

Appendix C –CSC Compliment Examples 2019/20

External Compliments

- We have had amazing support and the SW visits very regularly and will always come out if needed. (Foster carer)
- Since xxxx was allocated to be our social worker she has been very understanding, willing to listen and give advice. If there is a problem, she has spoken about it professionally with us. If I've needed advice or help or we do not understand anything she has always given the advice or support at home or over the phone. She also gave us the confidence to be parents as sometimes I would be worried if I was doing the right and always second thought whether I was or not she always reassured me as she is always commenting on our achievements whilst also tackling the problems we had. I can take away all the advice and new skills to be a better parent for my children thank you for all your help and support. (Parent)
- it is clear the social worker has spent an extensive amount of time and effort in preparing this report, a report I find very balanced and credible coming from an experienced social worker who has objectively reviewed the experiences of these children. (Judge to Social Worker)
- I would like to say just how very well your report read, capturing the voice of the children, putting them first and foremost, and how very well you spoke for them in the conference this morning. (Health visitor)
- Thank you for all the care and compassion you have showed us during a very difficult time. (Parents to the Contact Centre team)
- I just wanted to say how well I thought you presented at today's ICC. You gave a very comprehensive account of the risks to the children, the impacts, complicated factors and grey areas. Your information on the children's views was very thorough and was well explained, and from the information that they gave you, they must have felt very much at ease with you. You were very diplomatic and tactful and put your concerns across very well without causing any of the parents to feel intimidated or unduly distressed. Your report was also very thorough and professional. (From Police to Social Worker)
- It has been a pleasure working with you, it has been good to work with a social worker who cares as much as you do about the children. I'm sure we will meet again soon. (School to Social worker)
- My social worker is brilliant!! (Young Person)
- 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 as well. If that coronavirus doesn't kill us all first!! (Young Person).

- The young person was so happy and had an emotional conversation thanking them all for coming and being there for her and giving her permission to ask for help whenever she needed it. The young person's birth mother thanked foster and respite carers for caring for her children and still wanting to support her daughter. (Captured at a meeting – parent and young person's comments)

Internal Compliments

- I thought you did excellent work on this case and in particular from my perspective very responsive and always updating me – you were always fully aware of what was happening on your case and worked with the mother in a fair way. (From the legal officer to the social worker)
- I also want to add that the care plan you sent through was great and pulled everything together. Your manager has since informed me this was your first ever care plan, so I just wanted to say what a great job you did. (From a senior manager to a new social worker)
- I know you did not have much time to prepare, but it was evident you worked very hard to acquire as much information as possible in a short space of time; a difficult task in the absence of a pre meeting report. Your contributions enabled this review to proceed. Your presentation was confident, informative and very helpful (Independent Reviewing Officer to Social Worker)
- you have both clearly work hard on this case which is evident from the progress made and you have managed to engage what were initially very challenging and unengaging parents. The children's views were loud and clear in conference which gave a very strong picture of their lived experiences and supported the reasons for the actions being implemented. Thank you for your hard work in driving the plan forward, I look forward to seeing the progress the next 6 months brings. (Manager to social workers)