

Unique Ref	Date of Compliment	How was the compliment received	Area	Compliment	Relevant Department	Department Notified of Compliment
Compliment 01.18	16.04.18	Facebook	Warrington	Thank you message following attendance at a charity car wash at Warrington Fire Station - "a HUGE thank you ro ALL the staff there...we were given a tour by a lovely gentleman...thank you!!"	Service Delivery	Yes
Compliment 02.18	19.04.2018	Email	Knutsford	Thank you message following a school visit to the Safety Centre at Lymm - "I was so excited to visit and the experience didn't disappoint, in fact it was even better than I'd hoped...the rangers were passionate, enthusiastic and extremely knowledgeable...overall the children had an incredible day...we can't wait to visit next year!"	Prevention	Yes
Compliment 03.18	21.04.2018	Letter	Nantwich	Thank you message to firefighters from Nantwich for their assistance at an incident.	Service Delivery	Yes
Compliment 04.18	10.05.2018	Website	Malpas	Thank you message - "Many thanks for an excellent visit. Very informative and presented well in a pleasant manner."	Service Delivery/ Prevention	No
Compliment 05.18	17.05.2018	Facebook	Poynton	Thank you message - "massive thank you to the amazing people you have working in your force".	Service Delivery	Yes

Compliment 06.18	17.05.2018	Twitter	Poynton	Thank you message for Poynton Fire Station for saving a family's items for their unborn baby.	Service Delivery	Yes
Compliment 07.18	16.05.2018	Email	Cheshire East	Thank you message for Think Drive Survive event - "thank you for such a great informative and enjoyable day...the presentations were excellent...feedback from some individuals is extremely positive".	Prevention	Yes
Compliment 08.18	09.06.2018	Website	Ellesmere Port	Thank you message - "thank you to your team/ service personel for calling and installing two fire alarms for me at my home".	Prevention/ Service Delivery	Yes
Compliment 09.18	11.06.2018	Email	Macclesfield	Thank you message - "the students had a fabulous time...the presentation you gave was excellent...please also thank all the other members of the watch that helped in the smoke house, we appreciate all the time you spent with our students."	Service Delivery	Yes
Compliment 10.18	19.06.2018	Facebook	Runcorn	Thank you message - "I would like to pass on my thanks to the crew which attended my house in Runcorn...where my young child was accidentally locked in our car...the crew acted with such professionalism and quickly accessed the vehicle to remove my child. I would like to pass on my appreciation for their quick response and the reassurance they gave to me during the stressful time".	Service Delivery	Yes
Compliment 11.18	20.06.2018	Facebook	Northwich	Thank you message praising the Service for their assistance with an animal rescue.	Service Delivery	Yes

Compliment 12.18	14.06.2018	Letter	Warrington	Thank you following a Safe and Well visit where officers installed new smoke alarms for the occupier.	Prevention	Yes
Compliment 13.18	27.06.2018	Website	Northwich	Thank you message for officers who installed smoke alarms in a property and provided helpful advice - "thank you to all for caring".	Prevention	Yes
Compliment 14.18	22.06.2018	Email	Warrington	Thank you message - "thank you so much for your quick response. Please pass on to the Chief Fire Officer my praise for the crew who attended my house...they were superb! Very professional and really understanding".	Service Delivery	Yes
Compliment 15.18	28.06.2018	Email	Ellesmere Port	Thank you message following assistance of firefighters at a road traffic collision - "I would like to make you aware of how much the fire officers assisted me today".	Service Delivery	Yes
Compliment 16.18	02.07.2018	Website	Powey Lane	Thank you message - "thank you to the crew that...assisted with an RTC on the A55...they really made us feel at ease...Keep up the excellent work and thank you for all you do for the public".	Service Delivery	Yes
Compliment 17.18	02.07.2018	Email	Neston	Thank you message on behalf of friends by Cllr Jones - "I wanted to pass on to you, and via you, to the crews attending, how very grateful they were for the very quick and efficient manner in which the fire was dealt with."	Service Delivery	Yes
Compliment 18.18	10.07.2018	Telephone	Weaverham	Thank you message following an incident. The individuals wished to pass on his thanks to those who attended for their friendly and professional approach.	Service Delivery	Yes

Compliment 19.18	15.07.2018	Email	Chorley	Thank you message - "May I humbly say a bit thank you to all involved in fighting the moorland fires on Saddleworth moor and Winter Hill/Belmont Moors. Everyone worked so hard...despite working in seriously hostile conditions and for long hours. Your media officers did an excellent job of keeping the public informed... All ranks deserve praise for their determination and spirit."	Service Delivery/ Communications	Yes
Compliment 20.18	17.07.2018	Telephone	Widnes	Thank you message following a Safe and Well visit in Widnes where firefighters provided atrial fibrillation screening for a member of the public and advised him to contact his GP. It was later identified that the referral potentially saved his life as he was at high risk of having a stroke. His wife wanted to thank those who delivered the Safe and Well visit for the great service they provided.	Service Delivery/ Prevention	Yes
Compliment 21.18	24.07.2018	Facebook	Warrington	Thank you message for firefighters who helped the individual's daughter and dog during hot weather, after the dog started to show signs of sun stroke. "So grateful... pass my thanks on to the team that helped."	Service Delivery	Yes
Compliment 22.18	12.08.18	Facebook	Lymm	Thank you message for two off duty firefighters who stopped to assist when the individual fell while out running on the A50 in High Legh, near Knutsford. They checked if the individual was ok and drove her home. Individual didn't get any names, but they had come off nights at Lymm Fire Station.	Service Delivery	Yes
Compliment 23.18	19.08.18	Website	Apprentice	Thank you message following a visit to Ellesmere Port Fire Station Open Day with his son. Spoke to an apprentice firefighter. He was very engaging and could not have been more helpful or informative. Wanted to say he is a credit to the Service and wanted to pass on his thanks.	Apprentice Co-ordinator	Yes

Compliment 24.18	28/08/2018	Letter	Wilmslow	Thank you letter following home visit for a complete Safety check, replaced smoke alarm in the hallway, a new alarm on the upstairs landing, as well as testing the carbon monoxide alarm. Carried out a review of all aspects of safety, gave suggestions and advice. Visit was very reassuring.	Prevention	Yes
Compliment 25.18	01/09/2018	Website	Chester	Thank you to staff who attended a neighbours garage fire on 31 August. The prompt arrival and swift assessment of the situation prevented damage to property. All staff acted with professionalism and empathy.	Service Delivery	Yes
Compliment 26.18	03/09/2018	Facebook	Warrington	Thank you regarding Warrington Fire Station Open Day. Family really enjoyed it, everyone was friendly and informative, boys were so inspired they want to apply to become cadets next year when they are old enough.	Service Delivery	Yes
Compliment 27.18	04/09/2018	Website	Stockport	Thank you following being stuck in a lift at Spring Street car park. The engineers had advised it would be approx 1.5 - 2 hours before they could attend and advised her to call the Fire Service. Crews attended within minutes, opened the door, were very attentive and checking all was ok. Ensured she was safe and well and suggested hot/sugary drinks for the anxiety.	Service Delivery	Yes
Compliment 28.18	30/08/2018	Letter	Staff	Thank you from CFO of Staffordshire Fire and Rescue Service for the assistance given during the Staffordshire Moorlands protracted incident.	Service Delivery	Yes
Compliment 29.18	03/09/2018	Website	Market Drayton	Thanks to a Watch Manager who replaced the wheel of a customer's vehicle following a flat tyre	Service Delivery	Yes
Compliment 30.18	02/10/2018	Internet	Congleton	Thank you and feedback about Congleton Fire Station Open Day on 22 September.	Service Delivery	Yes
Compliment 31.18	07/10/2018	Internet	Crewe	Thank you to Crewe Firefighters who gave three year old a tour of the engine, let him use the hose and wear a helmet. Made his day.	Service Delivery	Yes
Compliment 32.18	10/10/2018	Facebook	Northwich	Thank you for helping when dishwasher exploded.	Service Delivery	Yes

Compliment 33.18	19/10/2018	Letter	Ellesmere Port	Thank you following talk at fire station and was inspired to be who she wanted to be and wants to be a firefighter.	Service Delivery	Yes
Compliment 34.18	07/11/2018	Facebook		Thank you following a visit by Fire Prevention Scheme. Checked Smoke Alarm and CO detector and gave some practical advice	Prevention	Yes
Compliment 35.18	14/12/2018	Email	Macclesfield	Passing on thanks from a lady who went to Christmas party. She and her friends had a wonderful time, they hadn't laughed that much in a very long time. Asked to pass on thanks to the young people involved.	Service Delivery	Yes
Compliment 36.18	19/12/2018	Email	Choir	Email to say well done to all involved with the Fire Tones recording of Do they Know It's Christmas.		Yes
Compliment 37.18	20/12/2018	Website	Chester	Thank you message from a Primate Keeper at Chester Zoo regarding the fire on Saturday 15 December to thank everyone involved in the incident and for the professionalism of the crews	Service Delivery	Yes
Compliment 38.18	22/12/2018	Website	Chester	Thank you to those who attended the RTA on A55 on Thursday 20 December and rescuing her partner.	Service Delivery	Yes
Compliment 39.18	31/12/2018	Feedback	Warrington	Thank you to the fire service and water rescue for their assistance at an incident.	Service Delivery	Yes
Compliment 40.18	10/01/2019	Feedback	Crewe	Thankyou to all involved with the vehicle fire on the early hours of Saturday morning. Appreciate the excellent service provided. Have so much respect and admiration for all the emergency services.	Service Delivery	Yes
Compliment 41.18	07/01/2019	Email	Congleton	Thank you to crew who assisted gentleman who had a stroke at home and couldn't get up. Crew gained entry through open first floor window and unlocked the door to let Ambulance crew in and stayed with him while the Ambulance crew was there.	Service Delivery	Yes

Compliment 42.18	16/01/2019	Letter	Crewe	Thank you to an employee who helped a lady who had fallen. Claire made sure she was ok and an ambulance wasn't required, so took the lady home.	Prevention	Yes
Compliment 43.18	17/01/2019	Email	Cheshire East	Thank you following a Safe and Well visit by a members of the Prevention team - it was reassuring to have someone so knowledgeable assisting him and he would like to compliment her courteous manner and informed advice.	Prevention	Yes
Compliment 44.18	01/02/2019	Letter	Cheshire East	Thank you for helping when lady fell and for the kindness shown. Thank you for the lovely hamper which was an unexpected gesture.	Service Delivery	Yes
Compliment 45.18	04/02/2019	Card	Chester	Thank you for providing an escort and guard of honour at the funeral of a former firefighter at Chester Crematorium.	Service Delivery	Yes
Compliment 46.18	26/002.19	Facebook	Ellesmere Port	Many thanks to Ellesmere Port crews who gave 1st Helsby scouts a very comprehensive talk tonight, and then showed them the equipment on the fire tenders.	Service Delivery	Yes
Compliment 47.18	14/03/2019	Facebook	N/A	Positive feedback about the Pedal Smart course on Let's Ride North West via Facebook.	Prevention	Yes
Compliment 48.18	23/03/2019	Email	Wilmslow	Positive feedback from a Safe and Well visit	Prevention	Yes