REPORT OF THE PERFORMANCE AND COMPLIANCE CO-ORDINATOR

SUBJECT: PERFORMANCE REPORT FOR THE PERIOD ENDING 31st MARCH 2021

Introduction

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

The following report presents the performance for the full financial year - April to March 2020/21 and includes Q4 data (January – March) for the majority of data sets. Data will be reviewed prior to inclusion in our Annual Report on meeting Well-being Objectives (Improvement Plan Part 2.)

The first section is based on progress against short and mid-term priorities that focused on our COVID-19 response and recovery planning. It is important to note that some activities within this section were phased and external factors including changes to regulations have impacted on delivery and progress during the year. Further information has been included in the introduction report on key COVID 19 related developments since March.

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 provides insight into the impact of COVID-19 and recovery on long terms delivery and projects across well-being objectives. Some activities within work streams were progressed during 2020/21, however a number of them particular those involving face to face contact between individuals were impacted by the lifting or re instating of restrictions and regulations or by the Authority having to adapt or reprioritise its work to focus on COVID 19 related responses. As expected in some cases this meant that activities under some work stream were not carried out during 2020/21

An explanation/guidance of RAG status has been included at the end of this introduction report.

Impact of Lockdown on Q4 - COVID 19 Regulations and recovery activities

Coast Path closures were lifted on the 29th June and car parks were also reopened in June, in accordance with risk assessment and Welsh Government approval. The Coast Path and PCNPA car parks remained open during the Firebreak and subsequent lockdown period.

Warden staff were back undertaking maintenance work as of May 11th, with two week interruption during the two week firebreak. Warden team were stood down again on

December 18th as a result of the lockdown introduced in December, with a phased return under a new Risk Assessment as of 18/1 to carry out work related to Public Safety and the Prevention of significant damage. This was extended to cover maintenance work on February 15th. Countryside Management Team are currently operating to the COVID Risk Assessment and undertaking most outdoor work subject to the limitations and guidance outlined within the Risk Assessment. Work programming for conservation was re-prioritised to take account of the demand placed on opening up footpaths earlier in the year and has been further affected by the firebreak period and subsequent lockdown.

Visitor attraction sites remained closed during quarter 4. However reopening planning activities were carried out in March in anticipation of opening in April, including completion of amended risk assessment for all centres. Carew opened in April, with only the outdoor areas of the Castle and its grounds open. During May in line with Welsh Government restrictions the indoor areas and the Tidal Mill reopened. Castell Henllys reopened on the 26th April. Oriel y Parc re-opened on 26th April on reduced opening hours, with the gallery reopening on the 17th May, in line with regulations.

Re-entry into lockdown meant a focus on working remotely across teams in quarter 4, with Llanion closing on the 20th December. Systems for homeworking are in place, including the 3CX phone system. Wardens now have access to Lifesize Video Calling (as of late January 2021) - via a mobile app, with a dedicated VC Room. This will allow improved communication and remote contact, supporting well-being, for staff previously without the facilities provided to Office based employees. A paper was considered by the Employee Forum in March to explore options for remote working in future. Re-entry into lockdown also had an impact on site visits for some teams in quarter 4.

Following confirmation of Wales moving into alert level two on 17 May, Llanion has been re-opened to the Public on an appointment basis, on Monday, Wednesdays and Fridays. Many regulations and guidance introduced by the Welsh Government are still in place and staff that are able and equipped to do so, are continuing to work from home where possible. Access to Llanion HQ for staff remains open only for urgent and priority tasks. Restrictions were relaxed on site visits so staff are allowed to enter enclosed space to access outside spaces, where necessary to do so, with the wearing of face masks being mandatory. Individual and group volunteering has resumed adhering to revised Covid-19 risk assessments.

Adapted and Flexible approach

In line with recovery planning activities and relevant risk assessments and as restrictions allowed during Q2 and Q3 we did see the re starting and delivery of adapted face to face services. Activities were focused on outdoor engagement and delivered in line with risk assessments. Numbers for sessions have had to be restricted. Examples include:

- 593 participants in walks led by PCNPA staff and volunteers, which includes participants in its events and activities programme that refocused on guided walks. 201 participants in Pembrokeshire led Walking for Well-being Sessions

across 35 session and 107 participants in Walkability sessions across 16 sessions.
- 1,904 pupils participated in outdoor learning sessions, and alongside this Authority staff and volunteers have delivered school grounds work to support outdoor learning.
- The return of group volunteering sessions as and when restrictions allowed has meant that 73 volunteer days have been contributed to tree planting in the Park.
- Despite OYP closing on 4th December due to Welsh Government restrictions, its outdoor markets were still able to take place on 5th, 6th and 12th December. (13th December market cancelled due to poor weather). Following Covid-19 guidance and advice from PCC.

COVID 19 has as would be expected had a negative impact on the level of face to face engagement with people across projects, visitor services, community engagement, education programme, volunteering and events.

However in some areas we have been able to continue to adapt our services utilising digital opportunities for virtual or hybrid approaches.

- Using virtual training opportunities has boosted the number of volunteers attending training sessions to 297, a 36.9% increase compared to 2019/20.
- 180 people attended the Authority's virtual Archaeology Day delivered in partnership with PLANED.
- Has enabled continued facilitation virtually of Youth Committee and Volunteer Forum.
- Castell Henllys has delivered 2 virtual sessions for schools.
- Pembrokeshire Outdoor Schools has been delivering webinar training sessions for teachers and is developing online resources.
- OYP hosted an online exhibition (due to the closure in December). This was the Friends of Oriel y Parc's annual competition for schoolchildren across the St Davids Campuses. The topic of the competition was the children's response to Covid-19. It would have normally been displayed in the Tower.
- OYP hosted a virtual St Davids Day Dragon Parade event held across Facebook, Twitter and Instagram where people took part by sending in their creations of dragons via social media or email. There were 3 local school classes (Redhill Prep, Ysgol Glannau Gwaun and Ysgol Penryhn Dewi) as well as lots of submissions from St Davids Care in the Community and over 25 individuals who posted their artwork all of varying ages and abilities.

Planning Service

Officers were undertaking high priority essential in person visits to sites in February and March. They continued to deal with and process valid applications and where necessary officers continued to access the office in quarter 4. Face to face meetings such as planning surgery are not being undertaken. Workload backlog has effected performance following problems with registering casework due to external IT planning system issues in Q3 (this issue has now been resolved) and new lockdown restrictions in force during Q4 impacted work on office access and site visits. This compounded previous impact of Covid-19 restrictions on office based planning tasks. The impact of these issues is reflected in quarter planning measures, however there

has been an improvement in performance between Q3 to Q4. The % of all planning applications determined within time periods required ytd has moved from a red RAG rating to an amber rating at 66.31%.The Average time taken to determine all planning applications in days has decreased ytd from 113 days in Q3 to 109.75 days in Q4.

There has been a fall in the % of enforcement cases investigated (within 84 days) from 93.15 in Q3 to 78.15 in Q4.

<u>Working Towards Long Term Objectives</u>

During 2020/21 staff were able to further progress some actions working towards long term objectives. Notable developments included:

- Completion in September of work at Aberfforest in relation to restabilisation and regrade of stream junction onto the beach.
- Adoption of Local Development Plan 2 in September.
- Launch of Traditional Boundaries Scheme, with three new hedges having been planted and a wall restored under the scheme.
- A strategy for the Conservation of the Marsh Fritillary Butterfly in Pembrokeshire has been produced with funding from the Pembrokeshire Nature Partnership.
- 102 affordable housing units approved - following Planning permission for Brynhir site Tenby issued following signing of S106.
- NPA approval to refocus work of SDF committee to focus on community decarbonisation projects. Twelve projects were awarded funding by the SDF Committee in 2020/21.
- Mobile Phone App has been designed on the Arc Online platform (linked to Digital Park Project) and is now in use by Area Managers, to survey the extent of the ash die back problem on PCNPA owned estate.
- Contractor for Phase 2 electric vehicle charging points have been appointed. Activities to support installation of four Phase 1 EV charging points were carried out in 2020/21. These first 4 EV charging posts became operational in April 2021 and are located at Brewery Meadow Car Park, Oriel Y Parc Car Park, Porthgain Hoppers parking area and Broad Haven Car Park.
- Following NPA agreeing in December to land purchase related to carbon sequestration project, funded via Welsh Government Sustainable Places, Sustainable Landscapes funding, land at Trefin has been acquired for this purpose.
- Rollout of Office 2016 to 130 devices completed in November.

However COVID 19 has had an impact on delivery of some activities contributing to long term objectives. In particular activities affected by:

- Current or impact of previous COVID 19 regulations on delivery
- Staff within some teams having been on furlough in previous months or currently on furlough, limiting capacity in some areas
- the need to adapt services
- the need to reprioritise actions for some teams in previous months on COVID 19 related actions such as recovery planning, risk assessments or reopening activities. This has had a particular impact on some corporate and HR related areas of work.

Activities contributing to the long term delivery of our Well-being Objectives have been reviewed and prioritised as part of the development of the Corporate and Resources Plan 2021/22. Some activities have not been carried forward or have been amended to reflect changes in how they will be delivered.

Health and Safety

The Authority had two RIDDOR (Reportable) incidents in 2020/21, these happened in Q1 and Q2. No further RIDDOR's happened in Q3 or Q4. Training to maintain adequate levels of health and safety for front line staff has been prioritised and training has recommenced.

EIR

One Environmental Information Regulations response was not provided in time in Q1 and one Freedom of Information Regulation response was not provided in time in Q4.

Update on Welsh Government Public Sector Net Zero Methodology

The Welsh Government released its Public sector net zero reporting guide and associated spreadsheet in May 2021 (Officers had expected it to be released in March): https://gov.wales/public-sector-net-zero-reporting-guide . The scope is broader in some areas compared to the Authority's current methodology e.g. it includes land use data. An initial meeting has been with staff from relevant teams to look at how the Authority can trial this approach and co-ordinate the collection of data.

Explanation of RAG Status

RAG	What it means
Red	Close monitoring and/or significant action required. This would normally be triggered by any combination of the following: • Measures: Not meeting the target or set to miss the target by a significant amount. Some Planning targets are based on Welsh Government targets. • 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 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.
Amber	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. This would normally be triggered by any combination of the following: • 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	No action required. This would normally be triggered by any combination of the following: • 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)

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

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 - February**	**2020/21 Current Period – March**		
	RAG	**RAG**	**Trend**	**Comments**
Management and Implementation of COVID -19 Access Regulations: Closure of paths, signage, monitoring, management and communication of closure.	Green	Green	➜	All PROW and Coast Path open and experiencing high levels of use during lockdown where close to resident communities. Easing of travel restrictions has resulted in greater recreational use in more remote areas. Covid precautions signage at main access points to Coast Path being refreshed in time for Easter bank holiday.
Management and implementation of closure of Car Parks and Centres.	Green	Green	➜	PCNPA's car parks remain open to support legitimate use (i.e. activities currently supported under WG regulations). Some evidence of non-compliance in terms of people breaking lockdown restrictions to travel to the coast (especially on sunny days) but such actions are confined to a small minority and PCNPA is working closely with PCC and Dyfed-Powys Police on localised enforcement.
Ensuring our publically accessible sites and land is safe for the public to use.	Amber	Amber	➜	All of PCNPA's managed sites (with the exception of visitor attractions) remain open to the public. Wardens and Rangers continue to help deal with urgent matters impacting on the National Park to ensure the ongoing safety of the public. All associated risk assessments have been updated to reflect the move towards Alert Level 3 in Wales and field-based staff are gradually increasing duties in-line with current WG COVID regulations.

⬆ Improving Trend ➜ Static Trend ⬇ Worsening Trend   BM= Benchmarked against previous year   BD= Baseline Data
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1

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

Enabling safe monitoring, management and cutting of coast and inland rights of way paths.	Green	Green	➔	Action Complete - Activity done. Cutting season has now come to a close. Further details on approach within progress report to ORC 23/9/20 - https://www.pembrokeshirecoast.wales/wp-content/uploads/2020/09/09_20-Countryside-Management-Digital-Transformation.pdf
Enabling safe management of critical conservation activities, including Grazing.	Amber	Amber	➔	Due to various lockdowns work programme has been stalled over the financial year.
Closure, suspension of activities, cancellation of events and adaptation of face to face services (application of relevant regulations on Authority activities.)	Green	Green	➔	All face-to-face services have been suspended (unless outdoors) in-line with current WG COVID restrictions. The Authority's COVID Recovery Plan and risk register is reviewed regularly by Leadership Team to ensure compliance.
Engagement with Welsh Government Departments over implementation of regulations	Green	Green	➔	Regular meetings with relevant Welsh Government departments.
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	➔	The Director of Countryside, Community and Visitor Services continues to meet with colleagues across PCC, the Police and other partners to deliver a co-ordinated incident management response to localised issues including minor infringements of current restrictions. Regional meetings are now underway to prepare for the recreational pressures on the National Park during the 2021 summer season. A refreshed Countryside Code for England and Wales is also due to be launched ahead of the 2021 summer season: https://www.gov.uk/government/publications/the-countryside-code
Carew - Planning and managing phased opportunities for the opening up of Centres	Amber	Green	⬆	Carew reopening all outdoor areas from 12th April. Indoor areas will follow when government guidelines allow.
Castell Henllys - Planning and managing phased opportunities for the opening up of Centres	Green	Green	➔	The team will hopefully return to site on the 6th of April to begin repair work on the roundhouses and getting the site ready for re-opening on the 26th of April (all being well). There is a re-opening plan in place after discussion with the team.
Oriel y Parc - Planning and managing	Green	Green	➔	Re-opening plan and risk assessment have been reviewed and

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2

phased opportunities for the opening up of Centres	Green	Green		continue to be updated in relation to the current situation. Meetings have taken place to discuss possible reopening of sites and plans to un-furlough staff are being discussed.
Education Service - Planning and managing phased opportunities for the opening up of face to face services	Green	Amber	↓	In March we were able to continue to carry out practical project that were delivered by 1 or 2 members of staff and within the framework of the agreed risk assessment. None of the work involved children and the majority took place on the school grounds. Work included tree planting at several schools in the Milford Haven cluster, funded by the Roots project and CCAT (Coastal Communities Adapting Together). The education officer met with PCNPA educators to discuss ways of delivering education work during the summer term, it was agreed to continue to focus on opportunities for learning at locations in close proximity to schools, which would reduce the need for transporting groups to locations further afield. The timetable for resumption of activity with schools suggests early May as the most likely period for a resumption of the PCNPA schools programme.
Volunteering/ social action opportunities, community engagement and outreach activities - Planning and managing phased opportunities the opening up of face to face services	Amber	Amber	→	Whilst the majority of volunteering was suspended during March we were able to resume independent volunteering, where volunteers are able to work by themselves on 'light duties' such as site survey/monitoring and litter picking.
Events and activities - Planning and managing phased opportunities the opening up of face to face services	Green	Green	→	The A&E programme for 2021 is planned to start in mid-May. The pre-season event for volunteer activity leaders took place in March, supported by the contributions of external speakers and PCNPA staff. At the briefing, volunteers had the opportunity to sign up to the new programme and discuss plans for delivery.
Project Delivery Direction (e.g. Stitch in Time, Heritage Guardians) - Planning and managing phased opportunities the opening up of face to face services	Amber	Amber	→	Projects are progressing often being adapted to suit the Covid Restrictions.
Project Delivery Countryside Management	Green	Green	→	Ongoing. People, Paths and Pollinators - Surveying resumed

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3

(e.g. People, Paths and Pollinators) - Planning and managing phased opportunities the opening up of face to face services	Green	Green		in February after a temporary stop due to COVID measures. Guidance on managing coast path for pollinators written with plans to brief the team before the summer cutting season starts.
Project Delivery Discovery (e.g. Walking for Well-being, Walkability, Pathways) - Planning and managing phased opportunities the opening up of face to face services	Amber	Amber	→	During March delivery of activity continued to be suspended. However, as reported previously, preparations including site visits continued to be made. There was some additional clarification from Welsh Government with regard to a timetable for resumption of key activities within the team. At the end of March the team was able to allow individual volunteers to commence light duties including site surveys and litter picking
Development Management - Planning and managing phased opportunities the opening up of face to face services	Amber	Amber	→	Where necessary officers are continuing to access to the office. Face to face meetings such as planning surgery are not being undertaken. Video meetings are used by staff effectively both externally and internally. Virtual site visits are being undertaken where possible and if necessary site visits to non enclosed spaces are being undertaken.
Direction face to face liaison (e.g. landowners) - Planning and managing phased opportunities the opening up of face to face services	Amber	Amber	→	Face to face services are a final option when other options are not available. Outdoors only and risk assessed.
Reception - Planning and managing phased opportunities the opening up of face to face services	Red	Amber	↑	Risk assessment being reviewed with regard to opening up of face to face services.
Internal and External Meetings - Planning and managing phased opportunities the opening up of face to face services	Green	Green	→	Situation static. Authority continues to monitor WG advice

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4

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

<table>
<tr><td colspan="5" style="background-color:orange">Work Area 2 – Ensuring staff well-being and safety</td></tr>
</table>

<table>
<tr><td colspan="5">Phase 1 Actions - Staff well-being and safety</td></tr>
<tr>
<td rowspan="2">Action</td>
<td rowspan="2">2020/21 Previous Period - February</td>
<td colspan="3">2020/21 Current Period – March</td>
</tr>
<tr>
<td>RAG</td>
<td>RAG</td>
<td>Trend</td>
<td>Comments</td>
</tr>
<tr>
<td>Activities to support staff health and well-being during working from home and lock down.</td>
<td>Green</td>
<td>Green</td>
<td>➔</td>
<td>Bi-annual appraisal form re-drafted to include a focused discussion on health and well-being to provide continued support. Listening Service on track to be set up in April 2021.</td>
</tr>
<tr>
<td>Maintaining health and safety of staff carrying out essential work or inspections at PCNPA sites or implementing access regulation requirements in the Park Area.</td>
<td>Green</td>
<td>Green</td>
<td>➔</td>
<td>General and Specific Risk Assessments continue to be adjusted on a monthly basis as the Authority responds to changes communicated by WG. Amended Risk Assessments have been completed by Centre Managers in liaison with staff for all Centres in anticipation of opening in April.</td>
</tr>
<tr>
<td colspan="5">Phase 2: Staff Well-being and Safety - Respond effectively to relaxation of regulations taking a phased response as required.</td>
</tr>
<tr>
<td>Countryside Management (including coast path cutting and maintenance) - 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)</td>
<td>Green</td>
<td>Green</td>
<td>➔</td>
<td>Countryside Management Team is operating to the COVID Risk Assessment and undertaking most outdoor work subject to the limitations and guidance outlined within the Risk Assessment. The Risk Assessment will be reviewed prior to the commencement of the summer cutting season.</td>
</tr>
<tr>
<td>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)</td>
<td>Amber</td>
<td>Green</td>
<td>⬆</td>
<td>Staff continue to work predominantly from home but with some limited access to HQ as well as undertaking site visits.</td>
</tr>
<tr>
<td>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</td>
<td>Green</td>
<td>Green</td>
<td>➔</td>
<td>Field-based staff continue to undertake limited duties in-line with the relevant control measures that have been put in place to protect their safety as well as the safety of the wider public. All associated risk assessments are being reviewed and updated in light of changing WG guidance. Access to Llanion</td>
</tr>
</table>

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5

possible and subject to restrictions)	Green	Green		(HQ) remains restricted (i.e. for essential purposes only) with the majority of office-based staff continuing to work from home. Visitor Sites will begin to re-open in April as Wales enters Alert Level 3.
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	Green	⬆	Visits to the office are restricted to essential journeys. Officers are managing with a combination of working from home/restricted site visits and very limited visits to the office. Awaiting corporate guidance on return to office based work.
Development Management - 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	➡	Llanion office base closed in new lock down restrictions. Officers attending offices only for short duration to carry out essential tasks that cannot be undertaken at home.
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)	Green	Green	➡	Regular discussions with managers and staff on how to re-open in line with Government regulations.

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6

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

Work Area 3 – Implementing Effective Working Practices

Actions				
Action	**2020/21 Previous Period - February**	**2020/21 Current Period – March**		
	RAG	**RAG**	**Trend**	**Comments**
Countryside Management - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	Ongoing - where necessary, managers homeworking effectively. Warden staff working outdoors.
Property and Estates - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	Working from home continues for the majority of PCNPA office-based staff and support is being provided to ensure that staff well-being remains at the heart of adapted working practises. A specific paper was considered by the Employee Forum in March to explore options for remote working in the future.
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	→	Regular virtual departmental meetings are held in addition to 1-2-1 meetings as required. Furloughed staff are contacted regularly and a schedule of regular Team Leaders meetings has been established throughout 2021. A monthly staff newsletter is distributed to all staff across the Authority to keep everyone up-to-speed with developments. In addition, staff (including Wardens and Rangers) now have access a number of 'apps' such as Lifesize, 3CX and Slack to help everyone to keep in touch and socialise.
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	Amber	Amber	→	Apart from restricted site visits the work of the team is progressing well with home working.

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7

regulations and guidance)				
Development Management - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	Most tasks can be effectively undertaken from home using electronic systems and limited tasks such as processing mail and sending neighbour letters undertaken at the office with minimal access.
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	→	Staff who are able to work from home have continued to do so. Discussion in Employee Forum of how to manage homeworking in the future.
Leadership Team - Management of homeworking including staff, teams and work priorities	Green	Green	→	Staff who are able to work from home have continued to do so. Discussion in Employee Forum of how to manage homeworking in the future.
Management of IT infrastructure and support.	Green	Green	→	The infrastructure refresh programme continues, VM hosts have been replaced, applications transferred and configuration for virtualisation and firewalls complete. Replacement Disaster Recovery installation is in progress.
Internal Communication	Green	Green	→	Internal Communication through monthly Newsletter and meetings such as monthly Team Leaders meeting.

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

Actions				
Action	**2020/21 Previous Period - February**	**2020/21 Current Period – March**		
	RAG	**RAG**	**Trend**	**Comments**
Providing additional support to other Public bodies and voluntary sector where appropriate.	Green	Green	→	Regular contact with other public bodies and third sector organisations, such as advice and in some cases funding.

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8

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

<table>
<tr><td colspan="5">**Work Area 5 – Recovery Planning**</td></tr>
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Actions				
Action	**2020/21 Previous Period - February**	**2020/21 Current Period – March**		
	RAG	**RAG**	**Trend**	**Comments**
Recovery Plan developed and in place.	Green	Green	➔	Recovery plan amended as required.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Destination management – including visitor and community relations.	Green	Green	➔	Visit Pembrokeshire continues to collate advice and expertise to guide future tourism activity in 2021. Key meetings have been arranged with a wide variety of stakeholders to ensure that all parties, inc' PCNPA, are doing everything possible to support the recovery of the tourism economy in Pembrokeshire whilst protecting the health of local communities and the NP's 'special qualities'. In addition, the CEO and Directors are in close communications with WG officials to help inform the associated plans to welcome visitors back to the Pembrokeshire Coast National Park Authority when the time is right.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Recreation management and access to the outdoors.	Green	Green	➔	Recreational pressures on the NP have started to increase with the gradual lifting of COVID related restrictions. The range of work undertaken by Wardens and Rangers will increase as Wales enters Alert Level 3. The priority is to ensure that the Coast Path remains well maintained and accessible as we approach the cutting season. The Authority is employing additional seasonal staff this summer to help clear the backlog of work that was put on-hold during the previous lockdown(s).
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.	Green	Green	➔	Regular engagement with partners on dealing with the impact of the pandemic.
Working with Partners to develop effective responses to the impact of COVID-19	Green	Green	➔	Links to Discovery Team projects, Landscapes for All paper and together for Health and Wellbeing and outcomes of the

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9

| 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. | 🟩🟩 | | | Experiences for All project. |

Work Area 6 – Delivering our statutory planning responsibilities

Actions				
Action	**2020/21 Previous Period - February**	**2020/21 Current Period – March**		
	RAG	**RAG**	**Trend**	**Comments**
Planning Service – Management of applications, appeals and decisions.	Amber	Amber	➔	Officers are undertaking only high priority essential in person visit sites, but are continuing to deal with and process valid applications. New lockdown restrictions impacting work throughout the month due to restrictions on office access and site visits.
Adoption of LDP2.	Amber	Amber	➔	Action Completed in September. LDP2 adopted September 30th 2020. Amber due to delay in adoption due to Covid restrictions.
Adoption of supplementary planning guidance.	Amber	Amber	➔	Amber Initially delayed with Covid lock down. SPG programme progressing. Other priorities have caused delays in progressing.

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10

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

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

Actions

Action	2020/21 Previous Period - February	2020/21 Current Period – March		
	RAG	RAG	Trend	Comments
Hosting virtual Committee Meetings and supporting Members during this process to fulfil their role.	Green	Green	➜	All public Authority/Committee meetings being held virtually. Options being explored on how Authority meetings will be held in future.
Webcasting of virtual meetings.	Green	Green	➜	Action Completed in May. Staff/Members received training in relation to attending virtual meetings. All virtual committee meetings from May are also being live streamed.
Relevant delegations are sought and in place.	Green	Green	➜	Extended delegated powers working well. Due to ongoing COVID-19 restrictions, temporary changes to delegated planning powers have been agreed until 16 June 2021.
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	➜	Risk register reviewed and updated

Data Available Monthly

Measure	2019/20 March	2020/2021 Previous Period February	2020/201 Current Period – March					
	Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments

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11

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

# committee webcasts ytd	N/A	26	30	N/A	Baseline Data			
# people viewing online webcasts of PCNPA Committees ytd	N/A	285	342	N/A	Baseline Data			4 Livestreams in March: Personnel 4 views, Development Management 38 views, Operational Review 5 views, NPA 10 views

Work Area 8 – Fulfilling our financial obligations

Actions - Fulfilling our financial obligations				
Action	**2020/21 Previous Period - February**	**2020/21 Current Period – March**		
	RAG	**RAG**	**Trend**	**Comments**
Processing of invoices and monitoring and fulfilling of contracts.	Green	Green	➔	Finance Staff continue to process invoice and contracts monitored.
Communication with Funders for Projects.	Green	Green	➔	Communication with funders ongoing.
Monitoring and mapping of financial impact on services and future operations.	Green	Green	➔	Budget monitoring continually undertaken.

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12

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

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 March**	**2020/21 Previous Period February**	**2020/21 Current Period – March**					
		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		Green	➔	
Tourism Engagement & New Audiences	# Main website users ytd	281,598	198,642	217,710	BM				2020/21 ytd figures affected by complete Google Analytics data for May not being available due to issue caused by transfer to new website. Views - 774 bot spike traffic from two sources 31/01/21 and 2084 bot spike traffic from two sources - 01/02/21.
	# Main website page views ytd	1,430,889	756,103	810,199	BM				
	Oriel Y Parc Trip Advisor rating 1-5	4.5	4.5	4.5	4.5		Green	➔	Centre reopened in July, having been

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13

					BM against 2019/20	TIR			closed since mid-march due to COVID 19 restrictions. Centre closed during firebreak period, and remained closed since 4th December.
	# visitors to Oriel Y Parc ytd	113,394	27,208	27,208	BM against 2019/20	TIR			
Supporting Local Businesses	% Authority Spend locally ytd	48.42	56.75	39.14	BM against 2019/20	TIR			£763,326 spent in SA postcode.
	% Invoices paid on time (Average) ytd	97.01	95.36	95.65	97%	TIR			

Data Available Quarterly									
Work Stream	**Measure**	**2019/20 Q1 – Q4 (April - March)**	**2020/21 Q1 – Q3 (April - Dec)**	**2020/21 Current Period: Q1 – Q4 (April – March)**					
		Actual	**Actual**	**Actual**	**Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Planning Policy and Planning Service	% of all planning applications determined within time periods required ytd	92.64	57.61	66.31	82%		Amber	↑	Reflects impact during the year of continuing period of staff absence, Covid-19 restrictions, and external Planning IT system issues which prevented registration of new casework in Q3.
	Average time taken to determine all planning applicants in days ytd	88.25	113	109.75	<67 days		Amber	↑	
	% of Member made decisions against officer advice (recommendation) ytd	9.09	12.50	7.14	<5%		Amber	↑	2 out of 28. Welsh Government Target, part of APR benchmarking.
	% of appeals dismissed	71.43	80.00	75.00	>66%		Green	↓	

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14

	ytd									
	Applications for costs at section 78 appeal upheld in the reporting period ytd	0	0	0	0		Green	➜		
	% of planning applications determined under delegated power ytd	93.25	93.42	92.45	BM	TIR				
	# planning applications registered ytd	601	367	553	Trend					
	% of planning applications approved ytd	79.75	92.18	92.45	90%	Trend				
Maintaining Public Rights of Way a Tourism Asset	% of PROW open and accessible and meeting the quality standard ytd	86.83	86.83	86.87	85%	TIR				
	# of people using footpath (from fixed counters) ytd	197,748	145,511	-	Trend	TIR				Q4 data not yet collected/reported to PCNPA by contractor. This will be collected in early May for Jan- April 2021. 7 Coast Path and 4 INRoW Counters. For Q2 and Q3 data only there was a 22.5% increase compared to 2019/20.
Sustainable Tourism and Recreation Management and	# filming enquiry requests ytd	45	11	26	Trend	TIR				
	# filming enquiry licenses awarded ytd	6	6	6	Trend	TIR				

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15

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

Promotion										
Tourism Engagement & New Audiences	# attending pop up events ytd	1,212	888	888	BM	TIR				No activities Q3 and Q4 as summer ranger role had ended due to end of season.
	# people engaged with through Summer Rangers business, general public networking and tourist information activities ytd	395	1,282	1,282	BM	TIR				Tourist information focused. Locations covered included Manorbier, Caerfai, Solva, Newgale, Poppit Sands, Broad Haven, Little Haven, Nolton Haven, Strumble, Fishguard Lower Town, Porthclais, West Angle Bay.
	# Parkwise training sessions held ytd	4	1	1	4	TIR				Parkwise Training session held in Q3 for PCNPA volunteers. Virtual session in morning followed by outdoor session at Carew Castle.
Supporting Local Businesses	# of stall holders participating in fairs and events at Oriel Y Parc and Carew ytd	185	38	38	Trend	TIR				Pop up Markets at OYP outdoor space (held in line with Covid Regulations) in December.
	# of artists and craft makers supported at Oriel Y Parc ytd	27	13	13	Trend	TIR				Centre closed in Q4 due to COVID 19 regulations

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16

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

Employment Transformation in Pembrokeshire	# Work experience placements provided ytd	5	1	2	BM	TIR			Community Archaeology University Student Placement looking at the condition of archaeological and historical sites and Discovery Student placement (Swansea University) providing support in the development of digital material for Pembrokeshire Outdoor Schools Project.
	# Office and Centre based volunteer days ytd	105.6	9.3	9.3	BM	TIR			OYP voluntary gallery invigilators.
	# attending volunteer training sessions ytd	217	245	297	BM	TIR			36.9% increase on 2019/20. Reflecting officers focus on virtual training as physical training and practical group volunteering opportunities have been limited due to COVID 19 restrictions.

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

Actions					
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**		
		RAG	**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. Incident reporting app and live dashboard launched - allowing Rangers and Area Managers to record incidents related to visitor pressures.
	Project: Development of new footpath links and circular walk creation.	Amber	Green	↑	Work resumed on Moylegrove route after lockdown of 20th December; final section to improve will now start in April. Pwll Cornel: Management Agreements have been finalised and exchanged for signature.
	Project: Increasing resilience to winter storm damage.	Green	Green	→	Aberforrest project completed in late September.
	Strategic Partnerships: Rights of Way Improvement Plan and Local Access Forum.	Green	Green	→	Local Access Forum convened virtual meeting at end of January (first since March 2020) and set dates for future meetings in 2021, next meeting on 9th April.
	Strategic Engagement: Participating in Access Legislation Forum	Green	Green	→	Last meeting of Welsh Govt expert panel held in January. NRW circulated draft final advice report of all recommendations for comment in March to panel members before finalising and presenting to Minster at end of April.
Sustainable Tourism/ Recreation: Management and Promotion	Project: External Sustainable Events Research. (S6)	Amber	Red	↓	Pandemic putting project on temporary hold as stakeholders not available.
	Ways of Working: PCNPA Branding.	Green	Green	→	Action Complete. Brand Ambassador Scheme scoping exercise has been commissioned and the draft feasibility report has been produced. It is anticipated that work to

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18

		Green	Green		progress any further development of a potential Ambassador Scheme will be paused until the 2022 season due to the current impact of COVID 19.
	Strategic Partnership: Supporting Destination Management Plan implementation and setting up of delivery organisation.	Green	Green	→	Visit Pembrokeshire set up and Member representing the Authority on the Board. Discussions with VP on future support.
	Strategic Partnership: Managing What We Can Document – Annual review with Partners. (S6)	Green	Green	→	Document now named 'Managing Visitor Pressures and Experiences In the Pembrokeshire Coast National Park.' Annual review to be complete at next Recreation Plan meeting in April 2021.
	Strategic Partnership: Pembrokeshire Water Safety Forum and mapping of coastal and foreshore incidents.	Green	Green	→	Ranger Service Manager chaired the Pembrokeshire Beach Liaison Group and took part in the Wales Beach Managers' group.
	Strategic Engagement: Liaison with Recreational Groups and Pembrokeshire Coastal Forum. (S6)	Green	Green	→	Meetings took place with Pembrokeshire Coastal Forum and the Pembrokeshire Outdoor Charter Steering Group to plan projects and activity for 2021. The Rangers met with the Outdoor Charter members and delivered a training event on seabirds for the Outdoor Charter, Marine Code and PCF members. Attended the bi-annual Milford Haven Waterway Recreation Working Group and contributed to the re-draft of the Milford Haven Waterway Recreation Management Plan.
Tourism Engagement and New Audiences	Project: Re positioning Oriel Y Parc as a Discovery Centre for the Park.	Amber	Amber	→	Warden team have made improvements to the Woodland area in order to improve biodiversity in that area of the site. A hedge has been planted along with fruit trees.
	Ways of Working: Activities to support implementation of business plan at Oriel Y Parc.	Amber	Green	↑	Progress continues slowly. Elements of the interpretation plan have been implemented in the woodland area.

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19

	Project: Development of Discovery Points across the Park.	Green	Green	➔	Pilot Discovery Point panels have been produced and installed in 7 business locations in the Park.
	Partnership Project: Celtic Routes.	Amber	Green	⬆	A 'brandkit portal' has been developed to allow a range of organisations to use the marketing materials (particularly the extensive video and photography library) created for the Celtic Routes project for free.
	Ways of Working: Training of staff in new website content management system and events booking system.	Green	Green	➔	Training continuing for staff and further sessions will be organised for relevant staff as they prepare to re-open in light of relaxation of covid-19 restrictions.
	Project Development: Beach Roadshow linked to Summer Rangers Service.	Green	Green	➔	Funding for 4 Summer Rangers has been secured and recruitment for these posts is underway. Additional funding for the beach roadshow element is on-going.
	Project Development: Engagement activities that will support local businesses to engage visitors with the Park and its special qualities.	Green	Green	➔	Recruitment of Visitor Welcome volunteers got underway in March and several people have shown an interest in the scheme to date. The work of PCNPA volunteers will be combined with the wider Visitor Welcome project for Pembrokeshire, coordinated by Visit Pembrokeshire, with County Council involvement. The partnership has submitted an application to the Welsh Government's COVID-19 hardship fund to support the work including funding of paid Visitor Welcome team during peak season. ParkWise - The short videos and supporting content which will be used as part of the training/induction of the Visitor Welcome teams (staff and volunteers) has been completed by the Discovery and Ranger teams.
Supporting Local Businesses	Communications: Virtual promotion of stall holders and other local businesses and food suppliers, including those that were	Green	Green	➔	Virtual St Davids Day Dragon Parade event held across Facebook, Twitter and Instagram. Lots of people took part and sent in their creations of dragons via social media or email. There were 3 local school classes (Redhill Prep, Ysgol Glannau Gwaun and Ysgol Penryhn Dewi) as well as lots of

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20

	due to be at the Really Wild Food Show at OYP.	🟩 (Green)	🟩 (Green)		submissions from St Davids Care in the Community and over 25 individuals who posted their artwork all of varying ages and abilities. A successful online event celebrating and promoting St Davids and Welsh culture. Artists who would have exhibited in the centre are being promoted online where possible.
	Ways of Working: Review of procurement in the Authority, including community benefit options and sustainability practices. (S6)	Red	Amber	↑	Discussion with other two Welsh National Parks on procuring advice on this issue. Discussion as part of the Local Government Decarbonisation Panel on good practice in relation to procurement.
Employment Transformation	Partnership Project: Pembrokeshire College Work Placement Scheme.	Red	Red	→	Monitoring closed due to re-prioritisation of work. PCNPA are focusing efforts on the Government's Kick Start Scheme for young adults on Universal Credit.
	Project Development: Feasibility study to inform replacement project for Skills in Action including identifying potential Apprenticeship opportunities.	Amber	Amber	→	This work is now happening through the WG Kickstart Scheme. PCNPA has committed to the Kickstart Scheme for this financial year/and part of next financial year, to explore if this will become a longer term option for the National Park to support training and skill development. Depending on the outcome from the first year's involvement in the scheme, will then shape and inform whether an additional program similar to Skills in Action is needed.
	Ways of Working: Enhancing our volunteering opportunities – flexible and office and centre based opportunities.	Amber	Amber	→	All on hold due to Covid. Work to be done with team leaders to identify capacity issues with working with volunteers in non-traditional roles, as identified in volunteer action plan.

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21

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

Well-being Objective - Resilience

Data Available Quarterly									
Work Stream	**Measure**	**2019/20 Q1 – Q4 (April - March)**	**2020/21 Q1 – Q3 (April - Dec)**	**2020/21 Current Period: Q1 – Q4 (April – March)**					
		Actual	**Actual**	**Actual**	**Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Conservation Land Management	Conservation Sites - % in line with Management Plan (S6)	100	100	100	100	TIR			
	Hectares - Invasive species removed at source/ injected ytd (S6)	53.44	49.95	54.15	BM	TIR			
Engagement and Volunteering in looking after the Park's Ecosystems	# volunteer days – conservation ytd (S6)	1,149	272	279	BM	TIR			
	# volunteer days – invasive species work ytd (S6)	112.5	18	18.5	BM	TIR			
	# Social action days – conservation ytd (S6)	N/A	58	58	BD				2 Tree Planting Sessions.
Looking after Trees in the Landscape	# of applications for works to protected trees determined ytd (S6)	41	23	37	BM	TIR			
	# of new tree preservation orders made ytd (S6)	2	0	0	BM	TIR			
	# volunteer days – contributing to tree planting (S6)	N/A	73	73	BD				

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22

	# social action days – contributing to tree planting ytd (S6)	N/A	58	58	BD			2 tree planting sessions delivered by Rangers. With Pembrokeshire College Environmental Conservation students and Bro Ingli pupils.
Marine and Foreshore Environment	# volunteer and social action days – beach, foreshore and river cleaning activities ytd (S6)	249	17	17	Trend	TIR		

Action						
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**			
		RAG	**RAG**	**Trend**	**Comments**	
Conservation Land Management	Engagement: Engagement activity with Dairy Industry/ Farmers. (S6)	Amber	Amber	➜	Bid for funding Re-submitted to WG - Bid entitled 'Greening Agriculture'. Broader engagement with the Farming Community due to start in June with the Project 'Dawnsio ar y Dibyn'	
	Partnership Project: Engagement with Plant Life's Magnificent Meadows Project. (S6)	Green	Green	➜	A further meeting of the new Pembrokeshire Meadows Group was held in March, with inspiring presentations by various meadows groups around Wales. There have been several new enquiries into our Conserving the Park scheme resulting from the meetings so far.	
Biodiversity and Connectivity Projects	Pilot Project: People, Paths and Pollinators Pilot Project. (S6)	Green	Green	➜	Guidance on managing coast path for pollinators written with plans to brief the team before the summer cutting season starts.	
	Pilot Project: Traditional Boundaries Pilot. (S6)	Green	Green	➜	Three new hedges have been planted and a wall restored under the Traditional Boundaries Scheme.	

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23

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

Engagement and Volunteering in looking after the Park's Ecosystems	Project: Stitch in Time Project. (S6)	Green	Green	➔	Main activities - allocating and surveying vegetation access cutting work - undertaken by contractors across the catchments.
	Project Development/ Funding: Naturally Connected Project. (S6)	Red	Red	➔	On hold due to COVID and businesses being closed.
Conservation Strategic Partnerships and Engagement	Strategic Engagement: UK and Welsh Policy Engagement on Land Management following withdrawal from EU. (S6)	Amber	Green	↑	Response submitted to the Welsh Government consultation on the Agriculture Bill. Future progress dependent on actions of Welsh Government following Senedd elections.
	Strategic Partnership: Participation with Pembrokeshire Nature Partnership and delivery of Pembrokeshire Nature Recovery Plan. (S6)	Green	Green	➔	A strategy for the Conservation of the Marsh Fritillary Butterfly in Pembrokeshire has been produced with funding from the Pembrokeshire Nature Partnership. The document places the conservation work of various partners into context and sets clear landscape scale priorities for survey and conservation for this species which currently has a precarious future in the county. Methods used are in line with NRW and Butterfly Conservation protocols for metapopulation analysis providing a comparison to populations nationwide.
	Strategic Partnership: Participation with Pembrokeshire Grazing Network and Pembrokeshire Wildfire Group. (S6)	Green	Green	➔	No new updates - Continuing to operate smoothly at current time.
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

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24

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

Looking after Trees in the Landscape	Ways of Working: Responding to Ash Dieback in the Park Area. (S6)	Green	Green	➔	Felling programme for phase 1 completed, ongoing inspection and phase 2 survey planned for summer 2021. Full report given at Operational Review Committee 17/3/21.
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	➔	Seagrass Ocean Rescue is a joint venture between Sky Ocean Rescue, WWF and Swansea University and funded the Dale project - the first proper seagrass restoration project in the UK. Assistance on stakeholder planning and engagement was commissioned from the Pembrokeshire Coastal Forum and the Pembrokeshire Marine SAC Officer. Intensive local community liaison began in April 2019 and continued throughout the year in order to seek to secure community support for a trial planting project. Stakeholder liaison also helped to support the official licensing process. By the end of 2020 many mature seagrass plants were growing, although the delayed planting over the winter of 2019 had likely reduced the viability of stored seeds and overall germination success was less than hoped-for. Further seed planting took place in autumn 2020 to complete the 2-hectare restoration trial. Aside from addressing the practicalities of planting, the restoration trial also prompted policy discussions regarding the status of restored seagrass and culminated in an addendum to the SAC management scheme to satisfy and reassure concerns about future management from local interests. Stakeholder liaison continues with the creation of the Dale Seagrass Stakeholder Group to discuss future management and monitoring. Pembs Marine SAC Officer represents the Relevant Authorities Group on this group.

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25

	Strategic Partnerships: Involvement with Foreshore Management Plan development and implementation. (S6)	Green	Green	➜	Met with PCF to plan further foreshore project work for 2021/22.
	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 Management Steering Group. A snapshot of work by the Pembs Marine SAC Officer includes: applying to NRW's strategic fund for a farmed bait project; potential work with NRW-led Natur am Byth project; joint working with NRW on actions / projects to improve site condition; joint work with marine protected area officers for Pen Llŷn a'r Sarnau / Cardigan Bay / Carmarthen Bay and Estuaries and the Severn on litter and species disturbance projects; working with PCF on an all-Wales Marine Code App, and some additional work with Project Seagrass.

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26

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

Well-being Objective – Health & Well-being

Data Available Monthly

Work Stream	Measure	2019/20 March	2020/21 Previous Period February	2020/21 Current Period – March					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Promoting Health Benefits of the Park	# of web walks downloaded ytd	42,065	11,829	12,938	Trend	TIR			No data in May and June - Covid-19 lockdown / analytics issues with transfer to new website. Most popular downloaded walks in 2020/21: Broad Haven/ Haroldston Wood (Short Walk) - 338. Bosherston/ St Govan's (Half Day) - 263. Tenby / Waterwynch (Short Walk) - 232

Data Available Quarterly

Work Stream	Measure	2019/20 Q1 – Q4 (April - March)	2020/21 Q1- Q3 (April - Dec)	2020/21 Current Period: Q1 – Q4 (April – March)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Supported	# participants in	1,116	107	107	1,000	TIR			Across 16 sessions held

⬆ Improving Trend ➡ Static Trend ⬇ Worsening Trend   BM= Benchmarked against previous year   BD= Baseline Data
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27

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

Walking Opportunities	Walkability Scheme Sessions ytd	N/A	201	201	BD	TIR			when regulations allowed during 2020/21.
	# Pembrokeshire participants in Walking for Well-being Sessions ytd								Across 35 sessions held when regulations allowed during 2020/21. With 18 walks led by volunteer walk leaders in Q3.
Promoting Health Benefits of the Park	# participants in walks led by rangers, centre staff and volunteers ytd	2,824	593	593	BM	TIR			Across 77 sessions held when regulations allowed during 2020/21. In addition there were 111 participants across 28 Walk Leader Training Sessions held in 2020/21.
Health and Well-being Projects and Initiatives	# volunteer days ytd	2,591.6	768.3	819.8	BM	TIR			
	# participants in volunteering and social action sessions involving physical activity ytd	3,195	815	819	BM	TIR			
Outdoor School and Play	# participants in outdoor learning sessions	8,682	1,904	1,904	BM	TIR			Alongside this a range of school grounds work and engagement at schools was carried out by PCNPA staff and volunteers, through Pembrokeshire Outdoor Schools and Roots project. Webinars have also been held for teachers on outdoor learning with 253 teachers attending
	% schools in National Park engaged with outdoor learning sessions ytd	69.23	30.77	30.77	BM	TIR			
	% schools in Pembrokeshire engaged with outdoor learning sessions ytd	69.35	20.97	20.97	BM	TIR			

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28

								across the sessions. An additional Webinar for PODS partners and PCNPA Educators was held in Q4.
Planning Affordable Housing	% of housing units approved that are affordable ytd	40.19	70.34	68	See APR and Annual Local Development Plan monitoring report for context			Q2: Planning permission for Brynhir site Tenby issued following signing of S106.
	# affordable housing units approved ytd	43	102	102				

Action				
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**	
		RAG	**RAG**	**Trend**	**Comments**

Work Stream	**Action**	**RAG**	**RAG**	**Trend**	**Comments**
Supported Walking Opportunities	Partnership Project: West Wales Walking for Well-being project (Working with GP surgeries.) (S6)	Green	Green	➔	Project Coordinators where back in touch with volunteers to prepare them for a restart of walking activity at the end of April/early May, as part of this additional training was provided. Although the walking programme was suspended the virtual walks continued with a virtual trek around Australia - https://westwaleswalkingforwellbeing.org.uk/2021/03/22/australia-continued/ . An evaluation team from south Wales was appointed to produce project evaluation for West Wales Walking for Wellbeing - they will primarily be looking at how the work done by the project could be used to create a sustainable model for walking for wellbeing in the region.
Promoting Health Benefits of the Park	Strategic Engagement: Involvement with Public Health Wales development of strategic	Amber	Amber	➔	Pandemic putting engagement with PHW on a limited basis. Basecamp platform being used to post information but currently limited engagement to take things forward.

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29

	framework for social and Green Solutions for health.				
	Strategic Partnerships: Involvement with the West Wales Nature Based Health Service Network.	Green	Amber	↓	Further engagement planned on-line and direct when possible. Key staff at partner project WWAMH on extended leave until end of April.
Health and Well-being Projects and Initiatives	Project Development: Delivery and evaluation of Pathways Project and development of follow on project.	Amber	Amber	→	In March volunteering activity as part of the Pathways project continued to be suspended due to COVID 19 alongside all other NPA linked volunteering activity.
Outdoor School and Play	Project: Pembrokeshire Outdoor Schools.	Green	Green	→	In March the project provided a workshop for outdoor learning staff and volunteers across the PODS partnership with the principal aim of providing information about the new Curriculum for Wales and how learning outdoors could be part of learner's time in school. PODS continued to work on resources for learning, including the 'revamp' of the partnership website and the development of map resources for primary schools in the County. The programme for outdoor learning week (w/c April 19th) was completed with on-line content covering a range of topics available to all local schools in the County.
	Partnership Project: Roots Pilot Project.	Green	Amber	↓	Delivery of school grounds work under roots has been limited by COVID restrictions. Contact has been maintained with all schools in the Milford cluster to plan school grounds work when rules allow. PCNPA staff have been able to visit school sites, working alone/with one colleague to meet school staff. Some tree planting has been carried out in partnership with MHPA CCAT project.
	Project Development: First 1000 Days – Pre School aged children.	Green	Green	→	Full funding for the First 1,000 Days project has now been achieved and the project will launch in Spring 2021.
Workforce Well-being	Ways of Working: Undertake a review of our	Red	Red	→	This specific objective will close as it crosses over with work being undertaken on Corporate Health Standard.

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30

	well-being activities to further develop our well-being offer and review relevant policies to ensure they reflect best practice.	 	 		
	Ways of Working: Corporate Health Standard.	Amber	Amber	➜	Awaiting additional HR resource in April.
	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.	Amber	Amber	➜	Awaiting 'go live' for ELMS e-learning package.

Well-being Objective – Equality

Data Available Monthly								
Work Stream	**Measure**	**2019/20 March**	**2020/21 Previous Period February**	**2020/21 Current Period – March**				
		Actual	**Actual**	**Actual**	**Original Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Strategic Equality: Our Services	# visitors attending Castell Henllys during its quiet hour / slot ytd	92	5	5	BD	TIR			Recommenced in October prior to Castell Henllys being closed for Firebreak and winter.

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31

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

| Landscapes for Everyone: Inclusive Experiences | # of web wheelchair walks downloaded ytd | 4,165 | 487 | 528 | Trend | TIR | | | Most popular Wheelchair walk maps downloaded for 2020/21: Stack Rocks to St Govan - 112. St Brides to Tower Point - 43. Abereiddi/ Blue Lagoon - 42. No data May/ June - Covid-19 lockdown / analytics issues with transfer to new website. |

Data Available Quarterly									
Work Stream	**Measure**	**2019/20 Q1 – Q4 (April - March)**	**2020/21 Q1 – Q3 (April – Dec)**	**2020/21 Current Period: Q1 – Q4 (April – March)**					
		Actual	**Actual**	**Actual**	**Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Strategic Equality - Our Workforce	% Workforce Equality Monitoring Information Completed in HR System ytd	81.6	77.4	78.6	70	TIR			
Strategic Equality - Our Services	# Equality Impact Assessments Completed ytd	3	0	1	BM	TIR			Completed as part of integrated assessment on Corporate and Resources Plan 2021/22.
Landscapes for Everyone - Social Inclusion	# People engaged with through Social Inclusion Work/ Sessions ytd	3,235	676	750	BM	TIR			
	# of active Youth Rangers this quarter	11 (Q4)	11 (Q3)	5 (Q4)	BM	TIR			Impacted by lockdown and having to have

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32

								meetings online, rather than outdoor engagement activities.
	# of participants engaged with through social inclusion work with young people ytd	897	155	188	BM	TIR		Youth Rangers and Youth Committee Sessions

Action						
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**			
		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.	Green	Green	➔	No updates in month. In November review carried out and no high risks identified.	
	Ways of Working: Become a Disability Confident Organisation.	Red	Red	➔	Project will be put on hold until foundations are in place and other critical HR projects are delivered.	
	Ways of Working: Activities to address and further analyse Gender Pay Gap in the Authority.	Red	Red	➔	Project will be moved into Q1 / Q2 of 2021 to align with Grading Review and wider reprioritisation programme.	
	Collaboration: Explore with other National Parks, conservation and heritage providers opportunities to develop a scheme to promote job opportunities within the sector to underrepresented groups.	Green	Green	➔	Recruitment on track for April for KickStart placements with interest already being fielded by interested candidates. [KickStart Scheme is a 6 month job placement scheme for young people aged 16-24 on universal credit.]	
Strategic Equality: Our Services	Ways of Working: Integrate equality training and awareness into staff induction processes.	Amber	Amber	➔	Equality Training to be integrated into new e-learning system. System being designed by learning pool. Action remains outstanding with	

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33

		Amber			external provider.
	Ways of Working: Develop a training plan for all staff and volunteers to be trained on how they can deliver accessible services.	Amber	Amber	➔	Awaiting release of e-learning platform
	Ways of Working: Corporate approach developed to Web accessibility regulations compliance.	Green	Green	➔	Silktide training continuing. Small issues identified by monitoring platform continuing to be addressed in the meantime with support from website developers.
	Ways of Working: Support centres to engage, join and develop initiatives that support wider access to attractions, heritage and arts opportunities.	Amber	Amber	➔	On hold - Centres closed over winter period, majority of staff furloughed. Virtual Archaeology Day held in November, increasing access to the day to broader audience. OYP held virtual Dragon Day Parade, with people submitting pictures of dragons to be posted across OYP social media pages.There were 3 local school classes (Redhill Prep, Ysgol Glannau Gwaun and Ysgol Penryhn Dewi) as well as lots of submissions from St Davids Care in the Community and over 25 individuals who posted their artwork all of varying ages and abilities.
Landscapes for Everyone: Social Inclusion	Project: Heritage social inclusion opportunities – Plas College Dwbl at Castell Henllys.	Amber	Amber	➔	Due to Covid 19 restrictions Plas Dwbl is currently unable to undertake any SI activities on site.
	Strategic Engagement: Representing Welsh National Parks on the Welsh Government Socio-economic Duty Guidance Group.	Green	Green	➔	The Socio-economic Duty came into force in Wales on 31 March 2021. Officer participating in ongoing meetings for public bodies assisting WG with development of range of guidance related to implementation of socio economic duty. Integrated Assessment, which incorporated consideration of socio economic disadvantage carried out on Corporate and Resources Plan 2021/22.
	Strategic Partnership: Development of joint position statement with other Welsh National Parks on social	Amber	Green	⬆	Revised paper currently being drafted.

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34

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

	inclusion and child poverty.	Amber	Green		
Landscapes for Everyone: Inclusive Experiences	Project: Experiences for All Project.	Green	Green	➔	Results from survey now in - final report from survey in draft.
	Project: Further develop the Beach Wheelchair Scheme.	Amber	Green	⬆	Co-ordinator role to be advertised. Volunteer role/s to be put to PCNPA volunteer network.
	Project: Physical Access Improvements at St Non's (St Davids).	Green	Green	➔	Contractor appointed, works to start on site April / May.
	Project: Creation of more accessible circuit walk at reed bed, Freshwater East.	Amber	Amber	➔	Will be completed in the autumn, delayed due to COVID measures limiting team capacity.
	Project: Carew Castle Access.	Amber	Green	⬆	This project has been delayed and is in the initial planning stages. We plan to commence work in autumn/winter 2021/2022.
	Project: Develop project checklist that can be shared with partners to ensure projects developed to address NPMP impacts are inclusive.	Amber	Amber	➔	Awaiting Experience for All research to complete to enable recommendations to feed into to the development of project checklist.
Engagement: Outreach, young people and volunteers	Engagement: Development of a Young People's Committee.	Green	Green	➔	The Committee held two meetings in March, these were virtual gatherings as we're still unable to meet the young people 'face to face'. There was also a third Youth Committee session, which took the form a workshop, in part focusing on the completion of the UNHCR Climate Change video produced by the group, but also looking at how the committee might go about recruiting new members - recent months have seen the numbers on the committee drop.
	Engagement: Outreach engagement to inform development of projects to deliver NPMP impacts and development of materials to explain the plan	Green	Green	➔	Two Action Plans (nature and heritage) approved at March NPA. Tourism and Health and Wellbeing Action Plan in development. Carbon reduction discussions ongoing with a range of partners (including Brecon Beacons and Snowdonia National Parks).

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35

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

	Engagement: Facilitation of PCNPA Volunteer Forum	Green	Green	→	Meeting held in March. Discussions around communication, and enhancing the profile of and engagement with the forum. Hoping to set up different focus groups to involve more volunteers in National Park matters. Trialling using basecamp as a means of communication with and between volunteers.
	Strategic Engagement: Monitoring of Engagement Action Plan by Engagement Action Plan Group.	Green	Green	→	Engagement Action Plan group members have completed involvement self-assessment that was within previous Audit Report with meeting held in February 2021 exploring priority areas identified as a result of carrying out the self-assessment process. Group collating information and shared learning from digital and virtual engagement carried out as a result of adapting approaches due to COVID 19.

Well-being Objective – Communities

Data Available Quarterly									
Work Stream	**Measure**	**2019/20 Q1 – Q4 (April - March)**	**2020/21 Q1 – Q3 (April - Dec)**	**2020/21 Current Period: Q1 – Q4 (April – March)**					
		Actual	**Actual**	**Actual**	**Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Community Activities and Projects benefiting the Park and People	# community project/ engagement activities ytd	866	481	519	BM	TIR			
	# social action participant days ytd	471.50	58	58	BM	TIR			Tree planting with Pembrokeshire College Environmental Conservation students

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36

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

										and Bro Ingli pupils.
	# community events held at centres	15	3	4	BM	TIR				3 pop up outdoor markets and virtual Dragon Parade at OYP.
	# Voluntary Wardens ytd	65 (Q4)	72 (Q3)	73 (Q4)	50	TIR				
Sustainable Development Fund	% of Sustainable Development Fund allocated ytd	84.49	35.96	77.87	100	TIR				Funding Total amount allocated in grants 2020/21 £194,682 - 12 grants £189,824 plus Little Green Grant £4,858.
Planning Service: Enforcement and Community Engagement	% of enforcement cases investigated (within 84 days) ytd	100	93.15	78.15	BM	TIR				
	Average time taken to investigate enforcement cases in days ytd	38.50	60.67	71.75	BM	TIR				
	Average time taken to take enforcement action in days ytd	95.5	76	103	BM	TIR				
	# retrospective planning applications registered ytd	11	2	8	BM	TIR				

Action				
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**	
		RAG	**RAG**	**Trend**	**Comments**

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37

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

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 and Celebrating Heritage Action Plan approved (subject to amendments) at March 2021 NPA. Tourism and Health and Wellbeing Action Plan in development.
	Ways of Working: Delivery of activities that celebrate the contribution of others to the delivery of the plan.	Green	Green	➜	Coast to Coast 2021 article features others' contributions to Park Plan delivery (page 28). Conserving the Park story map online.
Community Activities and Projects benefiting the Park and People	Project Development: Project developed with Community Council addressing light pollution.	Red	Red	➜	Currently with the Health and Tourism Policy Officer to further develop the project, in order to seek external funding.
	Project: Stitch in Time Project engagement with communities.	Green	Green	➜	During March, Stitch in Time hosted two online courses for volunteers on wildflowers and Pollinators and the Project officer presented at the end of each course on 'How to ID Himalayan balsam in the Winter. The project also hosted with PLANED an online best practice event. Event evaluation and numbers of attendees is awaited, however the event 'sold' over 100 free tickets with approx. 56 being the peak on the day. The Project Officer provided a project update to the Wales Biodiversity Partnership INNS group.
	Ways of Working: Centres engagement activity with local communities.	Amber	Green	⬆	CH - Working in partnership with the café to ensure local people can still access their takeaway service safely over Easter. Also working on ideas to bring local community to the site, in partnership with the café, when we can eventually re-open. OYP - Virtual St Davids Day Dragon Parade took place with local schools and community groups taking part and getting involved. VSM continues to be involved in Happy Museum peer learning project alongside the NP Interpretation Officer. As a result of the programme they have drafted a funding bid to help support a community based networking project at

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38

		<td style="background:orange"></td>	<td style="background:green"></td>		Oriel y Parc, which aims to help support community groups who encourage active citizenship in combatting local issues surrounding climate change. Pembrokeshire Inspired continues to make progress and the VSM is involved in stakeholder consultation regarding the creation of a new Pembrokeshire Arts website and digital content.
	Strategic Engagement: Involvement with the Rural Crime Partnership and Public Services Board's Communities Group.	Green	Green	➜	No partnership meetings took place in March.
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	➜	2020/21 End of year, 12 projects awarded funding to the value of £189,824 plus Little Green Grant £4,858 New financial year 2021/22 grants available £100,000. Next SDF committee meeting 28/04/2021. 5 applications to be considered totalling £51,270.
Planning Service: Enforcement and Community Engagement	Project: Enforcement Project on Agricultural and holiday lets.	Red	Red	➜	On hold. 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 Councils	Green	Green	➜	Ongoing communication with community councils regarding responding to applications and ensuring that they are able to provide comments to the Authority. No current opportunities to undertake further work with Community Councils, particularly due to the Covid 19 restrictions.

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39

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

	Well-being Objective – Culture							

Data Available Monthly

Work Stream	Measure	2019/20 March	2020/21 Previous Period February	2020/21 Current Period – March					
		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		Green	➜	Centre reopened 27 July, having been closed since mid-march due to COVID 19 restrictions. Visitors had to pre-book their visit as the site are limiting the number of visitors per day. Centre closed during firebreak period and subsequent lockdown.
	# visitors to Carew	43,353	11,189	11,189	BM	TIR			
	Castell Henllys Trip Advisor overall rating 1-5	4.5	4.5	4.5	4.5		Green	➜	Centre reopened in July, having been closed since mid-march due to COVID 19 restrictions. Visitors had to pre-book their visit as the site are limiting the number of visitors per day. Centre closed during firebreak period and subsequent lockdown.
	# visitors to Castell Henllys	17,260	4,931	4,931	BM	TIR			

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40

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

Art Inspiration and Engagement	# gallery visitors	23,341	997	997	BM	TIR			Gallery reopened to visitors on 16.09.2020. Closed during firebreak period and subsequent lockdown.

Data Available Quarterly									
Work Stream	**Measure**	**2019/20 Q1 – Q4 (April - March)**	**2020/21 Q1 – Q3 (April - Dec)**	**2020/21 Current Period: Q1 – Q4 (April – March)**					
		Actual	**Actual**	**Actual**	**Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Historic Inspiration and Experience	# participants in historical activities and events ytd	15,572	540	588	BM	TIR			
	Castell Henllys - # people engaged with through education programme ytd	4,257	192	192	BM	TIR			Across 5 sessions. 4 on site – Daily Life in the Iron Age and 1 virtual session delivered to two schools.
	Carew - # people engaged with through education programme ytd	1,622	48	48	BM	TIR			1 sessions on site ytd – School guided tour.
Art Inspiration and Engagement	Oriel y Parc - # people engaged with through education programme ytd	N/A	0	0	BD	TIR			Education programme on hold at OYP. 3 Schools took part in virtual St Davids Day Dragon Parade in Q4.
	# participants in Wednesday School Holiday Art Club ytd	N/A	0	0	BD	TIR			Activity on hold at OYP.
Historic	% Buildings at Risk	5	5	5	<6	TIR			No survey update in

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41

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

Environment: Historic Buildings and Community Archaeology									quarter
	# of archaeological sites where conditions have improved ytd	N/A	137	170	BD	TIR			This includes sites covered through the HeritageWatch scheme (patrols, reports and conservations work to address issues), visits by a student on placement, planning conservation work for sites, submission of site visits by Heritage Volunteers.
	# of archaeological sites where conditions have improved with the help of volunteers and social action participants ytd	N/A	116	142	BD	TIR			This includes sites visited by a student on placement with the National Park, in connection with the HeritageWatch scheme (patrols, reports etc.), meetings with local communities about sites and monument visit submissions.
Promoting the Welsh Language: Skills, opportunities and inspiration	# Staff who have completed Welsh work online course ytd	2	12	19	Trend	TIR			
	% of Welsh language level information completed on People Management System	50.50	41.10	47.00	80%	TIR			
	# events and activities delivered in Welsh ytd	32	10	10	BM	TIR			Includes virtual talk on Community Archaeology in Welsh to Reading and District Welsh Society
	# participants in events	262	59	59	BM	TIR			

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42

	and activities delivered in Welsh ytd							and Volunteering sessions. 1 Welsh in the Landscape session was also held for volunteers.
	# education programme sessions delivered in Welsh ytd	76	5	5	BM	TIR		All sessions delivered by Ranger team. # of sessions have been impacted by restrictions and impact of COVID 19 on sessions delivered by Castell Henllys and through Heritage Guardian Scheme and also on # of sessions the ranger team were able to deliver.
	# participants in education programme sessions delivered in Welsh ytd	2,290	184	184	BM	TIR		

Action						
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**			
		RAG	**RAG**	**Trend**	**Comments**	
Historic Inspiration and Experience	Ways of Working: Activities to support implementation of business plan at Carew.	Green	Green	➔	A business plan for Carew has been produced and the team continue to work with it on an ongoing basis.	
	Ways of Working: Activities to support implementation of business plan at Castell Henllys.	Green	Green	➔	Upon doing a site visit, it was seen that the time spiral area has become a health and safety hazard due to the close proximity of the spiral to the river. The site warden has dug up the concrete slabs and we will be turning this area into a 'Messy Play area' using on site resources and skills- this will develop our offer and provide the visitors with an extra	

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43

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

		Green	Green		element of outdoor learning adding further value to their visit.
	Project: Carew Castle – Exhibition room and other interpretation.	Amber	Green	↑	This is partially completed but has been on hold die to Covid 19. To be completed this year (2020).
Art Inspiration and Engagement	Ways of Working: OYP delivering education programmes linked to Exhibitions.	Red	Red	➔	Staff attended outdoor learning online training session in March.
	Strategic Partnership: Continued partnership curation of exhibitions and liaison with Amgueddfa Cymru – National Museum Wales, supported through SLA agreement.	Green	Green	➔	Preparations continue for delayed Land/Sea exhibit due to be shown July 2021. Talks continue regarding The Lost Words/Geiriau Diflanedig exhibition.
Historic Environment: Historic Buildings and Community Archaeology	Project: Heritage Guardians school project.	Green	Green	➔	No update to report for March. A second video was produced during February for Ysgol Gelli Aur. This focussed on the age of metals and included a quiz. The video hopes to get pupils interested in national park sites from this period. The video was delivered in Welsh and English.
	Project Development: Develop and deliver Community Archaeology Projects.	Green	Green	➔	During March, a meeting to discuss the recently finalised guidebook for Nevern Castle took place with a member of Nevern Community Council and also the interpretation officer and community archaeologist for PCNPA. The community archaeologist also produced brief summary of key archaeological sites to go on a website for the Brynberian Community Centre. In partnership with the Preseli Heartlands project, PCNPA held a planning meeting for an archaeology/story telling event to be held virtually in April around the theme of dark skies. In addition, the community archaeologist delivered a virtual talk on archaeology in the National Park at a Pembrokeshire Coastal Forum event. Discussions also took place with a project officer of

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44

		Green	Green		the Ports, past and present project to discuss what archaeology should be included on a mural in the port in Pembroke Dock. Also, the consultant to help support the forthcoming archaeology LiDAR project in the Preseli was appointed. Finally, work continues on the reconstruction of the Napoleonic era fort outside Fishguard and also the artefact digital scanning project.
	Engagement: Research and Excavation partnerships in the Park – Community Archaeology.	Green	Green	➔	During March, technical support for the archaeology LiDAR project in the Preseli was appointed. Also, work continued to digitally reconstruct the Napoleonic era fort located outside Fishguard and work to scan the Oriel y Parc archaeological artefacts commenced. Also, brief summaries on key archaeological sites in the Brynberian area were produced and provided to the Brynberian Community Centre for their website. RCAHMW are in the process of setting up a meeting relating to the CHERISH excavation that will hopefully take place at Caerfai, St Davids during autumn 2021.
	Event: Delivery of the Annual Archaeology Day.	Green	Green	➔	Meeting held between the community archaeologist, events and activities coordinator and PLANED's cultural heritage coordinator to discuss initial considerations for the 2021 Archaeology Day. A follow-on meeting arranged for late April 2021.
Heritage Partnership and Collaboration	Partnership Project: Participation in Ancient Connections Project.	Amber	Amber	➔	A number of tenders have been advertised via Sell-2-Wales to support the delivery of key aspects of the Ancient Connections initiative. Tenders will be assessed in April.
	Strategic Partnerships: Involvement with Inspire Pembrokeshire.	Green	Green	➔	VSM continues to represent PCNPA on this group. Progress is being made with this group and activity has increased.
	Strategic Partnerships: Delivery of Heritage Watch Scheme with	Green	Green	➔	During March patrols took place to coincide with the Spring Equinox to vulnerable sites (10 visited in

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45

	Dyfed Powys Police and Cadw.	🟩 Green	🟩 Green		total). In addition, issues at four sites were reported and the Police and Cadw made aware. At one of the affected sites, graffiti was removed from the site. In connection with activities and issues, bilingual posts were placed on the Facebook page. Discussions have also been underway with the heritage crime lead for the police regarding reporting mechanism and key police contacts. The HeritageWatch partners also approved a signage for use at the pilgrims cross in Nevern to deter visitors from depositing coins that might damage the monument.
Promoting the Welsh Language: Skills, opportunities and inspiration	Project: Developing Castell Henllys as a Welsh Language Hub.	Amber	Amber	➜	Site closed due to Covid-19 restrictions.
	Ways of Working: Development of Welsh Language Staff Mentoring Scheme.	Amber	Amber	➜	No monthly update. Mentor Scheme on hold. However, staff are already starting to complete Level 1 Work Welsh, which will embed basic Welsh language ability across the Authority.

Well-being Objective – Global

Data Available Monthly								
Work Stream	**Measure**	**2019/20 March**	**2020/2021 Previous Period February**	**2020/2021 Current Period – March**				
		Actual	**Actual**	**Actual**	**Original Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Special Qualities: Inspiration and Education	# Changing Coast photo submissions	779	346	367	Trend				COVID 19 restrictions had impact on submissions April-June.

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46

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

Data Available Quarterly									
Work Stream	**Measure**	**2019/20 Q1 – Q4 (April - March)**	**2020/21 Q1 – Q3 (April - Dec)**	**2020/21 Current Period: Q1 – Q4 (April – March)**					
		Actual	**Actual**	**Actual**	**Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Special Qualities: Inspiration and Education	# new school sessions developed aligned with new curriculum ytd	5	2	2	Trend	TIR			Roots/ Pembs Outdoor School outdoor learning / space sessions - linked to outdoor learning an approach to learning identified in the humanities curriculum – Cynefin. Learning and Community Archaeology: Archaeology Loose Parts Play.
	# participating in new school sessions aligned with new curriculum ytd	883	1,594	1, 594	Trend	TIR			Education activities in 2020/21 focused on Pembrokeshire Outdoor Schools/ Roots Project Sessions that both have New Curriculum elements to them.
	# participants in our education programme	10,293	2,174	2,234	BM	TIR			Including virtual sessions.
	# participants in public events and activities programme	34,443	2,293	2,350	BM	TIR			Public Events and Activities Programme re started in Q2 with some activity in Q3, including virtual Annual
	# participants at dark sky events held by the	247	0	0	BM	TIR			

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47

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

	Authority							Archaeology Day. Free INNS virtual event on catchment approach held in Q4.
	# volunteer days – conservation wildlife survey or monitoring	229.5	82	88.5	BM	TIR		
	# volunteer days – heritage sites monitoring	2.5	62	62	BM	TIR		Q3 stats amended following data review.

Action						
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**			
		RAG	**RAG**	**Trend**	**Comments**	
Responding to Climate Change Emergency	Adoption and Monitoring of Climate Change Action Plan. (S6)	Green	Amber	⬇	Responding to Climate Change Emergency Action Plan approved at June NPA, internal monitoring group, involving staff from across the Authority met in November. 2019/20 carbon emission calculations based on previous years calculation method carried out with report provided to Members at the November Audit and Corporate Services Committee. Authority was expecting WG calculation methodology calculator to be released in March 2021, however this has not happened. Officers met with CAT - Zero Carbon Britain Hub and Innovation Lab in March and have attended meeting with other Welsh National Parks on carbon budgeting.	
	Create Environmental Management Recording System aligned to Welsh Government	Amber	Amber	➔	Awaiting defined measures from Welsh Government.	

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48

	Methodology. (S6)				
	Continuation of Centres achieving Green Key Awards and biodiversity and carbon and waste reduction is promoted on their sites. (S6)	Green	Green	➔	Carew currently holds Green Key status and will be completing the application for renewal shortly. Castell Henllys has started the process of application however site has been closed to staff until the 6th of April therefore some of the actions required to obtain the award will need to wait until staff have returned to site. Oriel y Parc is awaiting contact from Green Key representative to start this year's process.
	Commons Resilience Project – Peat Carbon Store. (S6)	Green	Green	➔	In February 1725m of boundary fencing along the northern edge of Mynydd Preseli has been completed. In March work on hold for nesting season.
	Further develop projects that support carbon sequestration at scale in the Park. (S6)	Green	Green	➔	Land acquired at Trefin. Bid prepared for Sustainable Landscapes, Sustainable Places funding for another potential site.
	Greening the Fleet and Our Equipment. (S6)	Green	Green	➔	A request to grant part funding for five electric vans has received NPA approval and ordered - it is likely that these will be delivered in the summer. Further funding will be sought during 2021/22 to replace the balance of Authority owned diesel fuelled vans (6). Days Rentals have confirmed that they have placed orders for medium electric vans and will raise further orders for the small electric vans (due on the UK market November 2021) - once Days have stock, the Authority will fulfil rental requirements with electric vans.
	Greening our communities – collaborate with communities, local businesses and volunteers to carry out activities in response to climate change at a community level.	Amber	Green	⬆	Proposals submitted for 2021/22 SLSP included Community woodland. Tree planting programme in the Milford Have Cluster of Schools in partnership with Coastal Communities Acting Together (CCAT.) Work by the Youth Committee on a short film giving a 'young persons perspective on climate change' completed in February. January SDF: More than £140,000 was awarded to eight projects at the SDF

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49

		Amber	Green		committee's January meeting. Clynfyw Care Farm was successful with an application for a vermicomposting project, which will create a quality rich sustainable compost that can be used to improve soil conditions organically. This will support local vegetable producers and sequestrate carbon in the process. The Newport Area Environment Group will receive funding to lead a community planting project promoting decarbonisation through biodiversity. Cwm Arian Renewable Energy secured financial support to research a Pembrokeshire-wide Energy Efficiency program, with the aim of reducing energy use and tackling fuel poverty by increasing and normalising the uptake of low carbon life choices. Funding for photovoltaic (PV) panels was agreed for projects submitted by Herbrandston Sports and Recreation Association, South Ridgeway Community Association, Neuadd Gymuned Bwlchygroes Community Hall, Ramsey Island Nature resort and Visitor Centre, and Crymych Rugby club, who all received funding to help harness solar energy.
	Promotion of Sustainable and Active Travel itineraries (S6)	Amber	Amber	➔	Travel restrictions still in place.
	Promotion of Sustainable and Active Travel initiatives to PCNPA staff, volunteers and Members. (S6)	Red	Red	➔	Development of initiatives remain on hold due to reprioritisation of activities due to Covid 19 and the continuing 'work from home if possible' guidance. 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 future.
	Network of Electric Vehicle Charging Points. (S6)	Red	Amber	⬆	Contractor appointed, WPD electricity supply quotations received and to be paid before end March.
	Greening our Buildings – Feasibility Study. (S6)	Red	Red	➔	Online introductory session from WG awaited.

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50

	Photovoltaic PV Generation Project. (S6)	Red	Amber	↑	Consultant report received, review and paper to Leadership Team to be submitted early April.
	Continued involvement with Pembrokeshire Energy Forum (S6)	Green	Green	→	Meetings to recommence Spring 2021.
	Continued involvement with Pembrokeshire Service Board's Environmental and Climate Change Risk Assessment for Pembrokeshire (S6)	Green	Green	→	A task and finish group has been established to record the work being undertaken by various partners with a view to developing a more co-ordinated approach. Land Use Consultants has been commissioned to undertake a survey. A meeting of the task and finish group was held on 1st March and another held in late March.
	Continued Financial support for Coastal Bus Service (via Greenways Partnership) (S6)	Green	Green	→	Budget currently remains in place.
Special Qualities: Inspiration and Education	Realignment of education offer with the New Curriculum.	Green	Green	→	Online workshop held with the Ranger Team to discuss and plan ways to respond to schools investigating local/cynefin learning themes. Continued development of map resources to support schools. Planning website content for a Cynefin section to the PCNPA schools web pages. Schools enquiring about sessions, resources and support available for their new Cynefin related topics. PCNPA Educators Workshop held 11/2/2021.

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51

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

Governance, Financial Sustainability, Workforce Development and Resilience

Data Available Monthly									
Work Stream	**Measure**	**2019/20 March**	**2020/2021 Previous Period February**	**2020/21 Current Period – March**					
		Actual	**Actual**	**Actual**	**Original Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Fundraising and Income Generation	£ from sponser a gate scheme ytd	10,800	5,400	5,400	6,000	TIR			
	£ from cashless donation pilot Oriel Y Parc ytd	N/A	208.50	208.50	Baseline Data	TIR			Oriel-Y-Parc has remained closed throughout March, so no public donations have been received.
	£ Centres Merchandise ytd	226,469.10	74,226.03	74,566.73	BM	TIR			Centres closed mid March - June 2020. Staggered reopening of centres in July 2020. Centres closed during firebreak and subsequent lockdown period.
	£ Admissions Carew & Castell Henllys ytd	216,156.21	68,242.48	68,242.48	BM	TIR			CH and Carew re opened to pre booked visitors during July. Both were closed mid March - June. Both Centres closed during Firebreak and subsequent lockdown period.

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52

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

	£ Centres Other Income ytd	77,487.93	9,415.47	9,415.47	BM	TIR				
	£ Cafe Rental Income – Castell Henllys and Oriel Y Parc ytd	24,760.00	9,749.87	9,749.87	BM	TIR				
	£ Carew Cafe Sales Income ytd	72,112.57	31,297.30	31,297.30	BM	TIR				
Member Development	% Members attendance at committee ytd	81.91	90.98	91.08	75%		Green	↑	Committees being held virtually in response to Covid 19 measures.
	% Members attendance at training ytd	56.22	78.13	77.27	65%		Green	↓	Training held virtually.
Corporate Compliance and Standards	% Positive/ neutral media coverage ytd	85.05	99.40	99.18	80%		Green	→	

Data Available Quarterly									
Work Stream	**Measure**	**2019/20 Q1 – Q4 (April - March)**	**2020/21 Q1 – Q3 (April - Dec)**	**2020/21 Current Period: Q1 – Q4 (April – March)**					
		Actual	**Actual**	**Actual**	**Target**	**Revised Target**	**RAG**	**Trend**	**Comments**
Health and Safety	# Days lost divided by full time equivalent this quarter	2.11 (Q4)	1.88 (Q3)	1.79 (Q4)	<1.5		Amber	↓	
	# RIDDOR (Reportable Incidents) ytd	3	2	2	0	0	Red	→	Training to maintain adequate levels of health and safety for front line

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53

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

									staff has been prioritised and training has recommenced. No RIDDOR incidents in Q3 and Q4.
	# accidents (Injury) over 3 days/ up to 7 days absence ytd	0	0	0	0	0	Green	➔	
	# accidents (Injury) Minor incidents ytd	21	0	3	BM	TIR			
	# vehicle damage incidents ytd	9	6	6	BM	TIR			
	# conflict incidents ytd	2	0	0	BM	TIR			
	# safeguarding incidents ytd	0	0	0	BM	TIR			
Corporate Compliance and Standards	# formal complaints received ytd	10	15	15	BM				Majority Planning related.
	# complaints concerning the Welsh Language made to the Authority ytd	0	0	0	BM				
	# complaints to Welsh Language Commissioner regarding alleged failure to comply with Welsh Language Standards ytd	0	0	0	0		Green	➔	
	% of new and vacant posts advertised Welsh Language essential ytd	30.30	31.25	31.82	BM				
	# Welsh Language Impact Assessments completed ytd	0	0	1	BD				Welsh Language impact assessment element was included within the piloted integrated assessment for the

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54

										Corporate and Resources Plan, however further work is needed in terms of ensuring approach within integrated assessment is robust enough.
	# Data Protection Impact Assessments completed ytd	0	1	1	Trend					DPIA completed on new performance reporting system replacing Ffynnon. 2 DPIAs in progress.
	# Data Protection Breaches reported to ICO ytd	0	0	0	Trend					Complaint received relating to consent and cookies on website. Self-reported to ICO. Response received from ICO, incident not considered a reportable breach. Authority has now improved its granular cookie consent on its website and complainant has been notified.
	# of Freedom of Information responses within required timeframe ytd	9	13	16	Trend					
	# of Environmental Information Regulations responses within required timeframe ytd	13	17	24	Trend					
	# of Subject Access	0	0	1	Trend					

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55

	Requests responses within required time frame ytd							
	% of Freedom of Information responses within required timeframe ytd	100	100	93.75	100		Amber	↓	1 response provided in Q4 outside required timescales due to oversight of the officer.
	% of Environmental Information Regulations responses within required timeframe ytd	92.31	94.12	95.83	100		Amber	↑	1 response in Q1 not delivered in time. Officer has apologised for the delay to the recipient
	% of Subject Access Requests responses within required time frame ytd	N/A	N/A	100	100		Green	→	

Action						
Work Stream	**Action**	**2020/21 Previous Period - February**	**2020/21 Current Period – March**			
		RAG	**RAG**	**Trend**	**Comments**	
Long Term Planning and Project Prioritisation	Commence review of Authority priorities and well-being objectives.	Amber	Green	↑	Workshop held with Members and draft high level strategy prepared for internal consultation.	
	Carew Causeway 5 year plan.	Amber	Amber	→	Works in progress, additional works needed therefore project will over run into April.	
	Carbon Impact embedded into project proposals. (S6)	Green	Green	→	Carbon impact remains embedded in project proposals and developments. Awaiting Welsh Government calculation methodology.	
	Development of project bids for Welsh Government's Sustainable Landscapes, Sustainable Places	Green	Green	→	2020/21 Claims submitted for SLSP projects and Green recovery funding (additional SLSP) Proposals submitted for 2021/22 SLSP funding:- 1. Greening	

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56

	Scheme and Visit Wales 'Brilliant Basics' fund.				Agriculture in the Park 2. SDF focused on climate change 3. Community woodland 4. Access to the National Park 5. Electric Vehicle charging phase 2 Total funding requested £900,000 Also collaboration projects submitted with other DL x 3.
	Strategic Engagement: Monitoring and responding to legislative, policy and operational impacts and opportunities post withdrawal from EU.	Green	Green	➔	Authority continues to work with partners to monitor impact of withdrawal from EU.
Fundraising and Income Generation	Providing continued support to Pembrokeshire Coast National Park Trust.	Green	Green	➔	The Pembrokeshire Coast National Park Trust has had a successful final quarter, receiving donations for multiple campaigns including; First 1,000 Days - which has now been completely funded by the charity, Make More Meadows campaign, Wild About Woodlands campaign. During 2020.21 the charity has generated over £60,000 to fund projects in the National Park.
	Funding Progress for Prioritised Projects	Green	Green	➔	First 1,000 Days has now received full funding and will launch this Spring. Roots to Recovery - the 2nd stage application has been submitted for the newly developed supporting volunteering project, with outcome due the end of May. Projects under Sustainable Landscapes, Sustainable Places 2021.22 have been submitted and all approved, with the exception of one, which has been revised and resubmitted for approval.
Workforce Development	Development of People Plan.	Green	Green	➔	People Plan complete - to be discussed and agreed with CE.
Improving how we work: Digital Approaches	Digital Transformation Programme.	Green	Green	➔	In collaboration with key stakeholders within the Countryside, Community and Visitors Services organisation, work is well underway to map the current AS IS processes which will form the basis on which to identify solutions and initiatives to drive

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57

		Green	Green		efficiency and effectiveness. Phoenix Software have been engaged to provide a 30 day consultation to help the Authority identify an optimised Microsoft 365 licensing solution, the output of which will be presented to the Leadership Team for consideration.
	Implementing switch to Office 2016 across the Authority.	Green	Green	➔	Action Completed in November. Rollout of Office 2016 to 130 devices completed in November.
	Replacement of HR System.	Green	Green	➔	System being tested and due for phased roll out to Finance, IT and other Corporate Services in April 2021 before wider roll out in Q1/Q2 of 2021.
	Replacement of Performance Management System.	Green	Green	➔	Action Complete. New system in place and operational. Staff inputting into new system, data contained on the system forms the basis for performance reports reported to Members.
Member Development	Support for Member Support and Development Committee and achieving Wales Advanced Charter for Member Support and Development.	Green	Green	➔	NPA resolved on 24 March 2021 to submit application to the Welsh Local Government Association for Advanced Charter for Member Support and Development. Submission in the process of being finalised and will be submitted by the end of April 2021.
Health and Safety	Ways of Working: Digitise Health and Safety Reporting	Red	Red	➔	A review of the system will be put on hold until April 2021 and after the introduction of the HR system.
Corporate Compliance and Standards	Respond to Audit Wales recommendations – 5 Ways of Working.	Green	Green	➔	Draft Resilience review report received for comment in March. Audit Wales to present final report to NPA in May.
	Respond to Internal Audit Recommendations.	Amber	Green	⬆	Recommendations reviewed and applied where appropriate
	Further develop corporate approach to data protection compliance.	Amber	Amber	➔	New external Data Protection Officer appointed by Members at NPA on March 24th. Complaint received relating to consent and cookies on website. Self-reported to ICO in relation to PECR regulation. Response received from ICO, incident not considered a reportable breach. Authority has now improved its granular cookie consent on its website

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58

		Amber	Amber		and complainant has been notified. Authority also has received its first Subject Access Request. Internal Audit have identified need to review Data Protection Policy (to make it more applicable to Authority/ less technical), review will be discussed with new DPO. Ongoing advice being provided to staff re - privacy notices, data breaches, retention, redaction and other queries.
	Communication of corporate policies and standards.	Amber	Amber	➔	Senior Management and HR issuing guidance to staff in relation to COVID 19 situation and impact on Authority work and work place. Awaiting new share point system to be in place to re look at how policies displayed on system to staff.
	Review of the Authority's induction process and development of programme of customer and visitor services training.	Amber	Amber	➔	Awaiting Learning Pool to release e-learning portal in Q1 of 2021 (April to June). Requires front end build of launch page.
	Annual performance report on Welsh Language Standards	Green	Green	➔	Evidence being gathered for draft 2020/21 annual performance report.
	Annual Equality report	Green	Green	➔	Action completed in October. Annual Equality Performance Report 2019/20 incorporated into the Annual Report on Well-being Objectives/ Improvement Plan approved at NPA held on the 30th September. Annual Report published on website and link sent to EHRC.

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59