

## Appendix B – CSC Compliment Examples 2021/22

### External Compliments



"I messaged XX earlier to wish her luck as she was 18 on Friday. She replied "thanks. It was nice to have a good social worker. Thanks for everything. You have helped me to get this far, and I wish you the best with XX and XX. They have an amazing social worker"."

"Myself and my colleague, XX, attended a S47 with XX earlier today. Myself and my colleague, XX were really impressed with her professionalism. She was compassionate towards the victim and showed the same compassion when we went to see the 'offender' who was the brother, he was visibly distressed and scared by our presence. We worked well together, and XX showed a real human element when dealing with all parties, she was a real joy to work with. We arrived at that job with two anxious, scared young people, but left it with all family members smiling and relieved. XX was key in achieving this."

"It was a pleasure to hear about XX's progress. XX has worked hard to ensure services were well coordinated and should be very proud of the outcomes she has achieved."

"We've met a lot of youngsters' social workers over the 20 years, but we'd like you know that you've been one of the easiest, most pleasant, sensible, and constructive we've had the pleasure of working with - and as our paths are unlikely to cross again, we'd like to wish you all the best for the future."

"Judge thanks XX on behalf of XX and family for working so hard to try and get it right for this troubled young person who appears on the right track now."

"What a brilliant SW XX is. Rarely have I had the privilege of having such a brilliant empathetic SW who managed such a delicate balance in this case in the most sensitive way without making enemies. She did not disrespect XX's parents; she did not judge them, and she very clearly steered a path for XX which was the right outcome. I'm astonished the parties didn't have the confidence in XX that I had. I consider her to be the most excellent and trustworthy SW. I'm happy for that to be reflect in the recital."

"She has told me about the meeting today and how much she enjoyed it especially knowing she was not alone in the situation she was in. I just want to thank you for everything you have done for her and helped her to be the young lady she is today. I'm so proud of her and how far she has come since you took over. Anyway, I can go on but won't. Just a big thank you."

"XX asked if the visits could be completed by XX as he thought that she was nice, supportive, and non-judgemental and that they felt really listened to after a period of drift with the case. "

## Internal Compliments



"I just wanted to say XX conducted herself very professionally and ably at her first review for XX - I am aware she is in her AYSE year. She has gotten to grips with all the key elements needed to support XX's planning and I sense the team working with her feel her enthusiasm and determination to get some better outcomes facilitated for XX who is quite low really."

"I have completed an audit on this case which I have sent to the current allocated worker. But I also wanted to share with you that the quality of the chronology you had completed was good and made it easy for me to understand what had happened prior to conference. I also thought the assessment was good, and it was really easy to see the sources of information in all areas, as well as a thorough analysis."

"I just wanted to bring to your attention the very good handover I got from XX for the XX case. XX was proactive in making contact with me to give me a verbal update on the case and to arrange a handover visit where he introduced me to the family. I feel that this was reassuring for the family, and showed child and family focussed practice. As the new worker, it also gave me a positive start to my work with the family and a better understanding of the case at the outset. It would be great to see this sort of handover happening as a matter of course and I believe it makes the transition easier for the children and families involved, hopefully paving the way for positive outcomes for them."

"Just wanted to let you know that XX conducted herself very well during the link meeting this morning for her new adoption case. She had not had the case long but knew a lot about the child and their needs, she also knew a good amount about the history and the birth parents despite not having any contact with them yet. She knew the plans around contact and what the arrangements were. It was clear she has spent time absorbing this case and taking in the details and was prepared for the meeting."

"I just wanted to acknowledge the very hard work you have done on this matter. You have achieved a fantastic outcome for XX and your commitment and determination has been remarkable despite the challenges faced! very proud of you today!"

"I just wanted to acknowledge the email you sent me related to this provision was very well written. You gave the context and concerns whilst being balanced and measured in delivery; professional!"

"It's great that you're able to identify children and young people who might be interested in specific participation opportunities. We had a strategic participation meeting on Friday, and I mentioned to the group what great practice this is and what an excellent champion for participation you are."

"I also want to commend XX for her work in this case - how well she knows the children and how much she has done to bring about this ending in what has been a very difficult case."