We were sad for the 'early help' support to end, however it is the right decision as resources are limited and it is time for L to provide her expertise to other families.

Parent(s) said of Young Person's Worker

I would like to say thank you for everything you have done for both of them. C has much more confidence and resilience than she did 12 months ago. I think you are a big part of this

Parent(s) said of Specialist Practitioner

Hi S just wanted to email to say thanks again so much with all your help and support!!! I didn't get to speak much on the last session or play with mosses because of pre school observing, I heard you say you were meeting with M's mum and dad this week can you pass a message on to say thank you so much for T's gift and I wish M nothing but the best for when he moves on to pre school. And it's been lovely to see his progress! and the last session looked like he really came out of his self playing making pictures and eye contact! or he was more settled because his mum was there but it was lovely to see! It really was. Your groups are amazing! (So are you!) And so understanding for parents with children with additional needs. Thanks S all the best :). x

Young Person said of Young Person's Worker

Merry Christmas, I hope you have the best Christmas possible!

Thank you for everything you've done for me and my family.

And for sticking by me through everything and never letting me down or giving up on me!

You've helped me be myself again.

Merry Christmas. I could never thank you enough.

Parent(s) said of Specialist Teacher

We are immensely grateful to you for your input in X's care in the past months. We have felt supported, understood, encouraged to find solutions and we have found it really helpful to be referred to others for further support (Big Sibs, SEN Caseworker etc). Personally, I think that you are a very 'special Specialist Teacher' and SENCo because you address matters in a truly professional and knowledgeable way whilst always doing so with empathy and understanding.

Parent(s) said of Family Worker

It was a pleasure to have you involved with our family and B is missing you!

Thank you for all your involvement with our family you have been amazing. Out of all the professionals we have had involved with our family in the past three years yours has been the best. You actually get things done and helped every single one of us! And you actually did everything you said you would and it was never a bother to contact you if we needed anything. We are apprehensive now on how things will be now you're not with us because you actually got things done and helped us. Thank you again for all your help!

Parent(s) said of Family Worker

Thank you so much for all your hard work and commitment with working with our Family.

You have shown us kindness, compassion and ongoing support to get us to where we are today, you were able to form a bond with K which was so important and I am forever grateful for your work you have done with him.

We wish you all the best in the future.

Parent(s) said of Family Worker

S was very friendly and helpful she was always punctual for our appointments and always polite and informative. I'm very satisfied with the advice she has given to me and my family and we will continue to use her methods. We greatly appreciate the work S has done with us.

Parent(s) said of Family Worker

I cannot praise S enough for the support she gave to me and my family, she went above and beyond And I feel lucky that she was assigned to us, kind, thorough, knowledgeable, just a lovely lovely person.

Parent(s) said of Family Worker

Having S was a very positive experience for us. Both my husband and I appreciated her input and looked forward to her visits. She suggested a very helpful approach which was for us to write down scenarios and then we went through them together. One of the early learnings was, even if the other gives a really silly consequence - to follow through and back each other up, rather than try to change it.

S has a really relaxed approach, and feedback was given in a way it could be received. She was also very able not to take sides in our parental disagreements. And S was able to get across that this was one of the things that was a problem just by making a joke of it. She didn't seem rushed when she was with us, rather, happy to take the time for us. Which was great as we knew we were not the most problematic family she would be helping.

I felt she really listened to the things that were going on for us, and responded to those things, rather than giving us stock parenting responses. Even though many of the things she said to us were common sense, she related them well to our situation, so it felt like very pertinent advice. She helped us with some good strategies.

I hope that's helpful, and we wish S all the best

Thank you for your family service - we were very privileged to receive some help.

Parent(s) said of Young People's Worker

I just wanted to sing the praises of L, my daughter's YPW

We were desperate for help and X was refusing all help from CAMHS, following a very a bad start with them.

I can't begin to tell you how much of a relief it was to have L come and meet with X.

L was patient and kind and showed great understanding of X's needs and took the time for X to be able to trust her.

X, after a year and a half of being out of education and very isolated, started college, L helped with this transition and liaised with the college.

X was also recently diagnosed with autism and ADHD, this was an area that X had been able to discuss with L.

L was a mine of very useful information and signposting to relevant organisations and help.

Most of all X really enjoyed seeing L and even on her bad days would always make sure she was up and ready for L's visit, which says a lot!

I am so grateful and I know X is too for this amazing service that YPW provided.

L is a fantastic asset to the service.

Parent(s) said of Young People's Worker

X feels that now she is meeting weekly with counselors and with all the support and communication mechanisms that you have helped establish, that there is no additional benefit or requirement from continuing with your involvement.

I personally would love to have you involved until everything is a bit more established and the timetable changes / lessons changes have settled. And also to check that the new counselling arrangements are working / appropriate and relationships fit to support X, but also I am conscious of the benefit we have had from your input and that if you aren't involved with us, it is a service and support some other family could benefit from. As I said before I am immensely grateful and do not think we would be where we are now without your support and truly very appreciative of all your help.

Parent(s) said of Family Worker

I'd like to say thank you for working with us over the past few months, your support, advice and general listening ear has been very much appreciated and valued.

We will your organised and methodical approach to our school meetings.

I wish you all the best for the future and I'm sure you will continue to provide significant benefits to other families who need it!

Parent(s) said of Educational Psychologist

Thank you very much for accepting the invitation to M's Annual Review in February. As you know I always stay very nervous about that.

I also would like to say thanks your report. Both C (tutor) and the school used your report outlines as the base. [...]

Again, thank you very much for being with us. We are grateful for that.

Parent(s) said of Young People's Worker

Again really appreciate everything you have done for our family, L has had some amazing confidence boosts with specifically your own personal involvement and I am sad to see you leave us however will be forever grateful for the impact you have had on him. You have shown him that there is support out there that he desperately seeked and for when he struggles and there are people who care and who will listen and give him the time and most importantly showing him that his difficulties are not a problem. You heard him. I also want to thank you for listening to me as his mum and helping to make my voice be heard when it needed to be heard the most and validating my concerns.

Parent(s) said of Family Worker

I would just like to say that E has already been a huge support to us, I feel like she is an amazing listener and gives really good advice I also feel like when E says she will do something she does. I also like the fact that E always genuinely asks me how I am instead of being just a sentence. I think she is amazing. With her help I feel our family will benefit hugely.

Parent(s) said of Family Worker

I am writing to give thanks for your support, when we were in our hard time. Being an overseas parents we were un aware about the process to get educational help for for our child with learning disability. We were struggle to cope with the school non cooperative attitude. Your advices were valuable for our smooth journey. Your words for E and support to get educational hours are really appreciated. We did not expect that we could have the result fast.

Only because of your guidance we could do parent couse and they have send paper work for E diagnosis purposes. I wish to give all the blessings in your future and in your carrier, your caliber and words are precious to help more people in future.

Parent(s) said of SEND Service

I wanted thank you and the rest of the support team for providing us the guidance and taking us through the process. Thank you for accepting and evaluating A's need and we are really thankful for it.

Parent(s) said of Family Worker

We are very happy and lucky to meet J, she gave me a lot of courage and strength to face all the problems in the process of helping the whole family, my children love her very much, especially my daughter A, because She suffers from autism and it is difficult to communicate with others, but every time she sees J, she is very happy, and she takes the initiative to hold J's hand, which is her way of showing friendliness. I want to say thank you so much J.

Parent(s) said of Family Worker

I would like to take this opportunity to leave feedback regarding the involvement of early help and our allocated family worker P's support for my family from easter 2022 to January 2023 following early helps discharge of my family upon completion of work/ support needs identified and met this month.

P has provided support for our family since the referral last year until completion this month, and I have been happy with the support given from P, he has remained, professional, non-judgemental, kind, open, listened and exhibited many positive skills and qualities to support our family, he exhibits the qualities that you need as a mother accessing support for her family, and working with services for support within the family group.

It was refreshing to have P support my family to help us move forwards with more positive

outcomes to look forward to, and confidence and a whole stronger family dynamics as a whole. He has assisted myself and my children with moving forwards after a difficult period that was overly negatively focused, felt stuck, heavy and misunderstood to which had unfortunately caused significant impact on my family as a whole, however following the discharge I can now confidently say that with completion of the support of P within his role as a Family Worker and early help that we are all in a much better space. P mostly provided emotional support and listened to worries about the children helping with signposting, and providing the children a calm engaging presence and positive role model. He approached my youngest son C with plenty of patience and offered support and ideas to myself when there was struggles with challenging behaviour with both C and his sister B, as well as support with my youngest daughter F whom was also receiving support, have my children have enjoyed speaking with P and even though it took a while for conner to be open to P, he did eventually and he enjoyed a positive experience with P, as well as benefitting from a listening ear about the struggles conner was having with his school. I can now report I feel confident about choices for my family as a whole and look positively to the future and its opportunities for all of us and I am grateful for the support received and would like to also again take the opportunity to thank P for his support with my family over the last 9 months.

Parent(s) said of Specialist Practitioner

I am writing as parent of T. We had our last taf meeting with C today. I just wanted to say that the support we have received from C has been invaluable and well timed and has without doubt made an impact and improvement on our lives as a family coping with autism.

Foster Carer(s) said of Social Worker

The foster carer rated the support from S (Reunification and Placement Stability Service) as invaluable particularly with managing the sibling dynamics and school for the young person.

Parent(s) said of Family Worker

Thank you so much for your excellent work running Tiniest Feet at the B Family Centre and the Fields. It's invaluable especially for people who do not happen to have family support nearby. As a new mum I learnt a lot through these baby play groups and they inspired me to run my own Polish language group for L and Polish parents of Y children.

Thank you A in particular for your helpful suggestions.[...]

Warmest regards and big thank you again!

Parent(s) said of Family Worker

Thank you for the closing letter, it has been a pleasure working with you and I will absolutely keep you posted regarding moving - hopefully sooner rather than later!

The bedroom is complete, beds coming tomorrow so we're looking forward to the additional space.

Your support has been amazing and I feel so much better moving forward. You've got a great sense of humour but also a great listener, providing lots of advice and ideas. Thank you for everything!

Parent(s) said of Family Worker

Well where do I start! How you have changed our family's life for the better! We have grown so much as a family since you have joined helping us, not only in confidence to speak up but the amount of knollege we now no. Not only have you helped us grow as a unit but also individually.. I have managed to let A go (only a tiny bit) and to deal with what is thrown at us and to carry on. Stronger and healthier in our minds. you have helped us out so much more than what we was expecting. So we wanted to say a massive thank you!!!

Thank you for keeping us saine (only just lol)

Thank you for supporting us

Thank you for showing us care and compassion

Thank you for your hard work and patients

Good luck on your new chapter and adventure upcoming, and we hope and wish you the best in the futer. You will be truly missed by us all and always in our thoughts.

Young Person said of Family Worker

Thanks for everything you have done for us. Thanks being awesome. I wish you could come back. We will miss you. I love you. Heres a bit paper hug! “ <-- paper hug

Young Person said of Family Worker

Thank you so much for helping me and my family you have done so much for us if I was to write everything you have done for us I would run out of paper. So THANK YOU!

Young Person said of Family Worker

Thank you for being our family worker. You helped us so much and was always there to listen to us. I hope you have a good time and good luck at your new job as you deserve it. We will miss you so much. You have helped me when I was angry with A and when I had to do nearly everything for him.

Parent(s) said of Family Worker and Child & Family Centre Worker

I can't thank you both enough, the support you've both given me & O over the past year is incredible, I started the young mums group as I scared 21 year old who don't know even where to begin and thanks to both of you, you grew my confidence to explore other groups, do things with O, explore new things with her and helped me become the best mum I can! I'm gutted to be now leaving young mum group but hope to be able to come back during half terms! Please both never leave your jobs you don't realise the amazing impact you have on young mums who feel so judged in a society, the young mum group you run makes it a safe, unjudged environment, where we can make friends and talk openly without the fear of being looked down upon.

All the best, I'll still find time to annoy you both some how!

Parent(s) said of SEN Team

I just had a parent on the phone and the child is transferring from H [LA]. He was praising the Cambridgeshire Council team so much in comparison with SEN team there and said it was a breath of fresh air - being able to talk to a person on the phone and have some information given to him. He said that he understands that it is hard enough to be a parent but we are doing the hardest job making the system work for the parents and families and it's so great that we are taking time to give information and to answer phones.

Parent(s) said of Educational Psychologist

I'm very happy with the content and thank you once again for working with E and being smashing :)

Parent(s) said of Family Worker

I took a call from E of the C [school] which was full of nothing but praise for J and the massive changes she and others have made.

I was shocked and in disbelief last week when G said Je was going to walk to school by herself! She did this without a fuss, and from what i hear, she is happy to get to school where now she is greeted by her friend.

The icing on the cake for me was when she came to my flat by herself on Saturday morning! Of course when we were her age we were probably trudging across major towns and playing on train tracks... Or was that just me!?

As a treat for the amazing progress she had made i took her to Hunstanton for fish and chips!

I feel more confident that any life skills i teach her now will be taken seriously and remain in mind... This weekend she's cooking dinner.

This leaves me to thank you once again for your help, guidance, and outstanding professionalism.

Parent(s) said of Strategic Improvement Manager

Just wanted to thank you for your support at our table today. I appreciate you may have felt fed to the wolves at times but I wanted to thank you for your advice. I really felt you listened

to what the group had to say, and I appreciate the work you and your colleagues today are doing for parents, children and schools.

Parent(s) said of Sensory Support Team

Just a brief email to say a huge thank you to you and all the other staff who gave up a Saturday morning to provide a fun arts and crafts session for the sensory children! It was a great success and lovely to get children and parents together. Time is precious for all especially at this time of year, so this is a big sacrifice but what a great turn out from your team - please pass on our gratitude.

Parent(s) said of Sensory Support Team

Just wanted to say thanks for Saturday. It was so well organised, the crafts were all really great and the girls had a lovely time. It's so nice for XX to see other children wearing hearing aids. Thank you for all your hard work! XX is lucky to have such a great team supporting her- and so am I !!

Parent(s) said of Sensory Support Team

It was so wonderful, really high quality, calm and friendly atmosphere. Was also really good for my child to see the teachers for the deaf out of school in a relaxed environment.

Parent(s) said of Sensory Support Team

The boys LOVED the craft day, what a fantastic idea. XX was so impressed that they were "ready" for him with his name brailled and everything adapted and accessible for him. As he gets older, he has become more and more aware of the fact that he has a right to participate in everything and that stuff can be prepared and adapted to him. He couldn't believe that there was a Perkins ready for him when he wanted to write a card, it was so great to see!

Parent(s) said of Sensory Support Team

It was amazing seeing XX able to participate in the activities and not having to intervene or guide her due to the instructions not being clear or her being overwhelmed by the noise and sounds.

XX really enjoyed it and is keen to attend more similar events

Parent(s) said of Sensory Support Team

The event was fantastic and thank you to your entire team for the great fun art activities that were organised!

Parent(s) said of Sensory Support Team

Thank you everyone for a great event! It was impressive so many staff gave up weekend time to support the event

Parent(s) said of Sensory Support Team

We are incredibly grateful that the professionals we work with, took time out of their Saturday to show inclusion to our children.

Parent(s) said of Sensory Support Team

It was a great event.

Parent(s) said of Sensory Support Team

It was lovely – thanks very much.

Parent(s) said of Sensory Support Team

Fantastic morning thank you so much

Parent(s) said of Qualified Teacher of the Deaf

I just wanted to say thank you too for all of your ongoing support and the richness of the conversations we're having about nurseries, EHCPs, schools etc. XXXX really loves your visits and he seems to learn something new every time you're here. The toaster continues

to be a hit with him shouting "UP" and then following up with an "UH OH" when the toast pops out :)

Parent(s) said of Family Worker

I would like to take this opportunity to thank you all for your help and support throughout such difficult times L has been such a amazing family worker offering us so much support and information without her. I'm not sure where we would be at today. She is an amazing part of your team and I will be forever grateful to her for helping our family I finally feel we are at a good place and a future certainly looks brighter

Parent(s) said of Family Worker

I just wanted to kindly advise that L has been an asset to your company and has helped me well and beyond what I think she realises,.. not only did she do her job but went above and beyond to help me where she could, for example listening to me and giving the time to get and investing the time with my eldest son E in school, as well as seeing the other children at home.

She will be dearly missed by the children as well as myself and if I ever needed your services again I would only wish to deal with L as she never judged me and has listened a me a lot more then she needed to, she signposted me to loads of organisations and groups which have all helped and I believe if it wasn't for her I wouldn't of got through some of the things I have had to overcome and has made me a better parent.

Just wanted to give a little something back because I don't think she knows just how much she has helped us all...

Parent(s) said of SEND Service

I cannot thank you enough!! The whole team at the council are trying to help us and I think you are all fab !! Inspires me to change careers maybe even. I feel so passionate about it.

Parent(s) said of Family Worker

First of all thank you so much for all the time and support you have given us over the past year. Without you I don't think we would be moving or would have ever had this bungalow sorted. It would still be covered in damp. I also don't know if our family would still be together and I hope we stay together. Myself and P get along so much better now and my mental health is so much better we will miss your visits and support but it has to be seen as a positive in some way as we must be better and I hope that we continue to get better and its all because of your support

Professionals Independent of Children's Services

Judge said of Social Worker

L was also a very compassionate and careful witness. She has worked with child for many months. She has considered the plan for the child and she also accepted finely balanced case, that the plan will be challenging. She acknowledged it might make the journey difficult for child and any prospective adopter. L pointed out that there are risks for the child whichever direction I go and there is a perhaps a degree of pessimism about her future whether adopted or LTFC. I again found her analysis to be helpful when looking at the options.

Judge said of Team Manager

H gave her evidence carefully and thoughtfully. She has obviously thought very carefully considering this issue as finely balanced decision between LTFC and Adoption. She was extremely fair.

Judge said of Senior Practitioner

At the end of our hearing this morning the Judge especially took the time to thank K for her hard work for children in Cambridgeshire over the years. The Judge recognised that K has a large case load to manage, as she has been before Judge M on many occasions, and always managed to balance and prioritise the needs of the children during her work.

Judge said of Social Worker

I note the excellent social work practice in this case which has ensured there is the minimum harm and damage to X by introducing X to the foster carer who he will move to following making of this order - this is the very best social work practice. Thank you R for organising and putting in place best practice and long may it continue.

SENCo said of Specialist Practitioner

Just wanted to say what a brilliant support S is for X. She came in again this morning and met with myself and the TA. I really like her practical advice and the fact she's realistic!

Pre-School Manager said of Specialist Practitioner

Thank you so much for updating us on X's targets.

We have thoroughly enjoyed having you with us - you have been so helpful to all the staff here. Your ideas and modelling of strategies has been invaluable to us all. Please pass this email along to your manager as I would like them to know how grateful we are for all your hard work, patience and support of the children and the staff. Many thanks!

Headteacher said of Specialist Practitioner

Dear N, I have just received our final ofsted report. I have copied K in, because her support in our KS1 class has been instrumental in securing this judgement. I am very grateful to you and your team for all their support over the last 12 months, without them I do not think we could have supported our wonderful children as well as we have. Thank you all, feel free to share our news!

Headteacher said of Educational Psychologist

I just wanted to send my deep thanks to J and K for the time they took to support us as a school yesterday. It really made such a difference knowing they were there and my Assistant Head and I both found their presence incredibly reassuring and advice helpful. We really can't thank them enough.

SENCo said of A&I Coordinator

Just wanted to say that J's input and support continues to be brilliant. Her experience as a SENCo is really helpful and today she talked me through how to make a good EHCNA application as I've not done one before and have got at least 7 to do.

Pre-School Manager said of Specialist Teacher

You have been an absolute diamond over the course of this year and offered us so much support and advice, we couldn't have done it without you. Fingers crossed for a successful outcome for the EHCP's but regardless I am sure that the children will receive the support they need from the school.

Judge said of Social Worker

Can you please note that Judge as well as CG were very impressed by S's hard and effective work with the family = Judge very pleased that S will remain K's SW.

Headteacher said of Access and Inclusion Coordinator

Thank you for your wise words today. You are a star!

Headteacher said of Specialist Teacher and Senior Educational Psychologist

As this school year draws to a close, I wanted to extend our thanks to you for the difference we have noticed in the quality of SEND service support we have received this year. We have enjoyed working with L and C and appreciated their professionalism and knowledge - hopefully we will be allocated the same team next year and this relationship will continue.

Deputy Headteacher said of Specialist Practitioner

Thank you so much. We really do appreciate your support and advice.

Deputy Headteacher said of District Manager

I just wanted to say a huge thank you for all your work on the briefings. I love the fact that each meeting includes very interesting expert presenters. There are not many things which I think work well as TEAMS / Zoom presentations but you really do make this work.

School Staff said of Senior Educational Psychologist

I wanted to thank-you for leading our SENCo forum this term. Feedback has been universally positive and that it was excellent; well delivered and engaging. The content was received enthusiastically, and I look forward to seeing the strategies in place throughout our schools.

I hope you had a restful weekend and look forward to working with you and your team in the future.

School Staff said of Specialist Teacher

The support you have given us really has made the world of difference and if there's anyway we can continue working with you we would be grateful. We honestly were feeling like we had lost our way a but but we are back on track!

Headteacher said of Strategic SEND Support Specialist Teacher

Just wanted to say that R was amazing today! Everything she has done for SEND in such a short time has made a massive difference and really helped out today.

Headteacher said of Specialist Teacher

I had the vision of what I wanted for SEND but just no one to deliver it. R shares my vision and has delivered. The difference she's made already is fantastic. We got 100% positive comments about SEND in the Parent survey plus lots of lovely personal comments in the comments section. In the parent survey we did last summer and in the autumn term, SEND came up as the only area parents grumbled about, in a matter of weeks, R has changed that. Several SEND parents spoke to the inspector on the gate and had nothing but positive things to say.

SENCo said of SEND Team

Thanks to you and your team this year.

I've learnt loads from V and she has helped me gain a lot of confidence as a SENCO. It's the hardest role I've had in 26 yrs of teaching but I love it! As a result of her passion for all

things neurodivergent, I've become really interested in SEMH in general but particularly in children with autism and ADHD. I feel they are often misunderstood so I am championing them as much as possible at [school].

J has been great at giving advice and support especially with things like STEPS strategies and completing my first EHCNA. I am still determined to develop STEPS at school and will talk to the new HT about this in January.

S has been so good at working with our TAs, giving practical support for our highest need children as well as helping me with RMPs.

E was lovely

School Staff said of Young Person's Worker

it was great to meet you this afternoon, and thanks for all the work you've done with R. She seemed so much more confident in our meeting having you there, and it is clear you've built a lovely relationship with her.

Thanks all for your efforts with R; I'm really pleased with this outcome for her.

SENCo said of SEND Team Leader

I am writing to express my sincere thanks that you and the team have provided to me at D and S.

School Staff said of Specialist Practitioner

I am writing to express how grateful I am for your help and support this year. I am sure the whole team have similar feelings.

I appreciate the respect and supportive attitude you have shown toward us as professionals. You really do show that you believe that Teachers and TA's are doing their best to help children. Your gentle, calm and professional presence helped me personally to gradually embrace the therapeutic attitude fully which reflected very positively on my relationship with the child, on her behaviour and my wellbeing.

I am deeply grateful that thanks to your help the last two weeks of school were such a happy experience for her. The therapeutic approach took such a great burden from her and my shoulders - hers: because we really started to listen, giving her control over her choices and giving her space to decide how long and what activities she was ready to join; mine: because finally I understood that it's not my failure if I don't encourage her to do her work. What a satisfaction it was to see her happy, calm, full of trust and confident on our last days of this term. She was even able to understand that my departure does not mean abandoning her. We promised each other to always live in each other's heart. It is worth mentioning that although our last two weeks were 100% child led, E chose to do a lot of activities with her class because she felt safe and strong enough.

Before, despite our sincere efforts to have the best possible relationship with her, our anxious reactions to her anxiety were ruining every now and then what had been achieved so far.

I am convinced that if we had known more about the therapeutic approach and had been using it since the beginning of the year, we would have been able to avoid a lot of crisis and extreme situations. I am very happy to pass on to the next year team who will be working with E our observations, examples of good practices, even language we used to promote calm and connected state of her mind.

You never made me feel judged, criticized, but rather I was looking forward to your visits as every time you were showing us in practice what the theory that we had read means. Probably the best example of this was when you helped us to do anxiety mapping. I didn't know where to start but you helped us understand how to do that and the following day we already used this method and the conclusions from the day before to avoid a potential escalation of negative emotions. It was also lovely to see your interactions with the child and yet you never undermined our role or methods in front of her.

I wish more professionals can receive the training we had with you because, as one of the documents I read said: good relationships have a healing power. And children after trauma absolutely deserve that healing opportunity.

I wish you all the best. Keep on the good work you're doing, S!

Professor said of Educational Psychologist

We are really grateful to you for your kind support. Thank you so much for your help. I heard from J about today's discussion, and I was so happy to hear all that you discussed. Professionally you did more than our expectation.

Headteacher said of Family Worker

Meeting with Headteacher commented on a good piece of work providing 1-1 support for child and thanked me for my help with the family.

School Staff said of Child and Family Centre Worker

Please could you thank the wonderful lady who looked after the sessions with her helpers. Think her name is E. She was always patient with everyone

Headteacher said of Specialist Practitioner

I just wanted to say thank you for the support we are receiving from K, it is making such a difference to H Class. I can really see a difference.

SENCo said of Specialist Teacher and Specialist Practitioner

I would like to send my thanks to the team (E and K) who have been helping us in school. I had a virtual meeting with E and K about the child concerned and the advice they gave was invaluable and has helped us to get the child back into the classroom. K has been coming into school to observe, monitor and advise us. She has been a fantastic sounding board for further discussion about what we are doing presently and our next steps in the near future. Her presence has reassured us that we are moving in the right direction. She has fitted in easily with our team (myself and J) and we have very much enjoyed working with her.

She has said that she will continue to come in for a few weeks after the holiday to make sure the child's transition into Year 5 will be smooth. We are very pleased that she has agreed to this, and feel that this is necessary to ensure the continuity of support and advice. We know that the Year 5 staff will be as happy as we have been with the assistance that has been provided.

Please can you send our thanks to K and E for making all our lives so much easier and a child happy to come into school.

SENCo said of Educational Psychologist

Thanks for the great report on T; I can see all the effort and thought that's gone into it.

Health Professional said of Social Worker

I just wanted to take the time to write an email to say how great some of the social workers are, as its nice to give good feedback.

I have been working a lot with two assessment social workers J and E just recently, and what a pleasure. They are both efficient, responsive and manage their cases well. They are both always on the end of the phone or email when required for advice, support and updates, and very supportive of midwifery services. We have had some difficult cases recently and they gone out of their way to support the client and us.

Also, G is so helpful too, and always happy to help with enquiries at any time, we really appreciate his support.

So Thank you for your continued support.

Health Professional said of Young Person's Worker

I have just returned from a summer break and contacted R for an update on a family we both work with. The family have been extremely 'stuck' for almost a year. They have struggled to engage meaningfully and consistently with any clinicians from YPW or CAMHS teams. The YP has been out of school for a year, and many professionals have tried and failed, myself included, to make any meaningful change to the family – with education, accessing help, improving mental health etc.

Thanks to R, this YP now has an education option for this year that she is willing to take up, and is appearing to be able to engage with CAMHS. R's determination not to let this

YP be a victim of lack of drive of her mother, and belief in everyone's right to an education, has been pivotal in what I hope is a real turning point for this family. I am so grateful to R, and its really been such a pleasure to work alongside her with this case. She has made such a difference to them, and to me! Thank you R.

Headteacher said of Access and Inclusion Coordinator

We just wanted to drop you a quick email to say that J has been doing a fantastic job at supporting us with one of our families. We feel very well supported by her and she is going above and beyond to try and help us resolve the current situation.

School Teacher said of ASYE

I want to say how brilliantly you have managed the needs of my two students, and my own requests, by continually communicating to me, continually keeping the channels of communication open.

I have felt at ease contacting you and you would always reply promptly. You are an extremely efficient person.

I would recommend having you in my team if every you needed it, however I doubt you would!

Please take care and thank you again for all your support.

Placement Manager said of LADO

Manager at [placement] called about a matter that needs to refer onto Lincs LADO which she plans to do

In conversation she said from dealing with different LADO she finds Cambs LADO the best - we are so responsive and very timely.

Library Staff said of Child & Family Centre Worker

Many thanks for the wonderful event at C library yesterday. R advised that it was wonderfully attended and a great success.

We look forward to hosting you for future occurrences such as this. Thank you for your support of C library.

School Staff said of Social Worker

I just wanted to share the following-

Since term started in September, D has worked with a family where a child attends KH. D has ensured that KH has been regularly updated with matters, he has listened to our views and included these when referencing next steps.

I suggest it shows a good level of working together and valuing each others roles.

Thankyou D

SENCo said of County Manager

Thank you so much for your joy in my completion and passing of the course. It means a great deal to be celebrated and it feels like you care. Without your tireless support, patience and expertise I would never have made it through. You made the course enjoyable and applicable which is a pretty big ask for some of the content!! I would absolutely recommend it to anyone wishing to qualify and I hope the changes in the route to becoming a SENCO keep this as a way in because it really works.

Early Years Workers said of Senior Practitioner

I attended a meeting yesterday with partner agencies and you received a lovely compliment from early years trainers. She stated that you attending some training to complete a presentation, which they all found very useful. They said you was very knowledgeable and presented the information really well. it has made them all think about what a good referral should look like and checking the effective support document. They also wished to pass on their thanks.

Also you had a lovely compliment from complaints service in regards to the complaint you have been dealing with. T was impressed with your response and stated he only needed to change a few things making his role easier.

Pre-School Manager said of Early Years Specialist Teacher

As you probably know, our lovely M has got her EHCP approved 😊 Thank you for all your support with this! The collaboration with yourself, as a specialist teacher, has been invaluable for how we currently support M in setting, and your input has helped ease a lot of mum's worries over the months building up to now.

We are obviously delighted that M got an EHCP, which means her needs will have to be met based on a statutory document going forward. We are also acutely aware of how complex those needs are, and of how much she would benefit from a specialist setting.

Headteacher said of A&I Coordinator

Thanks J, you have been so supportive, I couldn't have managed without you!

Headteacher said of Family Worker

I just wanted to send some quick feedback about A, who is working with 2 of our families as Family Worker.

We so appreciate everything she is doing – the way she is professional yet able to engage with and build a good relationship with the families, identifying and keeping focused on their needs.

She is easy to contact on the phone when we need to, listens and works so well with us as a team. She was so helpful too replying to my emails straight away when we were putting in a referral to the MASH about one of our families.

Anyway, I just wanted to let you know how much we appreciate her and to say thank you! I am retiring at Christmas and it is good to know that these families have her ongoing support. Thank goodness for family workers like A!

SENCo said of Qualified Teacher for the Visually Impaired

Thank you for this, as ever, the amount of work reflected here is truly astounding. Thank you for everything you do

School Teacher said of Qualified Teacher for the Visually Impaired

Thank you so much for your very interesting and inspiring training session last Wednesday. I learnt an awful lot from the session, and it would be wonderful to have a follow-up session at some point. Thank you for sending the PowerPoint and for sending the book share details too.

SENCo said of Qualified Teacher for the Visually Impaired

Just to say it was lovely to meet you yesterday and thank you for an informative and interesting session. It was really useful to discuss strategies to best support E and will be really helpful moving forward with supporting him in class.

Headteacher said of Qualified Teacher for the Visually Impaired

Thank you so much for your help and guidance with the job description and the interview process and we look forward to introducing you to her [new TA] shortly, so we can organise the appropriate training for her.

School Teacher said of Qualified Teacher of the Deaf

Thank you ever so much for all your help, kindness and support last year. I was so lost, having no idea how to help D never having known any deaf people previously. In the school, everyone looked at me as if I was an expert in supporting D even though I was only just given this role. Thank you so much for always being so understanding and supporting, to always encourage and reassure me. It was amazing seeing you work with D. You are fantastic! I have learned a lot from you. I am sure all the children you are going to work with will be happy to have you - and all the teaching assistants!

SENCo said of Qualified Teacher of the Deaf

Thank you for the certificate and the training. I found it so incredibly informative and helpful.

You delivered it brilliantly.

School Staff said of Social Worker

I just wanted to put on record how pleased we have been with the way that R, Social Worker for O, has worked with us and in the best interests of O.

She has always advocated for his best interests, listened and considered the information we have shared and based all decisions on the best potential for positive outcomes for O. She always responds to emails and requests in a timely manner and keeps us to the same high standards.

O has been very lucky to have her as his SW, and the longer she remains so, the better for him it will be.

Housing Officer said of Family Worker

I just wanted to give some feedback on my work with S.

S has been extremely proactive with this family and supported me with getting much of the information we have needed. I had initially, before S began work with the family, got the information for them after a lot of work and done referrals, but since then there have been difficulties with access to UC and bank accounts as well as internet and language.

This is a really difficult case, and S has been really solution focused in getting the results for the family.

There are a lot of barriers, through language and education with the family, but S always has an action plan ready to tackle each one-I know she feels, as we all do, we take one step forward and 20 steps back.

I know this is a challenging case, but I don't think we would be where we are now without the support of S. She deserves a medal for the time and commitment she has shown.

Peer Reviewer said of Team Manager

I wanted to thank you personally for the support you have both offered over the past week with regards to X. The situation has at times been complex and challenging and I wanted you to know that we have recognised your hard work.

School Teacher said of SEND Manager

Your teaching has been some of the most useful I received as part of teacher training.

School Staff said of Additional Needs Pathway Advisor

S is an absolutely wonderful & special person; she is incredibly professional and supportive and really understands our children and their complex mental health needs. S is a warm, generous, and kind person and we couldn't imagine life without her.

School Staff said of Educational Psychologist

I just wanted to make you aware of a meeting yesterday (which I am sure you already know about!). A CETR was held for a pupil from MBA.

I just wanted to send in my thanks to E, she was stunning! Listening to a professional agree so passionately about what was in the best interests of the child, made me appreciate how it looks and feels when it works. I have very much valued E's input and wondered if through line management she could receive our great thanks? I have sent her an e mail regarding this case but know that someone above telling you how much you have been appreciated is often very valuable. I hope you don't mind me asking.

School Staff said of Casework Officer

Thank you so much for the update. I knew you would be the best person to ask for clarification, great help, as always.

Headteacher said of Educational Psychologist

Thank you for this, I was part way through writing an email to thank you for all for the support that you and your team have given us. It is really appreciated.

I know the team here have felt supported and know going forward there are people they can reach out to.

As you are aware we are a close team and will support each other on a day-to-day basis but sometimes additional support is needed, this was one of those times.

Thank you.

I am sure that there will be ups and downs in the coming weeks and if needed I will reach out again if that is ok with you.

Thank you again for your support.

Health Professional said of Specialist Practitioner

What a fantastic report you have provided!

I cannot see a role for me at present while X is working on these early stages of communication and feel anything I would say would only be a duplication of what you have so brilliantly said already.

Headteacher said of SEND Service

I just wanted to say thank you to you and the team who have prioritised the support package for OS in our reception class within your caseloads.

It makes such a big difference to our staff morale, as well as our chances of success, knowing that our challenges are recognised and acknowledged.

What a great example of positive collaboration between school and LA services, which I only wish could be felt from all departments. Your service should be the example to others.

Thanks for being there and providing such valuable support.

Headteacher said of Educational Psychologist

Many thanks for your exemplary support of the school. I know, both on a personal level, but also from the collective, how much it contributed to getting people through the rawness of the first couple of days.

I hope you both get to reflect on the impact of your work, and the difference it makes. Well done.

Children's Home Caseworker said of Social Worker

It has been an absolute pleasure working with R. She is by far the best Social Worker I have worked with in my 18 years at [children's home]. From the day S came to us, it was very apparent how much R genuinely cares about her welfare. Sadly, quite often it feels like children come into secure and the Social Care Team seems to disappear – it has been the opposite with R. She has maintained regular contact with H and I, and with S. She has always kept to her word, and never let S down. She is also the most organised and efficient Social Worker I have worked with.

We've never had regular 'Network Meetings' before (requested by R on admission) and this is something we will be taking forward with future cases.

Whilst R and I haven't always agreed on everything, I've always felt supported by her and we've been able to talk things through. She's never been afraid of challenging us but always in a professional way. I cannot fault her work ethic, I only wish all Social Workers were as dedicated as R is. I just wanted to share my thoughts as I can imagine social work can be a thankless job at times. I would like to thank you all, but R specifically, for the last eight months. S and R have a lovely relationship, R has been a constant for S. We all feel confident about S moving on, knowing that R will be supporting her.

Thanks again R, honestly the best Social Worker I've worked with.

School Staff said of Educational Psychologist

I actually wanted to feedback to you that I am blown away by the ethos that you skilfully but seemingly effortlessly you create in meetings, even virtually. I am a little in awe, to be honest. You engender a safe and containing space, where people are given permission to feel able to share emotionally. You absolutely practice what you preach.

After yesterday, I felt quite moved, and then was able to have a beautiful day and hold some potentially fraught situations, which felt like a real privilege. You set me up for the day!

Pre-School Manager said of LADO

The staff from the pre-school were very complimentary about J's support throughout the

process. They were really nervous at the start of the process because the little girl had a number of bruises and J support helped them to confidently navigate the investigation process.

Headteacher said of Family Worker

It was great to work alongside L whilst she was working with this family. She formed a great relationship with the mother and worked with her through some very difficult circumstances to help her get her life back on track. K is now volunteering at school, has moved house, held strong in her personal relationships with the rest of her family and extended family – despite these being extremely challenging for her. A lot of this is down to the support that L has provided. She also built great relationships with the children, offering them direct support and encouragement and I am sure that this has benefitted both boys a great deal over the last year.

Thank you L for all your hard work with this family.

Headteacher said of Family Worker

Just to share that L [parent] emailed to say how brilliant you and the team have been. She referred to you as a "lovely lady" and said the team was "amazing", which sounds about right.

Health Professional said of Educational Psychologist

I just wanted to pass on my compliments to you both and to the SENCO at Q [school] for the content of the EHCP. It was really excellent.

Health Professional said of Early Help Support Officer

Just wanted to thank you both for attending the Zone 4 meeting this morning. The feedback was really positive and the staff have had a few lightbulb moments so you may well find yourselves being contacted with individual issues - apologies in advance if your workload increases.

I really appreciate your time this morning, so thank you from all of Zone 4

SENCo said of Early Help Support Officer

Just had a session with A on my overflowing Liquid Logic. She has solved so many issues for us. Can't recommend the service enough.

School Staff said of Senior Transitions Advisor

Also, I just wanted to say a HUGE thank you for organising the trip to CRC the other day. The pupils found it really helpful, S finally decided what course he wants to do, and L felt more confident. In the past, it has always been down to us to organise and support these guys through the Post-16 process (which is stressful to say the least!) but your support this year has been amazing - we can't thank you enough!

Health Professional said of Educational Psychologist

I just wanted to pass on my compliments to you both and to the SENCO at [school] for the content of the EHCP. It was really excellent.

Said of LADO

Hi J, thank you so much for your support, awareness and input into the recent investigation, as a Service Manager I felt reassured by your professional and supportive approach with great professional curiosity

School Staff said of Early Help Support Officer

Thank you so much for meeting with me via Teams yesterday – you were a HUGE help to me! As soon as I got home I wrote up the notes neater!!!!

This morning I have come in and started where we left off and have finalised and sent off the application!

Tomorrow, when it is quieter (strike day) I will start another one from scratch and see how

I get on.

Once again, thank you – you are a very good instructor!!!

SENCo said of SEN Casework Officer

I also just want to take the opportunity to thank you for the time and energy you've put in to working with me so far, something I have learnt very quickly is that the LA get a tough gig and an overwhelming amount to manage.

You've made sure you've offered me answers, advice and solutions and felt incredibly supported and without ever making me feel patronised and reassuring me that I have what it takes to do this job successfully. I am grateful for how you help me create solutions and leave me with next steps and guidance to help how we shape and support our students and how I work with staff to meet the needs. Deciphering and decoding what can be challenging paperwork against statutory requirements has been the easiest part for me transitioning to be a SENDCo because of the support you have offered me.

I think sometimes it's important to stop and recognise the people that do make a difference along the way; so, thank you and have a great weekend 😊

SENCo said of Specialist Teacher

I just wanted to say thank you for the meeting today re C, and to say how useful I feel this could be as a method of supporting children moving forwards. For the people present at the diagnostic meeting to be connected to the child via SEND Services and school as well as medical professionals was so useful – with your history of supporting C and her brother, A's recent meeting with her as well as me being there, along with everyone else having read the paperwork and seeming to be genuinely interested in supporting her, it actually felt as though we might be able to make some progress with her which, as you know, has preoccupied me and S for some time. The conversation really did revolve around who she is and what she needs, which I found so useful, and I've come away from the meeting feeling very positive. This really feels like a step forwards for more than just the individual children in the pilot, thank you.

Please do pass my thanks on to everyone involved.

Compliments from Service Staff

Team Manager/Leader said of CP Apprentice

S kindly completed a presentation on the process of UASC children - starting from the case being referred from [location]/spontaneous referral to case transfer. He was comprehensive, composed, and clear. I believe his presentation definitely benefited everyone who attended. Almost 25 people attended the presentation today.

Worker said of Trainee Educational Psychologist

I just wanted to let you know that S delivered FBA training with me last week at Ely College and was absolutely fantastic. The staff were so engaged with her presentation, she was very approachable, able to gently challenge a point where needed, able to respond to questions wisely, informatively and respectfully, and very knowledgeable - so much so in fact that the staff team have asked for more! J
Well done S – it was great working with you!

Worker said of Child and Family Centre Worker

I just wanted to send a quick email to say how incredible L has been on getting involved with the development of the CFC virtual offer.
She did brilliantly filming herself for part of the CFC intro video and was fantastic when I came out and filmed her delivering a group at Wisbech library.
Her video for the Canva training homework is great and she really took on board the notes about breaking it up and making it visual. She comes across so friendly too 😊
I just wanted to let you know that she has been very supportive and enthusiastic about every part of the process.
She's a fab CFCW isn't she!

LADO said of Senior Practitioner

Can I also just say thanks for everyone's work on this case, and willingness to work together. Feels like a really nice example of the statutory agencies all collaborating excellently and nice to celebrate good practice. 😊

Worker said of Business Officer

Love getting your emails as it makes me smile 😊 You always sound so happy and cheery!

Worker said of Business Officer

Brilliant – thanks so much for all your help!

Worker said of Child and Family Centre Worker

Thank you S for your support today.
I want to say how wonderful your practice is. I was particularly impressed how your pacing of allowing process time.
This is not what you can teach. A practitioner it's part of your own practice, it was wonderful to observe the interaction with child and parent 😊
Well done , both L and I commented on this .
We look forward working with you .

CP Chair said of Social Worker

I have copied you in because I thought you would want to see this shining example of positive practice within your service. Given that we don't have a positive alert system I wanted this to find its way to you, as I think you often must just get copied into the things that are not so good!! This has not been an easy case since the offset but the outcome yesterday of step-down to CIN, and the positive progress made, is testament to the work C and L have done with this family. Alongside that C, H and I have had regular monitoring meetings since the 9 month review which have been so helpful in terms of tracking

progress – H has been aware of all aspects of this case, which highlights the quality of supervisions being undertaken.

Worker said of Child and Family Centre Worker

After seeing the BBC Radio Cambridgeshire Littleport video that CFCW M was in, I wanted to highlight how enthusiastic and supportive she was this year when I was creating CFC content. She was keen to get involved with filming and being filmed and very reassuring to the families involved with filming too.

Whilst out in S, I also observed the excellent relationships she has built with the families attending her groups and thought she was an excellent child and family centre worker.

Worker said of Family Worker

I have spoken to you family worker A on more than one occasion now. She is always very clear in her thoughts on a case, and is very informative and helpful.

Her very clear knowledge of the cases and families she supports.

Social Worker said of Family Worker

As you will know, A has been assisting S (Adolescent Team, Senior Practitioner) and myself with a complex case which has caused us quite a few headaches.

I just wanted to tell you how fabulous A has been in working with this family. Personally I have found it very hard to engage with one member of the family and A has been instrumental in contributing to the progress of the plan; she did a much better job with the person than I could hope to do! She has also engaged well with the father of the young person who is the subject of the case; a person that many professionals have found difficult to work with. A has been able to break down barriers which family members have constructed based on their past experiences of social care. Both S and myself have also mentioned to our manager (W) that we feel A has been, “amazing” during our supervision sessions. A always provided us with updates in a timely fashion and I personally saw the way she interacted with the family on one occasion when our visits overlapped.

I would be grateful if you would pass on our thanks to A during your next supervision with her and tell her that she has been a pleasure to work with?

SAT said of Business Support

I wanted to say how amazing C was at presenting to the team, very calm, knowledgeable informative. She was brilliant, and I thought it was a good idea that the BS team share what they are doing.

Really good. Just wanted to let you know really.

CP Chair said of Social Worker

I want to send E a compliment for her work with LADO this week in regards the X case. E quickly contacted LADO about this matter, completed the referral and shared with me the necessary information. I felt E's actions have ensured safeguards have been quickly put in place around the mother's workplace, and she has not relied on police to share the information.

E's presentation in the meeting was thorough, balanced and clear. She has ensured good multi agency working by providing the setting, who also care for X, with the evidence based around the situation.

Communication with E has been swift and detailed. Her work on this matter in my view has been a good example of excellent practice.

Team Manager/Leader said of Family Worker

I just wanted to take a moment to share that M has been working incredibly well with the supervising social worker to support 2 of our carers which has had significant impact on the family feeling supported and things remaining stable despite the challenges in the home.

We wanted to extend our thanks to M for all her hard work and will continue to use this as another example and reminder for more of our carers to buy into the support RAPSS offer. It really does make a difference.

