



County Durham and Darlington
Fire and Rescue Service

County Durham and Darlington FRS

Letters of Appreciation – July 2021 – end of Sept 2021

| No | Date | Watch/Personnel involved | Brief Details | Section |
|----|----------|--|---|--|
| 1 | 2/7/2021 | Stanhope crew | A Thank you was received for fitting smoke alarms for an elderly gentleman. He was very grateful | Stanhope Station |
| 2 | 2/7/2021 | Phil Innis | A letter of thanks was received from Mark Hallas CEO of Crimestoppers thanking Phil for all his work on the Firestoppers initiative. | Fire & Rescue Service |
| 3 | 2/7/2021 | High Handenhold Crew & David Newton | CS would like to thank David Newton and crew from High Handenhold after they visited and assisted an elderly gentleman after a fall, while there a thorough SWV was carried out and sensitive information was passed onto CS in order to provide support. | High Handenhold and David Newton |
| 4 | 2/7/2021 | Fire & Rescue Service Control, Spennymoor, Sedgefield crew | A big thank you was received from a lady whose friend had fallen into a small beck. | Fire & Rescue Service Control, Spennymoor, Sedgefield crew |
| 5 | 2/7/2021 | Fire & Rescue Service | A Thank you was received on Social Media from someone who attended the vaccination centre in | Fire & Rescue Service |

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| | | | Durham (name withheld) | |
| 6 | 9/7/2021 | Consett RDS | A thank you card was received thanking Consett RDS for rescuing an elderly gentleman who had fallen out of his stairlift and down the stairs | Consett RDS |
| 7 | 9/7/2021 | Neil Storey | The service has received a thank you from Liz Millward, Marketing Manager, Draeger UK Limited thanking Neil Storey for providing them and Sth Yorks FRS a tour of our decontamination facility. | Neil Storey |
| 8 | 26/7/2021 | Darlington Crew | An email was received thanking crew from Darlington for coming to the assistance of a lady who not only had a house fire but had an anxiety attack, she wants to thank the crews for being so calming and reassuring her that her house was safe etc once they'd extinguished the fire. | Darlington Crews |
| 9 | 30/7/2021 | Darlington Red Watch/Paul Cummings | A letter of thanks was received following the attendance of Red Watch D.ton at an incident where a female suffered a cardiac arrest. The letter described the crew as showing exemplary professionalism and compassion during this challenging incident. Thanks were also sent for SM Paul Cummings. | Darlington Station |
| 10 | 6/8/2021 | Peterlee Crews | The family of Ralph Laws have expressed their thanks for the guard of honour at Ralphs funeral, they were touched and it meant a lot to them. | Peterlee Station |

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| 11 | 3/9/2021 | Fire & Rescue Service | The Performance Committee had asked Keith Wanley to pass on their thanks to all staff after reading many letters from members of the public remarking on the care and compassion they had received from our staff during many different incidents.. | Fire & Rescue Service |
| 12 | 10/9/2021 | Durham Blue Watch | St Cuthberts Hospice sent an email thanking Justin Parry and Blue Watch Durham for attending their charity event and hosing the leftover paint down. | Durham Station |
| 13 | 10/9/2021 | Red Watch Darlington | MP Peter Gibson thanked Lee Brown and Red Watch Durham for their hospitality during his visit to the station. | Darlington Station |