

Appendix 3 - COMPLIMENTS DATABASE 2023 - 24

| Unique Ref (Compliment) | Date of Compliment | How was the compliment received | Compliment  | Relevant Department | Department Notified of Compliment |
|-------------------------|--------------------|---------------------------------|---|---------------------|-----------------------------------|
| Compliment 01.23        | 19/04/23           | Email                           | To thank the firefighters who came out to a horrific car accident in which 5 young people were travelling.  | Service Delivery    | Yes                               |
| Compliment 02.23        | 29/04/23           | Email                           | I just want to say thank you to the firemen that took the time to call him over and let him look in the truck and put the lights on for him, he's not stopped talking about it all day  | Service Delivery    | Yes                               |
| Compliment 03.23        | 22/05/23           | Email                           | <p>A member of the prevention team visited us yesterday and put my daughter at ease immediately. Sometimes she can be very wary of new people, but judging by the confidence (showing off!) she displayed, I knew your staff member had created a rapport very quickly.</p> <p>Your team did a safety check of our house, we tested smoke alarms together, my daughter was presented with a certificate and a chart, and also given a Blaze teddy bear. I spent most of last night making Blaze new outfits for when he has a day off!!</p> | Prevention          | Yes                               |
| Compliment 04.23        | 24/05/23           | Email                           | Excellent service today dealing with the fire. Real professional and friendly approach by you all.... well done!  | Service Delivery    | Yes                               |
| Compliment 05.23        | 08/06/23           | Phone                           | A call made to say thank you for the visit today. "The prevention lady was absolutely brilliant, so helpful and efficient. It was a pleasure to have her here and it's made me think about fire safety in a way I hadn't thought of before. She was very professional and an absolute credit to the Fire Service."  | Prevention          | Yes                               |
| Compliment 06.23        | 19/06/23           | Letter                          | Thanks to the prompt and efficient actions of Cheshire Fire and Rescue the fire was extinguished and importantly no staff were injured as a consequence.  | Service Delivery    | Yes and Article put in Alert mag  |
| Compliment 07.23        | 04/07/23           | Email                           | I attended Holmes Chapel Fire Station today in my role as Congleton Town Mayor, the event was CHS youth support, I'm emailing to say what a fantastic initiative this is getting young people with behaviour and anxiety issues out of the classroom working with the fire authority and helping get over the issues they face and making them feel valued.   | Prevention          | Yes                               |
| Compliment 08.23        | 05/07/23           | Email                           | I wanted to get in touch to say thank you to two of your colleagues who stopped to help me on the A555 this morning when my car had suddenly broken down. I had my baby and my young son with me and my car totally gave up in the middle lane of traffic. I was so worried about getting the children to safety that I felt almost in shock and wasn't thinking properly. They were calm and supportive, they comforted the children whilst I rang the AA and went above and beyond getting us to a cafe to wait for roadside assistance.  | Prevention          | Yes                               |
| Compliment 09.23        | 15/07/23           | Email                           | Thank you to all involved with the incident as local residents we were extremely grateful for the professionalism and bravery of all of the staff concerned.  | Service Delivery    | Yes                               |

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| Compliment<br>10.23 | 16/07/23 | Email          | <p>I would like to express my sincere appreciation to the Fire Crew from Chester who attended an incident at our property when we were away on holiday. The Fire Crew extinguished the flames on our neighbours Leylandii hedge, and saved the risk of further damage to our property by raking out and damping down. I am very grateful for the care they took, and I would like you to pass on my personal thanks to them. Our friends who made the 999 call had saved some photos and a video from the aftermath. It is only on our return yesterday that I realise how much worse the situation could have been without their intervention. Thanks once again.</p>   | Service Delivery          | Yes |
| Compliment<br>11.23 | 04/08/23 | Comms Email    | <p>Would just like to say a massive thank you to your wonderful service our family received from you.</p> <p>My elderly Mum got stuck at the very top of the stairs on the stairlift it had completely stopped working. I was so upset and did not know what to do. The engineer was over in Wigan and would be ages before he got there. In fact when he did whole thing had to be taken apart so wouldn't have been able to mend it with Mum stuck in it</p> <p>I contacted your services and within 10 mins the fire fighters came out. Four of them and lifted Mum out of lift. They were amazing so kind and caring, nothing to much trouble and waited till I had sorted Mum and got her in bathroom and bed .</p> <p>Just like to express our sincere thanks and gratitude for this</p> | Service Delivery          | Yes |
| Compliment<br>12.23 | 20/09/23 | Feedback Email | <p>I would like to comment on the exemplary conduct of two fire crews attending a fire in Weaverham. This was a complex situation involving a distressed lady, a very secure premises and need for breathing apparatus use.</p> <p>All attending were communicative, caring, good humoured, acted effectively. This was probably a routine call for them, but to me was impressively effective teamwork and showed a controlled bravery that is to be commended. Thank you and well done.</p>  | Service Delivery          | Yes |
| Compliment<br>13.23 | 20/09/23 | Email          | <p>I just want to say thank you so much for helping me.</p> <p>A lady came for the safety check. I will always be grateful for your support and help.</p>  | Prevention and Protection | Yes |
| Compliment<br>14.23 | 01/11/23 | Email          | <p>Thank you for your initial consultation response dated 26th May 2023 – it has helped immensely in convincing the Architects and their Client to make the changes to the proposals that provide what I believe is now a compliant layout.</p> <p>After rejecting many non-compliant amendments the Architects have now included an additional stair to the end of compartment 10, so I believe it is now designed following the principles of PHE.</p>   | Protection Department     | Yes |

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| Compliment 15.23 | 28/11/23 | Email    | I just wanted to say thank you for your help and willingness to discuss and subsequently agree a solution which enabled us to move forward with the project.   | Protection Department | Yes              |
| Compliment 16.23 | 19/12/23 | Email    | The manager complimented the crew, more than once during the call, on their response time and on their efficiency once on site to locate the origin, carry out their checks and help to reopen the store within a short period of time. I asked if he would like his compliment passed on and he was keen that I let you know. | Service Delivery      | Yes              |
| Compliment 17.23 | 29/12/23 | Email    | I just wanted to thank you on behalf of our family for everything you did. Your care and compassion really helped us and you were able to explain things in ways which comforted us and helped us to understand.   | Prevention            | Yes              |
| Compliment 18.23 | 12/01/24 | Email    | Out of desperation I approached your staff at Chester Fire Station to see if they could help. They definitely did, they allowed us to park up, making sure we did not block the bays. Thank you so much, our residents had a lovely day.   | Service Delivery      | Yes              |
| Compliment 19.23 | 23/01/24 | Facebook | Please pass on our thanks to the crews, they were amazing with the girls whilst my husband was cut from the car.   | Service Delivery      | Yes              |
| Compliment 20.23 | 28/01/24 | Email    | I wanted to thank Cheshire Fire and Rescue to come out to fit new smoke alarms and a wonderful vibrating pad for under the mattress for my elderly(99Yr) Dad. I am very grateful indeed. I hope you can relay my thanks forward to those involved.   | Prevention            | Yes              |
| Compliment 21.23 | 17/02/24 | Email    | The Ambulance Service were asked to attend to the incident after I was left lying in the rain and wind in a roadway outside my house unable to move. I am a 77 year old male with cancer who had just been released from hospital after major knee surgery and thus very vulnerable.   | Service Delivery      | Yes & CFO Waller |
| Compliment 22.23 | 28/02/24 | Email    | I am writing to express my thanks and gratitude to the firefighters who attended my home yesterday to assist in transporting my husband upstairs to our first floor flat.  | Service Delivery      | Yes              |
| Compliment 23.23 | 18/03/24 | Form     | Many thanks to your firefighters for their fire safety assembly at Cherry Grove today. The children were thoroughly engaged, and have learned many essential lessons about fire safety.  | Service Delivery      | Yes              |
| Compliment 24.23 | 22/03/24 | Email    | Following sanctuary measures and home fire safety assessment.  | Prevention Department | Yes              |