Compliments Received March 2023 to February 2024 inclusive

Appendix A

Total this 2023/24 period: 59 — Rangers 15.5*; Planning 14; NPCs 8; HR 3; Education & Engagement 4; Reception 2; DCM 2; RoW 1.5*;Volunteers 2; Building Conservation 1; Land Management 1; Trees & Woodland 1; Communications 1; Visitor Services 1; Tees-Swale 1; Other (Local Access Forum, Authority 2

Total in previous 2022/23 period 48 — Rangers 15; Planning 14; NPCs 5; Access & Engagement 2; Wildlife 2; Volunteers 2; Visitor Services, Car Parks, Education, Farming, Communications, Parishes, CEO and Park Management 1

* Compliment “shared” with another team

Date received	Summary of compliment	Directorate	Area of work
01-Mar-23	Compliment to Planning Department from couple moving to Dales: "Everyone I have spoken to at the Dales planning department has been so helpful"	Conservation & Community	Planning
02-Mar-23	Thanks to Peter Reynolds (Building Conservation Officer) for work on Linton Clapper Bridge	Conservation & Community	Building Conservation
07-Mar-23	Thanks to Kerry White (Planning Assistant) for "efficiency and consideration in dealing with the application so quickly, it’s truly appreciated and helps us a lot at a tricky time"	Conservation & Community	Planning
03-Mar-23	Appreciation of service from Mark Williams (Senior Planning Officer): "thanks for your assistance in this... I can see how it can be a mine-field and we couldn't have done this without your help and advice"	Conservation & Community	Planning
14-Mar-23	Thanks to Gill Allinson (Planning Technician) for prompt information: "you are a star!"	Conservation & Community	Planning
16-Mar-23	Thanks to Wensleydale Volunteers for excellent and helpful work replacing a wall with a gate	Park Services	Volunteers
23-Mar-23	Thanks to Nigel Metcalfe (Area Ranger) and Cathy Bergs (Centre Manager) for assisting man having a vertigo attack whilst awaiting medical care	Park Services	Rangers and NPCs
20-Mar-23	Thanks to Catherine Kemp (Education & Engagement Manager) for leading outing for school: "It was so well organised and your booklets were great"	Park Services	Education & Outreach
28-Mar-23	Grateful to Calum Stott (Access Ranger) who responded very quickly to reports of forestry damage	Park Services	Rangers

Date received	Summary of compliment	Directorate	Area of work
18-Apr-23	Thanks to Mark Williams (Senior Planning Officer) and Richard Graham (Head of Development Management) for "your extensive work over the last two years with respect to the Marske Hall planning appeal. Your sustained efforts are really appreciated".	Conservation & Community	Planning
21-Apr-23	Appreciation for work put in by Alex Green (Education & Engagement Support Officer) re educational visit	Park Services	Education & Outreach
02-May-23	Positive feedback about the staff from Grassington National Park Centre (NPC) doing their best to keep coach passengers updated re road closure	Park Services	NPCs
09-May-23	Comments from journalists "how helpful and knowledgeable the staff were (Grassington NPC), and in particular with regard to local knowledge and access"	Park Services	NPCs
09-May-23	Appreciation to Calum Stott and Graham Pye (Access Rangers) for good work on two gates in Sedbergh	Park Services	Rangers
15-May-23	Thanks to Rob Wilson (Access Ranger) for very prompt work to repair gate	Park Services	Rangers
22-May-23	Lovely comment from North Yorks Trail Riders Fellowship re signage work by NPA: "These informative (and educational) signs are a great way of reducing confusion, misunderstandings, and potential conflicts between various user groups"	Park Services	Local Access Forum
31-May-23	Thanks to Wendy McDonnell (Website Officer) for updating information promptly	Corporate Services	Comms
05-Jun-23	Compliment to Sally Howorth (Receptionist) for help with car park query; "She went above and beyond by offering to send an email to you, and is a real asset to your organisation. I particularly appreciate her aptitude".	Corporate Services	Reception
09-Jun-23	Note thanking Ed Kirkham (Access Ranger) for work on footpath "for the beautiful job you did on the footpath gate over the winter. So sorry not to get back to you earlier. Fits in perfectly with all the other little gates on the same section, we love looking at it	Park Services	Rangers
09-Jun-23	Note of appreciation from agent to planning team: "The current north team - planning officers (both existing and new) and technicians - are absolutely brilliant at the moment. It's not that the decisions are any different but the way the applications are being dealt with and the way all the officers are communicating with us as agents is such a breath of fresh air".	Conservation & Community	Planning
15-Jun-23	Card with thanks to Kiri Wod (Engagement and Wellbeing Officer) for excellent guided walks	Park Services	Education & Outreach
22-Jun-23	Facebook comment thanking Graham Pye (Access Ranger) for prompt work to footpath	Park Services	Rangers

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27-Jun-23	Thanks to Andrew Tait (Senior Planning Officer) for extensive time spent on application	Conservation & Community	Planning
29-Jun-23	Email thanking Mark Holmes and Hermione Pocock (Tees Swale Project Officers) for work with schoolchildren	Park Services	Education & Outreach
07-Jul-23	Email from BT congratulating the Three Peaks Ranger team for all the work over the years to ensure the access is maintained and improved	Park Services	Rangers
11-Jul-23	Comment on how special the stretch of Dales Way through the Park is, and the thought that goes into maintenance	Park Services	Rangers
12-Jul-23	Extra effort and communication by Mark Williams (Senior Planning Officer) re application - "makes all the difference"	Conservation & Community	Planning
17-Jul-23	Thanks to team at Dales Countryside Museum (DCM) for maintaining memorial bench on platform in good condition over 11 years since it was installed	Park Services	DCM
20-Jul-23	Lady impressed with, the condition and accessibility of footpaths in Malham, especially the Cove steps; appreciated how hard people had worked to improve the surface and donated £10 to Friends of Three Peaks as it goes to Ranger services.	Park Services	Rangers
24-Jul-23	Thanks for "excellent advice" given by John Pearce and Dewi Williams (Information Advisers) at Malham NPC.	Park Services	NPCs
23-Jul-23	Grateful to Colin Chick (Pennine Way Ranger) for assisting cyclist who had crashed into wall on the Buttertubs Pass, including care until ambulance arrived	Park Services	Rangers
05-Aug-23	Compliment for the Meet and Greet volunteer Simon Hickling, at Aysgarth NPC	Park Services	NPCs
08-Aug-23	Input from various teams within the Authority (including IT, Estates, Comms, Education) into broad spectrum work experience placement for "introvert" student	Authority	Authority
23-Aug-23	Card from the Learning & Engagement team to Sally Howorth for all help to them over and above her main role	Corporate Services	Reception
29-Aug-23	Email to thank Mark Williams (Senior Planning Officer) "for your professionalism and support" in relation to a planning application	Conservation & Community	Planning
31-Aug-23	Congratulations to Julie Barker (Head of Visitor Services) on efficient and effective organisation of visit by Danish Tourism business organisations	Park Services	Visitor Services

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06-Sep-23	Grateful to Alison Pilkington (Enforcement Officer) for assistance with planning/enforcement actions	Conservation & Community	Planning
06-Sep-23	Compliments to Kathryn Beardmore (Director of Park Services) for "excellent" meeting: "hard to tear myself away"	Park Services	Access
12-Sep-23	Nice set of emails from a local regarding some prompt bridge repairs carried out by Paul Sheehan (Access Ranger) and volunteers	Park Services	Rangers
26-Sep-23	Appreciation of planning negotiations by Wendy Thompson (Senior Planning Officer) whicresulted in building winning architectural award	Conservation & Community	Planning
03-Oct-23	Compliment to Cathy Bergs (Centre Manager Aysgarth NPC) re 50th Anniversary exhibition from American visitor	Park Services	NPCs
09-Oct-23	Thanks to Emma Heron (Principal Planning Officer) for "productive and proactive approach to the application; the scheme was certainly enhanced as a result of your input"	Conservation & Community	Planning
10-Oct-23	Gratitude via Trip Advisor review from disabled visitor to Aysgarth Falls; "the Centre staff could not have been more helpful"	Park Services	NPCs
13-Oct-23	Note of thanks from ex-volunteer "I have great admiration for the way the Dales are managed and the dedication of the staff and volunteers who have always been friendly and professional"	Park Services	Volunteers
23-Oct-23	Email from walker thanking Area Ranger Michael Briggs for helping her mother who was taken ill during walk in Swaledale	Park Services	Rangers
23-Oct-23	Thanks to Access and Engagement team for visit by group of ladies: "Please thank your team for their hospitality and understanding"	Park Services	Access & Outreach
16-Nov-23	Message to staff at Aysgarth Falls NPC from “someone who came in while carrying out some drone filming. They wanted to pass on their thanks and said how helpful you were”.	Park Services	NPCs
17-Nov-23	E-card to Steve Hastie (Area Manager) for general help with issues in village	Park Services	Rangers
01-Dec-23	Appreciative comments by British Horse Society to Sheila Roberts (Definitive Map Officer) and Michael Briggs (Area Ranger) for securing new bridleway in Marrick	Park Services	RoW; Rangers
18-Dec-23	Compliments from landowner to the Farm team: "Putting my farming hat on, I would like to say how much I value the support of the Authority’s Farm Advisory Team at this very difficult time. I am full of admiration for them, and sing their praises far and wide.”	Conservation & Community	Farm Conservation

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21-Dec-23	Email to Katherine Wood (Principal Planning Officer): "Thank you for such an efficient planning process, we build all over the country and this has been the fastest planning process I have ever had the pleasure to be involved in; I wish the planners in the rest of the country worked as efficiently as you.	Conservation & Community	Planning
07-Jan-24	Gratitude to Graham Pye (Access Ranger) for prompt action re gate	Park Services	Rangers
08-Jan-24	Thanks from Yorkshire Wildlife Trust to Nathan Allen (Access Ranger): "The team were very impressed both with Nathan's skills and professionalism and with the capabilities of the Argo cat across the tricky and sensitive terrain on the moor".	Park Services	Rangers
09-Jan-24	Note of appreciation from a Defra Board Member to the Trees team re the Northern Forest project: "dealing with the YDNPA has been an excellent experience"	Conservation & Community	Trees and Woodland
12-Jan-24	Appreciation for Kathy Lewin (HR Support Officer): "Kathy has, again, been an absolute star to work with. Nothing is ever a bother for Kathy and, again, she's gone beyond what I'd have expected"	Corporate Services	HR
06-Feb-24	Appreciative email to HR team for general help and constructive approach	Corporate Services	HR
08-Feb-24	Gratitude to Ali Jarrett (Receptionist):"who regularly goes way beyond what is expected of her Ali is always a pleasure to work with and does her job extremely well"	Corporate Services	HR
19-Feb-24	Thanks to Alison Pilkington (Enforcement Officer) for help with planning issues: "Please can we take this opportunity the thank you so very much and for all your help, we really appreciated it".	Conservation & Community	Planning
29-Feb-24	Positive Trip Advisor review "Visited on a wet weekday, single handed with a 5 year old. The staff couldn't have done more to ensure that he got the most out of the experience. The exhibits give a hugely evocative depiction of the human history of the Dales - 100% recommended".	Park Services	DCM