

Examples of compliments received

Compliments received are shared with all staff via email and a selection are included in the staff bulletin.

Adult Social Services:

Single Point of Access: "...it was X's manner that impressed me. She was always understanding, explained things calmly, and was sympathetic in a professional manner at, what was, a very upsetting time for me. When talking to my mum, X's manner was everything you would ask for. She was calm, friendly yet professional and not in the least patronising... and showed a gentle sense of humour when appropriate."

Older People Localities: "I wish to place on record they did a first class job in assisting with the transfer of X to a more appropriate nursing home, to cover their ongoing needs and requirements. Their assistance was invaluable. They were extremely helpful, professional, caring, understanding, knowledgeable etc. We would have struggled without them."

O.T.: "This has made a huge difference to his confidence and independence. X has also arranged delivery of a wheelchair which now means that we can go for days out and not be concerned about not being able to socialise with friends outside the home."

Older People Provider Service: (Marleyfield) "The girls who looked after X showed exemplary consideration and kindness at all times. During his last day the sensitivity and respect shown to X and me was greatly appreciated."

(Llys Raddington): "X had lost all his confidence and life was a major struggle for him. Since his move he is a changed man, he loves life and his new flat and company."

(Llys Gwenffrwd): "Never will I be able to find the words to express my heartfelt thanks for everything you did for dad. I will always have fond memories of each and every one of you."

Homecare: "I just want to say how brilliant you are! I thought I'd have to wait a long time to get care in but you've all been great, the carers are wonderful and I'm so happy you managed to get me home so quickly. I'm doing much better than I was expecting to with their help".

Crisis and Reablement: "All the care staff looked after X in a very caring and personal and professional manner. They were part of the family. They were so caring and would recommend all of them to be sent to anyone's family to assist."

Learning Disability Community Team: “I would just like to say thank you for the support you have given us both over the past year and thank you for keeping me involved in making sure we got X the right care he needed in the right place. X can now show his true potential with a bright and happy future.”

Learning Disability Provider Service: “I would like to thank you and your team for all your hard work and support. X in particular was amazing and a great comfort and I’m not sure if we would have been successful if she wasn’t there. Please could you pass on our thanks to X for her compassion, kindness and person centred approach which was so important in supporting X through this difficult time.”

Transition: “...how totally grateful we are for the compelling support and service that X has provided for my brother. We simply do not know how we would have coped with (brother’s) situation without her help. Her professionalism and dedication to her work is simply to be applauded... She has helped (brother) to a personal position whereby he is now probably the happiest he has ever been in his life.”

Mental Health and Substance Team: “I could never have contemplated any of this twelve months ago or even six months ago. It has become possible because of the help and support I have been given and the kindness I have been shown by all the people I have met.”

P.D.S.I.: “We are so lucky to have you looking after my mum’s care! It really does help to have one less reason to stress these days.”

Integrated Autism Service: “Thank you so much for inviting X to present at your conference yesterday - he was beaming all the way home. We never realised how much it would take it out of us.

Safeguarding: “I want to say thank you for all your help, support and guidance over the years. It means a great deal to me.”

Financial Assessment and Charging Team: “(Daughter) spoke extremely highly of X. She said you had been so helpful to her and fought her corner with regards to finances and care package. She was quite emotional almost with how much you had helped her.”

Workforce Development: “Thank you very much for all your patience, guidance and encouragement over the three plus years.”

Children's Social Services:

The Deputy Chief Constable for North Wales Police wrote to the Department in relation to Operation Lenten. He wrote:

I write to express my sincere thanks and gratitude to you in relation to your involvement in Op Lenten.

I am aware that this has been a lengthy and difficult investigation - with unique challenges, requiring long working hours and cancelled rest days.

The professionalism shown throughout has been evident, and I am extremely pleased to see the partnership working to adopt a victim centred approach to provide support and enable victims to remain engaged. This was positively reflected in feedback from the National Advisors and the victims themselves. Well done on leading the way and setting such high standards.

This has no doubt contributed to the successful prosecution and convictions, where victims are starting to see justice served.

This result will send out a positive message to the community and the young people involved in this heinous crime. Your resilience and tenacity ensured that justice was served.

On behalf of all the Chief Officers I would like to say thank you. It is important that the organisation recognises and thanks those who make a real difference in their communities.

Permanency and Court Team: X was complimented by a family at conference: Mum stated that she has "loved working with X, she has been brilliant". Mum added that she "wouldn't have got to this point without X's support" and that she will really miss her.

Family Intervention Team: A family expressed how supportive X had been and how she had helped them through a difficult time which included a death. It was evident that she had established a rapport with the parents and children which enable the family to bring about change. X also received a card from the young person and their mother that read: "Thank you so much for what you have done. We are going to miss you."

Targeted Support Team: X was thanked by a Barrister for her input and stating that it was invaluable.

Children's First Contact Team were complimented by Police colleagues: "...how excellent you and your team have been in assisting us with the abundance of enquiries we have sent your way. Every email and request has been answered promptly and I do feel that both organisations have worked with the best interests of the children at heart. We pass on our thanks to you and your team for the excellent level of services you have provided to our investigation."

Fostering Service: "We really don't know what we would have done without all your help. You have been truly amazing. You have always been there for us, no matter what time of day or night. Your help, support and advice has been invaluable and we will never forget that."

Safeguarding: X and X were both complimented following a meeting they had with a parent: “The meeting went really well and as a person involved with the Social I can honestly say they are two wonderful people... Thank you for your time.”

Family Information Service: “I just wanted to say thank you for the session this morning on the new online Childcare offer system. It was really informative in a relaxed environment, and I found that it was definitely worthwhile attending.”

Flying Start: “A big Thank you to all the members of the Flying Start team who devoted so much time and energy to making the day a success for Holway parents and children. It was really wonderful to witness the family engagement with us and other services and activities which included.”