



AGENDA ITEM: 20

NORTH WALES FIRE AND RESCUE AUTHORITY

16th June 2008

COMPLAINTS AND LETTERS OF APPRECIATION

**Report by Colin Hanks,
Deputy Chief Fire Officer**

Purpose of Report

1. To inform and update members in respect of the number of complaints and letters of appreciation received from the public.

Information

2. Complaints Received April 2007 – March 2008
The number of complaints received, investigated and resolved in accordance with the policy and procedures adopted by the Fire and Rescue Authority have fallen by one third this year compared to last and are as follows:

Nature of Complaints Received	This year	Last Year
Welsh Language Issues	2	0
Human Resource Procedures	1	1
Driving	2	12
Fire Safety: Enforcement	0	1
Community Safety	3	3
Operational Activities	2	4
Noise – disruption	2	0
Mobilising	1	0
Conduct	5	8
Total	18	29



Information *(continued)*

Number of Complaints Substantiated	This year	Last Year
Welsh Language Issues	1	0
Human Resource Procedures	0	0
Driving	1	3
Fire Safety: Enforcement Community Safety	0 2	0 2
Operational Activities	1	0
Mobilising	0	0
Conduct	1	1
Total	6	6

3. Summary of Substantiated Complaints

Welsh Language Issues	
Home fire safety form was not bilingual	<i>Bilingual form created – apology given</i>

Driving	
Complaint of a service vehicle breaking speed limit on A55	<i>Staff member reprimanded and written apology given to complainant</i>

Community Safety	
Complaint regarding wasting of taxpayers money and not considering the environmental impact the Service has – with reference to printed materials for a Community Fire Safety (CFS) campaign	<i>Printed material reviewed – less paper now used – verbal apology given</i>
Complaint relating to non-provision of uniform for a Young Firefighters' Association (YFA) member	<i>Apology given and uniform issued</i>



Summary of Substantiated Complaints *(continued)*

Operational Activities	
Excessive noise during combined training event between the Fire and Rescue Service (FRS) and Mountain Rescue Service in a residential area	<i>Relevant staff instructed to take action to avoid re-occurrence. Complainant satisfied with action and received a verbal apology</i>

Conduct	
Complaint relating to fire service personnel wearing their uniform off duty at a public house	<i>Members of staff advised of the correct Service Policy and the consequence of any repeat occurrence</i>

It is important to put these complaints in context:

- **NWFRS personnel attended 10,143 operational incidents in this period**
- **NWFRS personnel carried out 26,504 Home Fire Safety Checks (HFSCs) during this period**
- **NWFRS personnel carried out in the region of 1500 school or community events**

4. Letters of Appreciation

It is worthy of note that 89 letters, cards and e-mails of appreciation have been received expressing satisfaction with the Service. This compares with a similar number received in the preceding year. The expressions of appreciation received covered a wide range of Fire and Rescue Service activity but fall broadly into the following categories:



Letters of Appreciation *(continued)*

Operational Incidents and Services to the Public

21 expressions of appreciation were received for dealing with various operational incidents in commercial buildings, homes and from victims of road traffic collisions.

Community Fire Safety Initiatives and Community events

28 expressions of appreciation were received for a variety of activities. They included talks and visits to groups such as, YFA branches, fetes, fairs and open days, and visits to fire and rescue service premises. Staff were congratulated for the provision of fire safety intervention equipment to safeguard vulnerable individuals. Activities such as environmental clean up days, road traffic collision impact road shows and hospital visits also attracted further letters of appreciation.

Equalities and Work Experience

6 expressions of appreciation were received relating to the Service's support to equality events and providing work experience opportunities to young people.

Visits to Schools and Training

5 letters of appreciation were received for educational visits, such as Crucial Crew, to schools.

Home Fire Safety Checks

21 letters of appreciation were received from recipients of a home fire safety check.

Partnership Working.

8 expressions of appreciation were received relating to the Service's involvement in partnership working.



Recommendation

- 5.** That members note the number of complaints and expressions of appreciation received.