

Appendix 2: Examples of compliments received during 2021/2022

Children Social Care Compliments

- i. Feedback from a young person about their social worker:
████ is the best social worker ever, she is part of my family and who is most important to me."
- ii. Feedback about an Independent Reviewing Officer (IRO):
"You have always been ultra efficient and have always put the children first. We have been very fortunate to have had you as our IRO"
- iii. Feedback from an Independent Advocate about a social worker:
████ "Yes I've done this job for 15 years and she is a pleasure to work with and has come out of assessments with her saying how relieved and calm she felt as she makes her feel at ease which is brilliant, she is a great social worker"
- iv. Feedback from a parent about a social worker:
"Honestly she is absolutely incredible; she has helped her so much. I'm glad we are still working with her, she is the best social worker we have had - she took things at my children pace and did not force anything. She saw things as a whole."

Adult Social Care Compliments

- i. From a service user about a Social Worker:
"I have to acknowledge the allocated SW's commitment and engagement with the process, providing information and responding to requests for action. This has really supported the complex abuse investigation."
- ii. From a relative of a service user about a Social Worker:
"Thank you for all you have done for Mum and Dad in the time you have been their social worker. I have found you to be fantastically supportive, reactive, and effective in all our dealings. Everything would have been so much harder without your involvement."
- iii. From a service user about a Social Worker:
"Thank you for everything you have managed to get done. You have been exceptional in your kindness. It has been much appreciated."
- iv. From a relative of a service user about a Social Worker:
"From the minute you became Mom's caseworker you went over and above to make sure everything was done in a timely manner. Nothing was too much trouble, you never made me feel as if I was a nuisance. You explained everything and put me at ease. Your actions mean more than I or my family can say, thank you."
- v. From a service user about a Social Worker:
"'Thank you' for everything you did. At a really difficult time you showed real compassion and I felt you were doing everything you could to turn a horrid

situation into a really positive one. The time you turned it all around was incredible and the relief we both felt can't really be explained. I know the restraints you are all under and that's why it is so important to tell you what a great job you did for us. You never rushed me and listened, that goes a long way these days. Thank you so much again and even when you are having a rubbish day just know you are fab at what you do." (by e-mail).

- vi. From a relative of a service user about a Social Worker:

"Thanks for listening and supporting me as a daughter regarding her mom in a care home and the DOLS assessment. It was so lovely to speak to you and so insightful in so many ways! I really appreciate you taking so much time to listen at what has been and continues to be a very stressful time for me. "(by email)

- vii. From a relative of a service user about a Social Worker:

"I just wanted to thank you for dealing with us in a sensitive way during the illness and keeping us very well-informed about his care situation."

Corporate Compliments

- i. *Will you please pass on my thanks to the Concessionary bus pass team. I spoke to them this morning regarding the renewal of my bus pass. They were very helpful and patient. (April 2021)*
- ii. *Removal of graffiti on the Simon de Montfort bridge, Evesham. A resident called to say thank you very much for removing this. (May 2021)*
- iii. *THANK YOU! Please compliment the staff at Warndon Library; they are always helpful and courteous. (June 2021)*
- iv. *I wanted to extend my best wishes and my thanks for all the work we have done together over this year. It has been an exciting (and often trying) time but I really think Kingfisher and WCF are working together to support Worcestershire children and working with you has enabled that to happen. I would like you to extend my thanks to all your team who have worked so tirelessly on referrals and on moving quickly to make post 16 happen. (July 2021)*
- v. *I would like to make a compliment to all those at the Malvern Library, both employed and volunteers who have worked in the past two years at that location. During a most extraordinary time - the pandemic - they showed remarkable resilience, care and a positive attitude to 'getting the job done' and being accessible to customers. (September 2021)*
- vi. *I just wanted to say a massive THANK YOU for your positive communication and patience re all the documentation for (my Children's) EHCPs and my SEN questions. (October 2021)*
- vii. *Many thanks for sending me a copy of your outcome letter to ****, I am glad to be able to read it. Your letter exemplifies the great skill needed to reflect accurately all parts of a hearing, and the tact to phrase findings and recommendations in a manner likely to be as acceptable as possible to the complainant, particularly when complaints not upheld are confirmed by the Panel. (November 2021)*