



County Durham and Darlington
Fire and Rescue Service

Letters of Appreciation – 1 October 2023 – 31 December 2023

No	Date	Watch/Personnel involved	Brief Details	Section
1	3/10/2023	Rob Cherrie, Group Manager.	<p>Chief Fire Officer Steve Helps received an email from Andy Hearn, Interim Chief Fire Officer, Northern Ireland FRS HQ, it read:</p> <p>I just wanted to drop you a line to recognise and say thank you for the support Durham and Darlington FRS, in particular Rob Cherrie, are currently providing to Paul Rogers and his team over here in Northern Ireland. Paul has been very complimentary about your staff and the help you are providing in relation to Incident Command and other areas of Training and Development is greatly appreciated.</p>	SLT
2	6/10/2023	Red Watch, Consett	<p>Red Team Consett Fire Brigade did a fantastic job of installing fire alarms for me and my neighbours. They were helpful, cheerful and made some very much appreciated recommendations. What great guys and a trainee lass. THANK YOU!</p>	Emergency Response
3	9/10/2023	Newton Aycliffe Day Crewing	<p>Cllr Neville Jones contacted The Service regarding the following: 'Pleased to advise that we had a crew from Newton Aycliffe here at my workplace this morning to complete some kind of Mini Fire Audit. They were very pleasant and gave me some good advice, they were led by Ian Donoghue'.</p>	Emergency Response

4	13/10/2023	Darlington Blue Watch	An email was received from Darlington 1 st Barton Cubs thanking Blue Watch for facilitating their visit and giving them a talk, they all enjoyed it immensely.	Emergency Response
5	13/10/2023	Bishop Auckland Station	A thank you card was received from Northumbria Blood Bikes thanking Bishop Auckland crews for inviting them to their recent open day. They raised £63.20 from their buckets and are extremely grateful.	Emergency Response
6	19/10/2023	Bishop Auckland White Watch	<p>A compliment was received from the Clinical Team Leader of NEAS:</p> <p>The Bishop Auckland crews attended an RTC in Evenwood tonight. They were the first on scene to provide medical aid and did so fantastically. The Team communicated brilliantly and managed a potentially dangerous scene with great care and efficiency, ensuring the safe and rapid extrication of the Patients to allow my team to assess and treat quickly. FF Wardle on his first shift, who is also a Paramedic, was exceptional in his treatment, teamwork and all round professional approach. He is already a well respected member of the local ambulance family and will no doubt be a valuable asset to CDDFRS. Please pass on my thanks to the whole team who were led brilliantly and were a credit to your service.'</p>	Emergency Response
7	23/10/2023	Durham Blue Watch	An email was received thanking crews for attending a resident's home and his neighbour's on 20 th October due to their properties potentially flooding during the recent storm. They wanted to pass on their gratitude to everybody involved.	Emergency Response

8	25/10/2023	Durham Blue Watch	An email was received from a resident thanking crews for attending her daughter's home in Shincliffe during the recent bad weather and preventing her being flooded.	Emergency Response
9	2/11/2023	Bishop Auckland / Spennymoor Blue Watch	A compliment was received from an employee at TG Automotive, All Saints Ind. Estate in which he thanked every member of the service who attended a fire at their premises on 30 th October, 2023. He asked that particular thanks be given to David Welsh, Incident Commander.	Emergency Response
10	3/11/2023	Barnard Castle RDS	The service has received an email of thanks to Barnard Castle Crews, it reads 'I wish to highlight the exceptional work of members of your team at the Barnard Castle Quad Station who have offered educational events to local students over the last 6 months, The feedback from the respective schools has been nothing but positive and further events are being planned for next year to capture the next class of students.	Emergency Response
11	3/11/2023	Newton Aycliffe RDS	Walworth School sent a lovely card and some chocolates to Newton Aycliffe Station to thank the RDS for facilitating a visit for them.	Emergency Response
12	10/11/2023	High Handenhold and Durham Crews	A thank you card was received from thanking everybody involved in rescuing their son who was involved in a serious RTC between Brancepeth and Oakenshaw.	Emergency Response
13	24/11/2023	Middleton RDS	A letter was received from a resident of Middleton-In-Teesdale in which she thanked the crew from Middleton station for helping her recently when she had a house full of kerosene fumes, they sorted it out swiftly and even popped back to make sure she was okay at a later date.	Emergency Response

14	1/12/2023	Newton Aycliffe Crew	An email was received from a resident, thanking crews from Newton Aycliffe (particularly David and Ian) for their kindness and expertise when her family found they had locked their keys in their car on Saturday 25th November.	Emergency Response
15	23/12/2023	Durham Watches	A letter of thanks was received from UHND – Treetops Ward thanking Durham crews for visiting the children's ward and giving out selection boxes.	Emergency Response