



County Durham and Darlington
Fire and Rescue Service

County Durham and Darlington FRS

Letters of Appreciation – April 2021 – end of June 2021

| No | Date | Watch/Personnel involved | Brief Details | Section |
|----|----------|--------------------------|--|--------------------|
| 1 | 9/4/2021 | Darlington crew | A lady has written in praising Darlington crew member Dave Foggin for taking the time to interact with her toddler son when he was out dealing with a pigeon rescue. The lady says her son doesn't interact with anyone normally but Dave made his day and had him smiling from ear to ear all day long. | Darlington Station |
| 2 | 9/4/2021 | Peterlee Green Watch | A letter of thanks was received from a lady in Peterlee after crews attended her wheelie bin that someone had set on fire. She says it was dealt with quickly and efficiently. | Peterlee Station |
| 3 | 9/4/2021 | Fire & Rescue Service | A letter was received from Amanda Healy, director of Public Health thanking the service and all the staff for all the support and cooperation in the COVID-19 community testing sites set up. | |
| 4 | 9/4/2021 | Fire & Rescue Service | An easter card has been received from Lord Lieutenant Sue Snowdon wishing everybody a lovely easter. | |

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| 5 | 9/4/2021 | Peterlee Green Watch | A lady has contacted the service to thank the members of Peterlee Green Watch, who, one day while out fitting smoke alarms, were approached by a young, distressed girl, she spoke to the crew then ran off. The crew then caught up with her and after talking to her at length identified a number of concerns and a safeguarding referral was made. The young girls mother, who spoke to the crew on the phone said she could tell they cared and appreciated their understanding of her daughters complex needs. She hopes her daughter will now get the help she needs. | Peterlee Station |
| 6 | 16/4/2021 | David Cuthbertson | Steve Wharton would like to thank David Cuthbertson for all his help setting up a tribute to HRH Prince Philip. David stepped up and just got on with the job without any complaint despite it going on past 10pm. | CS |
| 7 | 23/4/2021 | Blue Watch Consett | The service has received a thank you from Social Services while out attending a routine visit to an elderly lady they found her on the floor and were unable to gain access. The crew gained access and after finding the lady very distressed checked her over, Social Services said the crew dealt with everything with the utmost care and consideration. | Consett Blue Watch |

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| 8 | 30/4/2021 | Fire & Rescue Service | A letter was received from Sue Snowdon, Lord-Lieutenant thanking everybody for the respect shown after the sad passing of HRH The Duke of Edinburgh | Fire & Rescue Service |
| 9 | 30/4/2021 | High Handenhold Red Watch | Red Watch HH received a thank you after attending a fire in Kiphill on 22 nd April. | High Handenhold |
| 10 | 30/4/2021 | Peterlee crews | A thank you has been received from a member of the public after crew from Peterlee went to his assistance after he collapsed while out on his bike on 20/4/2021 | Peterlee |
| 11 | 30/4/2021 | Darlington Crews | A thank you has been received for crew in Darlington after they went to an incident (residential property fire) on 22/4/2021 | Darlington |
| 12 | 30/4/2021 | White Watch Darlington | A thank you has been received NEAS thanking Darlington White Watch for all their help during a recent incident at Park Place, Barnard Castle on 5 th April. | Darlington |
| 13 | 14/5/2021 | Barnard Castle Crew | A thank you has been received from a resident after 2 firefighters from Barnard Castle station fitted new smoke alarms for her. | Barnard Castle |
| 14 | 21/5/2021 | Peterlee Crew | A thank you was received from a resident in Blackhall after 2 fire fighters from Peterlee station fitted her 2 new smoke alarms. | Peterlee |