

Appendix 2 A few examples from compliments received during 2020/21

- **Area Referral Management Service:** Customer contacted us to let us know that they were grateful for the way the call was handled. They felt that the person they spoke to was patient and took time to make sure they understood what was going on. The call handler was polite and professional and recognised the complexity of the situation.
- **Promoting and Supporting Independence Team:** Member of the public called to say thank you for the way that the staff member dealt with their enquiries, they took the time to listen to what was going on and helped identify what they needed and also got them get in contact with other agencies who could also assist.
- **Safeguarding:** Family member calling to let us know that the member of staff was kind and caring, very professional and understanding of the situation.
- **Kent Enablement at Home:** Family member wants to thank the team as they felt we took into account their father's needs and have kept them updated with what was going on. Very grateful for the assistance provided at a difficult time.
- **Mental Health Team:** Family member wanting to thank her son's social worker for the support he has received. They understand that the case is complex, and he requires a lot of assistance. Has had bad experiences in the past but feels that Social Worker has taken the time to deal with him with compassion and has truly shown that she has his best interests at heart.
- **Short Term Pathways Team:** Family member reporting that her father was placed in a care home after being discharged from hospital. This was a very difficult time for the family, as he had previously been cared for at home. The Social worker was empathetic and understood how this was affecting the family. The social worker took the time to understand their father as a person, he is now settled in a home that meets his needs.
 - **County Placement Team:** The team helped a family find a suitable placement during a very stressful period.
 - **Sensory:** The person we support explained that they were now able to hear their son properly. The personal amplifier machine provided has been life changing. The person didn't realise how bad their hearing was until using the machine.
 - **Lifespan Pathway 26+ Team:** Family grateful for the way Social Services have assisted the person we support to have a full and active life. Very thankful for the assistance provided by colleagues in the team.
- **Blue Badge team:** Person grateful for the way that their application was handled, although they found it challenging to complete the online form and also found it difficult describing their conditions without feeling upset. The assessor who they dealt with handled their call with empathy and put a smile on their face.