



Safest People, Safest Places

Performance Committee

10 December 2024

Letters of Appreciation

Report of the Deputy Chief Fire Officer

Purpose of Report

1. The purpose of this report is to provide details of Letters of Appreciation received by the Service for the period 1 July 2024 to 30 September 2024.

Letters of Appreciation Received

2. Eight letters were received in the reporting period.
3. A summary of the Letters of Appreciation received for the period is attached to this report at Appendix A.

Recommendations

4. Members are requested to note the report.

Appendix A

Letters of Appreciation – July 2024 to end of Sept. 2024

No	Date	Watch/Personnel involved	Brief Details	Section
1	08/7/2024	Consett Crews	<p>A compliment was received from Blackhill resident George Thirlaway.</p> <p>“To whom it may concern. This afternoon we received a visit from two members of your staff from Consett Fire Station.</p> <p>They checked our existing fire alarms and advised us that they were not positioned properly and then installed two new fire alarms for us. What a fantastic service from your guys they were so friendly and efficient. It is good to know that we have such a good fire service in our area.</p> <p>Once again thank you we really appreciate your help.</p>	
2	13/7/2024	Darlington Blue Watch	<p>A compliment was received from Peter King from Parkside, Darlington. To express his gratitude to the crew after they knocked on his door on 13 July 2024 and offered to fit smoke alarms.</p> <p>Mr King said that he had only just filled out an online form for a HFSV when Firefighters arrived at his home.</p> <p>He was “delighted with the very high level of service” from CDDFRS and wanted to pass on his “sincere thanks” to the crew.</p>	Darlington Station
3	19/7/2024	Peterlee Red Watch	<p>A compliment was received from John Brandling NEAS Paramedic thanking the crew from Peterlee for their assistance at an incident on 17th June, 2024. It was in a wooded quite boggy small ravine type area in Peterlee between the rear of the Peterlee lodge Hotel / vibe night club and the leisure centre.</p>	Peterlee Station

			<p>The incident was to a patient who may or may not have had a fall in that area and may have sustained a leg injury. You guys did a fantastic job and I wish to pass on our sincerest thanks for the help & assistance you provided us with that night.</p>	
4	26/7/2024	Bishop Auckland Red Watch	<p>Durham Constabulary has thanked Firefighters in Bishop Auckland Red Watch who came to the aid of a woman in distress last week.</p> <p>Please see the letter below from Insp 993 Dave Clark on Durham Neighbourhood Policing Team:</p> <p>Could I just pass a message of thanks to the fire officers who attended to assist with a suicidal female on the foot bridge at Bishop Auckland around 10pm on Wednesday evening.</p> <p>I was called out as one of the force negotiators to try help resolve the situation.</p> <p>The young lady was in conflict and on the wrong side of the railings in wet weather, holding on with one hand and threatening to jump.</p> <p>We had your officers on standby and managed to take the opportunity to get a harness on at a brief moment of lucidity, which ultimately potentially saved her from serious injury or death if she had slipped.</p> <p>I was extremely worried about the risk and was really impressed how calm and professional the officers were in quickly applying the harness whilst talking in a caring manner and keeping her calm.</p> <p>Knowing how nervous I was, it must have been really difficult for those applying the harness, knowing she could fall at any time and also resisting the urge to grab her.</p>	Bishop Auckland Station

			Another great example of the expertise and professionalism of CDDFRS, which was a key trigger in successful conclusion of the incident.	
5	16/8/2024	Fire & Rescue Service	A letter was received from the family of Allan Pattinson thanking the service for everything that was done to give Allan the send off he deserved.	Fire & Rescue Service
6	30/8/2024	Consett Red Watch	A letter was received from a lady thanking Consett Red Watch for carrying out a HFSV and assisting her when she became unwell.	Consett Station
7	13/9/2024	Peterlee White Watch	An email was received from Blackhall RAF Air Cadet Squadron in which they thanked Peterlee White Watch for hosting them, they were all buzzing when they got back.	Peterlee Station
8	13/9/2024	Durham Green Watch	<p>Well done to Durham Green Watch who recently helped an elderly woman in distress at her home.</p> <p>The 80-year-old resident called Eileen made a frantic call to Community Safety saying that something in her house was bleeping and flashing and she feared this would start a fire.</p> <p>CS made the call and the crew visited the woman at her home on Douglas Villas where they made sure she was OK and fitted new smoke alarms.</p> <p>Eileen has been in touch with the Service today to pass on her "sincere thanks" to the crew.</p> <p>Great work by everyone involved!</p>	Durham Station