



AGENDA ITEM: 13

NORTH WALES FIRE AND RESCUE AUTHORITY

18th June 2007

COMPLAINTS AND LETTERS OF APPRECIATION

**Report by Colin Hanks,
Assistant Chief Fire Officer (Service Support)**

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 2006 – March 2007
The number of complaints received, investigated and resolved in accordance with the policy and procedures adopted by the Fire and Rescue Authority were:

Nature of Complaints Received	This Year	Last Year
Welsh Language issues	0	0
Human Resource procedures	1	2
Driving	12	6
Fire Safety: Enforcement	1	1
Community Safety	3	0
Operational Activities	4	6
Mobilising	0	0
Conduct	8	9
Total	29	24



Information (continued)

Number of Complaints Substantiated	This Year	Last Year
Welsh Language issues	0	0
Human Resource procedures	0	0
Driving	3	4
Fire Safety: Enforcement	0	1
Community Safety	2	0
Operational Activities	0	2
Mobilising	0	0
Conduct	1	3
Total	6	10

3. Summary of Substantiated complaints

Driving

Complaint relating to staff member driving fire appliance to a location causing nuisance.	<i>Staff member counselled to be more considerate in relation to public expectation.</i>
Complaint relating to standard of driving of member of staff whilst responding to station.	<i>Relevant staff instructed to take action to avoid re-occurrence and monitor. Complainant satisfied with action and received apology.</i>
Complaint regarding damage to property by fire service vehicle.	<i>Relevant staff instructed on actions to avoid similar occurrence. Apology made to complainant who was satisfied with action taken.</i>



Summary of Substantiated complaints *(continued)*

Fire appliances carried out 14,582 'Blue Light' journeys in responding to operational incidents between April 1st 2006 and March 31st 2007.

Community Safety

Complaint regarding non attendance of NWF&RS at pre organised event.	<i>Full explanation and apology made to complainant. Action taken to avoid re occurrence.</i>
Complaint regarding the quality of a home safety check conducted by members of staff.	<i>Corrective action taken and actions taken to avoid re- occurrence.</i>

North Wales Fire and Rescue Service conducted over 13,000 home fire safety checks between in this period.

NWFRS personnel attended 10,052 operational incidents in this period.

Conduct

Complaint relating to harassment by member of staff outside work environment.	<i>Member of staff advised of consequence of repeat occurrence.</i>
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Additionally, there are three complaints relating to potential criminal conduct, which are currently under investigation with two members of staff suspended.



4. Letters of appreciation

It is worthy of note that 100 letters, cards and e-mails of appreciation have been received expressing satisfaction with the Service. This compares with 62 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:

Operational Incidents

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 Visits

31 expressions of appreciation were received for a variety of activities. They included talks and visits to groups such as Young Farmers Clubs, Young Firefighters' Association branches, fetes, fairs and open days, 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

8 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

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



Letters of appreciation *(continued)*

Home Fire Safety Checks

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

Training

4 letters of appreciation were received related to training provided by the Service

Partnership Working and Fundraising

11 expressions of appreciations 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.