

NORTHERN JOINT POLICE BOARD

23 April 2008

Agenda Item	
Report No	

Letters Of Appreciation

Report by the Chief Constable

SUMMARY

To inform Members of letters received from 1 January to 31 March 2008.

The total number of letters of appreciation received from 1 January to 31 March 2008, is **39**.

A sample of "Letters of Appreciation" received, demonstrating the appreciation of recent work by officers

- Missing Person *"I wanted to write on behalf of my father and myself to express our sincere thanks and gratitude to yourself and all the staff involved in the search for my mother. All officers were kind and courteous and nothing but helpful and sympathetic under very difficult and trying circumstances. Please pass on our thanks to all the staff involved, both those that worked behind the scenes as well as those who were involved in the search ..."* (Letter 173)
- Accidental Death *"Just a few words of thanks to you and your colleagues for the invaluable help offered to our family in relation to (?)'s recent and tragic death ... your sympathetic help and advice at this very difficult time for our family has been greatly appreciated as we try to come to terms with our terrible and very great loss."* (Letter 184)
- Traffic Warden *"I am writing to congratulate your Traffic Warden on a first class service yesterday . . . I had lunch in (?) on Castle Street, having parked my car in the pay and display across the road, and returned about an hour later to find your traffic warden standing by the car. Naturally, as I walked towards the car, the thought crossed my mind that I was about to get a ticket! The TW had been standing by the car for 35 minutes as I had left the engine running and the doors unlocked. I am sure that my insurance company would have had something to say at the loss of a £70,000 sports car! I recognise quality service when I see it, and the initiative shown provides a very refreshing reflection of the service. I would be grateful if you could pass on my sincere thanks."* (Letter 197)

Theft

“Today I reported the theft of my 13 year old son’s schoolbag, containing all of his work for the whole year. It gives me great pleasure to write this letter and hope that I can convey my true gratitude to PC (?). During his interview with my son he showed composure, understanding and, most importantly, empathy. He gave the impression that this was an important matter to him and that he would do all that he could. To have that knock at the door and find PC (?) standing there with his grin, and the bag, was a pure injection of relief. I tried to thank him on the doorstep, but feel that does not justify his efforts, kindness and undoubted professionalism.” (Letter 199)

RECOMMENDATION

The Board is invited to note the letters of appreciation received.

**I Latimer
Chief Constable**

4 April 2008