



County Durham and Darlington
Fire and Rescue Service

County Durham and Darlington FRS

Letters of Appreciation – April 2023 to end of June 2023

No	Date	Watch/Personnel involved	Brief Details
1	14/4/2023	Fire and Rescue Service	A thank you was received from #TeamOliver at TWFRS thanking everybody for the support they received during a recent fundraising run.
2	21/4/2023	Sedgefield RDS Crew	An email received thanking the Service for attending to a fire that broke out on their farm when they were away on holiday.
3	28/4/2023	Durham and Bishop Auckland Red Watches	A message was received all the way from Western Australia thanking the service for rescuing 'Lucky Lad' the bull when he fell in a ditch recently.
4	5/5/2023	Fire and Rescue Service	A thank you card was received thanking the service for all the help and support the family received during a recent fire. 'Thank You just doesn't seem enough' she said.
5	5/5/2023	Crook RDS Crew	A thank you card has been received at Crook Station from the residents of Crook saying 'Thank you for what you did for us last Monday' after a vehicle fire beside their house was dealt with swiftly.
6	5/5/2023	Fire Safety Team	<p>Our business fire safety team received the below thank you for their work:</p> <p>I would like to comment on how professional you were throughout the visit with excellent communication skills with your clear understandable explanations. Your advice was excellent and easy to follow which helps.</p>

7	9/6/2023	Bishop Auckland Special Rescue Unit	We received a thank you card from the owners of 'Axel', a horse who was stuck, feet first in a ditch. Bishop Auckland Special Rescue team used specialist equipment to ensure Axel was released unharmed. His owners have reported he is making good progress with his recovery and want to thank everybody involved from the bottom of their hearts.
8	9/6/2023	Darlington Blue Watch	A telephone call was received from a Darlington resident thanking Darlington Blue Watch for attending her home and fitting smoke alarms. She said she feels so much safer now.
9	9/6/2023	Spennymoor Red Watch	An email was received from The Oaks School thanking crew from Spennymoor for showing them around the station on a recent visit. They did an outstanding job considering most of the pupils involved have varying difficulties with attention and communication. They completely engaged with them all. They are looking forward to a repeat visit.
10	16/6/2023	Consett Crew	A compliment was received from a couple who attended Consett station to seek help in getting a ring cut from one of their fingers. They commented on how professional and very welcoming the crew was and were delighted that they got the ring off with no problems.
11	16/6/2023	Durham Green Watch and Stores	A message of thanks from a resident received for Durham Green Watch, Stores and the wider circle of CDDFRS for all the help and support he received after his father sadly passed away recently.
12	23/6/2023	High Handenhold Green Watch	The Service has received the below thank you for their work: <i>Just a further word of thanks to the crews that attended the fire at Stanley wood yesterday and got it extinguished. The prompt response surely stopped it from becoming much worse. Hopefully the forecast change in weather this weekend will dampen everything down. Many thanks again.</i>

13	30/6/2023	Fire and Rescue Service	The service received a thank you email after her little daughter was allowed to have her picture taken with a fire engine on her fourth birthday.
14	30/6/2023	Stanhope, Barnard Castle and Middleton RDS Crews	A letter of thanks received from individuals involved in an RTC at St Johns Chapel on 23 rd June. They both wanted to thank everyone involved in assisting them.