

Comments from the 2010 Service Evaluation

The Service

- We were treated at all times as individuals and could not have been happier with the service we received.
- We can not praise this agency highly enough! The enthusiasm, experience, reliability and guidance from all staff have been a significant factor in our adoption journey.
- Good support from the whole team – very knowledgeable and efficient.
- Norwood has been incredibly supportive and responsive throughout our adoption journey.

The Social Workers

- Our social worker and her manager were wonderfully supportive and kind.
- 'Above and beyond the call of duty'. Our social worker responded quickly and thoughtfully to every request or query.
- Always responded to our queries and showed a genuine care for us and our children.
- 'A social worker who I could dream about again if I had another chance to adopt'.

The Admin Team

- This is a very personal and challenging process to go through and we are grateful to Norwood for their support, care, sensitivity and kindness.
- Excellent communication- very helpful and available.
- Very efficient, helpful and kind.
- Always prompt and organised.
- If I had a problem it was dealt with in a very helpful and efficient manner.

©2012 Norwood

Norwood Ravenswood is a company limited by guarantee registered in England and Wales under no. 3263519 and registered as a Charity no. 1059050. Registered office:
Broadway House, 80-82 The Broadway, Stanmore HA7 4HB