

## Appendix B – CSC Compliment Examples 2020/21

### External Compliments

- The young person was so happy and had an emotional conversation thanking them all for coming and being there for them and giving them permission to ask for help whenever they needed it. The young person's birth parent thanked foster and respite carers for caring for their children and still wanting to support their child. (Young Person/Parents to Social Worker)
- They're lovely thank you, really special and written with such care and a real softness so thank you so much. Means a lot to us. (Young Person to Adoption Life Story Worker)
- Thank you for everything, thank you for always supporting me in every way you could. I thank you for not giving up on me even when I wasn't always the easiest to work with. I wouldn't be where I am without all of your help and support. It has been a privilege to work with you and you still better see me well. If that coronavirus doesn't kill us all first. (Young Person)
- Just wanted to let you know that when I met with X yesterday they were talking about their time in care and how nice it was to end with you as their social worker. They thought you were great and wished you had been their social worker for longer. (Young Person)
- The card thanked them and said they were the best social worker in the world. (Young Person)



- Thank you for making the journey and being part of our special day. (Adopters)
- Thanks for all that you have done for all our families. You are a great social worker and work so well with your families and other professionals. Social work can feel like a thankless job so just wanted you to know you are appreciated and your good work is recognised. (School)
- Just want to say thank you for all the help and support offered to X's parents. Often ignored and not appreciated by them but you always kept trying. Thank you, it has never gone unnoticed. Just to say thank you very much for everything, but mainly for always keeping a watch over our grandchild. Trying to shine a light when days were dark for them. Thank you for believing in X and I and for supporting us with the SGO. Your dedication to X and us as a whole will always be appreciated. (Grandparents)
- It's really important that you are aware of the positive impact X is having especially on Y. X is working tirelessly to support the best interest of the children and Y, during this X has taken and probably will continue to take some unpredictable and at times worrying behaviour from Y. (Barnardo's)

## Internal Compliments

- Of note and it is rare for me to receive reports which include the recommended review decisions at the end of the child in care review assessment report. This is exactly the standard required and demonstrate purposeful analysis of X care plan and progress with clear ownership of the issues that are still needed to be worked on over the next period of review. I am so pleased Y seems to be maintaining this level of consistent practise for the children we have in common. (IRO)
- Just a quick email to say that you allocated Y to help with this request and that they have been great in making sure the correct information is supplied. Y answered all my emails really fast and I know it's a difficult time with current pressures but thought to let you know that Y's been wonderful! (FOI Team)
- I wanted to pass on a compliment in relation to X and Y who worked tirelessly today to find a placement for a young person, and showed great creativity, professionalism and patience in a highly charged situation. They did not give up, and in the end their commitment resulted in a successful outcome. (Fostering)



- I have been through X's case and have to say if I was auditing this I would have graded it as outstanding. Your work is very thorough and clear why judgements and actions have been made. I know Y and their family from reading this file and it is clear you have dedicated a lot of time and energy to X. All reports are on file which will make our work at the end a lot easier. It has not been the easiest case either. (Team Manager)
- Wow! I've just read and authorised X's PwP. What a remarkable YP. It was a pleasure to read. I loved that I could see his sense of humour throughout. Excellent capture of the child's voice. Well done. (Team Manager)
- I just wanted to let everyone know about the positive impact that X is having for the contact service staff. I attended their team meeting last week and the staff had bought X a gift and gave them a huge round of applause and said that unanimously they wanted to thank X for all X has done for them in making them feel valued and listened to and organised and building positivity into the team. (Contact Centre Staff)
- We've received our review report that you sent through and wanted to say thank you what you said was lovely. We also wanted to say thanks to you for your support since X has been with us we all work great as a team doing what's best for X. (Foster Carers)
- Thanks so much for your comments for the above review. I found them insightful and helpful. X was very appreciative of your positive comments about their fostering. I wanted to also pass on the positive feedback from X who said that you have been very proactive and supportive to them and they would like to say a big thank you to you. (Foster Carer)