



TWFRS Compliments 2022/2023

Below are compliments and messages of thanks TWFRS have received to date during 2022/2023.

March 2023

30 March 2023 – Correspondence received from Mr & Mrs [X] following a safe and well visit

“Thank you for fitting smoke alarms to our property and thank you for your brave work.”

17 March 2023 – Telephone call received regarding a safe and well visit carried out by Rachel Morris, P&E

Gentleman called praising the lady who fitted his smoke alarms. He said “I normally like to complain about everything, but was so impressed with the fantastic service received, I wanted to ring up and let you know that I am really, really happy, it was fantastic.”

17 March 2023 – Telephone call received regarding a safe and well visit carried out by Josh Pitchford, P&E

“Josh had been today and he was amazing a most professional and pleasant young man he has made my day and would just like to pass on how happy I am with the service he provided”

13 March 2023 – Email thank you to the Service from Cllr Daniel Weatherley

“I know all the Service’s staff work extremely hard, especially in terms of prevention, with schools and community groups and they have been very proactive since the incident at the bowling pavilion.

I attended the fire at the bowling pavilion and can safely say all crew members were dedicated, courageous and professional at all times, I hope you could once again pass on my thanks.”

10 March 2023 – Email thank you from LGA to DCFO Heath as a speaker at the March LGA Fire Conference

“A big thank you for your input into the Fire Conference earlier this week. It was a really interesting session highlighting important issues and it was great to see people engaging and asking questions too.”

10 March 2023 – Email thank you from LGA to AM Clark as Workshops host at the March LGA Fire Conference

“A huge thank you for your input into the Fire Conference earlier this week. It was excellent to see how many people went along to and engaged in your workshop and I know it gave people lots of ideas and questions to take back to their home authorities.”

10 March 2023 – Email thank you for support, level of care and dedication displayed by Station Mike W/W Crew

“On behalf of my father and myself, I would like to say a huge thank you to all your crew members, who were on shift yesterday evening.

I had to ask for advice from your crew, on possible ways of getting my father out of his mobility vehicle, as his rear door was securely locked/jammed. My father is wheelchair bound (electric wheel chair), after a severe stroke last year leaving him paralysed down one side. He is on the large side and unable to weight bare. All the crew members went above and beyond as assistant getting my father out of his car. It was amazing to watch the team work, effort and skill involved. Last night, we had already spent 3 hours in A&E. As I drove him back to his

care home on Old Mill Lane, I was unable to unlock the rear door of his mobility car. Panicking, as it was around 9.30sh, my only thoughts was the fire station.

On arrival I explained to one of your members of staff what had happened. I was then told to bring my car into the station to keep my dad warm, as it was a freezing evening. The crew would have a look to see what they could do. Every member of this watch was fantastic looking after the welfare of my dad and myself. Their effort to try and release the door was amazing, but it was all in vain as it wouldn't open. The crews thoughts then went to getting my dad out of the car other ways. What I witnessed next, was amazing, it blew us both away. The crew somehow managed to get my dad out though the side door on a board, then also managed to get his heavy electric wheel chair out.

The level of care, support and dedication to solve this issue was incredible. As I've mentioned we both would like to thank all the crew members for helping us last night."

03 March 2023 – Well done email regarding GM Paul Thompson

"I would like to pass on how well Paul Thompson chaired recent Anti-Social Behaviour panel meetings. He has taken the training on board and shows clear empathy for the victims involved, he balances this well with his expectations on services and their increasing workloads and recognises the need to assess risk and implement actions to reflect the risk in the case."

02 March 2023 – Call received to Business Services to thank Philippa Whitworth, P&E

"Thank you to Philippa Whitworth who carried out a Safe and Well visit to my property. Philippa explained everything to me and I am going to pass on her leaflet to my neighbours."

February 2023

27 February 2023 – Email thank you for Station Juliet W/W attendance at the funeral of retired Leading FF John Knighton.

"I would like to pass on a huge thank you to the four fire fighters who were present at my Grandads funeral on 27/02/2023. Although a very emotional tribute, it was respectful and touching. I can't thank you enough for turning up. My grandad loved his time in the fire service and I know he wouldn't have changed it for the world and if he could have gone back I'm sure he would have. Thank you for taking the time out of your shift to help us say our goodbyes. It's very much appreciated. Thank you for all the work and service you do day to day for our community and stay safe. Thank you again."

14 February 2023 – Email thank you for the provision of Safe & Well Checks

"Thank you for providing such an important service in the community through the safe and well checks."

13 February 2023 – Email thank you to TWFRS Crews

"I would just like to say a huge thank you to the crew who not just 1 of them but all of them waved back to my 6 year old daughter. She loves all emergency response vehicles and being autistic such a small thing like waving back made her day and means so much to us. Thank you for making a little girl very happy today, keep up the good work and stay safe."

10 February 2023 – Email thank you to Crews, GM Thompson and GM Anderson for assistance re Crowhall Towers

"Thank all of your crews who were involved in assisting with the clean-up of Crowhall Towers. We have managed to maintain and fortify, the working relationship, that the Council and the Community Hub trustees share. Additional thanks given to Paul Thompson and John

Anderson, who stayed on Friday evening, until the building was made safe, and a safeguarding solution for the sole resident was agreed.”

8 February 2023 – Email thank you to Occupational Health Nurses and Crews involved in the health monitoring facilitation

“Professor Anna A Stec expressed her gratitude to all the Occupational Health Nurses and those crew members who assisted in the TWFRS Health Monitoring Facilitation event.”

4 February 2023 – Email thank you to the crew from Swalwell Community Fire Station

“Thank you to the crew from Swalwell Community Fire Station who attend a commemorative coffee morning and unveiling of a community defibrillator at Clara Vale village hall in Gateshead held to honour the life of firefighter Edward 'Ted' Aisbitt.”

3 February 2023 – Email thank you to Control colleague Cheryl Richardson

“Thank you to the call handler who dealt with the incident I was in for their calm, friendly and professional conduct.”

2 February 2023 – Email thank you to the Crews attending a refit of smoke alarms for an elderly couple recovering from surgery.

“My brother is 85 and his wife is 84 and are both recovering from a nasty fall in which his wife sustained a broken shoulder. Both were unable to reach the highly placed alarm due to their physical conditions. They were also very confused about what to do, so in desperation rang the fire service for advice.

They were informed that a response would be initiated, and within a very short time, firefighters arrived to help. It was established that the alarm was malfunctioning due to its age, your officers very kindly offered to replace it with a new one which they did whilst at the house.

Please would you be able to convey their gratitude to those extremely helpful officers, they were so friendly, courteous and helpful, and words are just not enough to say how grateful we all are regarding this matter.”

January 2023

24 January 2023 – Thank you card from Westerhope Methodist Church sending good wishes to Stn A firefighters following the recent attacks.

“Following the appalling attack on fire fighters in West Denton on Saturday evening when they were attempting to do their job, the community at Westerhope Methodist Church would like to pass on their kind thought and prayers to those involved and to express their appreciation to all fire fighters based at West Denton who in their role support, care and protect everyone, at times endangering their own lives.”

23 January 2023 – Twitter thank you received from a member of the public.

“Was standing next to a man with his little boy waiting at traffic lights. The boy saw a fire engine and pointed excitedly, they saw and puts lights and sirens on briefly and gave him a wave. The boy was so happy. How lush @Tyne_Wear_FRS 😊❤️ #MondayMotivation”

23 January 2023 – Verbal thank you received from a service user for CM Thompson and G/W Stn Q.

I've [P Coles, Station Administrator] taken a call today from a lady regarding a garden fire yesterday lunch time at [address]. She may have been out at the time and a note was left, but she would like to speak with the Crew who attended to give her thanks.

20 January 2023 – Email thank you from the Lifestyle Coordinator at The Manor House Gosforth Care Home about Rosemary Tarbit, Community Engagement Team Member.

“We had a colleague of yours visit us this week to do a fire and safety talk! The residents wanted me to email on their behalf and let you know that Rosey is a credit to your organisation. Believe me it sometimes takes a lot for the residents to be so impressed. She answered every question and gave her time to everyone that attended. I know this may be Rosies job, I feel like she goes over any expectations. Thank you so much for and we are grateful and look forward to the next visit. Thankyou.”

19 January 2023 – Email to the CFO from the Security Manager at Industrials REIT Limited about WM Currie, G/W Stn A.

“I am sure you will agree we are all too soon to complain but not to praise. I recently met with your colleague Matt Currie at an estate we own in Newcastle (The Waterfront). Matt is an excellent ambassador for the Brigade and an absolute credit to you. I have welcomed his support and assistance in dealing with a difficult situation. Could I please ask that my email is recorded.”

18 January 2023 – Verbal thank you from a service user for W/W Stn A.

Mr X of [address] called and asked me [J Coulson, Station Administrator] to pass on his thanks for such a prompt service. He has been most impressed!

Narrative from J Coulson

Mr X was recently visited by Stn. Alpha White Watch who carried out a Safe and Well visit at the request of Mr Harvey (who had a chirping smoke detector). The crews responded to his request the same day.

6 January 2023 – Email thank you from South Tyneside Women’s Aid to Kerry Douglass, Station Administrator and G/W Stn K.

“Just wanted to send a great big thank you to yourself and the team who came out yesterday and visited us at South Tyneside Women’s Aid. They were all fab and the children who took part thoroughly enjoyed the opportunity to see the fire engine up close. We were wondering if there is any chance you could forward some details about any open days you have where we may be able to organise a visit and also if you have info regards cadets sessions as some of the children on the scheme are interested in attending.”

4 January 2023 – Email thank you to the Principal Officers from a National Fire Chiefs Council (NFCC) colleague.

I just wanted to touch base with you about you so generously allowing me to stay at the flat in Central Fire Station these last few weeks while my brother was under-going treatment for cancer. The flat has been an absolute godsend; following surgery, my brother experienced a number of complications which meant he had to go back down to theatre four times within a 10-day period. What should have been a 2-3 week stay in hospital ended up as just over 5 weeks. It was a very dark time for us as a family which was made so much easier by being close at hand. My brother was discharged just before Christmas and is doing well at home; however, he is due to go back into hospital in the coming week for more surgery and this will be followed by a six-week course of radiotherapy in Newcastle, due to start in January. All of your staff, from the colleagues I met at HQ just before Christmas, to everyone on station, has been absolutely fantastic – so welcoming and offering support and practical help where they can. No one has questioned my being there at the station and they have been genuine and discreet in their questioning and well-wishing. They are a credit to the service and to you as the senior leadership team.

I would hate to think I was overstaying my welcome and taking advantage of your good nature by staying in the flat, so I just wanted to check that it’s ok to stay there for the next few weeks while my brother undergoes the next phase of his treatment? I am also mindful that there is a

new Station Manager at Central Fire Station - I will contact him tomorrow to introduce myself and check he is happy with the arrangements. Should circumstances have changed, and you require me to vacate the flat then please let me know. I am at home in Nottingham at the moment but planning to return to Sunderland in the next few days for my brother's next appointment. I will also arrange to come up to HQ at some point in the coming weeks to put more faces to names. Many thanks again for your kindness and understanding and I hope to meet up with some of you very soon.

4 January 2023 – Email thank you on behalf of two charities following Stn M attendance at the Boxing Day dip.

“Thank you on behalf of Sunderland Lions and Red Sky Foundation for your attendance and support at the Boxing day dip it was greatly appreciated by all in attendance we had 329 Dippers and thousands of spectators. Please let us know how we may make a donation to the service?”

December 2022

22 December 2022 – Email thank you from a service user following

“Thank you for your letter offering us a post fire visit. We have been so impressed by the service on the night (When they fitted new smoke alarms and gave us the same fire guidance leaflet that you have also sent us.) I don't think we need a follow up visit because their care on the night was so next but if you need to do one we could fix a date, otherwise please rest assured that we are very impressed by this service and send our thanks to the fire team that came out to us so quickly (and didn't make me feel bad for calling them out!) Best wishes for a peaceful and safe Christmas to all the team. And many thanks.”

19 December 2022 – Verbal thank you on behalf of a service user following a Safe and Well visit carried out by Steven Grainger.

She mentioned how Steven had gone “*above and beyond*” as there was also a family situation regarding her brother and TWFRS provided the help and re-assurance needed.

18 December 2022 – Thank you email from a service user for W/W Stn J.

“On Friday 16th December I contacted Tynemouth Fire Station in relation to a faulty smoke alarm, the officer I spoke to said that someone would come to my house that morning and rectify the problem. About 12 noon two officers arrived and immediately replaced the faulty alarm. They were extremely pleasant and very professional. My wife and I would like to say thank you for responding so quickly to what was a minor matter, we really appreciate your response (no more chirping alarm keeping us awake)!! Thank you very much wishing all your staff a Happy and safe Christmas and New Year”.

15 December 2022 – Thank you email from a service user.

“Not only is the fire prevention/home safety/health & safety service you provide to us in our homes prompt and absolutely first-class, the person who attended to me earlier this week (Gwen) was a most friendly, helpful and amenable employee who is a credit to Tyne and Wear as well as the national service, and who helped and advised with seeming patronising. Thank you! I feel safer and happier in my home now, especially with 2 new smoke alarms!”

12 December 2022 – A thank you poster received for SM Nelson and Stn Q. from Thornhill Park School.

On 28/11/22, SM Nelson facilitated a station visit with visitors from Thornhill Park School. Following the visit a ‘thank you’ poster with photos from the day was dropped off at the station.

12 December 2022 – Thank you email from an Inspector in Neighbourhood Policing, Southern Command at Northumbria Police to R/W Stn Q, SM Andrew Nelson and the Princes Trust team.

“I want to officially thank you for the assistance you gave me on Monday the 5th of December. As you know, the day was a challenging one for all involved and the risk of further disorder was high. Thanks to you and the staff in the station, we were able to hold briefings, allow the officers working to change into appropriate PPE, have comfort breaks and still be close to where they were required to deploy. It was an excellent example of how we, as partners, work collaboratively, and puts us in good stead when we work under JESIP principles. Thank you again for being so accommodating, I’m aware that it was a much busier day in the station than usual, but it was gratefully appreciated. Please also pass on my thanks and gratitude to your senior management.”

Narrative from SM Nelson

This was crews at station Q, red watch and Princes Trust accommodating the police for a large scale operation at short notice. On site training venues and times changed, meal and break times changed and mess facilities provided. This enabled police briefings and a staging area to be set up.

12 December 2022 – Thank you email from the wife of the High Sherriff Tyne and Wear.

“Just a short note to say a huge thanks for the beautiful flowers which were a very pleasant surprise and look great in the lounge. I was sorry that I could not attend the service but David has said that like everything you do it was an excellent event well managed and a real celebration of what fire fighters have achieved for community good. As you know David has many events to attend as High Sheriff but he always looks forward to your events with real pleasure. Please have a great Christmas break and hopefully catch up in the New Year”.

11 December 2022 – Thank you email from a retired member of staff about Harry Hubber, Pensions Technical Advisor.

“I have just completed my last shift before my retirement and I want to express how grateful I am to Harry Hubber. I am in the pension 'abatement' process, which at times has been confusing and stressful. However, Harry has been constantly available to help guide myself, and others, through the process. He has been honest, professional and supportive at all times and myself and my family cannot thank him enough. He has done everything he can to inform me of my options and to ensure I am fully informed and prepared for what is a very important stage in my life. As his line manager I am certain you are well aware of his excellent work and the Service is very fortunate to be able to rely on people like Harry and yourself. Best wishes for the future.”

8 December 2022 – Verbal thank you from a service user following a Safe and Well visit carried out by the P&E Teams in the West.

I have just taken a call from Mrs X of [address] who would like you to pass on her thanks for the gentleman (Graeme) who attended her property yesterday and put up with her rabbiting on and who was also very polite and helpful.

Narrative from Nicole Mordecai, P&E District Team Leader

Prevention Teams in the West carried out an initiative at Regent Court due to the number of false alarms over the last 12 months. Great feedback from an occupier.

1 December 2022 – Thank you letter from the Chair of the Newcastle Safeguarding Adults Board Improving Practice Committee to Shaun Kelly, Policy and Strategy Manager and Alan D’Arcy, Safeguarding Manager, P&E.

“On behalf of the Newcastle Safeguarding Adults Board Improving Practice Committee, I wanted to write to thank you for hosting one of the webinars during Safeguarding Adults

Week 2022. We really appreciate you taking the time out of your busy day-to-day role to share your knowledge, experience and best practice with a wider audience in Newcastle and beyond. Over a 1,000 people participated in our events across the week which is fantastic, and their feedback has been very positive. Below is just a snapshot of the many thank-yous that we received.

- *“Amazing project! I wish other cities would understand the value of such preventative work”*
- *“Thank you so much for a great session... great to have the overlap with Newcastle Carers, Safe Newcastle and Adult Safeguarding”*
- *“Really useful and thought-provoking”*
- *“Thank you so much. Really interesting and informative”*

November 2022

30 November 2022 – Thank you email from the Care Team Lead and Careers Coordinator at Talbot House School to the Service’s Education & Engagement Manager about Philippa Whitworth, P&E District Team Member and Tommy Richardson, Education and Engagement, P&E.

“Just a message to say a big thank you for providing staff to come down today. Tommy and Phillipa were amazing from start to finish, especially with the pupils. The pupils really enjoyed the session, I will send a selection of photos over once they have been processed. Can you pass this email onto to Andy Robinson too please as he helped with organising this also”.

29 November 2022 – Verbal thank you from a patisserie shop for Stn H.

“We have received a gift from a local patisserie. They dropped off a box of cakes and pastries to Rainton Bridge fire station as a thankyou for what they said was "an excellent job we do".

29 November 2022 – Thank you email from the Early Years Leader at Grindon Infant School for R/W Stn Q.

“We really enjoyed Fridays visit the children have not stopped talking about it. Thank you again for organizing”.

25 November 2022 – Thank you email from a service user to WM McSherry W/W Stn F.

“I'm writing about last night's call-out to [address]. Thank you so much to the team for sorting out the problem, switching off the stove before anything started to actually burn. I'm commuting from the south every week because my wife got a job down here, I'll know forever now not to prepare any food an hour before leaving. But the whole experience dealing with the fire service was really great, thanks again.”

17 November 2022 – Thank you email to WM Kirby, Stn E from the 2nd Wideopen Cub Scout Group.

“Thank you so much for a fantastic visit to Gosforth fire station today. My daughter said it only felt like 20 minutes and could have stayed longer. Can't wait to arrange a visit in the summer maybe I don't know if it's allowed but thought kids could help wash a fire engine as part of it?”

Narrative from WM Kirby

The cub scouts were given advice to ensure they got their Fire safety badge and were shown around the station, the appliances, and Control sent down a test fire call to show how the crews respond to emergency fire calls.

10 November 2022 – Twitter thank you from a service user.

“Just want to say another huge thank you to the amazing teams of our local firefighters that came to help us this morning in Gosforth, you were all amazing.”

8 November 2022 – Thank you letter to SM Griffin from the Chief Constable of Hertfordshire Constabulary, JESIP Interoperability Board Chair and JESIP Senior Responsible Officer and National Police Strategic Lead.

“I write this letter on the day that the Manchester Arena Inquiry, Volume 2 has reported the failings found in the emergency service response to the terrorist attack. The report provides a powerful and salutary reminder of the importance of JESIP and ensuring that all our responders and commanders are appropriately trained and can operate effectively to these multi-agency procedures when required. In support of this throughout the year, you and your colleagues have delivered the Train the Trainer (TtT) workshops, critically upskilling trainers in responder organisations across the country in the updated JESIP Multi-Agency Interoperability Training Course content to enable local and regional delivery.

The final centrally coordinated workshop was delivered in October, with responsibility to upskill new trainers now passing to the services who will achieve this through identification of appropriate trainers using JESIP Training and Trainer specification and TtT material provided. Between you and your colleagues, you delivered 13 workshops, resulting in over 230 trainers being trained to deliver the essential JESIP training course. This is an outstanding achievement and I would like to formally say ‘Thank You’ to you all for this incredible effort. A further reflection of your dedication and professionalism was highlighted through the candidate feedback. It would have been so easy to lose the quality in delivery when trying to rollout the training to such a large number of people, however the feedback showed most attendees were either satisfied or very satisfied with the course and its delivery. This again is truly exceptional. You should be incredibly proud of yourselves and the positive impact your efforts will have on the public we serve.”

8 November 2022 – Thank you email to the CFO and DCFO from the ACFO South Yorkshire Fire & Rescue Service.

“Good afternoon, hope you’re both well. As you’re probably aware we’ve held a really informative meeting with both Louise and Laura today. I just wanted to express my sincere thanks on behalf of our service. They were both absolutely fantastic and a real credit to Tyne and Wear FRS.” We’ve taken a huge amount of learning away from your HMI experience.”

7 November 2022 – Thank you email from a service user OIC WM Crutwell, and crew from Stn. N, M and Q.

“I would like to thank you for how quick you attended tonight when the fire alarm went off. This is the central alarm system for the block, not individual flats, so residents couldn’t resolve it. My first response was to call the property management company, who advised me to contact 999. I was not sure about calling 999 for a fire alarm, but I did. I was so impressed with how the local fire station responded, arriving here almost instantly. They were here almost as soon as I ended the call. The crew that attended were very professional and efficient, quickly checking out the scene and turning off the alarm. On behalf of all residents here, thank you.”

7 November 2022 – Thank you letter from the High Sheriff of Tyne and Wear.

“Thought that I would drop you a brief note of thanks for the invitation to Central Control a visit which I found to be informative, reassuring, interesting and enjoyable. It was so good to meet so many officers and to hear of the extensive work they do to help to keep our community safe.

What struck me most when I left was the extensive evidence of teamwork and how all the various parts of Tyne and Wear Fire Service work together for community good supported by extensive training, procedures, and processes. Well done to all and I hope that you were not too busy with all of the fireworks at the weekend.

Please keep up the excellent work and do not hesitate to contact me if there is anything I can do to help during my year in office.”

5 November 2022 – Thank you email from the NFCC Chair to L. Clarkson, S. Allison, L. Brookes and V. Vickerson following the work conducted in support of the Manchester Arena Inquiry Response Cell.

“In my discussions with Chris over the last few days he mentioned all four of you and your support in setting up and running the MAI cell as the latest report was released this week. Now that the dust of the last few days has settled a bit I wanted to take the opportunity to say thank you for everything you did. The arrangements and support was superb and enabled us to just get on with the job in hand. As with all things – it is the work of colleagues behind the scenes that determines the success of anything we do. I’m delighted with how it went and hope this short email conveys my thanks and appreciation, and that of my colleagues inside T&WFRS and across NFCC and many other FRS.”

1 November 2022 – Text message thank you from Councillor Fletcher, Washington North Ward following crew attendance at a fire at a petrol station in Washington.

“Could you please pass on my thanks for the fantastic response to the petrol station fire yesterday as it could have been catastrophic.”

October 2022

30 October 2022 – Email thank you from a service user.

“My attention has been drawn to a piece of GOOD WORK by your Crews from WASHINGTON and BIRTLEY when they put in an excellent STOP at a FIRE on a Filling Station Forecourt on 25/10/2022. It always pleases me to receive such reports from local residents, in this case my Son [name]. Please ensure a copy of our thanks is passed to the Crews attending and the Control Room Staff on watch at the time of the incident. Well done to all.”

30 October 2022 – Email thank you from a service user for WM Batey and B/W Stn Y.

“I just wanted to say thank you so much to the team who came out to get my daughter who was "stuck in her chair" I was so relieved and so apologetic that I had to call them out. But I really am so grateful. You really are angels thank you so so much.”

29 October 2022 – Email thank you from a service user about WM Montgomery, FF Parker and G/W Stn E.

“Hi there, just wanted to thank Kev Montgomery and Green Watch at Gosforth Fire Station for their kindness and professionalism earlier this week. Due to a swollen finger, I needed to have a ring removed. Young Jake (Trainee Firefighter) carried this out with great care and consideration, under the supervision of Kev.”

27 October 2022 – Email thank you on behalf of a service user for crews from Stn S & W and Control Staff following attendance at a fire at a petrol station in Washington.

“My attention has been drawn to a piece of GOOD WORK by your Crews from WASHINGTON and BIRTLEY when they put in an excellent STOP at a FIRE on a Filling Station Forecourt on 25/10/2022. It always pleases me to receive such reports from local residents, in this case my Son [name]. Please ensure a copy of our thanks is passed to the Crews attending and the Control Room Staff on watch at the time of the incident. Well done to all.”

24 October 2022 – Email thank you from a member of the public.

“I just want to say a huge thank you to the lovely fire fighters that called to a near by property in kenton my little boy age 4 was so amazed and is over the moon they all said hello and spent time to show how important they are they all made my little man's day which is fireman Sam mad and all for the emergency services. I am so grateful and my son is more than grateful he burst into tears when your lovely firefighters drove off. Also its amazing to see fire

lady's at 31 years of age its the first time I have seen a women taking on this roll and I have to admit It is so empowering to see what a lovely bunch. Thank you so much."

18 October 2022 – Email from a USAR Capability Officer at the NFCC National Resilience Assurance Team following an assessment of WM Carr and Merlin.

"The time and hard work they have both put in have definitely paid off and their performance was a credit to themselves and Tyne & Wear FRS."

15 October 2022 – Email thank you from a member of the public.

"I visited Newcastle City Centre today parked my car in the Grampian Multi Storey Car Park, when returning I could not find the entrance, so I asked one of your crew members who kindly showed myself and my friend where to go, it was so lovely of him and very much appreciated."

12 October 2022 – Email thank you from a service user about FF McKane following a safe and well check.

"We completed your online fire safety assessment a few days ago and someone called this morning to offer us a home visit. We accepted the offer and someone came round at 10.30am today. We didn't catch the gentleman's name but he was incredibly helpful. He installed three smoke alarms and a heat alarm in our kitchen. He also gave us some really good advice. We hadn't thought about a safe escape route in our home and it was useful to learn why this is so important. We realised that we don't have keys for some of our windows upstairs so will be ensuring that gets sorted. Just wanted to say thank you for making our home safer and for such a prompt and efficient service."

10 October 2022 – Thank you letter from the High Sheriff of Tyne and Wear following his involvement in the long service award ceremony.

"What a very special night on Saturday at the Tyne & wear Fire long service awards which I was honoured and pleased to attend. It was so good to see so many officers and their families attending with the awards service a tremendous success which helped to reinforce the significant role which the fire service play in our community for community good.

I know that these events are not possible without demanding work, determination, and imagination from a lot of people, and I would be grateful if you would pass on these thanks where you think it appropriate. Well done to all.

Please keep up the excellent work and do not hesitate to contact me if there is anything I can do to help during my year in office."

7 October 2022 – Email thank you from the Assistant Headteacher at Southmoor Academy, Sunderland

"Please can we just pass on our thank you to the team that attended this morning to talk to our students. Can you pass on a thank you to those who were involved? It was an extremely important message to pass to our students which was done in a great way to really make them think carefully. So thank you for organising and we would welcome the Fire crew in again to talk to our students."

3 October 2022 – Email thank you from the Vice-Chair at Northumbria Blood Bike to the PO Suite, reception and security staff in support of their AGM.

"Just wanted to say thanks for your help in organising everything for our AGM last night. Everything went really smoothly and we are very grateful for the use of the facilities. If you could pass my thanks up the line please."

3 October 2022 – Thank you card from a service user about Stn Q W/W.

"To the fire crew who saved my house. Thank you."

September 2022

29 September 2022 – Email thank you from a Fire Authority Member about Stn J.

"I just wanted to say that I had a bit of an accident today at Shields Town Hall. I had a nasty fall and as it was on the marble floor I couldn't get up. Officers from Tynemouth Station came and they were absolutely fantastic. I was still quite shook up with a nasty bump on the head but they took control as only your officers can. It was a very embarrassing situation but they were extremely professional, reassuring and basically just brilliant! I only know that the lead officer was called Steven, I didn't get the names of the other two I'm afraid. They were there at about 3.00pm and I know it's a long shot but could you please try and pass my sincerest thanks onto them. I can't praise them enough. Just so pleased that TWFRS can always be relied on as they have always been. Hope everything is ok with you. Take care and very best wishes."

28 September 2022 – Verbal thank you from a service user following a P&E Safe and Well visit by Steven Grainger and Colin Soulsby.

I've just taken a call from Mr X who wished to praise the efforts of "Colin and Steve" who visited his property on 22/09 to carry out a S&W. Comments from Mr X included:

- an asset to the company
- very efficient
- very polite
- very friendly

Mr X wished for me to pass this feedback on to their manager. He mentioned health issues his wife was having and how he was not going through a good time at the moment, so our staff help was ideal during the difficult time he is going through.

27 September 2022 – Verbal thank you email on behalf of a service user about Stn Q G/W.

Could you please pass on the thanks of Mrs X's Daughter, Jill to the watch from Stn Q who visited to S&W on 10th? Jill was super impressed with their courteousness and their flexibility when discussing attendance times. I gave her our website details so hopefully she will fill in the comments slip on there too!

Email thank you from Mrs X's daughter

"I would like to take this opportunity to say a huge Thankyou to Tyne and Wear fire service. I called them on a weekend as my elderly Mothers smoke detectors had started bleeping intermittently. They had just been fitted in May so I was unsure if they were faulty. 3 of the most friendly, helpful fire fighters arrived on a Saturday evening to replace the detectors. They took time to do a fire safety check and brief talk about slips and falls. Talk about service with a smile!! Thankyou so much for a fantastic service."

26 September 2022 – Thank you letter from the High Sheriff of Tyne and Wear following his involvement in the long service award ceremony.

"Thought that I would drop you a brief note of thanks for the invitation to present the long service awards for the Tyne & Wear Fire Service which I was honoured and pleased to complete. It was so good to see so many officers and their families attending with the awards service a tremendous success which helped to reinforce the significant role which the fire service play in our community for community good.

I know that these events are not possible without demanding work, determination, and imagination from a lot of people, and I would be grateful if you would pass on these thanks where you think it appropriate. Well done to all.

Please keep up the excellent work and do not hesitate to contact me if there is anything I can do to help during my year in office."

25 September 2022 – Thank you email from a recipient / attendee at the long service award ceremony.

"Just a note of appreciation for last night. It was great to meet up with everyone and also see the pride in the families watching their nearest and dearest being recognised for their service. Thanks for giving us the opportunity to share this with our families. The highlight of the night was most definitely the response to Dave Metcalf, it really demonstrates that everyone in the Service has great respect for him. Please pass on my appreciation to your team that clearly put in a lot of work to make the evening happen and giving up their own family time to ensure things run smoothly."

24 September 2022 – Social media thank you from a service user Stn K.

"Today I had to go to South Shields Fire Station for help and they were brilliant. I lost my hubby 15 years ago and my three children brought me a gold ring with his ashes in obviously it means the world to me as I felt he was always beside me. Tomorrow I am having a operation on my hand and I could not get my ring off. I was absolutely gutted. I've cried buckets lol. I went down and they managed to get my ring off without cutting it off. I so grateful as it was inscribed inside cutting it might of caused damage. I can't thank them enough. Brilliant service and companion they all showed was amazing."

21 September 2022 – Thank you letter on behalf of a service user about the crew of Y01 who assisted with a road traffic incident at Fellside Road, Whickham.

"May I take this opportunity to pass on my thanks and gratitude to the crew of Y01 who attended the above incident involving my daughter [name]. Their professionalism and expertise were excellent and their care and consideration for my daughter was greatly appreciated. I would be grateful if you would pass on my appreciation to the crew and personnel involved."

21 September 2022 – Email thank you from a service user about Stn G and F. G/W. WM Connelly and CM Gaukroger.

"I would just like to say a massive thank you to everyone who attended the arson attack in the early hours of Sunday morning, which unfortunately spread to our car. They were extremely quick to attend and did the most amazing job! I'd hate to think what the outcome would have been if it weren't for yourselves. You are all amazing and do an absolutely outstanding job! Thank you so much :)"

21 September 2022 – Verbal thank you from a service user following a Safe and Well visit Stn T. W/W.

I spoke to Mrs X this morning; she would like to extend her thanks to the crew who visited her for a S&W visit on 7th September (W/W Stn T). She said they were all polite and the 'boy' who did most of the talking had a lovely manner, very knowledgeable and fortunately didn't find too much wrong in the house!

16 September 2022 – Email thank you from a member of the public following a visit to Hebburn Community Fire station.

"Hi, I just wanted to say a huge THANK YOU to Matty and Nathan, your firefighters at Hebburn fire station. My 3 year old boy Isaac absolutely loves fire engines, loves watching them on tv and gets so excited when they pass our car on the road. I went to the fire station, hoping on the off chance he may get to see a fire engine up close. The welcome we received was amazing. Isaac was given a tour of the fire engine and even had a go of the hose and press the siren. His face is beaming when he is telling family and friends about it. He was very shy during the visit but Matty and Nathan were brilliant with him. They are a credit to the

service. They also give us a childrens book to read and an activity book. Thank you again so much for this experience and for being so kind and thank you for keeping us safe.”

15 September 2022 – Verbal thank you from a service user following a P&E Safe and Well visit by Scott Curtis.

A lady has rang to say she had a visit from us regarding her smoke alarms and would like to say a huge thank you she mentioned Scott that he was amazing so informative, caring and thorough and would like me to pass her sincere thanks for an amazing service to all.

14 September 2022 – Letter received to the LRF Chairs from the Director, Resilience and Recovery Directorate, Department for Levelling Up, Housing and Communities.

“I wanted to thank you all for your superb efforts and hard work in preparing for and leading local plans to ensure the smooth running of Operation London Bridge. Whilst the last five days have been unlike any others during my time in the Civil Service, I’ve also received numerous offers of support and thanks for the work that we’re carrying out in the resilience community. I wanted to share the deep-felt thanks with you all ahead of us coming together again tomorrow at the ResCG. Equally, I wanted to thank you for your ongoing support in providing data, and treating information shared with you with sensitivity. As we move to the latter half of the response, appropriate information security and handling protocols will remain essential to smooth delivery. We truly appreciate all the work being undertaken and thank you again for your continued support.”

13 September 2022 – Thank you letter to TCG members on behalf of the High Sherriff.

“On behalf of the Lord Lieutenant and other honoured guests thought that I would drop you a brief note of thanks for the help of Northumbria Police for the Accession Proclamation at Newcastle Law Courts yesterday.

As usual Northumbria Police came up with a solution arranging for all guests to meet at Middle Engine Lane and to be transported to the court with a police escort and I must confess that this in its own way was special as many of us had never had a police escort before and had the major benefit of us all arriving on time, it also must be noted that due to the Great North Run Northumbria Police already had major resource commitments at this time, I know that these events are not possible without hard work, determination, and imagination from a lot of people, and I would be grateful if you would pass on these thanks where you think it appropriate, and we again witnessed the professionalism, respect, and friendship of all the officers involved. Well done to all.

Please keep up the excellent work and do not hesitate to contact me if there is anything I can do to help during my year in office.”

12 September 2022 – Email thank you from a service user about crew from Stn J.

“We had an event on Sunday 11.09.2022 at 06.20 when the Fire Alarms went off at our Home and rang 999 for the Fire Service. The Tender attended very quickly to our premises and the crew carried out a full inspection and found no evidence of Fire or Excessive Heat. I would firstly like to thank the service for their quick response and diligence of the Officer and Crew that attended. We, following a safety inspection by the Fire Service of our property upgraded the Smoke and Carbon Monoxide Alarms in the property as we were advised by the Officer that they should be changed. We chose FireAngel Smoke Alarms to replace the BRK Mains Powered units as they were recommended by BRK who no longer supply to the UK / EU and appeared to be the Manufacture of preference to many UK Fire Services the Carbon Monoxide Alarm was Kidde. It appears that one of the FireAngel Smoke Alarms is faulty and I am communicating with the supplier on this matter. I have read in Forums on the Web on 'Which Alarms' that I should inform the Fire Service? However, my communication is a 'Thank You' from my Wife and Myself who are both pensioners for the prompt response to our call on Sunday Morning from I assume the Tynemouth Station.”

12 September 2022 – Verbal thank you from a service user following a P&E Safe and Well visit by Steven Grainger and Colin Soulsby.

A gentleman rang to say we carried out a S&W visit and would like to say thank you so much the service was exemplary our colleagues were amazing so informative and knowledgeable we gave him so much advice. He wanted me to pass on his sincere thanks for a great service.

11 September 2022 – Email thank you from a service user about crew from Stn S.

"I work in the control center for Ambulnz Community Partners and yesterday evening one of our Ambulance's based in your area was about to be stranded for the night, it had a flat battery and was parked in a car park near to Washington Primary care center. we had called AA and they were coming as a matter of urgency. However the car park closed at 6pm and it was already 5:10 with two lady drivers and two speed humps pushing vehicle out of car park was proving difficult. I rang Washington Community Fire Station and requested help. the crew were brilliant didn't hesitate to help. I would like to express our gratitude, the crew are an absolute credit to the fire service Once again Thank you."

7 September 2022 – Email thank you from a member of the public about FF Jones, Stn J. B/W.

"On the 6th September 2022, myself and my friend Joshua paid a trip to Tynemouth Community Fire Station, and yes that was in the pouring rain. We went to get photos of the trucks in the bays, and when we rang the bell were greeted by Fire Fighter Brandon Jones of Blue Watch, who showed us around all of the bays, and gave us amazing insight in to the trucks, the kit onboard, and let us get as many photos of the vehicles as we wanted. Brandon went above and beyond what we had hoped for, and I want to thank him for the time he spent showing us around, and for making my trip up from Teesside worthwhile, he is a credit to the service, and fielded every question with a smile and made our trip extremely memorable. I would love to see him receive high praise for taking the time from his day to show us around, and give us greater knowledge and insight."

5 September 2022 – Thank you card from a service user following TWFRS support to Norfolk Fire and Rescue Service.

"Hello again, Today I received the wonderful picture of the team that came to help us here in Ashill. I'm please to say it arrived unscathed, even though the postman was shoving it through the post box. Luckily I was there to pull it through. Thank you so much, I will be taking it to the archivist soon and I know they will be over the moon. Can't say thank you enough. Things are going slowly with the properties that were totally damaged, insurance companies, what can I say. I think dragging their heels is an understatement, but people here are resilient and are dealing with it as best they can. Hope you are all doing well. We'll never forget you. Thank you."

5 September 2022 – Verbal thank you from a service user. Stn K.

Mrs [X] had fallen over and got herself wedged between the cupboard and fridge and couldn't get up. She had a pan on and could smell it starting to burn so she pressed her pendant and 'suddenly everyone was in my house!' She was so grateful for their help and can't thank them enough.

4 September 2022 – Email thank you from a resident in Australia.

"Amazing, with the badger rescue. Thank you for your goodwill and kindness."

2 September 2022 – Twitter thank you from a member of the public.

"Thank you to Ben for showing my little boy Archie around his fire engine today whilst doing safety checks in my area. You've made his day!"

August 2022

31 August 2022 – Thank you letter for the West Denton Fire Cadets from the High Sherriff of Tyne and Wear.

“Thanks for the invitation to your meeting on the 30th of August a visit I found to be enjoyable, informative, and uplifting. It was good to have the opportunity to discuss with you the benefits of being a Fire Cadet and volunteering and to see first-hand the demonstration of your firefighting skills which was faultless. As cadets you learn new skills, including working as a team, self-confidence, how to communicate, resilience and self-presentation all of which will help you in your future life and careers and I would like to thank Karen Soady 1691, Tamsin Carmichael 4355, and all the volunteers for all their support for Fire Cadets. Please keep up the excellent work and do not hesitate to contact me if there is anything I can do to help during my year in office.”

23 August 2022 – Social media thank you from a member of the public.

“Last night I thought I smelled plastic smoke for a couple of hours but couldn’t see anything outside. I checked all my plugs in fear but they were all safe. I saw the fire engine a bit later and I saw today that the bins outside the flat have melted. Thank you for putting the fire out.”

23 August 2022 – Thank you card received from a member of the public.

“To Area Manager Richie Rickaby, With my heartfelt affection to you and your crew in the rapid response to the fire on Percy Way Walbottle Village NG15 8JA. As an ex villager ‘I know the area very well as having had a clipping sent to me of the Evening Chronicle write up. Brought tears to my eyes. ‘Thank You’, for your chosen careers in the fire service.”

19 August 2022 – Email thank you from a service user. Stn H. R/W. CM Jon McNestry and FFs Rukin, Cook and Hogg.

“On 12/08/2022 my family and I unfortunately experienced a flood at home whilst abroad on holiday. As I was driving back from Spain at the time, it fell to my Dad to deal with which, given his current health issues was not ideal. Due to the sheer volume of water playing on to the electrics he called 999 and the incident was dealt with by the crew of Station Hotel Red Watch with CM Jon McNestry in charge. After speaking to my Dad both during the response itself and on my return to the UK the next day, the one thing that stood out for him was the exceptional professionalism of the crew from start to finish. He was absolutely blown away by their approach, attitude and commitment to resolving the problem. He couldn’t have asked for more and as a former serving Firefighter himself it gave him great comfort to know that (in his words!) standards hadn’t slipped. On behalf of my Dad, can I take this opportunity to pass on my sincere thanks to the crew for their work and their compassion and can I also personally thank them for the help and support they provided to my Dad when he needed it the most. Cracking work CM Jon McNestry and FFs Rukin, Cook and Hogg.”

15 August 2022 – Verbal thank you from a service user. Stn C, F and J W/W.

“I’ve just taken a telephone call from [name] who has praised White Watch for their quick response to the open land fire at Walbottle on Thursday. [Name] had been evacuated from their home due to the fire spread and told me that by the time they were able to return to their home the crews had stopped the fire from spreading to their property as they are the first house at the end of the field where the fire was spreading. [Name] said the crews did a remarkable job as it was a horrendous fire. Had crews not controlled it when they did, they would’ve lost their property. She spoke to relief crews in the evening who told her that White Watch had responded and got the fire under control. [Name] are so very grateful to the hard work and perseverance demonstrated in keeping the fire away from the houses.”

15 August 2022 – Email thank you from a service user.

“A cat, not ours, was up a very high tree in our garden. As RSPCA couldn’t be bother to answer their phone we rang you. Top marks to all on the crew, professional, engaging and humorous. They attended [address] They are excellent ambassadors for the service.”

14 August 2022 – Email thank you from a member of the public.

“First of all just want to say that you all do a fantastic job and especially with the hot weather and the chaos that it brings.”

13 August 2022 – Social media thank you from a service user.

“Would just like to leave a quick thank you and well done for everything you all do, 999 was phoned this morning after a small grass fire had started across the roas from the nursery on our nearby housing estate in Jarrow, the children were fascinated watching you put the fire our and none stop talked about that you do all day, the fire we saw was nothing compared to what some of you are tackling at the minute but it goes to show your work doesn’t go unnoticed. From all the children and staff at Jarrow Day Nursery thank you for all your hard work xxx.”

13 August 2022 – Social media thank you from a member of the public.

“Tyne and Wear FRS, I want to pass on my praise to the crews who dealt with the walbottle fire today, I’m a royal navy fire fighter and helped very slightly supporting the initial crew spotting the fire and relocating hose runs, however I was impressed by the level of commitment and dedication by the initial crews, I believe they were from fossway station, at one point it was a very close situation to people losing houses and a particular firefighter from the fossway who I believe was called Mark or “marky” was instrumental in stopping the fire spreading further, at one point it was 5 meters from the hedge line we were in, if you could pass on my thanks from ‘tommy’, it was a pleasure even when I’m “off duty” to help the guys and girls out, many many thanks.”

12 August 2022 – Social media thank you from a service user.

“Thank you for your service and keeping Tyne and Wear a safe place to live in. Please stay safe yourselves your lives matter to.”

11 August 2022 – Email thank you from a service user.

“Dear TW Fire Service, on behalf of the people of Walbottle and specifically Percy Way and Queen Road I just wanted many thanks for your hard work today which saved our homes, and my tortoises. I cannot thank you enough for your care, due diligence, dedication and continuous feedback which helped us to understand what was happening and then allowed us to assess the damage. So many thanks to West Denton, Newcastle Central and Tynemouth (sorry if I missed anyone). Without your help I, and many others would be having very different and traumatic evening.”

11 August 2022 – Email thank you from a service user. A02 and E01 attended with Ian Crookes and Lee Greener in charge of both respectively.

“Wednesday 10th august I was on the metro system that broke down, 2 fire service teams attended to help get everyone of the metros. I was feeling unwell and both teams helped to make sure I was okay and looked after me really well. I just want to say thank you to both teams I didn’t manage to catch any names but they were all amazing! Thank you for all that you do and the continuous support you give!”

10 August 2022 – Email feedback and a thank you from the Salvation Army.

“It was good to read/hear your message on twitter reminding folks of the dangers of BBQ’s etc during the current hot spell. I was on a day trip with a group of families from Southwick to Morpeth, and came across of a group of youngsters jumping off a bridge into the boating lake,

the further worrying thing was a parent was filming them doing it – crazy when there were families on the boating lake, in row boats. Some folks still find it difficult to take onboard messages to prevent injury – than can be both life changing/threatening. I know we were placed on standby last Thursday for the barn fire in Houghton, we are always available during this hot spell and beyond if required – I am aware large fires don't occur often within TW, I we are not always required, we are here if required. Thank you for everything TWFRS do not only within the Community, for the support shown towards ourselves, it is appreciated."

8 August 2022 – Social media thank you from a service user. Stn S and M G/W.

"Hello Tyne and Wear Fire and Rescue wanting to recognise your amazing crews who put there life at risk every day so we cab stay safe tonight. I have witnessed this I rang for help when I come across a serious house fire in follingsby near wardley. I pulled up on a house fire that was significantly developed fire. Your crew arrived and got straight to work I want to recognise there dedication and determination to fight this fire." [sic]

4 August 2022 – Verbal thank you from Councillor Bell and Councillor Woodwark.

"Councillor Ged Bell at Governance Committee held on 29th July 2022 complimented myself and the Finance Team for completing all of the work to get the statement of accounts for 2021/22 drafted by within the statutory timescale of 31st July 2022 and which were noted by the Committee. This was also mentioned by Cllr Woodwark too. Cllr Bell specifically asked me to pass this compliment on to your team so that it would be logged properly, which was nice of him and unexpected."

1 August 2022 – Email thank you from a service user.

"My dog could not get up a steep bank from the water in Ponteland Park and firefighters were dousing down a small blaze in the park next to where I was standing (Monday 1 August 1.30pm). One of your fireman called across that he would send someone over which he did and hauled the dog up the bank and also asked if he could help me up as well. My regards to your team and thank you for your help."

July 2022

29 July 2022 – Email feedback / thank you from a service user.

"This is certainly not a complaint, last night while i was out walking my dog in the fields near Dunbmire Industrial Estate backing onto the Burnside estate. While there i heard a really loud bang and a few minutes later saw smoke rising from the very dry grass. Two youths had set fire to an aerosol in the grass, when i got to the area fire had taken hold and another lady was on the phone to the fire brigade, i could see it spreading as the grass was so dry and thought i have to do something as i know you guys are very busy and could have been sometime arriving. I asked the lady to look after my dog, took my sweat top off and beat the flames as hard as i could, it took a little while but i did manage to put out all of the fire although there was still smoldering in the center of the area. After a while i started to head home. I noticed the fire engine arrive and thought i would let the crew know what had happened, what i had done and that the fire probably still needed to be dampened. As i got closer to the engine it pulled away, i waved to try and catch their attention but i guess the person who waved back at me in the back of the engine thought i was just waving at them, even though i looked a bit like Worzel Gummidge with bits of dried grass in my hair and soot on my face carrying what was left of my burned sweat top and ...not forgetting a bit smelly. I want to thank you guys for all you do, what happened last night made me realise how quickly fire can spread, so many little scroats thinking setting fires is fun but not having the common sense to know how dangerous it is. I thank you all for all you do."

27 July 2022 – Social media feedback from a member of the public about FF recruitment.

“A fantastic service! Got to say the last few years I’ve been applying for firefighter roles in various brigades / services but mainly local including Tyne & Wear the most, I have always been contacted back from recruitment letting me know about upcoming recruitment, applications and dates etc. and every time I have applied to Tyne & Wear FRS they have been immensely helpful along the whole way. I’m talking about regular emails and communication asking how I’m getting on with my applications, if I need any help, right up to getting invited to firefighter taster sessions at a local station! No disrespect to any other services but T&WFRS have been absolutely fantastic every step of the way when I keep trying again. I could go on all day but just to once again say a huge Thank You and Well Done to everyone at T&WFRS for the fantastic communication & effort in assistance as well as the service you provide.”

26 July 2022 – Feedback from NHS England Improvement regarding Fire Safety good practice.

“Neil has taken this Protocol to NHSEI and they have confirmed that they will add it into HTM as an exemplar protocol.”

22 July 2022 – Thank you voicemail from a service user about Stn T G/W.

“Hi this is [name] from [address] in Jarrow, thanks very much to your crew – very helpful and very informative and the smoke alarms were faulty anyway. I can’t praise you enough for that, I reported it lunchtime and it was done this afternoon. You can’t complain at that – can you? Thank you very much indeed.”

22 July 2022 – Card from a member of the public following TWFRS support to Norfolk Fire and Rescue Service.

“This is to all you, our village in Norfolk is a lovely place to be and it’s thanks to you most of it will stay that way. We live with our house backing onto the village green and in the scary time of the wildfire it made me almost burst with pride to see crews from your area. It’s a long way to come from there and I can say from everyone here THANK YOU. My husband and I came from Sunderland and my dad was in the Fire Service there a long time ago. It’s hard to put into words what you did for us. We were so lucky, as the fire spread over the fields towards the farm (and one house width from that bit [of] our house) the wind changed and sent the fire towards the Old Post Office and other properties. We count ourselves lucky but sadly others were not that lucky. Just wanted you to know how much we appreciate your hard work. Thank you doesn’t seem enough. I know this might be a strange request but can we have a picture of the crews who came. It’s for our village archives. They record all important events and have done for years. I do believe that they deserve recognition here. Again BIG Thank you.”

21 July 2022 – Email thank you from a service user for Stn C R/W.

“The firefighters who helped me out of a locked car park were great and were reassuring even though I felt like my issue wasn’t worth their time. They were quick and friendly”.

20 July 2022 – Social media thank you from a service user Stn E W/W.

Dear Firefighters, Thank you for attending my fault after some came out of my oven. Your response was quick, efficient and caring on the hottest day ever! I have ordered a new oven so I hope I won’t be troubling you again soon. Many thanks again and kindest regards.”

20 July 2022 – Social media thank you from a member of the public.

“Thank you for your service.”

20 July 2022 – Social media thank you from a member of the public.

“Hi there I am contacting you to thank you for the amazing gesture you’ve done to support

Norfolk Fire and Rescue and the major incident in Ashill last night and this morning, my father and I went to ashill to go see if anyone needed helping out and was not expecting to see a Tyne and Wear Fire appliance on scene, thank you for your help for the county.”

18 July 2022 – Thank you letter to the CFO from the Firefighters Charity.

“As Chief Executive of The Fire Fighters Charity I am delighted to be able to send you a thoroughly deserved Certificate of Appreciation on behalf of everyone at the Charity and our thousands of beneficiaries. This certificate recognises the incredible support and contribution your staff and volunteers have made in fundraising for us during the challenging financial year of 2021/22. The year presented us with a whole set of new challenges as we looked to climb our way out of the fundraising shortfall that resulted from the Covid-19 pandemic. Just as you and your colleagues worked with your local communities to help them return to normality, you also supported us to help begin the return of our fundraising activities and income to pre-pandemic levels. This involved a process of transition for us all, exploring ways in which we could safely reintroduce car washes, take on fundraising activities and events involving the public, re-launch mass participation events and welcome local communities back to stations and premises across the UK.

Of course, 2021/22 also continued to challenge us in regard to our service provision in the wake of Covid, but as your Charity I am proud of the work we have done to ensure that you now have the proactive advice, information and practical help you need to live healthier and happier with the issues that affect you. Our Covid Recovery Programme is just one example of the innovative new programmes and resources we have put in place over the past year. My Fire Fighters Charity, meanwhile, now offers you a means to interact with us, access our support and connect with friends and peers across the fire services community.

With your incredible support and hard work, we are now beginning to see an upturn in our income, which will allow us to invest in new services and opportunities for you and your colleagues in the years ahead. Indeed, we are changing as an organisation and over the coming months and years you will see us doing more, for more members of the UK’s fire family. We will be delivering more proactive health and wellbeing content, launching new programmes for families and young people, delivering more online and virtual support and working closer with all our fire and rescue services.

Of course, to do any of this, we continue to rely on your support. And I recognise how hard the cost of living crisis is making it for us all at the moment, forcing us to make some hard decisions with our personal finances. However, I would urge you to remind your teams that The Fire Fighters Charity has been here for the past 79 years, supporting our fire communities through good times and bad, thanks solely to the continued support of the community, regardless of what is happening across society.

So, I thank you all for continuing to regularly donate, for volunteering with such enthusiasm, for organising all the events and activities that you do on our behalf. Every penny you raise makes a huge difference and I would like to remind you all that we continue to be here for you, offering far more than you might expect in terms of support.

Our Support Line is available to you on 0800 369 8820, while a wealth of health and wellbeing information and online courses can be found on My Fire Fighters Charity (www.firefighterscharity.org.uk/myffc), with further information available on our website.

Thank you once again for everything you and your service have done for us, I hope we can continue to rely on your support over the year ahead as we strive to do more for more members of our incredible fire and rescue services community.”

18 July 2022 – Email thank you from the Cayman Islands Fire Service CFO.

“It was nice to meet you all, I had a great visit. Thank you again, for your wonderful hospitality.”

18 July 2022 – Social media thank you from a member of the public about Stn M G/W.

“Fireman stopped outside our house the other night [9 July] they let the kids have a look around, there [sic] from Marley Potts park, just would like to say thank you very much, my children have autism and my son is obsessed, every time they drive by our house he’s straight out and they always wave!! Thank you.”

18 July 2022 – Social media thank you from a member of the public about Stn F.

“Thankyou Byker Station for attending to the 30 foot refuse fire the idiot in [address] had...in tinder dry conditions...and he lost control of it...job well done lads...But what a waste of vital services for a bonfire.”

15 July 2022 – Email thank you from a service user for Stn F B/W.

“I just wanted to thank the team who responded to a call about a cat trapped in a van engine at Williams Park this morning (15th Jul). They turned up very fast and were incredibly professional and friendly. They released the cats leg without causing any damage to the van (and more importantly the cat) within a few minutes. A few of us had been trying for a while prior to their arrival. We really appreciate you offer this kind of service. Thanks again.”

15 July 2022 – Social media thank you from a member of the public.

“Thank you for attending the fire at [address] yesterday and today, 4 x pumps in attendance. Excellent response from your amazing firefighters, great respect for what you do at TWFRS.”

15 July 2022 – Social media thank you from a member of the public. Stn A.

“Just want to say a big thank you to your crew from West Denton who got into the car to get my little niece out were on screen [sic] within minutes.”

13 July 2022 – Social media thank you from a member of the public. Stn M.

“Just like to thank one of your fireman who was in Fulwell yesterday, he was in the appliance waiting for his mates putting smoke detectors in. My 2 nosey grand bairns aged 3 and 4 asked why the engine was there, and he came out and explained everything so they could understand, my 3 year old granddaughter is now convinced she’s wants to be a fire fighter now, I sadly didn’t get his name, but I’m sure he said he was based on Martley Potts, please pass on our thanks” [sic]

11 July 2022 – Email thank you from a teacher at Mill Hill Primary School. Stn Q B/W & W/W.

“Hi, Thank you so much for coming to visit our school a couple of weeks ago - the children absolutely loved it. Your crew were all fantastic!”

11 July 2022 – Email thank you from the Deputy Director Protect and Prepare of Homeland Security about GM Robinson.

“I wanted to write and express my thanks to your contribution in the two recent workshops in Athens. As you know, the JOPP team have been working alongside [name] and [name] to engage with operational colleagues in the Hellenic emergency services for a couple of years now to build better understanding around interoperability and share UK knowledge and expertise. Your contribution and perspective really helped to cement this relationship and land some key messages. In particular, thank you for agreeing to contribute at the COBR event and share your personal experiences. This was above and beyond what was asked of you but was really well received and added huge value to the day. I think you’ll agree that the Greeks demonstrated a desire to learn and we hope this relationship continues to grow.”

7 July 2022 – Email thank you from a service user.

“Hi, Just to say thank you for the lads and lasses who dealt with a bedroom fire next door to me last night and they fitted 2 free smoke alarms as mine were broken. Many thanks again.”

6 July 2022 – Email thank you from the Youth Almighty Project following Service participation at the West Area Event 2022.

“Hi Everyone, What an amazing time we all had in Barnes Park! We just want to say a massive Thank you for your contribution to this years event!! The feedback has been brilliant from all 3 days. Over the three days you:

- *Delivered free activities to West Communities*
- *Worked with 15 schools and 694 school children over the Thursday and Friday*
- *On Saturday we estimate we had 10,000 people through the park gates*

We will be presenting feedback from the event to the West Committee Councillors soon, hoping for a potential event next year – subject to funding being secured. Thank you again for your support!!”

4 July 2022 – Verbal thank you from the family of a deceased person following the conduct of a Fire Investigation by GM Robinson.

The individual’s family asked for their appreciation to be passed on to the fire investigation officer for their *“professional and sensitive manner”* in which the investigation was handled.

3 July 2022 – Email thank you from the Headteacher at Lambton Primary School. Stn S. R/W.

“I would like to say thankyou to the fire fighters who came to the summer fayre at Lambton Primary School on Friday 17th June 2022. The team was Sierra Red Watch from Washington fire station. The officer in charge; Michael Taylor was friendly and helpful. I am the Headteacher at the school and had requested that a team attend with the appliance to be part of the school fayre. I thought it would be an ideal opportunity for the fire fighters to meet the community. It gave the children a chance to talk to them and see the fire engine up close. I have to say it was a huge success. They stayed for quite a while, as they weren't called away. I spoke to them all and they were all friendly and approachable. They took the time to speak to all who approached the appliance. It really did make a huge difference. Thank you so much to the team - they really did an amazing job - the whole school community enjoyed meeting them. THANKYOU!”

2 July 2022 – Thank you email on behalf of a service user. Stn G B/W.

“To the Watch on duty Friday 1st July, after 6pm. A huge THANK YOU for going to my Mam’s house to sort out her smoke detectors, and fitting an extra one too! That’s fantastic community service. Thank you.”

June 2022

30 June 2022 – Thank you card for Andrew Baylis and others involved in delivering sessions to the community.

“Ever since attending the first fit & well session I have been so impressed by the warm welcome offered to everyone & the happy, encouraging atmosphere created by you & every staff member. Each person has been treated with respect, patience & friendliness & activities have been chosen so that each individual can enjoy & experience some success. The physical & mental benefits of attending these sessions cannot be over-emphasised. Many thanks for your enthusiasm & all your efforts to help every person. You are all inspirational - patient & great motivators. Long may these sessions continue.”

30 June 2022 – Social media thank you from a member of the public.

"Hi, just wanted to say well done to all the fire brigade who attended a big fire in our street in Annitsford today. The guys had to work so hard to pull down a high fence to get to the fire, they really put their lives at risk to try to contain and then successfully put it out. Well done guys."

30 June 2022 – Social media thank you from a member of the public.

"Shout out to the guys who just pulled over on A19 northbound to help move a crashed car from the middle of the road to the shoulder. Great job".

30 June 2022 – Social media thank you from a member of the public.

"Thanks for all of you attending the fire in the Spinney!"

28 June 2022 – Email from a member of the public thanking crew at Stn K.

"I would just like to say a big well done and thank you for the fantastic response from our South Shields station crew during the early hours of the morning who responded to a kitchen fire in my street. From calling 999 to having the emergency services arrive at the scene in 3 minutes is a fantastic response time, and yet again shows the professionalism and dedication of the crew. Thankfully nobody was seriously injured and the fire was extinguished preventing major damage to the property. Please pass these compliments onto the crew members for providing such a great service at a time of need. Well done".

24 June 2022 – Email from a member of the public thanking crew.

"To thank you for making my son smile, we were out and about and spotted a firetruck parked up, so I asked if he wanted to see it, he got excited, next thing I know he's inside the truck, putting on helmets and trying gloves and he had the biggest smile on his face, even letting him use the hose he was truly a happy little boy. I cannot thank you enough because just 10 minutes before that he fell over and scraped his knee. On top of that my best friend also got to be a kid again for 10 minutes as he always wanted to go in a firetruck but never did. You guys are truly amazing. Thank you and thank you for protecting us all from the dangers of fire".

23 June 2022 – Email to HR from a FF recruitment applicant about the recruitment process.

"Thank you for letting me know so promptly. I certainly will consider applying in your next recruitment campaign. I would be very grateful for any feedback you can provide me. I would also like to add that I have been thoroughly impressed with the whole recruitment process and the efficiency of everyone within the team."

23 June 2022 – Email from a service user about WM Kevin Williams and G/W, Stn H.

"A huge thank you to the crew who made entry into my mam's house after she'd fallen down the stairs late evening of 22 June [address], assisted the ambulance crew in getting her safely moved to the ambulance, replaced the door lock and made secure the back door where they had to gain entry. Not only that, they looked after my niece before I arrived and continued to take care of me until I left in the ambulance. The crew - especially Kevin who showed such kindness - are a total credit to the Tyne & Wear Fire & Rescue Services. Please pass on my sincere thanks to them all."

21 June 2022 – Email from a FF recruitment applicant about Janet Coulson, CM Graeme Younger and Stn A. R/W.

"I just wanted to pass on a quick thank you to the West Denton fire station and in particular to Janet in admin, Graham Younger and the red watch crew for helping me during the recent recruitment process for Tyne and Wear fire rescue. I was unfortunately unsuccessful in my interview stage but I am still grateful for everyone at West Denton for their help through it all. If you could pass on my thanks to those who helped me then that would be great."

21 June 2022 – Email from a member of the public about the TWFRS Facebook page.
“Whoever is running the Tyne and Wear Fire and Rescue Service Facebook, well done. Posts are always informative, heartfelt and relevant. I no longer live in the North-East but have so much respect for the men and women putting their lives on the line. Appreciate you keeping us up to date. On another note, great initiative here.”

16 June 2022 – Email from the Shared Lives Manager thanking Rosemary Tarbit, P&E for the fire awareness sessions.

“I just wanted to drop you an email to say how very much I appreciate the support your service has provide to the Shared Lives scheme in South Tyneside (I’ve attached an information leaflet as this will highlight what we are about) I particularly wanted to provide feedback on Rosemary. Rosemary has been extremely helpful and supportive, initially by affording time to discuss the required needs regarding Shared Lives carer training, then by arranging dates, times and a venue to facilitate the awareness session. We have 3 separate sessions arranged, the first took place yesterday at South Shields Fire station. I have received some very positive comments from my staff member and from individual carers present stating that Rosemary made the session very interesting, very informative and was encouraging of participation (I don’t often get positive responses regarding people attending training 😊). I have copied Rosemary into this email however I would appreciate if you could record my comments. Rosemary has also recently provided awareness sessions at 2 of my Extra Care facilities, 1 unit supports older people and the other supports individuals with learning disabilities / mental health issues – again very good comments received regarding Rosemary’s approach and delivery.”

15 June 2022 – Email from a member of the public following Stn K Station Open Day.

“I just wanted to say thank you to the service and for the fabulous open day provided at South Shields Fire Station. It was very interesting and the children seemed to have loved it. However, I did come with a baby and found out the station did not have any baby changing facilities. This is a bit disappointing considering the station is suppose to be a community fire station. I was advised by a member of staff to change the baby in a bush when asking where she could be changed. However, overall thank you I just hope in the future baby changing facilities can be made available for these events. Once again thank you for the service you provide to keep us safe and keep up the great work. P.s. I am behind you all the way for a pay rise.”

13 June 2022 – Email from a member of the public thanking crew from Stn M.

“I just wanted to say a huge thank you to the fire fighters that were up in the air on the crane & the fire fighters on the ground tonight. My 6 year old little boy who has autism is obsessed with Marley Potts [sic] fire station we pass it everyday for Jack to count how many fire engines are there and luckily for us tonight we caught all the fire fighters up in the air. Jack waved at them and every single one of them waved back, it has made jacks day since his been having such a tough time at school. You’s are all absolutely amazing I can’t thank you’s enough! It’s been such a long time since I’ve seen jack with a big smile on his face and it’s all thanks to you’s. Keep up with the good work!”

8 June 2022 – Social media from a member of the public thanking Stn T. W/W.

“Really impressed with how efficient you guys were tonight. Could have been nothing but can’t be too careful where fire is concerned. Thanks for keeping everyone safe”.

Additional information provided

“It would have been the Hebburn crews. Responding to a garden fire that was a little unprofessionally set up. There in less than 10 minutes, fire out and away they went. Fab service.”

8 June 2022 – Social media message from a member of the public thanking Stn S. B/W.

"I would just like to say thank you to the firefighters who stopped and talked to our children who were extremely fascinated to see the fire engine in [address], Washington tonight. They really went above and beyond and our 2 boys are absolutely thrilled to have seen the engine up close and to be shown some of the equipment. It was such a kind thing to do to take a few minutes of their time, they really made their day. Both have come home really excited and my youngest said 'this is the best day ever'. He can't wait to tell his Dad all about it tonight!!! Thank you so much to the kind and caring firefighter for not only their time, but their patience and knowledge. You all went above and beyond and really did make their day."

3 June 2022 – Email from DCFO, Northumberland Fire and Rescue Service following Tyne and Wear Fire and Rescue Service attendance at a cross-border incident.

"Having spoken with the OIC...he has subsequently sent me the email below. This was a complex set of circumstances, which as you'll read below brought out the best of our respective crews. We were concurrently dealing with another complex situation in the Blyth area, so all in all quite a challenging evening. I just wanted to record my sincere appreciation and ask that you pass this on to your crews, who clearly did your service proud."

OIC email

"Following my attendance at a persons reported dwelling fire at [address] 01/06/22 at 23:26, I would like to highlight the excellent work that was demonstrated by a Northumberland Fire and Rescue Service crew supported by TWFRS colleagues. N04P1 (name) were assisted by E01 and F02 in attending a rapidly escalating dwelling fire with a resident still present within the property. As well as the fire, crews were faced with limited access, complex construction and highly volatile residents. The crews partner working, dynamic decision making and team work, resulted in the occupier being rescued from the property and the fire being restricted to the floor of origin. Without doubt, the skill and diligence of the crews attending, lead to a safe conclusion to the incident. Their attention to detail during the incident, their casualty care and the occupier safeguarding is excellent testimony to the professionalism demonstrated by the crews of both Services."

May 2022

31 May 2022 – Thank you card from a member of the public about volunteer John Pate.

"Dear Sir, I am 86 years old and partly sighted so please excuse the writing. I want to tell you about volunteer firefighter John Pate. John does a lot for us. On days off he takes me for a run out. I had just lost my son and John took me to Seaton Carew. I have been to lots of other places. Hospital appointment. John offers to take us to the community and is a good member of the community. Before joining the fire service John ran a group for us at school, taken out and learned about the NE. John can't do enough for us. An officer and a gentleman. Thanks John and thank you for what you do."

30 May 2022 – Email from a member of the public following a visit to Stn G.

"Just want to say thank you to you & the team for helping me set up the day with my son, He had a blast and hes done nothing but talk about it since. I really appreciate yous being able to give him that experience. Only downfall is all ive watched since then is fireman sam. Thank you!"

25 May 2022 – Verbal thank you from service user following S&W visit.

I've been conducting some S&W questionnaires over the phone and Mr [X] of [address] wanted me to pass on his thanks to the crew that carried out his S&W visit.

"Mr [X] is extremely impressed with the service as crews had carried out a comprehensive S&W (slips, trips and falls) assessment and arranged a slip mat and grab sticks (pickers) to

be dropped off at his home the next day. He is very grateful for these and can't thank crews enough!"

25 May 2022 – Email from the Environmental Enforcement Team at Sunderland City Council to WM Cuggy, Fire Safety Inspector following collaborative working.

"Great result. Many thanks again for the assistance."

24 May 2022 – Email to P&E from The Essence Service following staff participation at their open day.

"Sincere thanks from myself and my colleagues at Essence for making our Open Day on Wednesday such a huge success. We hope you enjoyed it too and welcome any feedback you may have about the event so we can make any necessary changes when planning future events. Visitors to the Open Day really appreciated the information and advice from your individual services including the 'freebies' (and 'goody bags' from services who were unable to attend on the day). We look forward to seeing you all in the future and I will be in touch to arrange more promotional events in the coming months. (PS. If it was your colleagues who attended the session - but are not included in the mailing list – I would be obliged if you can please pass on our thanks to them)."

20 May 2022 – Email from a service user following a P&E Safe and Well visit by Philip Sanson and Mehrban Sadiq.

"Just wanted to say what a great service you provided. We now have smoke alarms fitted and very clear guidance about risks in home."

20 May 2022 – Email from a member of the public following her son's interaction with firefighters.

"I just wanted to say thank you. On Wednesday there had been an incident in [address]. We don't know what had happened but my little boy (just turned 3) had noticed the fire engine on the way home (we are in the next street). Upon spotting the fire engine he wanted to say hello (at this point the incident seemed to be resolved) so my husband let him go over to say hello. The response he had from the firemen on duty was amazing. They let him try their hat on, get in the fire engine, they spoke to him about the lights and all the buttons, and generally totally inspired him!!! He was a bit awe struck by all accounts but hasn't stopped talking about it since. Yesterday we got a notification from nursery to say that he had been telling everyone about his experience and been playing fireman role play all day!! Thank you so much for taking the time to inspire our little boy and give him a memory he will treasure forever! Thank you so much, you made his week!!!"

19 May 2022 – Email from a Firefighter recruitment applicant.

"I recently applied for this years Wholetime FireFighter Recruitment, however unfortunately I was unsuccessful from the Online Tests. I'm just writing to pass on my appreciation and to say a big Thank You to everyone in the recruitment team & HR for all the support, the best advice and the fantastic communication. When I had any questions they were answered with positive & great feedback along with the best advice and help. From the start with the Teams Meeting to even successfully managing to get booked onto a taster session at Sunderland Central, (who I would also like to thank for the greatest hospitality) the whole experience has been fantastic, even in the very early stages and I will be trying once again in the next recruitment in the near future. I'd just like to quickly add as well from other Fire & Rescue Services I've applied to in the past, Tyne & Wear have always been the best for communication, professionalism & the most warmest welcome into what could be a fantastic place to work!"

18 May 2022 – Email on behalf of a Firefighter recruitment applicant.

“Just wanted to pass on my thanks for the support my friend has received from TWFRS following her application to become a FF. So far she has gone through majority of the stages and is heading for her RR Test this week. Having spoken to her, she is so grateful for the way in which she has been supported through this process via TWFRS, including the support of a FF Mentor which she has greatly appreciated too. Once again thank you from myself, but I already know that the TWFRS Family are amazing.”

16 May 2022 – Email from a service user following a Service Delivery Home Safety Check. Stn S R/W.

“A big thank you to the Firemen who knocked on our door with advice on smoke alarms. I am ashamed to say only 1 of the 2 were working and we knew 1 may not be working. Your colleagues checked them and fitted a new one. I am so grateful as I was unaware that this was a free service. We have read the leaflet they left and will make sure we test these regularly. We have also moved a spare key for our front door into the passage next to the door so we know where the key is if we need to exit at the front. Thank you once again.”

14 May 2022 – Email from a service user following a lift rescue.

“I would like to say a huge thank you to the Sunderland firemen who came to my rescue today when I was trapped in lift at Wilcos what great guys.”

11 May 2022 – Letter from Group Captain, Royal Air Force Boulmer following a RAFA Charity Dinner.

“I would like to personally thank you for attending and supporting our RAFA Charity Dinner on 6 May 2022. As alluded to, the purpose of the RAFA Charity Dinner was to raise awareness of (and funding for) Rothbury House Building Futures Appeal, which seeks to reduce loneliness among elderly veterans by creating community housing facilities. I am proud to announce that through your generosity and contribution, we raised a grand total of £16566.50 on the night, far exceeding our hopes of £10000. Following the first phase of work to convert Rothbury House into such a facility, the funding raised shall support the later phases of the project of completion. This important project will eventually provide 26 permanent flats and communal amenities for RAF veterans or their spouses, such as [name] whom we had the pleasure to host on the evening. Most importantly, it will provide a place where friendship and camaraderie can endure amongst those who have faithfully served their country. Due to your generosity, this project is on track to complete as scheduled. The RAF Association have asked that I pass on their gratitude for your amazing support to the RAF Boulmer charity dinner. [Name] Head of Partnerships and Events comments: ‘The monies raised will help to make Rothbury House into a wonderful place to live for members of our community. The funds raised far surpassed our expectation and this was down to the dedication of the Boulmer team and you, thank you. Once again, thank for your support in surpassing our goal!’.”

10 May 2022 – Email from Ryhope St Paul's Rainbow Unit following a visit to Stn Q.

“Can I just add how fantastic last night's visit with our rainbows was, Troy was absolutely fantastic with the girls and I've never seen them so engaged. He is an absolute asset to your Station.”

8 May 2022 – Email from a member of the public following a visit to Stn A.

“On Thursday (05/05/2022) myself and a friend visited West Denton Fire Station, and made an enquiry as to whether we'd be able to enter the station and bays to take photos of the appliances that were based on site. As we rang the bell, we were approached by a member of the team Janet Coulson, who is an absolute credit to the service, and someone who's charisma, and spirit lit up both of our experiences, as she went above and beyond what we had originally hoped for, and offered us not only the tours of the vehicles, but a tour around

the station, and gave us an in depth insight in to how the station operated, and how everything ran behind the scenes. I also wish to thank both the day and night watch staff for coming over to myself and my friend, and fielding any questions we had and for being so welcoming to us. We thoroughly enjoyed our visit, and left feeling extremely happy, and we cannot thank Janet and the staff enough.”

3 May 2022 – Email from a service user following a Service Delivery Safe and Well visit.

“Thank you to the lady and gentleman who kindly fitted smoke alarms today so friendly. The safety information expertly explained and helpful once again thank you for the sterling service you all provide stay safe.”

2 May 2022 – Social media message from a member of the public following a station visit.

“I emailed last week explaining my son is absolutely obsessed with everything fire! Fire engines, fire poles, fireman Sam just everything. We asked very nicely if we could visit our nearest fire station and we were allowed! We went to marley park today and the 2 firemen on shift were so lovely to Vinnie and showed him everything. Thanks so so much for making a little boys dreams come true. He’s never stopped talking about it.” [TWFRS news story](#)

April 2022

26 April 2022 – Email from a service user following attendance at an incident

“The fire brigade attended our property on Saturday 23/04/2022 early hours to assist the paramedics as my partner had fallen down the stairs and was in a very bad way. These guys were absolutely fantastic and went above and beyond to help and comfort me during this very stressful experience. Please pass on my gratitude and thanks to the fireman that attended.”

22 April 2022 – Twitter post from a member of the public

“My little boy spotted a fire engine in a car park. He’s really obsessed with fireman Sam. He went over for a look. The guys were absolutely lovely. Can’t thank them enough for being so nice to him. Really made a little boys day.”

15 April 2022 – Email on behalf of a service user following our attendance at an incident.

Mrs X made contact with the Service after seeing a TWFRS Facebook post about her friends car accident. She wanted to thank the crew that helped.

8 April 2022 – Letter to the CFO from the CFO at Northumberland Fire and Rescue Service regarding NFRS Service Funeral.

“On behalf of Northumberland Fire and Rescue Service and Cllr Colin Horncastle, NCC Fire Authority Chair, I wanted to extend our sincere thanks to you and the T&WFRS Executive Team for the support provided to ensure we were able to give Nigel the send-off he so richly deserved. As well as serving NFRS and his local communities with distinction for 42 years as a dedicated and hugely respected on-call firefighter, Nigel was also the heart and soul of so much of what makes the community of Allendale and the Allen Valley such a special place. To hear first-hand the deep affection, warmth, and sincerity of the tributes paid to him by his on-call colleagues and his friends from Allendale village was truly humbling. To be able to properly recognise his NFRS service and his personal impact within his community which such a significant NFRS attendance was only possible because of your gracious support. The attendance of so many NFRS colleagues who were able to contribute to the fulsome and fitting celebration of Nigel’s life was clearly cherished and appreciated by his family and Allendale on-call colleagues. At times of real sorrow, we always see the very best of the fire family. I’m incredibly proud that the relationship between our services is rooted in that fire family ethos and is as vibrant and strong as ever. Thanks once again.”

5 April 2022 – Email from a service user following a Service Delivery Safe and Well visit.

“I would like to thank Fire Fighters Luke Gallagher and Chris McCabe of Rainton Bridge Community Fire Station. They attended my house same day, in fact within the hour to fit two smoke alarms following my telephone enquiry. They we’re both friendly, polite and professional and fitted alarms following a risk assessment of my property, I was also provided supplementary advice around fire safety which was very useful and has prompted me to buy a carbon monoxide alarm. Thank you for such a quick response- much appreciated.”

