



County Durham and Darlington
Fire and Rescue Service

County Durham and Darlington FRS

Letters of Appreciation 1 April 2024 – 30 June 2024

No	Date	Watch/Personnel involved	Brief Details
1	4/4/2024	Kyle Thompson (Off Duty – Watch Manager – Retained Support Officer)	An anonymous compliment has been received from a couple who were involved in an RTC. It reads: 'My husband and I were in an accident on the A688 on Thursday 8th March 2024 around 11:30am. The airbags deployed with a huge noise and lots of smoke and gas. Within one minute a young man had appeared and introduced himself as Kyle Thompson and that he was a firefighter/paramedic at the station a few minutes away. He was fantastic! He jumped into action immediately and assessed us both, then stayed with my husband asking all the right questions, upon finding out that my husband had previous damage to his neck. He told him not to move while he made necessary phone calls. In a very short time he had the ambulance, police and fire brigade on the spot. He coordinated the situation and everyone was doing what was needed. I am so very grateful for him taking control like he did. Thank you Kyle Thompson - you are a star and I am most appreciative of all you did for us on Thursday. The car is just a piece of metal that can be replaced, a love ones life is not! a massive thank you to Kyle and all the services that helped me and husband.'
2	19/4/2024	Fire & Rescue Service	A letter was received from North East Ambulance Service noting their appreciation for the help and assistance provided by the service at an incident at the disused Middridge Quarry, near Shildon and Newton Aycliffe on Tuesday 16 th April. The efforts of the team with the patient were commended, without whom the outcome may have been significantly different.

3	3/5/2024	Bishop Auckland Blue Watch	A letter of thanks received for Blue Watch, Bishop Auckland following a Home Fire Safety visit they carried out, The letter stated that the crew were very helpful and efficient and we wish for you to pass on our thanks.
4	9/5/2024	Consett Red Watch	An email was received from Derwentside College regarding an incident that took place at the college on the 8 th May 2024 led by Incident Commander CM Bainbridge. The college wanted to pass on their sincere thanks to the crew for their prompt attendance, the majority of the damage has been isolated to the laundry room, due to the speed and professionalism of the team, and they are truly thankful for that.
5	21/5/2024	Peterlee White Watch and Control White Watch	<p>A letter was received conveying appreciation to the crew from Peterlee, CM Godber and Firefighters Bennett, Dale and Hudson, who attended a relative's property on the afternoon of Friday 3rd May 2024 in Wingate.</p> <p>The crew were able to get into a small upstairs window which had been left open and advised that the occupant had very sadly passed away.</p> <p>The crew's kindness and compassion was very much appreciated at such a difficult time. Relatives of the deceased were overcome and the crew provided much appreciated support and were able to speak to the paramedics who were also there. We relatives struggled to contact the Police, the crew advised they would ask Control to do this for us. The letter expressed thanks to the service's Control Room staff for helping at this very difficult time.</p> <p>The letter stated that the crew were a credit to our service and would like to pass on the family's heartfelt thanks to everyone involved'.</p>
6	23/5/2024	Durham Station	A compliment has been received stating 'I would like to thank the amazing fire team who were outside the shops and takeaways in Priory Road, Framwellgate Moor this evening (23rd may). One of the lovely gentlemen let my little boy sit in the fire engine and took a picture of us with it to

			<p>show his dad. He's obsessed with fire engines and hasn't stopped telling everyone Thank you for making his dream come true even though he went very shy around you all. Again thank you so much, you are amazing!!</p>
7	28/6/2024	Fire & Rescue Service	<p>The family of Allan Pattinson wanted to thank everyone from the Service who attended his funeral at Durham Crematorium on Friday, June 14.</p> <p>A total of £710 was raised for Cancer Research from donations on the day. Allan worked in Workshops as a vehicle painter and then joined Durham RDS alongside his Workshops role. Allan served in both posts for more than 20 years and retired from Durham RDS with the rank of Watch Manager.</p>