

APPENDIX 3
COMPLIMENTS DATABASE 2016-17

Number	Date of Compliment	How was the compliment received	Area	Compliment	Relevant Department
01	18.04.2016	Website	Warrington	Fire broke out on the rail line side of the alley right behind our house. Fire service responded in about 5 minutes, they were very professional and extinguished the blaze. I wanted to thank them all on behalf of myself and my family. A job well done. We appreciate the fire service and the risks they take every day to help people in need	Service Delivery
02	22.04.2016	Email	Chester and Ellesmere Port	Feedback from Prince's Trust Team Graduation event: We are very impressed with the work you do and how you make real improvements to people's lives. Keep up the good work.	Planning, Performance and Communications
03	27.04.2016	Facebook	Chester	Thank you so much to the great crew who came out this morning to help my pony out of the ditch she'd decided to lie in. With much appreciation of the great work you do, and much gratitude.	Service Delivery
04	03.05.2016	Facebook	Winsford	Thank you to the Winsford crews for their assistance and an ambulance crew on Wednesday evening, sorting out our access issues and just the general help was very welcome thank you.	Service Delivery
05	03.05.2016	Facebook	Ellesmere Port	Just witnessed an amazing operation to retrieve a bird of prey on Thornton Road, Ellesmere Port in conjunction with RSPCA. Well done boys	Service Delivery
06	05.06.2016	Website	Cheshire	We think your Kidzone is excellent and would like to put a link to it on our websites prevention page.	Planning, Performance and Communications
07	13.06.16	Website	Cheshire East	I contacted Wilmslow Fire Station for some advice and was really impressed by the individual who answered the phone and initially dealt with my query. She informed me who I needed to speak to and passed on my details promptly. I was then contacted by a Technical Fire Safety Officer based at Crewe, who answered my query. She was extremely helpful, professional and followed up with an e-mail, as she said she would. The response was impressive!	CFRS

08	17.06.2016	Website	Macclesfield	Thank you very much for the help at an individual's property. The Service arrived in time and the concern shown to his wife who is a cancer patient.	Service Delivery
09	17.06.2016	Telephone	Poynton	Pass on a massive thank you to the Bollington and Holmes Chapel crews who stopped homes from being flooded. If it was not for the firefighters his home and others would have been flooded.	Service Delivery
10	17.06.2016	Letter	Poynton	A gentleman was in distress with his breathing when Firefighters called to check the smoke alarms at this property. They arranged for a GP and Social Services to come and aided his recovery.	Service Delivery
11	28.06.2016	Facebook	Chester	Thank you to the crew that attended Dreamnight and Chester Zoo on 24th June. They made the night special and memorable - 'nothing was too much trouble...what an incredible service you are'.	Service Delivery
12	08.07.2016	Website	Chester	Thank you to Green Watch Chester for visiting a preschool. A Watch Manager delivered a fantastic talk and the other firefighters were great too.	Service Delivery
13	20.07.2016	Website	Bosley	Photos received of the crew who attended the Bosley Anniversary Weekend. The sender thanked the crew for their presence at the event.	Service Delivery
14	20.07.2016	Telephone	Stockton Heath	Thank you to the crew from Stockton Heath who were due to deliver a home safety assessment and assisted with helping a gentleman who had fallen in his property until the ambulance crew arrived.	Service Delivery
15	05.08.2016	Website	Winsford	Compliment received concerning the 'Biker Down' course. "Brilliant, should have done it years ago...Well done all of you who presented it".	Prevention and Protection
16	10.08.2016	Facebook	Tarvin, Chester	Compliment received concerning the rescue of a horse from a ditch by the Animal Rescue Unit. "I'd like to thank you all so very, very much for doing such a wonderful job".	Service Delivery
17	30.08.2016	Email	Wilmslow	Compliment received concerning Wilmslow Alpha Watch who attended the Styal Prison Staff Funday and the time they spent with the families who attended.	Service Delivery
18	02.09.2016	Facebook	Widnes?	Compliment received thanking the crew who visited Finsbury Park (Widnes) for giving a lesson to the children on fire fighting.	Service Delivery

19	13.09.2016	Facebook	Ellesmere Port	Compliment received for an individual firefighter at Ellesmere Port who showed a family around the station and was very friendly and welcoming.	Service Delivery
20	22.09.2016	Email	Knutsford	Compliment received thanking the crew who assisted with freeing a boat which had become stuck in a mudbank. They thanked the team for their confidence and cheerfulness at the incident.	Service Delivery
21	06.10.2016	Email	Knutsford	Compliments received by Alpah Watch Knutsford from pupils and staff for their visit to the school to teach fire safety.	Service Delivery
22	11.10.2016	Email	Crewe	Compliment received concerning a CFRS member of staff who visited a customer's property to conduct a home safety assessment. He was helpful and informative - "this is a great service".	Prevention and Protection
23	13.10.2016	Website	Runcorn	Compliment received praising the crews at Runcorn for their work - "keep up the amazing work that you do".	Service Delivery
24	13.10.2016	Facebook	Winsford	Compliment received concerning Winsford firefighters - "great to see Winsford firefighters practising their rescue drills on the Winsford marina...thank you all for doing a job that I couldn't".	Service Delivery
25	14.10.2016	Facebook	Ellesmere Port	Compliment received thanking Red Watch Ellesmere Port for taking the time to talk to a group of children and show them the appliance.	Service Delivery
26	18.10.2016	Website	Crewe	Compliment thanking a CFRS employee for their assistance - "very polite and informative".	Prevention and Protection
27	17.10.2016	Email	Macclesfield	Compliment thanking a crew at Macclesfield who attended an incident - "what an exemplary, friendly and highly professional team they were...they really are a credit to your crews".	Service Delivery
28	22.10.2016	Email	Birchwood	Compliment received thanking the crew at Birchwood for turning off a siren as it was upsetting a baby..."thanks for being thoughtful".	Service Delivery
29	25.10.2019	Website	Knutsford	Compliment thanking firefighters from Knutsford for attending St. Vincent's school and delivering a fire safety talk to pupils.	Service Delivery
30	27.10.2016	Website	Warrington	Compliment thanking CFRS for assisting an elderly lady extremely efficiently with the replacement of her smoke alarm.	Prevention and Protection
31	30.10.2016	Website	Chester	Compliment received thanking the Service for offering car safety checks at Caldly Valley Retail Park..."I really appreciate the timely help I received". The check received by this member of the public identified a puncture in the rear tyre and a faulty brakelight.	Prevention and Protection
32	05.11.2016	Website	Crewe	Compliment received thanking the Service for smoke alarms that were fitted..." you guys were very polite and very helpful...thank you so much for such a good service".	Prevention and Protection

33	10.11.2016	Website	Stockton Heath	Compliment received thanking a firefighter at Stockton Heath for assisting with arranging the replacement of smoke alarms for an elderly couple. "He was extremely generous, courteous and professional".	Service Delivery
34	10.11.2016	Email	Warrington	Compliment received thanking the Warrington crew who attended an incident where a gentleman suffered a cardiac arrest. "You all do an amazing job...thank you so much for all of your help".	Service Delivery
35	18.11.2016	Email	Widnes	Compliment thanking Blue Watch Widnes for making a member of the public's day on her 18th birthday.	Service Delivery
36	22.11.2016	Website	Warrington	Compliment received thanking the Stockton Heath crew that attended a chimney fire in Lymm.	Service Delivery
37	24.11.2016	Website	Congleton	Compliment received from Marlfields Primary School in Congleton for firefighters who came in to teach the children about fire safety and to let them use the smoke tent.	Service Delivery
38	15.11.2016	Website	Winsford	Compliment received thanking officers who attended the Winsford Remembrance Day service for sharing their order of service with a member of the public.	Service Delivery
39	15.11.2016	Website	Chester	Compliment received thanking the crew from Chester who assisted the RSPCA with the rescue of a trapped bird.	Service Delivery
40	30.11.2016	Website	Warrington	Compliment thanking Blue Watch Warrington for their efficiency at an incident involving a car fire. "Cheshire Fire did a brilliant job tonight".	Service Delivery
41	05.12.2016	Website	Unknown	Compliment thanking the Service for the quick and efficient handling of a problem.	
42	01.12.2016	Email	Macclesfield	Letter received from the Firefighters Charity thanking an individual for their contribution to the Charity Team Day and for the fundraising efforts of the Service's choir.	Service Delivery
43	03.12.2016	Website	Birchwood	Compliment received via the feedback on the draft plans for 2017-18 relating to an incident in Birchwood in 2011, thanking the crew for their work.	Service Delivery
44	07.12.2016	Email	Knutsford	Compliment received from an NWS Paramedic for the support and professionalism of a crew from Knutsford at an RTC.	Service Delivery
45	07.12.2016	Facebook	Chester	Compliment received from a member of the public thanking a crew at Chester for showing their daughter round an appliance that was parked outside the registry office. "...thank you for making our daughter's day".	Service Delivery
46	15.12.2016	Facebook	Winsford	Compliment received from a RESPECT graduate thanking an individual who helped lead the programme and who has helped the sender to grow in confidence.	Prevention and Protection

47	19.12.2016	Email	Warrington	Compliment thanking the Service for delivering Christmas gifts to a property in Warrington.	Service Delivery
48	23.12.2016	Website	Shavington	Compliment thanking the Service for attending a chimney fire... "Thanks to all who made our chimney safe last night. You do a great job."	Service Delivery
49	16.12.2016	Website	Nantwich	Compliment thanking the Service for rescuing a horse that was stranded in a ditch. "They were fantastic, very professional and recovered her without any injury to her... I cannot thank them nor praise them highly enough".	Service Delivery
50	16.12.2016	Email	Chester	Compliment received from West Cheshire College thanking individuals from the Service who talked to students about road safety and young drivers.	Prevention and Protection
51	08.01.2017	Website	Wilmslow	Compliment thanking employees from Wilmslow for providing advice concerning a fire alarm and for visiting the property to offer further checks and advice. "Superb, efficient, effective, thoroughly professional".	Service Delivery
52	15.01.2017	Website	Runcorn	Compliment thanking White Watch at Runcorn for assisting with a bariatric patient who had fallen in his home. "A massive thank you and praise to Cheshire Fire and Rescue Service" from the son of the gentleman assisted.	Service Delivery
53	21.12.2016	Letter	Poynton	Compliment thanking a member of the Prevention team for attending a student development day at Poynton High School and delivering a talk to their Year 12 students on 'think drive survive'.	Prevention and Protection
54	04.01.2017	Letter	Warrington	Compliment thanking the Service's Home Safety Advisors for attending a property to deliver a home safety assessment... "fantastic service".	Prevention and Protection
55	21.01.2017	Website	Northwich	Compliment thanking the crew at Northwich for their assistance at an RTC ... "we would just like to say how impressed and grateful we are for your professional and fantastic service".	Service Delivery
56	23.01.2017	Facebook	Widnes	Compliment thanking blue watch Widnes for their conduct when called to an incident that turned out to be a candlelit memorial.	Service Delivery
57	24.01.2017	Feedback	Birchwood	Compliment thanking Crewe Community Fire Safety team for conducting a home safety assessment at the home of a former firefighter. "...they fitted him in at short notice and made a special effort to visit him".	Prevention and Protection

58	01.02.2017	Website	Warrington	Compliment thanking an individual from the Service for delivering a Drive Survive Programme at Warrington Collegiate - "a thoroughly enjoyable programme which all students found useful".	Prevention and Protection
59	31.01.2017	Email	HQ	Thank you to the Driver Training team in OPA for hosting the Roadcraft e-learning platform. Thanks was also given to the reception staff for their assistance.	Operational Policy and Assurance
60	06.02.2017	Twitter	Crewe	Thank you to a crew manager at Crewe fire station for assisting with a faulty smoke alarm... "amazing service".	Service Delivery
61	31.01.2017	Website	Stockton Heath	Compliment from a police officer thanking individuals from Stockton Heath fire station for their assistance at an incident and the provision of a blanket for a disabled female who had fallen from her wheelchair.	Service Delivery
62	07.02.2017	Twitter	Warrington	Compliment from an individual thanking Halton and Warrington Admin Hub for their assistance with a query. "Your admin staff were extremely helpful and polite".	Service Delivery
63	13.02.2017	Website	Crewe	Compliment thanking Crewe firefighters for delivering an RTC demonstration... "the stuff they do is so amazing... I'm so grateful to have people this competent looking after me if I ever have an accident".	Service Delivery
64	13.02.2017	Website	Crewe	Compliment thanking the Service for delivering an RTC demonstration alongside talks from the Police... "it was fantastic... it really made me think about the way I do things when travelling... great session and great people!"	Service Delivery
65	15.02.2017	Website	Knutsford	Compliment stating that it was great to see the LGBT rainbow flag up at Knutsford station.	Service Delivery
66	13.02.2017	Facebook	Congleton	Compliment thanking firefighters from Congleton for their assistance at an incident alongside paramedics.	Service Delivery
67	16.02.2017	Website	Chester	Compliment thanking the Service for their assistance at an incident alongside paramedics, who assisted by gaining entry to the property at the incident.	Service Delivery
68	17.02.2017	Facebook	Knutsford	Compliment thanking the Service for their excellent and professional service at this incident.	Service Delivery
69	23.02.2017	Facebook	Sandbach	Compliment thanking the crew from Crewe who attended an incident involving a horse that was trapped in a fallen stable.	Service Delivery
70	03.03.2017	Feedback	Stockton Heath	Compliment thanking the crew who assisted NWS with gaining access to a property at an incident involving an elderly lady.	Service Delivery
71	18.03.2017	Website	Penketh	Compliment thanking the staff at Penketh fire station for the charity carwash they put on in March.	Service Delivery

72	15.03.2017	Email	Bollington	Compliment thanking Bollington fire station for their assistance at an incident involving a horse rescue. "Great stuff and thanks again for the hard work".	Service Delivery
73	09.03.2017	Email	Stockton Heath	Thank you card for Stockton Heath Fire Station thanking them for assisting a resident when her home was involved in a fire.	Service Delivery
74	14.03.2017	Email	HQ	Compliment thanking the Service for holding an International Women's Day event at HQ. "It was an excellent event...a very enjoyable and enlightening time for us".	Service Delivery
75	30.03.2017	Email	Macclesfield	Compliment thanking firefighters from Macclesfield fire station for hosting the Rainow guides and assisting them with working towards their active response badge. "We were made to feel very welcome by everyone".	Service Delivery
76	20.04.2017	Website	Ellesmere Port	Compliment thanking firefighters for taking the time to show a small child the fire appliance.	Service Delivery
77	16.02.2017	Email	Lymm	Compliment received for a Drive Survive course attended by three organisations within Cheshire. 'Excellent presenters ...engaging...informative day and a superb example of how to present...!'	Prevention
78	28.02.2017	Email	Crewe	Thank you message received for the delivery of a Drive Survive course to apprentices at escalla. "...brilliant session".	Prevention