



AGENDA ITEM: 13

NORTH WALES FIRE AND RESCUE AUTHORITY

22 September 2014

COMPLAINTS AND LETTERS OF APPRECIATION

Report by Ruth Simmons, Assistant Chief Fire Officer

Purpose of Report

- 1 To inform Members of the number of complaints and letters of appreciation received from the public for the period 1st April 2013 to 31st March 2014.

Information

Formal Complaints Recording

- 2 Complaints are recorded as those issues brought to the attention of the Service when members of staff are participating in or carry out the legitimate business of North Wales Fire and Rescue Service.

Complaints Received 1st April 2013 – 31st March 2014

- 3 The complaints received, investigated and resolved have been recorded as follows:

Complaint categories	Number of complaints received	
	2012 / 2013	2013 / 2014
Welsh Language issues	1	1
Policy and Procedure	1	3
Driving	0	4
Operational Activities	2	4
Conduct	8	9
Total	12	21

Complaint categories	Number of complaints substantiated	
	2012 / 2013	2013 / 2014
Welsh Language issues	1	1
Policy and Procedure	0	1
Driving	0	2
Operational Activities	0	1
Conduct	2	4
Total	3	9

- 4 It should be noted that fire appliances and manager vehicles undertook 11,652 'Blue Light' journeys when responding to operational incidents between April 1st 2013 and March 31st 2014.

Appreciations Received 1st April 2013 – 31st March 2014

- 5 It is worthy of note that 73 letters, cards, e-mails, Facebook and Twitter messages have been received expressing appreciation and satisfaction with the Service.
- 6 The letters of appreciation received covered a wide range of Fire and Rescue Service activity but broadly fall into the following categories.

Category	Total Received
Community safety initiatives and events	7
Visits to and by the Service	10
Home fire safety checks and smoke detectors issued	11
Partnership working including Phoenix and arson reduction	5
Charitable support	3
Operational incidents and exercises	18
Other including conduct and events	19

- 7 It is noted that the Service is seeing an increase in the use of Social Media submit appreciations; this is evident from the messages received via Twitter in relation to the local bonfire events.

Recommendation

- 8 That Members note the information provided.