TYS testimonial for James Warner (TYS support worker)

My son xx has been under your service and Jim Warner for sometime now when out of sheer desperation I approached you in an attempt to engage him and deal with issues which I suspected were taking place but xx denied.  He was on the verge of being excluded from school and would not engage with anyone.  xx was self harming, mixed up with a very negative crowd and I suspected some drug use and also potentially he was being used by some of these people.  This was not the background xxx was brought up with but the influences were stronger than me.  To say we were desperate for some help was an understatement.  xx was aggressive and destructive at home and had destroyed various parts of our home as well as being violent towards us and the police had been involved.  My initial contact was with Jim and we met and it was agreed he did qualify for your service.

I can hand on heart say that your service and Jim have single handily had the biggest influence on the turn around and where we are today with xx, it would not be an exaggeration to say Jim has saved him.  He was the only person who engaged him, understood him, could say what no one else could say.  xx trusts and respects Jim.

Jim supported him and us throughout this time and also a risky change of school in an attempt to get him some form of qualification and attend school. The move to Little Lever was a success and although he did not get many GCSE's he achieved more than he would have without this input. Jim worked with school and kept me informed when he believed or witnessed xx being treated unfairly, I would have not known some of the things going on in school without this connection.

Jim saw what we saw in xx and knew deep down there was a decent child with good support and huge negative influences.  I don't know what Jim used to tell him or discuss with him, the beauty of your service was it was confidential (unless dangerous situations or illegal) and xx knew that.  He knew he could tell Jim what he needed to and I wasn't going to find out.  xx trusted and your service and so did we.

This period of time has passed and we have xx back as he was more or less.  The influences lurk in the background but I believe Jim has equipped xx with the confidence to move away and say no if needed and to learn to trust that he can do that.  Jim has also helped me to learn to pick the battles and focus on the bigger things, letting the insignificant bits go by.  I am an experienced healthcare professional but dealing with issues that we had with xx personally were way beyond anything I was able to convert my own professional training into. This is much harder to do with such an emotional attachment. Jim helped in a non patronising and professional matter always.

I feel mixed with xx leaving your service and I know he does and ceasing input from Jim.  Your service has provided a support that's run in the background and picked up when he's needed input.  xx is in a better place, his future is positive now, he's got an apprenticeship as an electrician and is attending college in Salford.

To say thank you to your service and in particular Jim does not seem sufficient, but we are eternally grateful for the incredible work he has done for xx.  Jim has his own unique way with xx being honest and non judgemental always. I cannot bring myself to think where we would be now without Jim's input.  Jim is incredible professional who really understands kids like xx.  More or less every other professional person gave up on him, Jim didn't, ever.