

Action:

Item 7: Annual Report of the Director of Social Services 2022/23

Members requested some examples of 'compliments' to the work of the Directorate be provided to Members.

Adult Services – Compliments

From: Baulch, Hannah <Hannah.Baulch@blaenau-gwent.gov.uk>

Sent: Monday, September 18, 2023 12:00 PM

Subject: SK thanks

Hi All,

Just wanted to make you aware of the wonderful feedback that SK's family have shared with Sophie since SK was admitted last weekend on an urgent placement.

The family have said how welcoming and compassionate all the staff are, they feel SK is well cared for and feel reassured that she is safe and cared for during this very difficult period that the family are going through.

Please pass on the thanks to all the team and congratulate them on always going over and above for our residents and their families.

Well done Team Cwrt Mytton.

Cofion / Regards

Hannah Baulch
Service Manager

Children's Services - Compliments

Comments from DJE in court for CWDT

"orders to follow but I just wanted to let you know the comments from DJE. He commended all those present but particularly wanted to thank the social worker who conducted herself in an exemplary fashion in his judgment. He said this was an example of how cases should work in the family courts."

Flying Start Feedback



Professional feedback from Communication Manager of Citizens Advice to FS FSW – Sarra Williams after being invited to the Coronation Events

"I really enjoyed my first event of the year, especially with the little ones. The rapport you all hold with the families was wonderful to observe. You also introduced me to Steve and gained consent for use of the photos. I am so grateful.

We cannot thank you enough for the support you show us and if I can be of further assistance, please do not hesitate to contact me".

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Quotes for a father who was supported by Steve Lewis –
Dads Support Worker

“I was struggling with life in general, I felt everything was coming down on top of me, everything I gained I lost, I thought at times I didn't want to be here”

After intervention - what made the difference?

“You made the difference, having you has helped me massively, being able to have you listen to me, helping me and my family, you have been an absolute godsend to us”.

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East Locality Team – from Adopters for Lowri Moore social worker

