

REPORT OF THE PERFORMANCE AND COMPLIANCE CO-ORDINATOR

SUBJECT: PERFORMANCE REPORT FOR THE PERIOD ENDING 31st MAY 2020

Introduction

The performance report follows the structure of the Corporate and Resources Plan for 2020/21.

The first section is based on progress against short and mid-term priorities focused on our COVID-19 response and recovery planning. It is important to note that some activities within this section are phased and external factors including changes to regulations will have an impact on delivery and progress.

The second section outlines progress against work streams that contribute to the longer term delivery of our Well-being Objectives and impacts within the National Park Management Plan. This section going forward will provide insight into the impact of COVID-19 and recovery on long terms delivery and projects across well-being objectives. Some activities within work streams may be progressed during 2020/21, however a number of them particular those involving face to face contact between individuals may not be able to progress until restrictions are partially or fully lifted. In some cases this will mean that activities under some work stream may not be carried out during 2020/21. Activities under work streams will be subject to further review during the year to assess whether they remain relevant or need to be updated to align with recovery plans.

The following report presents the performance to date up to 31st May 2020. Due to the reporting period, statistical data for work streams is only available for data inputted into Ffynnon on a weekly and monthly basis. Quarter 1 statistics for data sets recorded quarterly on the system will be reported at the next Audit and Corporate Services Committee.

An explanation of RAG status has been added to the end of this introduction report following a request from the Operational Review Committee for additional explanation on RAG status to be included in performance reports.

Responding to COVID 19 Regulations

In line with Welsh Government Regulations in May the Coast Path closures remained in place with closed sections patrolled on weekly basis and signage replaced as necessary. Car parks also remained closed in May and all face to face services were suspended.

Priority Work Areas

The Warden and Ranger teams started back at work from the 11th May with work on the ground beginning from the 18th May onwards in time for the cutting season. Mobile apps were used by Wardens and Rangers in the field to receive work lists, with the web based job management system for allocating work used by Warden Managers across the park from home. The system is live and real time and requires no paper or face to face contact in line with COVID Risk Assessment. Supporting PCNPA staff in returning to outdoor work has meant compiling a comprehensive risk assessment.

In terms of conservation in May limited work was undertaken, with outdoor work focused on helping stock be returned to owners.

Planning Service and LDP

In May the Authority was delivering our planning responsibilities in accordance with the advice given by the Welsh Government to local planning authorities. Some elements of the service it has not been possible to undertake from home, including:

- Accessing archives and other hard copy materials
- Process any hard copy materials received at Llanion.
- Undertake site visits
- Create site notices for applications
- Print out and send neighbour notification letters.

New applications where electronically submitted have been processed by the Authority and consulted on but they cannot be finally determined due to the inability to undertake site visits and publicise applications. The Authority has issued decisions on planning applications, largely where they were full consulted on prior to the Covid 19 restrictions. Delivery of statutory planning responsibilities through May have therefore been severely reduced.

In terms of the Local Development Plan the inspectors report was received and notification sent. Officers are now awaiting opportunity to adopt the LDP.

Recovery Planning

Apart from the warden and ranger teams the majority of other staff are either working from home or furloughed. Centres remain closed and no face to face services are in operation. In May the Authority began its recovery planning process with individual team contributing to the development of the Authority's overall recovery plan.

Working Towards Long Term Objectives

The majority of projects and activities were on hold in May either due to the reprioritisation of work to deal with the COVID 19 response and recovery planning or due to the impact of regulations in May on the ability of aspects of projects and

services to be delivered. Officers in some areas have been able to progress tasks that are more suitable for the home working environment.

Concern has been raised on the need to for urgent progress on the Aberforrest project, this project is due to resume – mid September onwards and relates to work on increasing resilience to winter storm damage.

Where possible officers have identified ways to modify their approach through utilising digital communication to support delivery of actions related to longer term objectives. This has included

- the holding of a virtual Real Wild Food Fair across OYP facebook pages in May, promoting local stall holders following the cancellation of the actual event
- online training session for wildlife monitoring and recording has been held for volunteers
- Pembrokeshire Outdoor Schools providing an 'outdoor activity a day' on line (Twitter and Facebook) aimed largely at an audience of parents who were home schooling.
- Virtual meetings of Youth Committee and Volunteer Forum
- Ongoing engagement with strategic partnerships through participating in virtual meetings.
- Holding of virtual committee meetings – with 91.11% Members attendance at Committee ytd above the 75% target and the 84.44% for the same period last year.

Explanation of RAG Status

RAG	What it means
Red	<p>Close monitoring and/or significant action required.</p> <p>This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Measures: Not meeting the target or set to miss the target by a significant amount. • Projects/ Project Development: Significant issues with the project e.g. project hasn't started within expected timescales, delays against critical milestones, failure to achieve project outcomes, significant challenges to operational delivery, issues with budget profiling or future funding concerns. Or project is on hold/ no aspect of the project can be delivered due to COVID 19. Risk project associated with has increased as a result of inaction. • Ways of Working: Significant delays with progressing ways of working activities. Critical activities, milestones and outcomes not being achieved. Lack of progress raises compliance concerns. Current area of work is on hold due to reprioritisation of work due to COVID 19. • Strategic: Strategic partnership or engagement failing to achieve desired outcomes, lack of sustainability within partnership, funding concerns or capacity concerns in terms of Authority involvement. • Covid 19 response/ recovery: Service on hold or phase cannot

	<p>progress due to current regulations. Progress concerns around recovery planning response in this area. Significant implementation concerns with phase. Significant limitations to service delivery. Major Health and Safety concerns or impacts on the workforce.</p>
Amber	<p>Light touch monitoring required and/or some action should be carried out to prevent movement to Red status or to ensure progress to Green status.</p> <p>This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Measures: Performance is currently not meeting the target or set to miss the target by a narrow margin. • Projects/ Project Development: Minor or initial concerns around project performance and delivery e.g. some slippage in terms of timescales, initial concerns around progress towards project milestones, outcomes, operational delivery and budget profiling. Some future funding concerns. Measures have been put in place to address any previous major concerns and are being acted upon. Only part of the project is being delivered due to COVID 19/ adapted approach in place. • Ways of Working: Minor delays with progressing ways of working activities. Some activities, milestones and outcomes not being achieved. Measures have been put in place to address any previous major concerns and are being acted upon. • Strategic: Initial concerns on strategic partnership or engagement achieving desired outcomes, sustainability of partnership, funding or capacity in terms of Authority involvement. • Covid 19 response/ recovery: Only part of service is being delivered. Recovery planning activities initiated or in place but service not back to normal. Concerns around progress/ delivery in terms of recovery planning or service provision. Minor Health and Safety Concerns or impacts on workforce.
Green	<p>No action required.</p> <p>This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Measures: Performing is currently meeting the target. • Projects/ Project Development: Everything is functioning as expected, project performance is as planned with the project meeting milestones and outcomes. • Ways of Working: Progress is being made against areas for action within reasonable timescales. Milestones and Outcomes are being achieved. • Strategic: Healthy sustainable partnership in place, delivering against desired outcomes. • Covid 19 response/ recovery: Service back to normal/ or operating successful adapted approach. Regulations implemented. Effective Health and Safety practices are in place.

Performance for some Measures are based on across year benchmarking and trend considerations, performance columns on previous year performance should be used to assess performance in these areas.

RECOMMENDATION:

Members are requested to RECEIVE and COMMENT on the Performance Report.

(For further information contact Mair Thomas, Performance and Compliance Co-ordinator)

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Short and Mid Term Phased Approach

Well-being Objective - Responsive, Effective and Ensuring Safety

Work Area 1 – Responding effectively to COVID -19 related regulations and guidance

Phase 1 Actions - Implement effectively COVID-19 Regulations and Guidance issued by the UK and Welsh Government

Action	2020/21 Previous Period - April	2020/21 Current Period – May		
	RAG	RAG	Trend	Comments
Management and Implementation of COVID -19 Access Regulations: Closure of paths, signage, monitoring, management and communication of closure.	Green	Green	→	Coast Path closures in place; closed sections patrolled on weekly basis and signage replaced as necessary.
Management and implementation of closure of Car Parks and Centres.	Green	Green	→	Car Parks closed: appropriate signage in place – PCC Enforcement and Dyfed Powys Police undertaking regular patrols along with HM Coastguard.
Ensuring our publically accessible sites and land is safe for the public to use.	Green	Green	→	Sites closed; monitored on a weekly basis by staff for health and safety issues.
Enabling safe monitoring, management and cutting of coast and inland rights of way paths.	Amber	Green	↑	Job Management System (using Arconline) for cutting coast path and rights of way became operational at the end of May 2020, in time for the cutting season. Mobile apps used by Wardens and Rangers in the field to receive work lists, web based system for allocating work used by Warden Managers across the park from home. System is live and real time and requires no paper or face to face contact in line with COVID Risk Assessment. Inland paths prioritised with those close to local settlements cut first, in line with WG guidance on exercise from

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data
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				home, remote routes de-prioritised. Dashboard created to monitor progress, allowing ops manager to re-plan depending on situation as it changed. Dashboard is automatically updated and is live, allowing Rights of Way Team to monitor progress in a live environment. Director also has access. See Appendix 1 for further information on how Arconline software as part of the Digital Park Project has been utilised during the COVID 19 to support the work of the Countryside Management Team.
Enabling safe management of critical conservation activities, including Grazing.	Amber	Amber	→	Limited work undertaken to help stock be returned to owners.
Closure, suspension of activities, cancellation of events and adaptation of face to face services (application of relevant regulations on Authority activities.)	Green	Green	→	All events and face to face services suspended.
Engagement with Welsh Government Departments over implementation of regulations	Green	Green	→	Regular engagement with Welsh Government on any changes and review of actions in accordance with requirements.
Phase 2 Actions - Respond effectively to relaxation of regulations taking a phased response as required.				
Management and implementation of changes to COVID-19 Access Regulations and other regulations impacting on wider recreation management.	Amber	Amber	→	Individual recovery plans for each service areas being drafted for consideration by Leadership Team. PCNPA in ongoing discussions with a wide variety of key partners including WG, PCC, NRW, NT, NPAs, AONBs, RSPB, PCF, etc.
Carew - Planning and managing phased opportunities for the opening up of Centres	Red	Amber	↑	Centre remains closed to the public due to COVID 19 restrictions. Work carried out on departmental recovery plan to feed into Authority recovery plan.
Castell Henllys - Planning and managing phased opportunities for the opening up of Centres	Red	Amber	↑	Centre remains closed to the public due to COVID 19 restrictions. Full site recovery plan submitted to senior management and risk assessment and procedures for re-opening the site to staff in the first phase written and shared with all staff (still working and furloughed). Café has re-opened and is

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				successfully operating as a takeaway. Digital Beltane event on the 9th of May reached over 6000 people.
Oriel y Parc - Planning and managing phased opportunities for the opening up of Centres	Red	Amber	↑	Centre remains closed to the public due to COVID 19 restrictions. Work carried out on departmental recovery plan to feed into Authority recovery plan.
Education Service - Planning and managing phased opportunities for the opening up of face to face services	Red	Amber	↑	Work carried out on recovery planning related to feed into Authority recovery plan. Currently no face to face delivery, schools remain closed. The Outdoor Schools initiative continued to be active despite schools being closed. The Co-ordinator provided an 'outdoor activity a day' on line (Twitter and Facebook) aimed largely at an audience of parents who were home schooling. Time was also spent developing themed resources for teachers in preparation for the eventual opening of schools.
Volunteering/ social action opportunities, community engagement and outreach activities - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	Work carried out on volunteering recovery plan to feed into Authority recovery plan. Continuing to evaluate options for getting some PCNPA volunteers back - talking to volunteer managers about suitable tasks and risk assessments drafted. Communication with and support for volunteers continues. This has included quizzes (Pathways volunteers), training and learning opportunities (wildlife monitoring and recording) and video conference 'catch-ups'.
Events and activities - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	All PCNPA activities and events cancelled until mid-July at the earliest, but under constant review. Work carried out on Events and Activities recovery plan to feed into Authority recovery plan.
Project Delivery Direction (e.g. Stitch in Time, Heritage Guardians) - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	Work carried out on Direction recovery plan including volunteering and education to feed into Authority recovery plan. Lockdown – no work outdoors. Organising of virtual volunteer training. Commissioning of an evaluation of work undertaken

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				heritage Guardians.
Project Delivery Countryside Management (e.g. Paths, Plants and Pollinators) - Planning and managing phased opportunities the opening up of face to face services	Red	Red	→	Project on hold due to Covid 19, project officer redeployed to assist with cutting activities.
Project Delivery Discovery (e.g. Walking for Well-being, Walkability, Pathways) - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	Work carried out on recovery planning related to Walking activities, working with schools, volunteering and activities and events all of which will impact on face to face elements of project delivery to feed into Authority recovery plan. The following projects continue to operate in an adapted form during the lockdown period: Walkability, West Wales Walking for Wellbeing, Pembrokeshire Outdoor Schools. Activity continued during May focussed on on-line engagement with target audiences and the preparation of resources and materials in preparation for a resumption of regular 'face to face' activity. As part of West Wales Walking for Wellbeing, walkers (in Ceredigion) we challenged to walk around the British Isles virtually and record there short distance walked collectively on pedometers provided by the project. The Pembrokeshire project officer has started to collate accessible routes on the View Ranger app with the aim of sharing routes that can be followed by individuals walkers close to their home. The West Wales Walking website is due to be launched in the coming weeks.
Development Management - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	Work carried out on recovery planning relating to Development Management to feed into Authority recovery plan. In person face to face services have not been possible due to the risk such meetings entail. Numerous video meetings undertaken by all staff to ensure that they continue to communicate

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				effectively internally and externally have been undertaken.
Direction face to face liaison (e.g. landowners) - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	Lockdown - no face to face meetings. Work carried out on recovery planning relating to safe site visits to feed into Authority recovery plan.
Reception - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	HQ and Centres closed until guidance received from Welsh Government on the lifting of restrictions. Leadership Team tasked with preparing for situation where Welsh Government restrictions are lifted. Llanion building including reception being considered within recovery planning process.
Internal and External Meetings - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	Work started on a Recovery Plan for all service provision across the Authority. Virtual internal meetings being held and meetings with external organisations being held virtually.

Work Area 2 – Ensuring staff well-being and safety

Phase 1 Actions - Staff well-being and safety				
Action	2020/21 Previous Period - April	2020/21 Current Period – May		
	RAG	RAG	Trend	Comments
Activities to support staff health and well-being during working from home and lock down.	Green	Green	→	Regular staff e-mail and newsletter updates and sign-posting to staff on managing health and well-being during lock-down. Line Manager contact with staff tasked to ensure regular communication for furloughed and non-furloughed staff.
Maintaining health and safety of staff carrying out essential work or inspections at PCNPA sites or implementing access regulation requirements in the	Green	Green	→	Regular supervision in place. General and Activity Based Risk Assessments carried out with involvement of staff and PPE utilised in all cases.

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Park Area.				
Phase 2: Staff Well-being and Safety - Respond effectively to relaxation of regulations taking a phased response as required.				
Countryside Management (including coast path cutting and maintenance), Property and Estates - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Amber	Amber	→	The Warden and Ranger teams started back at work from the 11th May with work on the ground beginning in earnest from the 18th May onwards. Supporting PCNPA staff in returning to outdoor work has meant compiling a comprehensive risk assessment. Work processes have been redesigned to ensure that each member of the team has their own vehicle and equipment (Wardens usually work in pairs and share a single vehicle), as well as compliant personal protective equipment (PPE). Visits to depots are being limited and staggered and all of the work being undertaken by Wardens and Rangers in terms of vegetation control is managed online, using our job management system, so that we can limit unnecessary face-to-face contact. Property and Estates staff remain working from home, and have contributed to draft departmental recovery plans.
Visitor and Community Services (Centres, Discovery and Rangers) - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Amber	Amber	→	All site visits, other than essential maintenance and/or safety checks, are restricted under current lockdown approach. Managers working from home and developing plan for phased re-opening of centres. Majority of centre staff now furloughed with exception of Site Wardens.
Direction (Access, Conservation, Planning Policy, National Park Management Plan, Health and Well-being/ Tourism, Community Archaeology) - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Amber	Amber	→	Access – priority area allowed to visit sites. Other areas of work – officers working effectively from home. However some officers working from home with no site visits. Work carried out on recovery planning relating to safe site visits to feed into Authority recovery plan.
Development Management - Planning and managing phased opportunities for staff across different teams to	Red	Amber	→	Normal office base of all staff is closed. Work carried out on recovery planning relating to Development

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return to their normal place of work and duties (where possible and subject to restrictions)				Management to feed into Authority recovery plan.
Support Services (Finance, HR, IT, Communications, Fundraising, Democratic Services and Customer Services, Performance) - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Red	Amber	↑	Initial work undertaken to prepare Recovery Plan. Staff working from home. Prearranged visits to office only allowed with Line Managers approval.

Work Area 3 – Implementing Effective Working Practices

Actions				
Action	2020/21 Previous Period - April	2020/21 Current Period – May		
	RAG	RAG	Trend	Comments
Countryside Management, Property and Estates - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Amber	Green	↑	Job Management System (using Arconline) for cutting coast path and rights of way became operational at the end of May 2020, in time for the cutting season. Mobile apps used by Wardens and Rangers in the field to receive work lists, web based system for allocating work used by Warden Managers across the park from home. System is live and real time and requires no paper or face to face contact in line with COVID Risk Assessment. Property and Estates working from home.
Visitor and Community Services (Centres, Discovery and Rangers) - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	Some staff have now been furloughed with remainder of staff working from home, but supported by regular contact from relevant line manager. Line managers continue to provide support and most Rangers are now working to support PROW maintenance

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				alongside Wardens. Team meetings continue via VC facilities and revised team plans have been agreed.
Direction (Access, Conservation, Planning Policy, National Park Management Plan, Health and Well-being/ Tourism, Community Archaeology) - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Amber	Amber	➔	Access – priority area allowed to visit sites. Other areas of work – officers working effectively from home. However some officers working from home with no site visits. Work carried out on recovery planning relating to safe site visits to feed into Authority recovery plan.
Development Management - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	➔	All staff within planning have been established working from home, since early March. Access is provided to corporate electronic services including the planning applications database. Most officers are fully contactable but limited telephone signal has reduced the ability of some officers to be contacted.
Support Services (Finance, HR, IT, Communications, Fundraising, Democratic Services and Customer Services, Performance) - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	➔	Regular contact between managers and staff to ensure effective homeworking. Guidance update when required.
Ways of Working: Leadership Team - Management of homeworking including staff, teams and work priorities	Green	Green	➔	Virtual Leadership Team Meetings being held weekly. Guidance issued to staff in relation to changes to COVID 19 situation and impact on Authority work and work place alongside weekly internal newsletter. Leadership Team co-ordinating recovery planning activities.
Management of IT infrastructure and support.	Green	Green	➔	Laptop and Remote Access Provision since lockdown: Staff identified as requiring the ability to work from home as critical to fulfilling the Authority's obligations: 100% and 'valuable': 96% (2 staff on hold due to absence). Lifesize Video Conference application rolled out to all laptops, 11 departmental virtual rooms created, one bookable virtual room created, ability to book one time password secure

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				meetings in place, all NPA Meetings moderated and livestreamed to the public. Slack (Workplace Collaboration application) rolled out to all staff providing private and team messaging plus 1:1 audio calling capability - reducing the overhead on emails and phone calls. Additional Mobile Phone provision for reception staff to manage calls to switchboard plus further adhoc provision of mobile phones where identified as a need. Additional remote management software purchased to provide IT assistance remotely.
Internal Communication	Green	Green	→	Weekly newsletter sent to staff and weekly communication from Chairman and Chief Executive to Members. Guidance issued to staff in relation to changes to COVID 19 situation and impact on Authority work. Managers keep in regular contact with staff.

Work Area 4 – Providing a helping hand, supporting other Public Bodies and our communities

Actions				
Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend
Providing additional support to other Public bodies and voluntary sector where appropriate.	Green	Green	→	Authority has been in contact with other public bodies and communities offering support and assistance. Most organisations are currently able to access the support they require.

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Work Area 5 – Recovery Planning

Actions				
Action	2020/21 Previous Period - April	2020/21 Current Period – May		
	RAG	RAG	Trend	Comments
Recovery Plan developed and in place.	Amber	Amber	→	A draft internal recovery plan has been developed and will be discussed by Leadership Team shortly.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Destination management – including visitor and community relations.	Amber	Amber	→	Joint approach to managing the destination response to the coronavirus pandemic are being co-ordinated at a local, regional and national level with relevant agencies.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Recreation management and access to the outdoors.	Amber	Amber	→	PCNPA in ongoing discussions with a wide variety of key partners including WG, NRW, NT, NPAs, AONBs, RSPB, PCF, etc.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on exploring how we can support local supply chains and economy.	Amber	Amber	→	Regular discussions with partners highlighting how we can support local economy. With current restrictions little actual action undertaken.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Development of Health and Well-being and Community focused projects that address longer term impact on people’s physical and mental well-being.	Amber	Amber	→	Meeting with core members of the WWNHS Network. Amendments to Landscapes for All paper to include COVID-19. Recreation Plan working group identifies that the outdoor sector can provide health and wellbeing services.

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Work Area 6 – Delivering our statutory planning responsibilities

Actions				
Action	2020/21 Previous Period - April	2020/21 Current Period – May		
	RAG	RAG	Trend	Comments
Planning Service – Management of applications, appeals and decisions.	Red	Red	→	<p>The Authority was delivering our planning responsibilities in accordance with the advice given by the Welsh Government to local planning authorities.</p> <p>Some elements of the service it has not been possible to undertake from home, including:</p> <ul style="list-style-type: none"> • Accessing archives and other hard copy materials, • Process any hard copy materials received at Llanion. • Undertake site visits • Create site notices for applications • Print out and send neighbour notification letters. <p>New applications where electronically submitted have been processed by the Authority and consulted on but they cannot be finally determined due to the inability to undertake site visits and publicise applications.</p> <p>The Authority has issued decisions on planning applications, largely where they were full consulted on prior to the Covid 19 restrictions. Delivery of statutory planning responsibilities through May have</p>

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				therefore been severely reduced.
Adoption of LDP2.	Amber	Amber	➔	Inspectors Report arrived. Notifications sent. Awaiting opportunity to adopt the LDP.
Adoption of supplementary planning guidance.	Amber	Amber	➔	Awaiting adoption of LDP to progress rollovers of SPGs and publishing guidance for consultation. Relying on LDP1 guidance in the interim.

Work Area 7 – Ensuring effective governance and accountability mechanisms are in place

Actions				
Action	2020/21 Previous Period - April	2020/21 Current Period – May		
	RAG	RAG	Trend	Comments
Hosting virtual Committee Meetings and supporting Members during this process to fulfil their role.	Red	Green	↑	Formal training sessions commissioned from external provider for all Members on participating in and chairing remote meetings. Separate one-to-one sessions held with various Chairs also. Authority meeting held on 06 May via Lifesize video technology, when decision was taken to livestream meetings while the Local Authorities (Coronavirus) (meetings) (Wales) Regulations 2020 remain in force. Subsequent Committee meetings (Audit & Corporate Services Committee and Sustainable Development Fund Committee) subsequently livestreamed.
Webcasting of virtual meetings.	Green	Green	➔	Action Complete. Staff/Members received training in relation to attending virtual meetings. All virtual committee meetings from May are being live streamed.

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Relevant delegations are sought and in place.	Red	Green	↑	Report on amended scheme of delegated planning powers agreed by Authority on 06 May.
Holding of virtual Leadership Team meetings and ERT meetings.	Green	Green	→	Regular ERT and Leadership Team meetings continue to be held remotely.
Risk Register is kept up to date and reported to Members via relevant Committees.	Green	Green	→	Members considered Risk Register at May Audit and Corporate Services Committee. Covid 19 related risks discussed.

Data Available Monthly								
Measure	2019/20 May	2020/2021 Previous Period April	2020/2021 Current Period – May					
	Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
# committee webcasts ytd	N/A	0	2	N/A	Baseline Data			Two Livestreams: 13/5/20 Audit and Corporate - 6 views. 20/5/20 SDF - 7 views.
# people viewing online webcasts of PCNPA Committees this month	N/A	0	13	N/A	Baseline Data			

Work Area 8 – Fulfilling our financial obligations

Actions - Fulfilling our financial obligations					
Action	2020/21 Previous Period - April	2020/21 Current Period – May			
	RAG	RAG	Trend	Comments	
Processing of invoices and monitoring and fulfilling of contracts.	Green	Green	→	Finance Staff continue to process invoices and process pay roll runs.	

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Communication with Funders for Projects.	Green	Green	→	All grants monitored
Monitoring and mapping of financial impact on services and future operations.	Amber	Amber	→	Impact of COVID 19 crisis on going

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Working Towards Long Term Objectives

Well-being Objectives and National Park Management Plan Impacts/ Monitoring Impact on our Services and Projects

Well-being Objective - Prosperity

Data Available Monthly

Work Stream	Measure	2019/20 May	2020/21 Previous Period April	2020/21 Current Period – May					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Maintaining Public Rights of Way a Tourism Asset	Pembrokeshire Coast Path – Trip Advisor Overall Rating 1-5	5	5	5	5	TIR	Green	→	Sections of the Coast Path were closed from March in response to the Covid 19 outbreak.
Tourism Engagement & New Audiences	# Main website users	74,013	10,922	16,648	BM against 2019/20				Covid-19 lockdown / analytics issues with transfer to new website resulting in no data from 19 May onwards
	# Main website page views	456,046	37,374	58,367	BM against 2019/20				Covid-19 lockdown / analytics issues with transfer to new website resulting in no data from 19 May onwards
	Oriel Y Parc Trip Advisor rating 1-5	4.5	4.5	4.5	4.5	TIR	Green	→	The Centre closed mid March due to COVID 19 pandemic.

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data
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	# visitors to Oriel Y Parc	22,385	0	0	BM against 2019/20	TIR			The Centre closed mid March due to COVID 19 pandemic.
Supporting Local Businesses	% Authority Spend locally	45.29	28.48	41.80	BM against 2019/20	TIR			£57,622.60 ytd spent in SA postcode.
	% Invoices paid on time (Average) ytd	98.94	95.68	95.46	97%	TIR	Amber	↓	

Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July / August 2020

Work Stream	Measure	Original Target	Revised Target
Planning Policy and Planning Service	% of all planning applications determined within time periods required ytd	82%	
	Average time taken to determine all planning applicants in days ytd	<67 days	
	% of Member made decisions against officer advice (recommendation) ytd	5%	
	% of appeals dismissed ytd	>66%	
	Applications for costs at section 78 appeal upheld in the reporting period ytd	0	
	% of planning applications determined under delegated power ytd	BM against 2019/20	TIR
	# planning applications registered ytd	Trend	
Maintaining Public Rights of Way a Tourism Asset	% of planning applications approved ytd	90%	Trend
	% of PROW open and accessible and meeting the quality standard ytd	85%	TIR
Sustainable Tourism and Recreation Management and Promotion	# of people using footpath (from fixed counters) ytd	Trend	TIR
	# filming enquiry requests ytd	Trend	TIR
Tourism Engagement & New Audiences	# filming enquiry licenses awarded ytd	Trend	TIR
	# attending pop up events ytd	BM against 2019/20	TIR
	# people engaged with through Summer Rangers business and general public networking activities ytd	BM against 2019/20	TIR
Supporting Local	# Parkwise training sessions held ytd	4	TIR
	# of stall holders participating in fairs and events at Oriel Y Parc and Carew	Trend	TIR

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Businesses	ytd		
	# of artists and craft makers supported at Oriol Y Parc ytd	Trend	TIR
Employment Transformation in Pembrokeshire	# Work experience placements provided ytd	BM against 2019/20	TIR
	# Office and Centre based volunteer days our activities ytd	BM against 2019/20	TIR
	# attending volunteer study days ytd	BM against 2019/20	TIR

Action					
Work Stream	Action	2020/21 Previous Period - April RAG	2020/21 Current Period – May		
			RAG	Trend	Comments
Planning Policy and Planning Service	(See actions under delivering our statutory planning responsibilities)				
Maintaining Public Rights of Way a Tourism Asset	Ways of Working: Digital Park Project.	Green	Green	→	Ongoing. Arconline system used to create online map showing Coast path closure points during Covid19 Crisis. Arconline system being used to manage prioritised Coast Path and Inland Rights of Way cutting jobs and progress monitoring. See Appendix 1.
	Project: Development of new footpath links and circular walk creation.	Red	Red	→	All work suspended due to Covid19; due to resume mid-September onwards
	Project: Increasing resilience to winter storm damage.	Red	Red	→	All work suspended due to Covid19; due to resume mid-September onwards. Urgent need to progress Aberforrest project.
	Strategic Partnerships: Rights of Way Improvement Plan and Local Access Forum.	Amber	Amber	→	Local Access Forum meetings suspended due to Covid19 expected to resume September. ROWIP partnership unaffected
	Strategic Engagement:	Green	Green	→	Meetings suspended due to Covid19 but project now

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	Participating in Access Legislation Forum				being progressed through written contributions.
Sustainable Tourism/ Recreation: Management and Promotion	Project: External Sustainable Events Research. (S6)	Green	Amber	↓	Some delay on stakeholder engagement due to COVID19. Interviews held with UKNP sustainable tourism officers members.
	Ways of Working: PCNPA Branding.	Green	Green	→	Final element of the branding work (pilot ambassador scheme) is being developed - initial scoping complete.
	Strategic Partnership: Supporting Destination Management Plan implementation and setting up of delivery organisation.	Amber	Amber	→	Shadow Board set up and the Authority is represented by Chief Executive. Work undertake to prepare the advert for Chief Executive.
	Strategic Partnership: Managing What We Can Document – Annual review with Partners. (S6)	Green	Amber	↓	Document revised and in draft to include COVID19 - new inclusions on wildlife disturbance and activities, and recognition that new locations may experience new pressures.
	Strategic Partnership: Pembrokeshire Water Safety Forum and mapping of coastal and foreshore incidents.	Green	Green	→	Water Safety Forum held by video conference. Water safety incidents remain low.
	Strategic Engagement: Liaison with Recreational Groups and Pembrokeshire Coastal Forum. (S6)	Green	Green	→	Pembrokeshire Recreation Plan Group met twice and will continue to meet regularly to plan and co-ordinate operational issues, site and activity management with partner organisations during the pandemic period.
Tourism Engagement and New Audiences	Project: Re positioning Oriel Y Parc as a Discovery Centre for the Park.	Red	Red	→	OYP currently closed due to COVID 19.
	Ways of Working: Activities to support implementation of business plan at Oriel Y Parc.	Red	Amber	↑	OYP currently closed due to COVID 19. Work carried out on OYP departmental recovery plan to feed into Authority recovery plan.
	Project: Development of Discovery Points across the Park.	Amber	Amber	→	Project proposal on Discovery Points submitted to project prioritisation process.

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	Partnership Project: Celtic Routes.	Amber	Amber	➔	Phase 2 bid being developed in partnership with key partner agencies across Wales and Ireland.
	Ways of Working: Training of staff in new website content management system and events booking system.	Green	Green	➔	First session held with site staff due to be furloughed. Further sessions being arranged beginning w/c 07/06
	Project Development: Beach Roadshow linked to Summer Rangers Service.	Amber	Amber	➔	No additional bids made this month for this project.
	Project Development: Engagement activities that will support local businesses to engage visitors with the Park and its special qualities.	Amber	Amber	➔	Discovery team members have contributed to the resources needed to deliver Parkwise training following the easing of restrictions. The resources cover the breadth of National Park qualities and could be adapted to create an accessible on line resource.
Supporting Local Businesses	Communications: Virtual promotion of stall holders and other local businesses and food suppliers, including those that were due to be at the Really Wild Food Show at OYP.	Green	Green	➔	Unfortunately due to the impact of Covid-19 OYP was forced to cancel the 2020 Really Wild Food and Countryside Festival on Saturday 30th May. In response it held a Virtual Really Wild Food & Countryside Festival. Throughout May it used social media to showcase the small businesses, charities, organisations and artists who would have been at the Festival, through posting a little about each one on its Facebook pages.
	Ways of Working: Review of procurement in the Authority, including community benefit options and sustainability practices. (S6)	Red	Red	➔	No current action due to coronavirus Covid-19 and reprioritisation of activities.
Employment Transformation	Partnership Project: Pembrokeshire College Work Placement Scheme.	Red	Red	➔	Project on hold due to coronavirus Covid-19, reduced staffing numbers and reprioritisation of activities.

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	Project Development: Feasibility study to inform replacement project for Skills in Action including identifying potential Apprenticeship opportunities.	Red	Red	→	No further progress awaiting feedback on funding for scoping study.
	Ways of Working: Enhancing our volunteering opportunities – flexible and office and centre based opportunities.	Red	Amber	↑	Online training session for wildlife monitoring and recording has been held. Due to Covid-19 it is likely that individual and flexible volunteering roles will be increasingly important as they will be able to be carried out as lockdown restrictions ease. Planning online training sessions for heritage and invasive species.

Well-being Objective - Resilience

Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July/ August 2020			
Work Stream	Measure	Original Target	Revised Target
Conservation Land Management	Conservation Sites - % in line with Management Plan (S6)	100%	TIR
Engagement and Volunteering in looking after the Park's Ecosystems	# volunteer days – conservation (S6)	BM against 2019/20	TIR
	# volunteer days – invasive species work (S6)	BM against 2019/20	TIR
	# Social action days – conservation (S6)	BM against 2019/20	TIR
Looking after Trees in the Landscape	# of applications for works to protected trees determined (S6)	BM against 2019/20	TIR
	# of new tree preservation orders made (S6)	BM against 2019/20	TIR
	# volunteer days – contributing to tree planting (S6)	BM against 2019/20	TIR
Marine and Foreshore Environment	# volunteer and social action days – beach, foreshore and river cleaning activities (S6)	Trend	TIR

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Action					
Work Stream	Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend	Comments
Conservation Land Management	Engagement: Engagement activity with Dairy Industry/ Farmers. (S6)	Red	Red	→	Has not progressed due to Covid-19
	Partnership Project: Engagement with Plant Life's Magnificent Meadows Project. (S6)	Red	Red	→	On hold as the Plantlife project officer has been furloughed.
Biodiversity and Connectivity Projects	Pilot Project: Paths, Plants and Pollinators Pilot Project. (S6)	Red	Red	→	Project on hold due to Covid 19. Project officer redeployed to assist with cutting activities.
	Pilot Project: Traditional Boundaries Pilot. (S6)	Green	Green	→	Working on guidance documents.
Engagement and Volunteering in looking after the Park's Ecosystems	Project: Stitch in Time Project. (S6)	Amber	Amber	→	Project officer not permitted to visit sites. Potential for Ranger assistance on key catchments (Gwaun and Porthgain). Risk assessment for working on Himalayan balsam sites by staff during pandemic underway with assistance from Ranger. Project officer volunteered to sit on the PCNPA Covid-19 recovery group. Castlemartin Corse catchment contractor no longer locked down therefore coordination of otter survey and mitigation applied weekly by project officer, the Otter Consultancy and contractor. Balsam control is under way at Chapel Hill w/c/ 4th May. Planning delivery of volunteer courses (wildflower and pollinators) via online conference forum Lifesize. Steep learning curve as new to deliverers and volunteers. 3 weeks following the full sweep of Fachongle contractor reported significant reduction in the 2nd germination and

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					increased landowner support as the outcomes (reduced balsam density) is beginning to be appreciated and land becomes more favourable and biosecure. Landowners in the source tributaries (Pontfaen and Cilciffeth) contacted to ensure permissions are still in place - all approve of control carrying on ASAP although no obvious balsam plants are reported by the landowners. Projects monitoring and maintenance plan nearing completion. Herbicide consents expired in the Cwm Gwaun re-submitted. Consent for balsam control to start on land (fields adjacent to the Afon Gwaun) at Lower town Fishguard and contractor has first cut by end of month. Volunteers contacted and permissions given to provide case study interview with PCNPA volunteer coordinator. Core volunteer begins to place verge markers to prevent cutting of knotweed in Cwm Gwaun.
	Project Development/ Funding: Naturally Connected Project. (S6)	Red	Red	→	No current bids. Project lead now sitting with Ranger Team not with Conservation. COVID restrictions means that many businesses are currently not operating or able to prioritise this work.
Conservation Strategic Partnerships and Engagement	Strategic Engagement: UK and Welsh Policy Engagement on Land Management following withdrawal from EU. (S6)	Amber	Amber	→	Chief Executive attended the Welsh Government's Brexit Roundtable meeting
	Strategic Partnership: Participation with Pembrokeshire Nature Partnership and delivery of Pembrokeshire Nature Recovery Plan. (S6)	Amber	Amber	→	Many activities are now on hold and the anniversary celebration and annual gathering have been cancelled.
	Strategic Partnership: Participation with Pembrokeshire Grazing	Green	Green	→	The Pembrokeshire Grazing Network continues to grow, with two new sites for pony grazing in the North

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	Network and Pembrokeshire Wildfire Group. (S6)				coming into the scheme since the beginning of April. There has been no active work with the Wildfire Group during the bird nesting season, but there is ongoing planning towards the next season of firebreak cutting and heathland bedding collection.
Planning: SMNR and responding to biodiversity loss	Ways of Working: S6 Duty – Biodiversity Enhancement conditions for planning applications. (S6)	Green	Green	→	Routinely included on all applications where it is reasonable to be included in accordance with Welsh Government Advice.
	Strategic Partnership: Pembrokeshire County Council and PCNPA joint Planning Ecologist. (S6)	Green	Green	→	Ongoing and successful partnership
Looking after Trees in the Landscape	Ways of Working: Responding to Ash Dieback in the Park Area. (S6)	Amber	Amber	→	Delayed by COVID, Risk being managed through standard tree survey process.
Marine and Foreshore Environment	Collaboration: The Authority will look to explore opportunities through partnerships to develop projects that can support/ enhance carbon sequestration in the marine environment. (S6)	Green	Green	→	A Dale Seagrass Stakeholder Group will be formed to continue liaison with Swansea University and aid future management of the site. Pembs Marine SAC Officer will represent the Relevant Authorities Group on this group and report back.
	Strategic Partnerships: Involvement with Foreshore Management Plan development and implementation. (S6)	Green	Green	→	Partnership working with Water Safety Forum, PCC Leisure Service and the RNLI over recreation management is ongoing.
	Strategic Partnerships: Participation in Relevant Authority Groups for SAC areas and Welsh Government Marine associate groups. (S6)	Green	Green	→	The Authority continues to be represented on and contribute to funding Relevant Authority Groups for Pembrokeshire Marine SAC, Cardigan Bay SAC and Carmarthen Bay and Estuaries European Marine Sites. The Authority continues to represent Pembrokeshire Coast and Snowdonia National Parks on the Welsh Government Marine Protected Area

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					Management Steering Group (MPAMSG).
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Well-being Objective – Health & Well-being

Data Available Monthly									
Work Stream	Measure	2019/20 May	2020/21 Previous Period April	2020/21 Current Period – May					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Promoting Health Benefits of the Park	# of web walks downloaded	11,044	473	473	Trend	TIR			No data in May - Covid-19 lockdown / analytics issues with transfer to new website.

Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July/ August 2020			
Work Stream	Measure	Original Target	Revised Target
Supported Walking Opportunities	# participants Walkability Scheme	1000	TIR
	# Pembrokeshire participants in Walking for Well-being project	Baseline Data	TIR
Promoting Health Benefits of the Park	# participants in walks led by rangers, centre staff and volunteers	BM against 2019/20	TIR
Health and Well-being Projects and Initiatives	# volunteer days	BM against 2019/20	TIR
	# participants in volunteering and social action sessions involving physical activity	BM against 2019/20	TIR
Outdoor School and Play	# participants in outdoor learning sessions	BM against 2019/20	TIR
	% schools in National Park engaged with outdoor learning activities	BM against 2019/20	TIR
	% schools in Pembrokeshire engaged with outdoor learning activities	BM against 2019/20	TIR

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Planning Affordable Housing	% of housing units approved that are affordable	See APR and Annual Local Development Plan monitoring report for context
	# affordable housing units approved	

Action					
Work Stream	Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend	Comments
Supported Walking Opportunities	Partnership Project: West Wales Walking for Well-being project (Working with GP surgeries.) (S6)	Amber	Amber	→	As part of West Wales Walking for Wellbeing, walkers (in Ceredigion) were challenged to walk around the British Isles virtually and record there short distance walked collectively on pedometers provided by the project. The Pembrokeshire project officer has started to collate accessible routes on the View Ranger app with the aim of sharing routes that can be followed by individual's walkers close to their home. The West Wales Walking website is due to be launched in the coming weeks.
Promoting Health Benefits of the Park	Strategic Engagement: Involvement with Public Health Wales development of strategic framework for social and Green Solutions for health.	Amber	Amber	→	Ongoing engagement with PHW - with a view to host an online workshop event with key stakeholders.
	Strategic Partnerships: Involvement with the West Wales Nature Based Health Service Network.	Amber	Amber	→	Online platform (basecamp) setup for Network members to continue to connect and share resources on-line in April. Online platform getting small increase in engagement. Planning discussion on how the network can supporting members to adapt to COVID-19.

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Health and Well-being Projects and Initiatives	Project Development: Delivery and evaluation of Pathways Project and development of follow on project.	Amber	Amber	➔	During May there has been no outdoor activity as part of Pathways. Project Officers have stayed in touch with project participants/volunteers and developed virtual tools to engage with individuals at home. Work has continued to develop the brief for the new project and engage with potential project partners and stakeholders.
Outdoor School and Play	Project: Pembrokeshire Outdoor Schools.	Green	Green	➔	The Outdoor Schools initiative continued to be active despite schools being closed. The Co-ordinator provided an 'outdoor activity a day' on line (Twitter and Facebook) aimed largely at an audience of parents who were home schooling. Time was also spent developing themed resources for teachers in preparation for the eventual opening of schools.
	Partnership Project: Roots Pilot Project.	Amber	Amber	➔	The South Hook LNG funded project started in January of this year. Schools had been recruited from across the Milford Haven cluster and a programme of activity with schools planned for the rest of the year, aligned closely to the 'growing year' for a range of food producers in and around the National Park. The restrictions imposed following the COVID lockdown halted face to face activity which has now largely been postponed until the start of the Autumn term.
	Project Development: First 1000 Days – Pre School aged children.	Amber	Amber	➔	6 new applications for part-funding for the First 1,000 days project were submitted in May.
Workforce Well-being	Ways of Working: Undertake a review of our well-being activities to further develop our well-being offer and review relevant policies to ensure they reflect best practice.	Amber	Amber	➔	Plan of Action being drawn up to address gaps in current practices.

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	Ways of Working: Corporate Health Standard.	Red	Amber	↑	Plan of Action in draft format for review and discussion with key stakeholders.
	Ways of Working: Source and develop a suite of training for line managers to equip them to manage diverse teams and promote an inclusive culture.	Red	Red	→	Project on hold due to coronavirus Covid-19, reduced staffing numbers and reprioritisation of activities.

Well-being Objective – Equality

Data Available Monthly									
Work Stream	Measure	2019/20 May	2020/21 Previous Period April	2020/21 Current Period – May					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Strategic Equality: Our Services	# visitors attending Castell Henllys during its quiet hour	N/A	0	0	Baseline Data	TIR			Castell Henllys Closed due to Covid 19.
Landscape s for Everyone: Inclusive Experience s	# of web wheelchair walks downloaded	1,143	64	64	Trend	TIR			No data in May - Covid-19 lockdown / analytics issues with transfer to new website.

Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July/ August 2020			
Work Stream	Measure	Original Target	Revised Target
Supported Walking	# participants Walkability Scheme	1000	TIR

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Opportunities	# Pembrokeshire participants in Walking for Well-being project	Baseline Data	TIR
Promoting Health Benefits of the Park	# participants in walks led by rangers, centre staff and volunteers	BM against 2019/20	TIR
Health and Well-being Projects and Initiatives	# volunteer days	BM against 2019/20	TIR
	# participants in volunteering and social action sessions involving physical activity	BM against 2019/20	TIR
Outdoor School and Play	# participants in outdoor learning sessions	BM against 2019/20	TIR
	% schools in National Park engaged with outdoor learning activities	BM against 2019/20	TIR
	% schools in Pembrokeshire engaged with outdoor learning activities	BM against 2019/20	TIR
Planning Affordable Housing	% of housing units approved that are affordable	See APR and Annual Local Development Plan monitoring report for context	
	# affordable housing units approved		

Action					
Work Stream	Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend	Comments
Strategic Equality: Our Workforce	Ways of Working: Begin review of the Authority’s recruitment and selection process to ensure fairness within recruitment processes.	Amber	Amber	→	HR Audit undertaken to identify gaps in April. No further progress due to coronavirus Covid-19, reduced staffing numbers and reprioritisation of activities.
	Ways of Working: Become a Disability Confident Organisation.	Red	Red	→	Project on hold due to coronavirus Covid-19, reduced staffing numbers and reprioritisation of activities
	Ways of Working: Activities to address and further analyse Gender Pay Gap in the Authority.	Red	Red	→	Project paused due to coronavirus Covid-19, reduced staffing numbers and reprioritisation of activities.
	Collaboration: Explore with other National Parks, conservation and heritage providers opportunities to	Red	Red	→	Project paused due to coronavirus Covid-19, reduced staffing numbers and reprioritisation of activities.

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	develop a scheme to promote job opportunities within the sector to underrepresented groups.				
Strategic Equality: Our Services	Ways of Working: Integrate equality training and awareness into staff induction processes.	Red	Red	→	With no new staff being employed due to coronavirus Covid-19, project paused temporarily.
	Ways of Working: Develop a training plan for all staff and volunteers to be trained on how they can deliver accessible services.	Red	Red	→	Project temporarily paused due to current coronavirus Covid-19 pandemic and re-prioritisation of activities.
	Ways of Working: Corporate approach developed to Web accessibility regulations compliance.	Red	Red	→	Corporate Approach to be developed by communications and business improvement/IT – templates to align with Office 2016, so will be affected by roll out delays due to COVID 19. E communications officer has previously attended course on content design and resources from this will assist in developing guidance/training for staff.
	Ways of Working: Support centres to engage, join and develop initiatives that support wider access to attractions, heritage and arts opportunities.	Red	Red	→	On hold - centres currently closed due to COVID 19.
Landscapes for Everyone: Social Inclusion	Project: Heritage social inclusion opportunities – Plas College Dwbl at Castell Henllys.	Red	Red	→	Site still closed to public and volunteers. Due to the highly likelihood that most of the Plas Dwbl volunteers will be in the vulnerable group it is unlikely that they will return to the site in the near future. However, a risk assessment will be written and sent to Plas Dwbl once staff are back on site which shows the lower risk of transmission at Castell henllys. They can then make an informed decision if and when to return the site.
	Strategic Engagement: Representing Welsh National Parks on the Welsh	Green	Green	→	Virtual meeting of Group arranged for 9th June. Welsh Government issued 'Preparing for the

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	Government Socio-economic Duty Guidance Group.				commencement of the Socio-economic Duty: non-statutory guidance' in April.
	Strategic Partnership: Development of joint position statement with other Welsh National Parks on social inclusion and child poverty.	Green	Amber	↓	Minor amendment needed to reflect COVID19 in the introduction of the paper.
Landscapes for Everyone: Inclusive Experiences	Project: Experiences for All Project.	Green	Green	→	Steady progress in line with the project plan. Specialists looking to recruit a student to help with engagement and consultation.
	Project: Further develop the Beach Wheelchair Scheme.	Red	Red	→	Review started on how project can operate going forwards. Concerns about deep cleaning processes and partnership businesses ability to provide ongoing support.
	Project: Physical Access Improvements at St Non's (St Davids).	Red	Red	→	Project team job, delayed due to COVID
	Project: Creation of more accessible circuit walk at reed bed, Freshwater East.	Amber	Amber	→	Funding received, materials procured, work started but now delayed due to COVID19.
	Project: Carew Castle Access.	Red	Red	→	This worked is planned to take place during the winter, when it will impact the least on the visitor experience.
	Project: Develop project checklist that can be shared with partners to ensure projects developed to address NPMP impacts are inclusive.	Red	Red	→	Activities to support this action have not commenced yet.
Engagement: Outreach, young people and volunteers	Engagement: Development of a Young People's Committee.	Green	Green	→	The Youth Committee continued to meet regularly in May, partly in preparation for a presentation to the National Park Authority in early June. The committee is now made up of 12 young people between the ages of 12 and 25. One of the May meetings was attended by Cllr Josh Benyon, who as a young

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					person himself has committed to providing ongoing support for the committee's work
	Engagement: Outreach engagement to inform development of projects to deliver NPMP impacts and development of materials to explain the plan	Amber	Amber	→	The current NPMP 2020-2024 and accompanying resources (e.g. maps) are on the NPA's website. The intention is to develop story-map interpretation/s of the Plan and action plans (integrating text, maps, images) etc. An easy read version of the Plan is available on the website. A draft story map has been prepared for the Conserving the Park project. Restoring Nature Action Plan drafted and will be circulated for informal comment to statutory and third sector stakeholders. Authority consideration of Climate Change Action Plan deferred to 3rd June 2020. Celebrating Heritage Action Plan drafted and circulated to Cadw and Dyfed Archaeological Trust for comment.
	Engagement: Facilitation of PCNPA Volunteer Forum	Amber	Amber	→	The meeting scheduled for end of March was delayed until May due to COvid-19. We held an online meeting and the focus shifted to the Covid-19 recovery plan and asking for volunteer input and suggestions for new volunteering roles.
	Strategic Engagement: Monitoring of Engagement Action Plan by Engagement Action Plan Group.	Green	Green	→	Engagement Action Plan Group meeting arranged for 1st June.

Well-being Objective – Communities

Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July/ August 2020

Work Stream	Measure	Original Target	Revised Target
Community Activities and	# community project/ engagement activities	BM against 2019/20	TIR
	# social action participant days	BM against 2019/20	TIR

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Projects benefiting the Park and People	# community events held at centres	BM against 2019/20	TIR
	# Voluntary Wardens	50	TIR
Sustainable Development Fund	% of Sustainable Development Fund allocated	100	TIR
Planning Service: Enforcement and Community Engagement	% of enforcement cases investigated (within 84 days)	BM against 2019/20	TIR
	Average time taken to investigate enforcement cases in days	BM against 2019/20	TIR
	Average time taken to take enforcement action in days	BM against 2019/20	TIR
	# retrospective planning applications registered	BM against 2019/20	TIR

Action					
Work Stream	Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend	Comments
Engagement: Ongoing conversation about the National Park Management Plan	Ways of Working: Development of action plans for the National Park Management Plan to inform project level delivery.	Green	Green	→	Restoring Nature Action Plan drafted and will be circulated for informal comment to statutory and third sector stakeholders. Authority consideration of Climate Change Action Plan deferred to 3rd June 2020. Celebrating Heritage Action Plan drafted and circulated to Cadw and Dyfed Archaeological Trust for comment. Health and Well-being Action Plan in preparation.
	Ways of Working: Delivery of activities that celebrate the contribution of others to the delivery of the plan.	Amber	Amber	→	Engagement Action Group agreed to include development of digital material/ campaign (e.g. videos, animations etc.) re corporate docs (including the Management Plan) and celebration event in a Communications Project Proposal.
Community Activities and Projects	Project Development: Project developed with Community Council addressing light pollution.	Red	Red	→	Due to COVID a more detailed bid was not submitted by the Policy Officer for this project, as engagement with Community Council was unable to be

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Performance Report – Corporate Plan 2020/21 (April –May)

benefiting the Park and People					completed.
	Project: Stitch in Time Project engagement with communities.	Amber	Amber	→	No practical activities due to Covid-19 were permitted as there is a need to socially distance. Contractor control is underway in both Stitch in Time high intensity catchment (Clydach and Castlemartin Corse) albeit at slightly reduced capacity (Clydach) and strategic areas of Penrallt are also underway. Planning delivery of volunteer courses (wildflower and pollinators) via online conference forum Lifesize. Steep learning curve as new to deliverers and volunteers. Project officer, line manager and conservation assistant work on Facebook posts, YouTube videos, website content and press release update.
	Ways of Working: Centres engagement activity with local communities.	Amber	Amber	→	Centres closed due to Covid-19. Online engagement activities including promotion of local businesses that were due to attend Really Wild Food and Countryside Festival.
	Strategic Engagement: Involvement with the Rural Crime Partnership and Public Services Board's Communities Group.	Green	Green	→	Took part in Rural Crime Partnership Meeting and met with PCC Community Safety Manager
Sustainable Development Fund	Ways of Working: Re alignment of SDF to support projects that are focused on responding to the climate change emergency and increasing exposure and quality of applications. (S6)	Green	Green	→	SDF meeting held. 1 project presented. Not approved.3 enquiries received, 2 not eligible. 1 looking for further information. Draft review document completed. Handover of paperwork from PLANED proceeding.
Planning Service: Enforcement and Community Engagement	Project: Enforcement Project on Agricultural and holiday lets.	Red	Red	→	It has not been possible to progress this due to staffing levels and due to the current restrictions on authority activities.
	Engagement: Planning Service engagement with Community	Green	Green	→	Ongoing communication with community councils regarding undertaking their meetings and responding

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Performance Report – Corporate Plan 2020/21 (April –May)

	Councils				to electronic consultations on applications during current Covid 19 restrictions. No current opportunities to undertake further work with Community Councils.
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Well-being Objective – Culture

Data Available Monthly									
Work Stream	Measure	2019/20 May	2020/21 Previous Period April	2020/21 Current Period – May					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Historic Inspiration and Experience	Carew Trip Advisor overall rating 1-5	4.5	4.5	4.5	4.5	TIR			The Centre closed mid March due to COVID 19 pandemic.
	Castell Henllys Trip Advisor overall rating 1-5	4.5	4.5	4.5	4.5	TIR			The Centre closed mid March due to COVID 19 pandemic.
	# visitors to Carew	10,047	0	0	BM against 2019/20	TIR			The Centre closed mid March due to COVID 19 pandemic.
	# visitors to Castell Henllys	3,982	0	0	BM against 2019/20	TIR			The Centre closed mid March due to COVID 19 pandemic.
Art Inspiration and Engagement	# gallery visitors	4,120	0	0	BM against 2019/20	TIR			The gallery closed mid March due to COVID 19 pandemic.

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Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July/ August 2020			
Work Stream	Measure	Original Target	Revised Target
Historic Inspiration and Experience	# participants in historical activities and events	BM against 2019/20	TIR
	Castell Henllys - # people engaged with through education programme	BM against 2019/20	TIR
	Carew - # people engaged with through education programme	BM against 2019/20	TIR
Art Inspiration and Engagement	Oriel y Parc - # people engaged with through education programme	Baseline Data	TIR
	# participants in Wednesday School Holiday Art Club	Baseline Data	TIR
Historic Environment: Historic Buildings and Community Archaeology	% Buildings at Risk	<6	TIR
	# of archaeological sites where conditions have improved	Baseline Data	TIR
	# of archaeological sites where conditions have improved with the help of volunteers and social action participants	Baseline Data	TIR
Promoting the Welsh Language: Skills, opportunities and inspiration	# Staff who have completed Welsh work online course	Trend	TIR
	% of Welsh language level information completed on People Management System	80%	TIR
	# events and activities delivered in Welsh	BM against 2019/20	TIR
	# participants in events and activities delivered in Welsh	BM against 2019/20	TIR
	# school sessions delivered in Welsh	BM against 2019/20	TIR
	# participants in school sessions delivered in Welsh	BM against 2019/20	TIR

Action					
Work Stream	Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend	Comments
Historic Inspiration and Experience	Ways of Working: Activities to support implementation of business plan at Carew.	Red	Amber	↑	Due to COVID 19 all work at the Castle has ceased. Work carried out on Carew departmental recovery plan to feed into Authority recovery plan. Over the

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					coming weeks, as restrictions are lifted we'll look at how the business plan can be incorporated into the reopening of the site.
	Ways of Working: Activities to support implementation of business plan at Castell Henllys.	Red	Amber	↑	The delay on works to the site continues due to the pandemic. Work carried out on Castell Henllys departmental recovery plan to feed into Authority recovery plan. Events have been digitised with the Beltane event reaching over 6000 people and events that can't be digitized has been postponed and advertised for later on in the year. We are attempting to keep up with public engagement on social media however with nearly all of the staff furloughed this has been difficult.
	Project: Carew Castle – Exhibition room and other interpretation.	Amber	Amber	→	The exhibition room is well under way. COVID has prevented a lot of work, but over the next few weeks the plan is to have all the fabrication work completed.
Art Inspiration and Engagement	Ways of Working: OYP delivering education programmes linked to Exhibitions.	Red	Red	→	OYP Gallery currently closed due to COVID 19. Education programme on hold.
	Strategic Partnership: Continued partnership curation of exhibitions and liaison with Amgueddfa Cymru – National Museum Wales, supported through SLA agreement.	Red	Red	→	OYP Gallery currently closed due to COVID 19.
Historic Environment: Historic Buildings and Community Archaeology	Project: Heritage Guardians school project.	Amber	Amber	→	During May, the draft information document for educational settings and tendering brief for evaluation was circulated internally for consultation.
	Project Development: Develop and deliver Community Archaeology	Red	Red	→	Due to COVID 19 community project activities did not go ahead including the Porth-y-Rhaw excavation.

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	Projects.				
	Engagement: Research and Excavation partnerships in the Park – Community Archaeology.	Red	Red	→	Due to COVID-19, archaeological excavation at Porth-y-Rhaw, near Solva was suspended until safe and appropriate to do so.
	Event: Delivery of the Annual Archaeology Day.	Amber	Amber	→	Due to COVID-19 no progress was made in relation to Archaeology Day 2020 during April. Monitoring developments with the pandemic in order to adapt accordingly.
Heritage Partnership and Collaboration	Partnership Project: Participation in Ancient Connections Project.	Amber	Amber	→	Phase 2 bid being developed in partnership with key partner agencies across Wales and Ireland.
	Strategic Partnerships: Involvement with Inspire Pembrokeshire.	Amber	Amber	→	The Authority's Visitor Services Manager (West), formally represents PCNPA on the Pembrokeshire Inspired Steering Group. The group continues to meet, via video-conference, on a regular basis during the current COVID-19 lockdown restrictions
	Strategic Partnerships: Delivery of Heritage Watch Scheme with Dyfed Powys Police and Cadw.	Green	Green	→	During May, the drafted material for the new webpage was circulated with internal colleagues and the Facebook page was reviewed. Plans are currently underway to create a leaflet for the scheme.
Promoting the Welsh Language: Skills, opportunities and inspiration	Project: Developing Castell Henllys as a Welsh Language Hub.	Red	Red	→	All social media content has been bilingual. Covid-19 has put a delay on all welsh language events such as Dished i'r dysgwyr.
	Ways of Working: Development of Welsh Language Staff Mentoring Scheme.	Green	Green	→	Paper agreed by Leadership Team in April and commitment made for all staff to achieve Level 1 Work Welsh within 6 months. Mentoring Scheme put on temporary hold until current Covid-19 situation improves.

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Well-being Objective – Global

Data Available Monthly									
Work Stream	Measure	2019/20 May	2020/2021 Previous Period April	2020/201 Current Period – May					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Special Qualities: Inspiration and Education	# Changing Coast photo submissions	90	0	0	Trend				

Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July/ August 2020			
Work Stream	Measure	Original Target	Revised Target
Special Qualities: Inspiration and Education	# new school sessions developed aligned with new curriculum	Trend	TIR
	# participating in new school sessions aligned with new curriculum	Trend	TIR
	Schools average feedback rating (1-11)	10	TIR
	# participants in our education programme	BM against 2019/20	TIR
	Public Average feedback rating (1-11)	BM against 2019/20	TIR
	# participants in public events and activities programme	BM against 2019/20	TIR
	# participants at dark sky events held by the Authority	BM against 2019/20	TIR
	# volunteer days – conservation wildlife survey or monitoring	BM against 2019/20	TIR
	# volunteer days – heritage sites monitoring	BM against 2019/20	TIR

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Action					
Work Stream	Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend	Comments
Responding to Climate Change Emergency (S6)	Adoption and Monitoring of Climate Change Action Plan. (S6)	Amber	Green	↑	Responding to Climate Change Emergency Action Plan due to go to June NPA for approval. Actions within plan included within corporate plan 2020/21 going to June NPA approval. Project proposals for a number of actions within the plan have been developed for submission to the Welsh Government Sustainable Landscapes, Sustainable Places programme.
	Create Environmental Management Recording System aligned to Welsh Government Methodology. (S6)	Amber	Amber	→	Awaiting defined measures from Welsh Government.
	Continuation of Centres achieving Green Key Awards and biodiversity and carbon and waste reduction is promoted on their sites. (S6)	Red	Red	→	Centres currently closed due to COVID-19.
	Commons Resilience Project – Peat Carbon Store. (S6)	Red	Red	→	On hold - COVID-19
	Further develop projects that support carbon sequestration at scale in the Park. (S6)	Amber	Amber	→	Bid to Welsh Government Sustainable Landscapes, Sustainable Places Funding 2020-21 submitted (£220k).
	Greening the Fleet and Our Equipment. (S6)	Amber	Amber	→	ETA for the 3 x Hybrid vehicles delayed due to Covid. Current ETA is end of July. Electric Vehicle procurement remains on hold pending implementation of charging infrastructure
	Greening our communities –	Red	Red		On hold - COVID-19

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	collaborate with communities, local businesses and volunteers to carry out activities in response to climate change at a community level.				
	Promotion of Sustainable and Active Travel itineraries (S6)	Red	Red	→	Active Travel partners from PCC invited to Recreation Planning Meetings in June. This project requires a number of key stakeholders who currently have other priorities. Links made with Community Rail Partnership.
	Promotion of Sustainable and Active Travel initiatives to PCNPA staff, volunteers and Members. (S6)	Red	Red	→	Development of initiatives on hold for moment due to reprioritisation of activities due to COVID 19. However staff and Members have become more familiar with virtual meetings as a result of home working/ travel restrictions which could have positive impacts on this area in the future.
	Network of Electric Vehicle Charging Points. (S6)	Red	Red	→	Delivery on hold – COVID-19.
	Greening our Buildings – Feasibility Study. (S6)	Red	Red	→	Progress on hold due to COVID-19
	Photovoltaic PV Generation Project. (S6)	Red	Red	→	Progress on hold due to COVID-19
	Continued involvement with Pembrokeshire Energy Forum (S6)	Amber	Amber	→	Meeting cancelled due to COVID-19
	Continued involvement with Pembrokeshire Service Board's Environmental and Climate Change Risk Assessment for Pembrokeshire (S6)	Green	Green	→	A joint report for Pembrokeshire, Carmarthenshire and Ceredigion assesses past severe weather events, and considers community vulnerabilities. A further report has been commissioned.
	Continued Financial support for Coastal Bus Service (via Greenways Partnership) (S6)	Green	Green	→	Budget currently remains in place. The coastal buses have operated 1 day a week on a dial a ride basis. This means they only operate if someone books in advance (same route, just the one fixed day a week).

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		Green	Green	→	The Celtic Coaster service has not been operating.
Special Qualities: Inspiration and Education	Realignment of education offer with the New Curriculum.				Continuing work to develop educational programmes based on National Park themes, the Education Officer started to develop content around the theme of Coast.

Governance, Financial Sustainability, Workforce Development and Resilience

Data Available Monthly									
Work Stream	Measure	2019/20 May	2020/2021 Previous Period April	2020/21 Current Period – May					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Fundraising and Income Generation	£ from sponser a gate scheme	600	0	600	£6,000	TIR			
	£ from cashless donation pilot Oriel Y Parc	N/A	0	0	Baseline Data	TIR			OyP currently closed due to COVID.
	£ Centres Merchandise	41,955.31	0	0	BM against 2019/20	TIR			Centres closed due to Coronavirus Pandemic
	£ Admissions Carew & Castell Henllys	50,806.41	0	0	BM against 2019/20	TIR			Centres closed due to Coronavirus Pandemic
	£ Centres Other Income	12,653.80	0	0	BM against 2019/20	TIR			Centres closed due to Coronavirus Pandemic
	£ Cafe Rental Income – Castell Henllys and	0	0	0	BM against	TIR			Closed due to Coronavirus Pandemic

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	Oriel Y Parc				2019/20				
	£ Carew Cafe Sales Income	11,475.36	0	0	BM against 2019/20	TIR			Closed due to Coronavirus Pandemic
Member Development	% Members attendance at committee	84.44%	100%	91.11%	75%		Green	→	Committees now being held virtually in response to Covid 19 measures.
	% Members attendance at training	61.11%	0	77.78%	65%		Green	↑	Training held virtually.
Corporate Compliance and Standards	% Positive/ neutral media coverage	99.35%	93.75%	93.87%	80%		Green	↑	.

Data Available Quarterly – First set of data for 2020/21 (April – June) for the following will be available July/ August 2020

Work Stream	Measure	Original Target	Revised Target
Health and Safety	# Days lost divided by full time equivalent ytd	Trend	TIR
	# RIDDOR (Reportable Incidents) ytd	Trend	TIR
	# accidents (Injury) over 3 days/ up to 7 days absence ytd	10	TIR
	# accidents (Injury) Minor incidents ytd	BM against 2019/20	TIR
	# vehicle damage incidents ytd	BM against 2019/20	TIR
	# conflict incidents ytd	BM against 2019/20	TIR
	# safeguarding incidents ytd	BM against 2019/20	TIR
Corporate Compliance and Standards	# complaints received ytd	BM against 2019/20	
	# complaints concerning the Welsh Language made to the Authority ytd	BM against 2019/20	
	# complaints to Welsh Language Commissioner regarding alleged failure to comply with Welsh Language Standards ytd	0	

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Performance Report – Corporate Plan 2020/21 (April –May)

	% of new and vacant posts advertised Welsh Language essential ytd	BM against 2019/20	
	# Data Protection Impact Assessments completed ytd	Trend	
	# Data Protection Breaches reported to ICO ytd	Trend	
	# of Freedom of Information responses within required timeframe ytd	Trend	
	# of Environmental Information Regulations responses within required timeframe ytd	Trend	
	# of Subject Access Requests responses within required time frame ytd	Trend	
	% of Freedom of Information responses within required timeframe ytd	100	
	% of Environmental Information Regulations responses within required timeframe ytd	100	
	% of Subject Access Requests responses within required time frame ytd	100	

Action					
Work Stream	Action	2020/21 Previous Period - April	2020/21 Current Period – May		
		RAG	RAG	Trend	Comments
Long Term Planning and Project Prioritisation	Commence review of Authority priorities and well-being objectives.	Red	Red	→	No current action due to coronavirus Covid-19 and reprioritisation of activities.
	Carew Causeway 5 year plan.	Green	Green	→	Application for Marine Consent submitted
	Ways of Working: Carbon Impact embedded into project proposals. (S6)	Amber	Amber	→	Action included in Responding to Climate Change Emergency Action Plan due to go to June NPA for approval. Some amendments applied to weighting in project prioritisation scoring matrix. Consideration needed as to whether to assess and consider carbon impact as part of this process or at project development following project prioritisation. Awaiting the Welsh Government releasing its standard

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Performance Report – Corporate Plan 2020/21 (April –May)

					calculation methodology as this will guide any potential considerations around measurement on emissions etc. for projects.
	Development of project bids for Welsh Government's Sustainable Landscapes, Sustainable Places Scheme and Visit Wales 'Brilliant Basics' fund.	Green	Green	→	Request from SLSP were to divide proposals into projects to be completed 03/21 and 03/22 and also report on impact from Covid-19. 9 proposals reworked and submitted. Positive response received from WG however not a full commitment yet.
	Strategic Engagement: Monitoring and responding to legislative, policy and operational impacts and opportunities post withdrawal from EU.	Amber	Amber	→	Chief Executive attended the Welsh Government's Brexit Roundtable meeting
Fundraising and Income Generation	Providing continued support to Pembrokeshire Coast National Park Trust.	Green	Green	→	Award of £4,500 from PCNPT to PCNPA towards the delivery of the People, Paths and Pollinator project.
	Funding Progress for Prioritised Projects	Amber	Green	↑	Spring submission deadline for new project proposals was 14.05.2020. 17 new projects were submitted for review and prioritisation.
Workforce Development	Development of People Plan.	Amber	Amber	→	People Plan developed for discussion with Leadership Team
Improving how we work: Digital Approaches	Digital Transformation Programme.	Red	Red	→	Due to Covid-19, progress has been paused as the Planning Team's main priority is to fulfil the Authority's statutory obligations.
	Implementing switch to Office 2016 across the Authority.	Red	Red	→	Roll out on hold due to Covid 19 - Office cannot be rolled out remotely
	Replacement of HR System.	Green	Green	→	Business case approved by Leadership Team. Project Manager and Team engaged. Project Plan drawn up. Project Risks identified and slippage anticipated due to current coronavirus Covid-19 pandemic which has impacted staffing numbers and led to a re-prioritisation of some work.

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	Replacement of Performance Management System.	Green	Green	→	Carrying out scoping of potential system options and demo testing systems.
Member Development	Support for Member Support and Development Committee and achieving Wales Advanced Charter for Member Support and Development.	Amber	Amber	→	Personal Development Review framework adopted by Authority on 06 May. Members encouraged to undertake reviews via Lifesize video technology or by telephone.
Health and Safety	Ways of Working: Digitise Health and Safety Reporting	Amber	Amber	→	In discussion with current HR System provider to explore system options.
Corporate Compliance and Standards	Respond to Wales Audit recommendations – 5 Ways of Working.	Green	Green	→	Wales Audit Office presented findings of their WFG performance fieldwork examination on Involvement at May Audit and Corporate Services Committee to Members. Report included self-assessment on involvement in terms of next steps. Engagement Action Plan Group and Leadership Team to complete. Virtual meeting with Wales Audit Office held in relation to 2020/21 activity focused on resilience of services/ COVID 19/ Recovery planning response - real time collation of data through Sense Maker.
	Respond to Internal Audit Recommendations.	Green	Green	→	All agreed recommendations actioned
	Further develop corporate approach to data protection compliance.	Red	Red	→	Activity to support action hasn't commenced yet.
	Communication of corporate policies and standards.	Green	Green	→	Senior Management issuing guidance to staff in relation to COVID 19 situation and impact on Authority work and work place.
	Review of the Authority's induction process and development of programme of customer and visitor services training.	Amber	Amber	→	Training programme scoped out and outline plan developed.
	Annual performance report on Welsh Language Standards	Amber	Amber	→	Annual performance report in the process of being drafted.
	Annual Equality report	Amber	Amber	→	Equality Performance Report 2019/20 will be

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					incorporated into the draft Annual Report on Well-being Objectives/ Improvement Plan 2. Personnel staff have collated 2019/20 employment data for the report.
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Appendix 1: Making a Difference – COVID 19 Response Case Study

Making a Difference Case Study: Digital Park Project – Utilising Arconline software during the COVID 19 Crisis and lock-down at PCNPA.

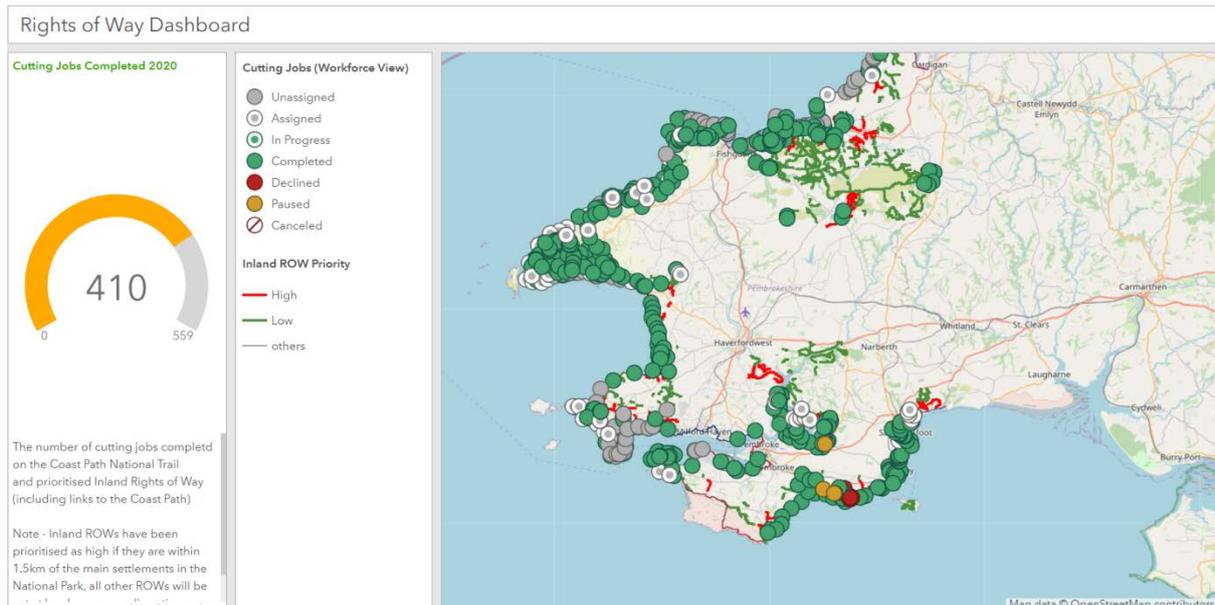
PCNPA Invested in ESRI ArcGIS software including online functionality in October 2018, as part of the Digital park project. Plans were already in place to include the summer cutting programme within the system, but these plans took on a new significance when the country entered lock-down. The Operations Manager expedited the system design during April whilst the Wardens were off-duty and the system became operational in readiness for the return to work on May 11th and the start of the growing season. A new Workforce Manager project titled 'Cutting Programme 2020' was created, based on the ESRI software platform. This consisted of a web map for managers to plan and allocate work, and a mobile app for the Wardens to receive the work.

This was loaded with mapping highlighting the different priorities for each footpath. In line with Welsh Government (WG) guidelines on exercising from home, we planned to cut those routes within 1.5km of our main settlements (1.5km was chosen as this seemed the best distance for a timed circular walk of less than one hour as per the guidance at the time). It was accepted that other more remote areas could be accessed by local residents, but demand for maintenance on these routes would be low. We were ready to react to any complaints or requests to manage paths outside of the priority areas – we received none.

The Coast Path is cut in sections each year. Local Wardens know the landowners and where to park and access the work, as well as the length of time it takes to cut each section and with which equipment. This knowledge was built up over many years. The Operations Manager had collated this information from Wardens during 2018, and as a result was able to create jobs in bulk within the system before Wardens returned to work. This proved vital during the lock-down. Cutting jobs, ready for Wardens to complete, matched up to the expectations of the local Wardens as a result of their involvement in defining the work. Over the course of 2018/19 the Countryside Management Team had also collected the cutting dates for each section. These were included in the job level detail, to aid planning – allowing staff to see when a section would ordinarily be cut.

Inland path work had not been collated, so it was left to individual team managers to input jobs for each section of footpath themselves.

Appendix 1: Making a Difference – COVID 19 Response Case Study



Monitoring of work by Area Managers and the Operations Manager allowed an insight into problem areas. It was clear that West Team for instance would require help to manage the Coast Path in certain geographies, so in early June, members of South Team were temporarily dispatched to help out.

The Rights of Way Team had access to the Dashboard, so for the first time could also monitor progress in a live environment and when working from home. This helped with customer queries relating to the cutting programme.

The Arconline software system, has proven an invaluable asset to the Countryside Management Team and has made work planning, scheduling and completion more straightforward than the old paper based systems. The digital system is a fundamental part of our new safe way of working in the lock-down period.