Compliments Received 1 March 2025 to 28 February 2026 Appendix A

Total 2025/26 period: 39 Rangers12; NPVCs 8; Historic Environment 3; DCM 3; National Trails 2; Tees-Swale 2; Planning 2; Estates and Admin 2; Communications 1; Tourism 1; Farming 1; Access & Engagement 1; Car Parks 1

Total 2024/25 period: 60 Rangers 16; Planning 12; NPVCs 7; Access & Engagement 4; Rights of Way 3; DCM 3; Car Parks 2; Communications 2; Volunteers 2; National Trails 2; Authority 2; Finance 1; FiPL 1; Building Conservation 1; Historic Environment 1

Date compliment received	Summary of compliment	Directorate	Area of work
24-Mar-25	Thanks to the Authority from North Yorkshire Fire & Rescue Service for use of DCM car park for vehicles while road bridge to Brunt Acres closed	Park Services	Car parks
19-Mar-25	Letter of thanks to the Green Routes team for work with Blackburn College - "your knowledge, passion and dedication are truly inspiring"	Park Services	Access and Engagement
24-Apr-25	Several notes of congratulation to Hannah Kay (National Trails Partnership Manager/Park Services Officer) for input to Pennine Way 60th anniversary celebration event	Park Services	National Trails
03-Apr-25	Appreciation of help and advice by staff at Aysgarth Falls NPVC to family wishing to scatter ashes, including contacting landowner	Park Services	NPVCs
8-Ap2r-05	Thanks to Graham Pye (Access Ranger Cumbria Central) for work to stile on footpath	Park Services	Rangers
10-May-25	Appreciation from Austwick Parish Council to Nathan Allen (Access Ranger Malhamdale) and Alfie Baines (Apprentice Ranger) for work on clapper bridge	Park Services	Rangers

Date compliment received	Summary of compliment	Directorate	Area of work
18-May-25	Compliment to Hermione Pocock (Tees Swale Youth Engagement Officer) for work with pupils at Wensleydale School	Park Services	Access & Engagement (Tees Swale)
27-May-25	Complimentary comments re visit to Aysgarth NPVC with elderly mother - "an absolutely fantastic experience and wonderful help from staff”	Park Services	NPVCs
26-May-25	Thank you card and donation sent to Andrea Clay (Information Advisor Grassington) for returning lost gilet	Park Services	NPVCs
27-May-25	Congratulations to the whole Coast-to-Coast team on "fantastic work" at Nine Standards Rigg - " a credit to the project management by the team"	Park Services	C-2-C
29-May-25	Note of thanks from Keld Resource Centre/Swaledale Festival to Justin Fozard (Access Ranger Swaledale) and Benedict Parkin (Apprentice Ranger) for clearing a fallen tree on a guided walk route	Park Services	Rangers
02-Jun-25	Thanks to Sarah Whiteley (Senior Historic Environment Officer) and her team for hosting visit from work experience student - "she came back with high praises of you all and the work you do"	Conservation & Community	Historic Environment
05-Jun-25	Complimentary email to Peter Reynolds (Building Conservation Officer) for time spent researching and preparing detailed response to query	Conservation & Community	Historic Environment
24-Jun-25	Compliments to Graham Pye (Access Ranger Cumbria Central) for great work on gate	Park Services	Rangers
07-Jul-25	Compliments from National Parks England to Adrian Shepherd (Head of Land Management) for work to secure further tranche of FiPL funding	Conservation & Community	Farm team

Date compliment received	Summary of compliment	Directorate	Area of work
24-Jun-25	More compliments to Graham Pye (Access Ranger Cumbria Central) for work on broken stile	Park Services	Rangers
30-Jun-25	A thankyou from Airton Parish Council to Will Locke (Area Ranger Malhamdale and Lower Ribblesdale) and Giovanni Mezzanotte (Access Ranger) for "masterminding the repairs and re-stoning" of path beside river	Park Services	Rangers
27-Jun-25	Compliments to Graham Pye (Access Ranger Cumbria Central) and Ed Kirkham (Access Ranger Cumbria South) for "amazing effort" on Sedgwick Trail	Park Services	Rangers
20-Jul-25	Praise for Doug Mitcham and Luke Barker (Countryside Archaeological Advisers) for hosting a volunteering experience - "they were outstanding; they represented the NPA with real professionalism"	Conservation & Community	Historic Environment
06-Aug-25	Congratulations to Helen Dalton (Tourism Officer) for support to businesses through the Wensleydale Cheese Festival, an "authentic celebration of Yorkshire's food heritage"	Park Services	Tourism
26-Aug-25	Compliment to Rob Wilson (Access Ranger Upper Wharfedale) and Phil Richards (Area Ranger RoW and Property) for work on new footbridge at Hebden Ghyll	Park Services	Rangers
22-Sep-25	Compliments from Creatively Connected to the work of the Tees-Swale officers for incorporating arts so effectively into their programme of support.	Park Services	Tees-Swale
25-Sep-25	Email from American visitor thanking Fiona Rosher (Museum Manager DCM) and "your lovely staff" for help and kindness when he visited to do some research "You were so good to me when I was there this past Monday …"	Park Services	DCM
25-Sep-25	Thanks from another American visitor who came in to look at knitting collection, to Jane Sammells (Museum Officer) "So much gratitude to @jane.sammells and the staff at the museum who took time	Park Services	DCM

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	to show me their collection, allow photos (and post them), and educate me. Jane is incredible! I can't than you enough for your kindness in taking time from your busy day to show them to me"		
25-Sep-25	Lovely review of the Dales Countryside Museum on Tripadvisor; “everything well laid out and great staff”	Park Services	DCM
29-Sep-25	Grateful thanks to Andrea Clay (Information Adviser) and casual IA at Grassington NPVC for helping a frail lady keep warm and rested when coach had departed without her on board: "we appreciate the respect, dignity and kindness she was offered".	Park Services	NPVCs
13-Oct-25	Card thanking Marnie Peacock and Melanie Clarkson (Information Advisers) for making mother's trip to Aysgarth so memorable: "you are living angels".	Park Services	NPVCs
20-Oct-25	Letter from planning applicant thanking David Jones (Senior Planning Officer) for all his help, saying that "this sort of service has all but disappeared".	Conservation & Community	Planning
21-Oct-25	Note of appreciation of help, from planning agent to Janet Perry (Planning Assistant), for speedy handling of application.	Conservation & Community	Planning
23-Sep-25	Lovely review from two visitors to Aysgarth Falls NPVC; giving thanks for the enthusiastic help from Rosalind Radonicic and Angela Lambert (Information Advisers): "What two amazing and truly phenomenal and fantastic members of staff"	Park Services	NPVCs
27-Oct-25	Compliments to the Communications team (and the Historic Environment team for content) on the "excellent" website Out of Oblivion.	Corporate Services	Communications
30-Oct-25	Thanks to Peter Lambert (Pennine Bridleway Officer) for help and support with bridge in Mallerstang.	Park Services	Rangers

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30-Oct-25	Email compliment for Peter Lambert (Pennine Bridleway Officer) for support given regarding assistance with the repair of a bridge at Hazelgill, Mallerstang (which the Pennine Bridleway passes over).	Park Services	Rangers
06-Nov-25	Card thanking Pam Ibbotson and Alan Greenfield (Information Advisers) for returning lost property - which had been a gift from son-in-law so of sentimental value.	Park Services	NPVCs
24-Nov-25	Comment on social media about Visitor Centres - "really kind and helpful people working there"	Park Services	NPVCs
07-Jan-26	Thanks to Southern Access Ranger team Thomas Andrews, Nathan Allen and David Pickup for ongoing work on maintaining Horton car park.	Park Services	Rangers
09-Jan-26	Email from lady complimenting Jon Tighe (Estates Manager) and Lesley Knevitt (Corporate Services Officer) for prompt and thorough investigation of her comments about the toilets in Grassington "how refreshing; keep up the amazing customer service"	Corporate Services	Estates; Admin
13-Jan-26	Gratitude for prompt, informative and sympathetic/diplomatic response from Lesley Knevitt (Corporate Services Officer) when asking for advice about scattering ashes in river at Aysgarth.	Corporate Services	Admin
15-Jan-26	Nice article in Casterton Parish Council newsletter about fantastic work carried out by Western Ranger team at Riddings Wood.	Park Services	Rangers

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