

Compliments Received

Worcestershire Children First

- From a parent to the social worker:
"You have easily been the most dedicated, determined, hardworking and thoughtful Social Worker we have experienced. You are always willing and able to push the people that need to be pushed and not let obstacles of any kind get in the way of ensuring [REDACTED] has his needs met with whatever resources you can muster."
- From a parent about a social worker:
*"Nothing she could do better she is just perfect.
She is a caring person who cares for everyone. He wants her to be a part of his life after he leaves care as she has been for his brothers She puts 100% into everything she does. He feels more than very lucky that she is his social worker She has changed his life all of his life. He used to be [REDACTED] but now he is just doing what he needs to do and he feels most of this is down to her."*
- From a parent about a social worker:
"My experience with [REDACTED] has been brilliant, my daughter was on a care order just short of 2 years and in that time [REDACTED] has been very supportive but also professional where everything has been really positive and a little concern raised and she was very firm with getting the concern dealt with but was supportive with me and reassured me at the same time what was nice for me as I tend to panic about most things."
- From parents and the court:
"It's been a sensitive case and the parents thanked [REDACTED] for being very professional towards them and kind. The Guardian recognised it and the Judge also personally spoke to and thanked [REDACTED] for her role and she conducted it."

People Directorate

- From a service user about a Social Worker:
"Just wanted to thank you so much for all your really excellent support over these few years. It's been so appreciated over what's been a really difficult and challenging transitional period of my life. It's been really great to meet you and I wanted to wish you best of luck with the future"
- From a person supported by Urgent Promoting Independence Service:
You organised 'Urgent Promoting Independence' to help me. I had never expected all the wonderful help I have received from them. The carers who came in to get me washed and dressed and downstairs each morning and back into bed in the evening were all kind, polite and cheerful, very helpful, who treated me as a friend rather than a patient"

- From the wife of a service user:
"We are very pleased with the support given to us when my husband was in Evesham Hospital. Our Support Worker was great, nothing was too much trouble and she was so helpful to us both, she went the extra mile, we cannot thank her enough."
- From a partner to a Team Manager:
"I need to write to say how brilliant my social worker has been. As soon as the decision was made for my partner to go into permanent care, everything was sorted really quickly."
- From a parent about a Social Worker:
"Since taking over my son's case the Social Worker has supported and tried to sort out so many problems. She is so patient with us no matter how frustrating the situations have been."
- From a son about a Social Worker:
"During what has been a very stressful and emotional time my mother has been treated with respect and compassion. I have been kept in the loop throughout the entire experience. The Social Worker was instrumental in making the move from one home to another so smooth."

Corporate Services

- From a resident to Street Lighting:
"I read about your plan to install bat-friendly street lighting. I would like to compliment you on your decision to consider our ecosystem as a priority. I hope that your efforts to help bats will lead to a strong trend to reduce light pollution everywhere. You are to be commended for your thoughtfulness"
- To the Registration Service:
"Thank you very much for making our Wedding Day very special. You were professional and made the ceremony truly memorable, helping to put us at ease"
- For the Library Service:
"I was unable to renew a library book as it had been reserved. I went into Malvern library today and spoke to P who then tried to find another copy of the book at other libraries. As it was Wednesday some of the libraries were closed but he persevered and eventually found one that could release their copy to satisfy the reservation and allow me to renew my copy. I am very impressed with P's handling of the matter and was pleasantly surprised. Please convey my appreciation to him on an excellent job"
- To Waste Services:
"Just wanted to say that we are very impressed by the service offered by the Recycling centre in Malvern. The staff are always friendly and keep the place very clean and tidy. Special thanks to the member of staff who kept all the cars moving efficiently during our visit around midday yesterday. Well done all!"