



Northumberland County Council

Appendix 1

Examples of compliments received – 01/04/2022 – 31/03/2023

The compliments have been anonymised so no family or child/young person can be identified. YP has been used where a child or young person's name was identified.

Stephen has been out on 3 occasions already since becoming involved, communicating with YP effectively, seeking out support for them and responding without delay. Social worker has made quite an impression in the household and more importantly, to YP who is opening up to them already. Stephen supported YP to tell parents what they had discussed - something else we have never experienced which helped us to feel involved and have further open discussions with our child

About the Inclusion Support Team: I just wanted to take this opportunity to contact you to say a big thank you for all the help and support Sarah Chalmers has given YP when they were sadly expelled from school just before GCSE's. Sarah has offered and given fantastic support not just to our YP but to us as a family. Sarah has worked tirelessly and can I say it has been an uphill struggle with to get YP able to sit his GCSEs. You can imagine it was an extremely stressful time and Sarah did an amazing job for us, with us and helped us. I just wanted to extend my thanks and please do pass this on to her as well. I feel officers should be thanked and get the recognition they deserve as it doesn't happen very often. So can I just say a huge big thank you to Sarah, her professionalism and how she has helped us is second to none and we as a family cannot thank you all enough.

I would just like to express my upmost appreciation and thanks from the bottom of my heart for the work and support from an absolute star and a credit to your service. Jill started working with us in October, we had been and still were going through a really bad time. At first i was a little reluctant having a new worker but she made me feel so at ease with my problems, she said she wasnt leaving until we got through all this mess, you kept your promise.

YP wouldn't engage at first but came around eventually. Jill is a complete asset to your service and needs recognised for her work, without her i would not be the person i am today. She has helped me overcome so much i have grown so much in confidence and self esteem, What i love about jill is there's no messing she's straight to the point is very helpful caring trusting understanding non-judgemental very honest and a very hardworking lady and makes you feel so proud of how far i have come with all her praises and work.

Jill you are an insperation a breath of fresh air a shining star you have put up with me crying swearing laughing and you always brightened my day and showed me and learnt me how to turn all negatives to positives , my confidence has sorn and feel much more good about myself.

Received from a Young Person: I know you will be really busy but I would like to request a pay rise to Carol, Helen, Emma and Carrie. They have worked really hard throughout the year. They

take me horse riding, scouts, lessons, gives me food. Throughout the year these people have been my heroes so please I am begging you to give these people the pay rise they deserve. Thank you, Yours sincerely. PS I know I'm only a kid but they do deserve it.

Received from carer: YP had a visit from Holly today. YP was given a book full of photos and memories from mum. They had a lovely chat and I have never seen YP like this, it is amazing! They have been talking about things they enjoy and memories, YP is smiling and laughing and it is so lovely to see!

Parents to social worker: "We will really miss you in our lives. People advised us continually not to get social services involved in our lives but you have made it a very positive move for us. Your reassurances on the care we provide and will continue to provide for the children gave us immeasurable support through a very difficult time. The meetings we had as a family were often tense and threateningly volatile on more than one occasion and you managed things calmly and professionally. I am sure you will continue to be a valuable, significant member of the social services and hope you will not completely disappear from our lives as we would love to hear from you.

From YP: "Hi Natasha, I couldn't let you go without thanking you one more time. I really can't express into words what you have done for me. You were the only person that actually took the time to listen to me and that restored some faith in your system. Without your support and intervention I wouldn't have seen Mum on my birthday and that meant so much to both of us."

Mam told me today 'melissa has changed my life'. She feels she can now challenge the children and her partner, that she has more control in her life and feels 'empowered to be me and be a mam'. She said that Melissa has helped her find her voice again and she's never felt more confident in using her voice and authority in the community that she is part of. Mam explained that the children have changed so much, in a positive way, because of Melissa's support and although there is a way to go, she feels strong enough to continue with the plan and enforce the changes.

Hi, I just wanted to send a quick email to say how grateful I am to Tracey for being so helpful in making the school application. Tracey was really supportive in trying to resolve the issues and when we eventually still couldn't submit the form she went the extra mile and completed the form for me by phone. Applying for your child's school place is stressful and we were really anxious that we were not going to get it done properly. We are so grateful for Tracey's help.

Brittany received high praise from the advocates regarding the work she has completed with the family and how promptly the assessments were completed and an excellent care plan created.

From YP: I feel very comfortable and reassured after getting to know Elly and Dawn. The communication is good as you are kept up to date with everything going on and I love that. Also Elly and Dawn are really down to earth and not judgemental.

From Child Protection Advisor: Steph is the allocated social worker. The Review Child Protection Conference agreed unanimously this afternoon to end the plan and proceed to a child in need plan. Steph has completed excellent work with the young person and her Mother throughout her involvement. She has effectively empowered both mother and daughter who were at risk of being exploited by others. This has been done by conscientious direct work and engaging other professionals in the plan. The young person's confidence has also improved to the point where she can now engage in conferences and core groups, able to speak for herself. I know that Steph was a little lacking in confidence at the outset of the child protection process but has performed really well and with confidence at all the conferences I have chaired. She has always provided thorough and analytical reports well ahead of the meetings which is to be applauded.

I just wanted to contact you with regard to Gina our EWO. We have worked closely with her for a number of years to develop a robust system of monitoring our attendance which was identified as a key area for improvement in our June 2019 ofsted inspection. We were reinspected two weeks ago and thankfully Gina was on site meeting parents for a prearranged meeting so agreed to discuss attendance with the lead inspector. It was commented during the meeting with Gina and my Admin Manager how thorough our processes are and that 'there is nothing more you can do' to address the attendance issues we, like all schools, encounter. A huge credit for this change in working practices and developing our systems must go to Gina and the amazing support she gives schools when requested.

From Northumberland Families First: I have had the pleasure of working alongside Glen recently on an incredibly complex and emotionally draining case. The case involved two very vulnerable young people who had suffered the most harrowing experiences. Throughout the whole process Glen displayed empathy, by listening to their views, needs and made sure their voices were heard by family members and other professionals. He was honest with them at all times while being understanding of their fear and gave them both time and space to have their say even if it was hard because they wanted what they could not have. Glen had to have some very difficult conversations and he was always kind and courteous and went above and beyond to support the YP to understand why Children's Services had made the decision they did. He was at all times professional, approachable and communicated openly at every step of the process with the young people, their family and all other professionals including myself. He conducted himself at all times in a professional manner. Thank you Glen for being an amazing work colleague.

The Schools' Safeguarding Team go above and beyond to ensure all schools and settings in Northumberland receive the very best support. This is through their regular contact with schools, answering queries or in the excellent training they deliver.

Frankie and the schools HR team have supported a Headteacher in challenging circumstances. The Headteacher is very grateful to Frankie and the team for their advice, guidance and support. Frankie helped navigate some very tricky issues and handled situations with professionalism and great aplomb.