Compliments Received 1 March 2024 to 28 February 2025 Appendix A

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

Total 2023/24 period: 59 Rangers 16; Planning 14; NPVCs 8; HR 3; Education & Engagement 4; Reception 2; DCM 2; RoW 2; Volunteers 2; Building Conservation 1; Land Management 1; Trees & Woodland 1; Communications 1; Visitor Services 1; Tees-Swale 1; Local Access Forum 1; Authority 1

11-Apr-24	Gratitude from clerk of parish council to Janet Perry (Planning Assistant) for advice about streetlights	Conservation & Community	Planning
17-Apr-24	Thanks to Mark Williams (Senior Planning Officer) for help and guidance re application	Conservation & Community	Planning
11-Apr-24	Appreciation for Andrew Tait (Senior Planning Officer) widening scope of planning application determination: "It is very uplifting to see the Planning process enabling good schemes to progress while also protecting and improving the landscape and amenity of the area"	Conservation & Community	Planning
19-Apr-24	Thanks to Alison Pilkington (Enforcement Officer) re work at Gordale Scar: "thank you for your tenacity on this matter. Keep up the good work in keeping our treasured county beautiful."	Conservation & Community	Planning enforcement
22-Apr-24	Appreciation of work on footpath network by team led by Rob Ashford (Area Ranger): “The team worked with energy, enthusiasm, good humour and great expertise. Thank you very much to all concerned"	Park Services	Rangers
23-Apr-24	Thanks to Alan Hulme (Head of Park Management) for presentation in Denmark: "People are in awe on how you guys do it, and how inspiring it is"	Park Services	Rangers
16-Apr-24	Note of appreciation to Rachael Addison (Youth Volunteering Officer) after job interview: "The interview was one of the best interviews I have had, you were very welcoming"	Conservation & Community	Access and Engagement
14-May-24	Gratitude to Matthew Lappin (Senior Planning Officer) for how he dealt with objection to planning application: "I have appreciated the time and steps you have taken to address our comments and genuinely feel listened to"	Conservation & Community"	Planning
09-May-24	Thanks to Peter Reynolds (Senior Listed Building Officer) for sympathetic participation at public meeting: "I am so grateful for the time you gave us and for your gracious and informed responses that were given to the questions asked and the comments made"	Conservation & Community	Planning
16-May-24	Card of thanks to staff at Dales Countryside Museum for welcoming visit to Hawes	Park Services	DCM
21-May-24	Note of thanks to Gary Smith (Director of Conservation & Community) for presentation to parish meeting: “people present saying they now know much more about how the Authority plans its objectives, measures	Conservation & Community	Authority

	progress and, importantly about the constraints, financial and otherwise, that limit the pace at which ambitions can be achieved"		
24-May-24	Gratitude to Kirstin Hruby Horn (Information Adviser) for help, tips and information re travelling in the Dales	Park Services	NPVCs
30-May-24	Thanks from Member Champion to Sarah Nicholson (Communications Officer) for double page spread in Dales newspaper re the work of the planning team	Corporate Services	Communications
03-Jun-24	Thanks to Andrew Tait (Senior Planning Officer) for help with application: "wonderful advice and help from you. We cannot thank you enough ".	Conservation & Community	Planning
03-Jun-24	Appreciation of work done by Michael Briggs (Area Ranger Swaledale) and his team on eroded riverside path: "It's a job well done!"	Park Services	Rangers
03-Jun-24	Compliment on input to project by Luke Bassnet-Barker ("He was enthusiastic, well informed, expert and thoughtful. Terrific ambassador for the Park"	Conservation & Community	Historic Environment
03-Jun-24	Compliments to Hermione Pocock (Tees-Swale Youth Engagement Officer) for work delivering trips for 100 people from the Richmondshire Refugee Support Group	Park Services	Access & Engagement
04-Jun-24	Letter of appreciation to Fiona Rosher (Museum Manager) for the Volunteer-led Flora and Fauna Walks run from DCM.	Park Services	DCM
05-Jun-24	Comment to Kate Hilditch (Area Manager) re the Three Peaks project: "You and your team are making a massive difference - it is good to see".	Park Services	Rangers
06-Jun-24	Comment on Tripadvisor, re the NPVC at Aysgarth including the Tramper, and Meet-and-Greet volunteers: "Plenty of water coming through. Visited all three levels. Stunning! Real bonus was for my friend having the use of an all terrain mobility scooter, enabling her to get closer to the falls than expected. Full marks to Alan and Simon for their knowledge, helpfulness and friendly welcome. Lovely breakfast sandwich and coffee too at the Visitor Centre"	Park Services	NPVCs
10-Jun-24	Email to Michael Briggs (Area Ranger, Swaledale) congratulating on work to footpath at Reeth: "Just to say many thanks for all the painstaking work (over years!) that you and your colleagues have done to get the footpath back open down to the riverside and bridge at Reeth. We walked down this morning and thought you'd made an absolutely brilliant job of it. Thanks again".	Park Services	Rangers
17-Jun-24	Thanks to Fiona Rosher (Museum Manager) re education session held at DCM "Thank you for all your work for today, you were great with the class and made us all feel so welcome too"	Park Services	DCM
18-Jun-24	Thanks to Jill Coope (Information Adviser): "I would like to commend the lady on the desk in Grassington National Park Centre on Friday 14th June. In between serving customers and giving advice to others she did her utmost to help my father to find an EV charging point that could take his payment card. On what was a difficult day for us she could not have been more helpful. Please pass on my grateful thanks"	Park Services	NPVCs
21-Jun-24	Thanks to Tom Hickey (Access Ranger) "a HUGE thank you for clearing the bridleway in Middleton. It's made a massive difference."	Park Services	Rangers

27-Jun-24	Complimentary comment about Rob Ashford (former Area Ranger): "I hope … that you are making progress in finding a replacement for Rob Ashford who we will miss, as he has been a great help and support to Kirkby Malhamdale Parish Council over several years."	Park Services	Rangers
02-Jul-24	Compliments to Caroline Hall (Access & Engagement Project Officer) for session with school SEN group at Lower Winskill	Park Services	Access & Engagement
18-Jul-24	Compliment to Milly Matthews-Mulroy (IT Officer GIS) from Head of IT at Exmoor, for the way she works with their team	Corporate Services	IT
22-Jul-24	Gratitude for Graham Pye (Access Ranger): "Very much appreciate all the work you do for the area"	Park Services	Rangers
24-Jul-24	Note of thanks from CSE assessor to those officers who she interviewed: "I was impressed with each one of you"	All Directorates	Authority
29-Jul-24	Great comments on Tripadvisor re Aysgarth Falls: "What a great place to visit; fantastic for someone with mobility issues"	Park Services	NPVCs
02-Aug-24	Compliment to Andrew Tait (Senior Planning Officer) on help with application	Conservation & Community	Planning
06-Aug-24	Notification of Tripadvisor award - Travellers Choice winner	Park Services	NPVCs
09-Aug-24	Gratitude for work by Rob Wilson (Access Ranger) to lane: "it's much appreciated and they look so much better"	Park Services	Rangers
12-Aug-24	Great experience at Aysgarth Falls: "I would like to thank all your staff we met - apart from being lovely in all that we visited, they also advised us to get a parking permit which was amazing good value."	Park Services	NPVCs
04-Sep-24	Thanks and appreciation to Phil Richards (Area Ranger) for repairs to stile.	Park Services	Rangers
16-Sep-24	Congratulations to the Authority (Alan Hulme, Head of Park Management) "on having one of the simplest pay & display machines I have ever used"	Park Services	Car Parks
26-Sep-24	Visitor comment on how easy the car park ticket machines were to use	Park Services	Car Parks
02-Oct-24	Student participant commented they had really enjoyed being included on the Welcoming Place Drafting Group, “well run and I learned useful information”	Park Services	National Trails
09-Oct-24	Applicant for Outdoor Learning Officer post was really impressed with the interview process - "I was made to feel very comfortable and at ease by the interview panel. Thank you"	Park Services	Access & Engagement
14-Oct-24	Thanks to Barbara Jolley (Information Adviser) for arranging an excellent workshop opportunity for a felt artist	Park Services	NPVCs
17-Oct-24	Message of thanks to Michelle Clyde (Head of Finance) and Julie Braid (Finance Officer) from Defra for providing documentary evidence re sampled transactions; "Thanks again for the speed with which you and Julie have turned this around, much appreciated."	Corporate Services	Finance
15-Nov-24	Gratitude to Western Dales Ranger team (and volunteer) for prompt action re a gate and right of way repair in Dent	Park Services	Rangers
19-Nov-24	Thanks to Mark Williams (Senior Planning Officer) for "sensible and supportive approach to our planning applications"	Conservation & Community	Planning

19-Nov-24	Compliment to Will Locke (Area Ranger Western) for all his work: "Congratulations to you and the team for all the hard work you put into improving the Park "	Park Services	Rangers
19-Nov-24	Compliment to Sheila Roberts (Rights of Way Officer) on diversion order: "I wish all authorities were as good to work with on footpath diversions!"	Park Services	Rights of Way
29-Oct-25	Compliment to Sheila Roberts (Rights of Way Officer) for footpath diversion	Park Services	Rights of Way
19-Nov-24	Compliment to Sheila Roberts (Rights of Way Officer) for footpath diversion "well done, this is good news and peace of mind for us. Thank you for helping us with this"	Park Services	Rights of Way
26-Nov-24	Complimentary comments made to CEO about Kim Scholey (Volunteers Administration Officer) and Sally Robertshaw (Volunteers Development Manager) "that Sally and Kim were able to reorganise the arrangements in such an effective way in such a short time demonstrates what a strength they are in supporting volunteers throughout the year". (Document of all compliments put on their personal files)	Park Services	Volunteers
27-Nov-24	Praise for Kim Scholey (Volunteers Administration Officer) and Sally Robertshaw (Volunteers Development Manager): "they are very special people … you have an amazing staff - caring, kind, generous people"	Park Services	Volunteers
28-Nov-24	Compliment for Janet Perry (Planning Assistant) for support, advice and guidance during planning application.	Conservation & Community	Planning
16-Dec-25	Compliment for excellent work by Will Locke (Area Ranger) and Calum Stott (FiPL Officer) for completing Cautley Bridge: "Well done to all involved - it looks magnificent"	Park Services	Rangers/FiPL
17-Dec-24	Thanks to Paul Sheehan (Access Ranger) for repairs to gateway on bridleway: "If there was a box tick exercise, this passed on all fronts. Excellent wall work and should last another 200 years"	Park Services	Rangers
31-Dec-24	Complimentary comments about Charlotte Mudd (Creative Content Producer): “here was a lovely piece on radio about the park, spoken by someone called Charlotte. It really caught the essence of what it’s like to live here; congratulations on an excellent advert for our home".	Corporate Services	Communications
15-Jan-25	Complimentary remarks to Katherine Wood (Principal Planning Officer) about handling of planning application	Conservation & Community	Planning
19-Jan-25	Thanks to Ranger team at Stonedykes for work over past year: "I would like convey our thanks, to each and every one in the YDNPA team for the sterling job done over the last year"	Park Services	Rangers
24-Jan-25	Compliment to Claire Hodgson (Planning Officer) and Peter Reynolds (Building Conservation Officer): "I am writing to express my sincere gratitude and appreciation for the exceptional service provided by Claire Hodgson and Peter Reynolds from the Planning and Conservation team at the Yorkshire Dales National Park. Their profound knowledge, extensive experience, and passionate dedication to their roles made a significant impact on my recent interactions".	Conservation & Community	Planning/Building Conservation
13-Feb-25	Compliments from Natural England officers to Coast-to-Coast team (Angela Hobson, Sue Arnott, Suzanna Barningham) for "brilliant" visit: "excellent detail and insights"	Park Services	National Trails
20-Feb-25	Complimentary comments to the Three Peaks team for "the tremendous amount of hard work and energy that has been concentrated on the Three Peaks route	Park Services	Rangers