

County Durham and Darlington FRS

Letters of Appreciation

No	Date	Watch/Personnel involved	Brief Details	Section
1	10 th July 2020	Durham Crews	Sacrison GP Surgery sent a letter in thanking crews from Durham station who attended and carried a palliative patient downstairs in his home to a hospital bed so he could spend his last few days surrounded by his family.	Durham Station
2	17 th July 2020	Community Risk	A resident of Wolsingham sent a thank you in to thank Johnathon Hitchin following a Safe & Wellbeing visit he made.	Fire & Rescue Service
3	24 th July 2020	Sedgefield Crew	A card was received from a resident of Sedgefield thanking the crew from Sedgefield station for attending a fire that occurred in her flat.	Sedgefield Station
4	7 th August 2020	Fire & Rescue Service	A card was received thanking all personnel from the Service for their hard work during lockdown.	Fire & Rescue Service
5	14 th August 2020	Blue Watch Durham	Blue watch attended a ladies home to fit her some smoke alarms and she would like to thank them for a quick, clean and exceptional service.	Durham Station
6	14 th August 2020	Community Safety Team and High Handenhold RDS	CS and High Handenhold RDS have received a thank you card from the Re-f-Use café in Chester le Street following on from the food deliveries both teams helped to distribute throughout April to July	Fire & Rescue Service
7	21 st August 2020	Derwentside Team	A letter was received from a lady who was a passer by at an accident that happened in Blackhill where an elderly lady had a fall causing a traumatic wound to her face and leaving her very shaken. The passer by wanted to express her admiration for the crews who attended to the lady, kept her warm, cleaned her wound, calmed her down and made sure her dignity was retained at all times. They were a credit to the service.	Consett Team
8	21 st August 2020	Durham Crew	A thank you has been received thanking crew from Durham after a lady locked her child inside her car accidentally, they responded quickly and handled the situation with professionalism.	Durham Crew
9	11 th September 2020	Fire & Rescue Service	Tyne and Wear FRS sent a thank you thanking the service for participating in Exercise Oscar on 5 th September.	Fire & Rescue Service
10	11 th September 2020	Fire & Rescue Service	The service received an email thanking Mark Henderson for a training session he delivered	CRM

11	18 th September 2020	Fire & Rescue Service	The service received an email thanking Barbara Tate for her quick action in providing new smoke alarms when the existing ones failed to a resident who lives adjacent to a hoarder.	CRM
12	18 th September 2020	Fire & Rescue Service	The service received a thank you to Sarah Litt after she visited an occupant of a special needs facility and was very helpful and informative with him.	CRM