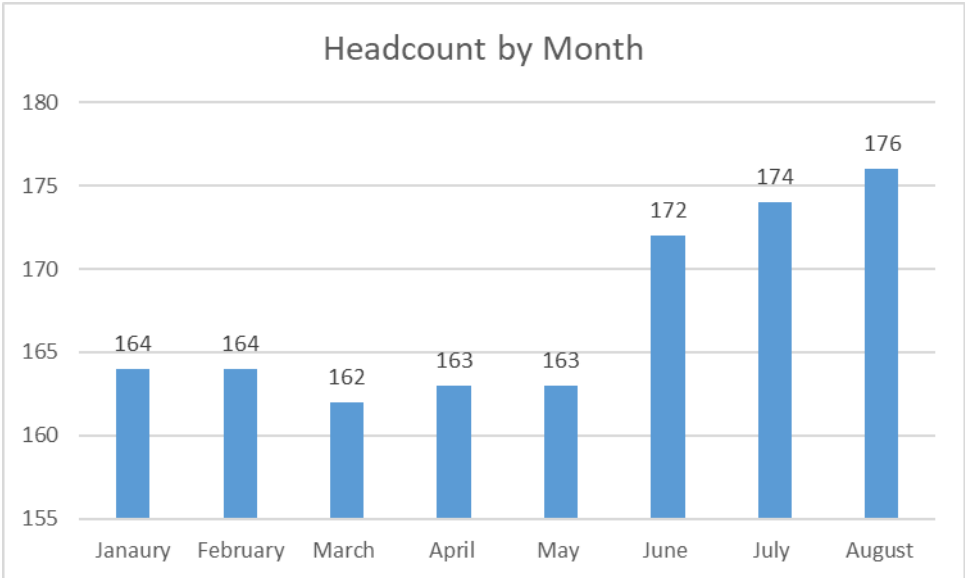


**Report of Human Resources Manager**

**Subject: Human Resources Update**

SECTION 1: METRICS

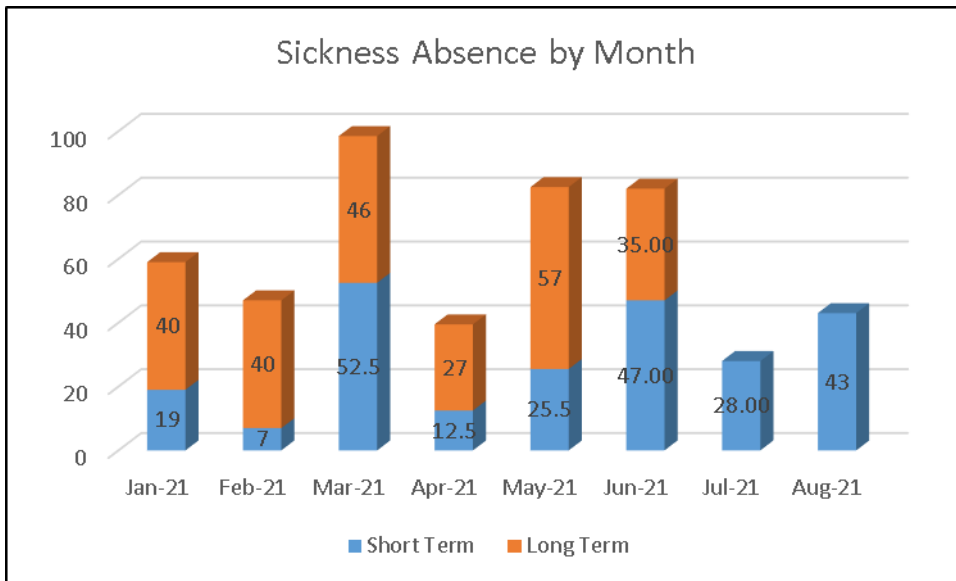
Headcount



The increased headcount from June onwards represents seasonally employed staff during the period. FTE will also be reported next period, after the new Cezanne HR system has been configured to correctly account for seasonal and variable hours' staff.

### Sickness and Absence

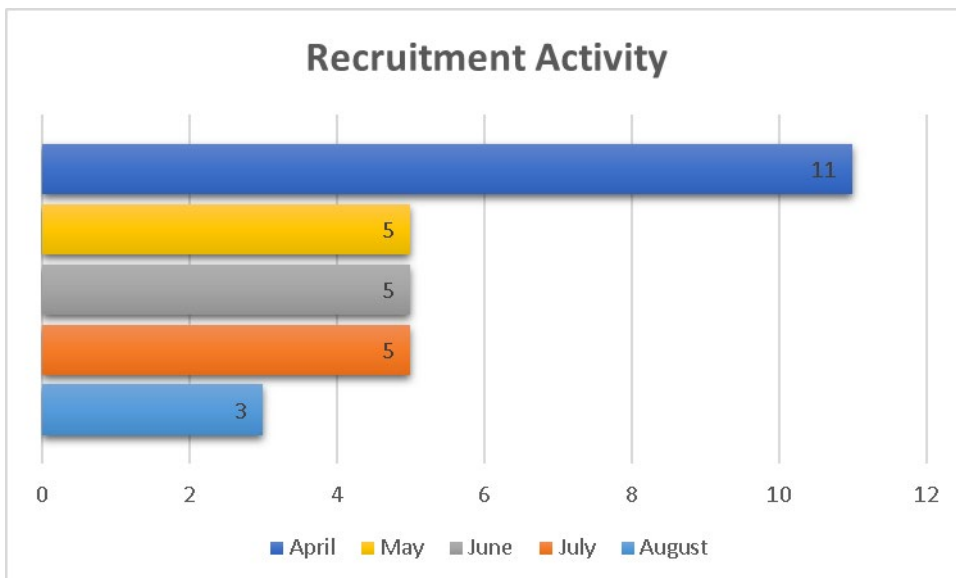
Absence figures from the beginning of 2021 are shown below:



As reported previously, long term sickness has diminished following more active support and management by line managers and Human Resources.

- Average %age of hours lost as a result of sickness absences per employee (excluding Long Term Sickness) – 0.91%

### Recruitment



Recruitment activity is shown above for all roles. Two roles were re-advertised following poor advertising results. These were the Catering Assistant roles at Carew Castle, where national shortages continue to have an impact; and the other role was for a Planner, which was re-advertised at a development level to training and grow Planning skills in-house. This role has now been filled.

It was reported that the Authority had applied (in partnership with the other UK National Parks), for funds under the Government’s Kickstart Scheme. The Scheme is aimed to provide job placements for young people (aged 16 - 24) currently on Universal Credit.

Of the 6 roles advertised, I am pleased to report that that 2 placement roles have been filled - one as Archaeology Support Assistant and the other as Customer Service and Site Warden Assistant at Carew Castle.

Recruitment is still ongoing until December for the other posts.

Human Resources are now in the process of developing training content for the associated ‘Work Readiness’ skills programme, required under the Kickstart Scheme.

Performance Management and Staff Wellbeing

Completion rate for six month Work and Wellbeing Reviews stands at 81%. A further reminder will be sent out to those managers who have yet to complete or return them.

Policy Development

Number of existing policies (1)	Number reviewed and incorporated into single Staff Handbook	Number of new standalone policies	Number of new policies and incorporated into single Staff Handbook
58	1	3	1

The following existing policies have been through a process of review and consultation during the period:

- Flexible Working Policy – for sign-off by Leadership Team

The following new policies were developed and will form part of a new single Staff Handbook:

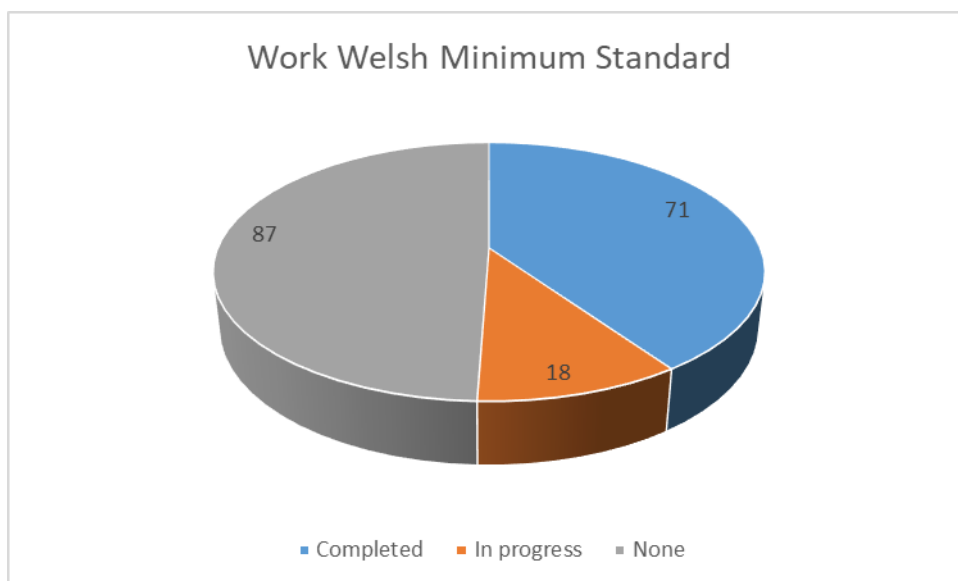
- Bullying and Harassment Policy

The following new policies were drafted and will sit as separate standalone documents:

- HAVS – out for consultation
- Privacy Notice – provided to Members for information and comment
- Data Retention Policy – provided to Members for information and comment

## Welsh Language Skills

It was agreed that all staff would be inspired to attain at least Work Welsh Level 1 language skills. Just over 40% of staff have language skills at this level or above.



## Training

Training during the period includes the following:

- Volunteer Management Mental Health First Aid Training
- Brush Cutter Refresher
- Dendrological Work in Historic Buildings
- Historic Environment and Woodland Creation
- Horizontal restraint Line System and PPE

## **SECITON 2. HUMAN RESOURCES STRATEGY**

Members will remember that the Human Resources Strategy for 2021 – 2024 falls under 6 headings. Specifically:

- Reward and Recognition
- Leadership and Management Development
- Health & Safety and Staff Wellbeing
- HR Operational Improvement
- Engagement, Inclusion and Culture
- Organisational Development

A progress update is provided in this section of the report, against those area where progress has been made. .

## Reward and Recognition

Firstly Members requested at a previous meeting for an update on pay settlements reached by the NJC and which affected Authority staff.

The National Employers side have made a revised and final offer to the unions. The details of which are:

- 2.75% increase on NJC pay point 1 (currently £9.25 per hour)
- 1.75% on all other pay points

None pay elements include:

- A proposal for a national minimum agreement on homeworking polices for all authorities.
- A 'best practice' national programme on mental health support in the workplace,
- A joint (Employer/union) review of the Green Book (terms and conditions) for maternity, paternity, adoption and other parental leave

This offer was put forward at the end of July and as the date of this agreement has yet to be reached and communicated. This report, not agreement has been communicated.

Preliminary work has been carried out to investigate the application and use of the Hay and NJC Job Evaluation Schemes, used by the other Parks. The Authority currently use the Hay methodology. This is in preparation for commencement of a full pay and grading review across all roles within the Authority; this work will not be able to commence until the new organisational structure is finalised and job descriptions agreed.

### Leadership and Management Development

Discussions have taken place with PCC and Cybele Training and Consultancy to scope out and cost work for the Management Development Programme.

### Health & Safety and Staff Wellbeing

The pilot Building Resilience Coaching Programme has met with positive feedback and early evidence has suggested a positive change in behaviours, as a result of those who attended. The programme will now be extended to other staff.

A brief was provided to PCC to present a proposal for Conflict Management training. This will enable Officers to 1) more effectively defuse and de-escalate angry customers; 2) build their resilience in dealing with difficult customers; and 3) provide tools for managing conflict more effectively. This course is being developed as a pilot for the DM / Planning before considering its effectiveness more generally across the Authority.

Discussions have taken place with HAVi Technologies to investigate the purchase of HAVS monitoring equipment and software, as part of the Authority's wider surveillance programme; supporting the introduction of a HAVS policy. This will provide a baseline assessment for each Officer and all equipment to test exposure levels and determine if further risk mitigation needs to take place. A draft HAVS policy has been written for consultation in September.

## HR Operational Improvement

The roll-out of Cezanne HR was more or less concluded in August. Its introduction has been very well received by staff for its user friendly interface. All staff are now on the system, with further work to be done for Centre Staff to provide an interface for annual leave via the RotaCloud system.

The system functionality for 'read and sign' documentation is now being used for the implementation of new policy and the signing of contracts of employment.

## Engagement, Inclusion and Culture

Work has been carried out with staff and managers across the Authority to develop and embed a new set of Core Values. As we move out of the peak holiday period, staff will be asked to vote for their top 5 from the 'long-list' already chosen by managers and staff alike. Work will then start to build a plan to embed the values into the working practices of the Authority.

A 35 minute Equality in the Workplace training course is now available on ELMS. ELMS is an e-learning software package, to be rolled out to all staff from September onwards.

### **Recommendation: Members are asked to NOTE this report**

*(Further information is available from the Kelland Dickens, Human Resources Manager, on 01646 624825 – email [kellandd@pembrokeshirecoast.org.uk](mailto:kellandd@pembrokeshirecoast.org.uk)*

# HUMAN RESOURCES PRIVACY NOTICE

## 1. INTRODUCTION

This Privacy Notice tells you what to expect when Pembrokeshire Coast National Park Authority (*herein referred to as 'the Authority'*) collects personal information from those seeking to be employed, are employed or otherwise engaged to work within the Authority.

During the course of its activities, the Authority collects, stores and processes personal information about job applicants, current employees, former employees, workers (including agency, casual and contracted staff), volunteers, trainees and those carrying out work experience.

For the purposes of GDPR, we the Authority, are the Data Controller for this information.

We recognise the need to treat prospective, current and former employee's personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements for fair and lawful processing can be met.

This Privacy Notice is intended to provide clarity around what types of information we process, collect and share and for what purposes we do this. Please read this notice carefully, so that you know what we are doing with your personal data.

## 2. WHAT INFORMATION IS COLLECTED

We collect and process a range of personal data about you, without which we could not administer our recruitment or employment relationship with you.

When applying for a job as an applicant you provide us with personal data, which includes:

- your name and contact details, including email address and telephone number;
- details of your qualifications, skills, experience, and employment history including your CV;
- whether or not you consider yourself to have a disability ("*special category data*") and if we need to make adjustments to our recruitment approach to better support your application; and
- information about your entitlement to work in the UK.

As an employee, this includes:

- your name, address and contact details, including email address and telephone number, date of birth;
- the terms and conditions of your employment;
- information about your current level of pay, including benefit entitlements - as well as information that allows us to manage any tax payable to HMRC, third party payments and pension payments;
- details of your bank account and national insurance number;
- information about your next of kin, dependants and emergency contacts;
- information about your nationality and entitlement to work in the UK;
- details of your work pattern (days of work and working hours) and attendance at work;

- details of periods of leave taken by you, including holiday and sickness absence, other leave whether authorised or not and the reasons for the leave;
- details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;
- assessments of your performance, including work and wellbeing reviews;
- information about medical or health conditions, including whether or not you have a disability (“*special category*” data) for which we need to make reasonable adjustments;
- information about your training and qualifications recorded with us; and
- professional registrations and any information we are required to hold for the purposes of inspections or regulations.

We also collect, store and use the following “special categories” of personal data which is more sensitive:

- equality and diversity monitoring information, including information about your ethnic origin, sexual orientation, gender, health, and religion or belief;
- trade union membership; and
- information about your criminal record including any criminal convictions and offences.

### **3. WHY WE PROCESS THIS INFORMATION**

We are required by law to always have a “lawful basis” (i.e. a reason or justification) for processing your personal data.

For job applicants:

As part of any recruitment process, we will collect and process personal data relating to you as a job applicant. Processing personal data from job applicants allows us to manage the recruitment process, assess and confirm your suitability for employment and decide to whom to offer a job.

We also need to process personal data to ensure that we comply with our legal obligations. For example, we must check your entitlement to work in the UK before offering you a job. We are also required to monitor the effectiveness of our recruitment in attracting a diverse workforce, which is why we ask you for equality information.

For employees:

We need to process your personal data to be able to enter into an employment contract with you and to meet our obligations under your employment contract. It is therefore in our legitimate interests to process your personal data to be able to enter into an employment contract with you and to:

- maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of employee contractual and statutory rights;
- operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
- operate and keep a record of employee performance and related processes, to plan for career development and for succession planning purposes;
- operate and keep a record of absence and absence management procedures, to allow effective staff management and ensure that employees are receiving the pay or other benefits to which they are entitled;



- operate and keep a record of training, including mandatory training prescribed by legislation and regulation;
- conduct surveys to review and better understand employee retention, engagement and attrition rates;
- obtain occupational health advice, to ensure we comply with duties in relation to individuals with disabilities, meet our obligations under health and safety law and ensure that employees are receiving the pay or other benefits to which they are entitled;
- operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective management, to ensure that we comply with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled;
- ensure effective general HR and business administration;
- provide references on request for current or former employees;
- respond to and defend against legal claims; and
- maintain and promote equality in the workplace.

We also process your personal data in order for us to be able to perform the contract we have with you for the following purposes:

- to pay you in accordance with your employment contract; and
- to administer benefits and pensions.

We also need to process personal data to ensure that we comply with our legal obligations. For example, we must check your entitlement to work in the UK, to deduct tax, to comply with health and safety laws and to enable you to take periods of leave to which you are entitled. We therefore process your personal data to ensure that we are complying with a legal obligation.

#### **4. WHY WE PROCESS YOUR “SPECIAL CATEGORY” PERSONAL DATA**

Some special categories of personal data, such as information about health or medical conditions, is processed to carry out employment law obligations (such as those in relation to employees with disabilities).

We also process information about Trade Union membership to allow any Trade Union membership fees to be deducted from your salary, as applicable. For these purposes, we rely on the following legal bases for processing your personal data:

- for the purposes of our legitimate interests;
- processing is necessary for carrying out the obligations and exercising specific rights of us or you in the field of employment; and
- processing is necessary for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on us or you in connection with employment.

We process other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, for the purposes of equal opportunities monitoring. For these purposes we rely on the following legal bases for processing your personal data:

- for the performance of a task carried out in the public interest;

- processing is necessary for reasons of substantial public interest; and
- processing is necessary for the purposes of identifying or keeping under review the existence or absence of equality of opportunity.

Special category data on Cezanne HR for Equal Opportunities monitoring is not available to your line manager – this information is governed strictly.

We also process special categories of personal data pertaining to occupational health. For these purposes, we rely on the following legal bases for processing your personal data:

- for the purposes of our legitimate interests; and
- processing is necessary for carrying out the obligations and exercising specific rights of us or you in the field of employment.

We may only use information relating to criminal convictions where the law allows us to do so – for example where your role means that you will be working with children and vulnerable persons.

Information about criminal convictions and offences will be used to determine if any activities and offences committed create a conflict with your job role, whether the conviction would put you or a member of public at risk or potentially expose you or a member of public to risk. We may also consider any criminal conviction or offence when determining your continued employment and your job role.

We are allowed to use your personal information in this way because it is necessary as part of your contract of employment and it is necessary for us to carry out the relevant checks in relation to your employment. In some cases, we are under a legal obligation to check for criminal convictions, such as where we are required by relevant safeguarding legislation.

## **5. STORING INFORMATION**

We will hold the information about you securely, and for no longer than reasonably necessary. We do not collect more information than what is needed to fulfil our stated purposes and have arrangements in place to regularly check and to take steps so that we do not retain information for longer than is necessary.

## **6. WHO WE SHARE INFORMATION WITH**

We will not normally share your information without your consent unless we have a statutory obligation that requires us to do so. Where it is legally required or necessary in accordance with Data Protection law, we may share employee information with:

- The Welsh Government and Welsh Language Commissioner's office
- Our Auditors
- Trade Unions and Associations and other third parties for payments made by employees
- Occupational Health
- Insurers
- Dyfed Pension Scheme and other pension providers
- Her Majesty's Revenue and Customs (HMRC)
- The Department of Work and Pensions (DWP), National Statistics and other government departments
- Carmarthenshire County Council Payroll Service
- Disclosure and Baring Scheme (DBS)

We may also share your personal information where it is necessary during your employment or you have requested us to share information, such as childcare vouchers, pensions, mortgage applications etc.

## **7. PROCESSING OUTSIDE OF THE UK**

We do not normally process your personal data outside of the UK. Where this is the case however, we ensure that all contractual arrangements are in place and that security standards are the equivalent to those within the UK.

## **8. MARKETING**

At no time will your information be used or passed to others for marketing or sales purposes, or for any commercial use without your express consent.

## **9. YOUR RIGHTS**

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

1. be informed - Most of the time, we won't need your consent to use your personal data as we will be using it only to fulfil our obligations and exercise our rights as an employer. There are limited circumstances where we may ask for your consent to process your information. Where you have given us your consent to use personal data, you can withdraw your consent at any time.
2. access personal information the Authority holds about you - You can request access to a copy of your personal data that we hold, along with information on what personal data we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making.
3. have any inaccuracies corrected - You can ask us to change or complete any inaccurate or incomplete personal data held about you.
4. ask us to erase your personal data – You can ask us to erase your data where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it. Please be aware that we may have legal obligations to retain employee records for a certain period after your employment: please see (Data Retention) below for more information. Where we are required by law to keep certain information, we will be unable to delete such information.
5. place a restriction on our processing of your data - You can ask us to restrict the personal data we use about you where you have asked for it to be erased or where you have objected to our use of it.
6. data portability - You can ask us to provide you or a third party with some of the personal data that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
7. object to processing - You can object to our processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis.
8. No automated-decision making – we do not use automated-decision making.

If you wish to exercise any of these rights, please contact the Data Protection Officer at [dpo@pembrokeshirecoast.org.uk](mailto:dpo@pembrokeshirecoast.org.uk)

#### **10. PROTECTING INFORMATION**

We take security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed by our employees except in the performance of their duties.

Where we have engaged third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

You also have access to some of your data on Cezanne HR. You are therefore responsible for keeping your login details to our systems safe and you must not share these with any other person.

#### **11. RETENTION OF INFORMATION**

Retention periods are set by regulation, or where none exists, is based on best practice. As legislation is regularly updated, the time that information is kept may change. Further details are contained in our Policy on HR Data Retention.

#### **12. CHANGES TO THIS 'NOTICE'**

The terms of this notice may change from time to time. We shall publish any material changes to this notice through updates on Cezanne HR or contacting you using other communication channels.

## HR DATA RETENTION POLICY

### 1. INTRODUCTION

Pembrokeshire Coast National Park Authority (the Authority) is committed to managing an effective and efficient HR records system. This policy details how we will store, maintain and dispose of HR records safely and securely. HR records include information on payroll, training and health and safety.

In accordance with the Data Protection Act 2018 and the General Data Protection Regulation, the Authority will not store any data longer than is legally necessary.

### 2. LEGISLATIVE FRAMEWORK

The management of records held by the Authority is regulated by the following legislation:

- Data Protection Act 2018
- General Data Protection Regulation (GDPR)
- Freedom of Information Act 2000
- Limitation Act 1980

The Data Protection and Freedom of Information Acts contain provisions relating to the destruction or alteration of information or records after a legal access request has been received. Such destruction or alteration if found to be deliberate will be considered a disciplinary offence. The Freedom of Information Act 2000 also creates a criminal offence in relation to these actions.

### 3. RESPONSIBILITIES

The Authority has a legal responsibility to maintain its records and record-keeping systems in accordance with the regulatory environment.

All records should have an identified owner responsible for their management whilst in regular use, and for appropriate retention and disposal. This person is defined as the Human Resources Manager for all employee data. A central record is to be kept of all employee data and Line Managers must ensure that 'local' filing systems (where they exist) are notified and approved by the Human Resources Manager. Where local filing systems exist, Line Managers must then ensure they comply with all Authority policies regarding the protection of data; and appropriate levels of security must be in place to prevent the unauthorised or unlawful use and disclosure of information.

#### 4. STORAGE OF CURRENT EMPLOYEE HR RECORDS

All current paper based employee HR records will be stored and maintained in individual employee HR files which are filed by employee name in alphabetical order and stored in the secure HR office.

In addition, electronic records will be stored and maintained on Cezanne HR and the HR shared drive, which is confidential only to HR staff.

Archived records will be stored electronically on the HR shared drive.

#### 5. STORAGE OF HR RECORDS DURING RETENTION PERIOD

All HR paper based records will be digitised by 2022. From this date all HR records will be stored electronically on Cezanne HR or the HR shared drive.

#### 6. SUBJECT ACCESS REQUEST

Please refer to the Authority's Data Protection Policy for details on how to submit a request.

#### 7. DISPOSAL OF HR RECORDS

The disposal of HR records will be monitored by the Human Resources Manager.

A report from Cezanne HR will be run periodically to identify all electronic records with a retention period which has lapsed, which will then be deleted.

An exercise will be carried out on an annual basis of existing paper based files prior to digitising all employee records.

The retention period for employee records will be as document below:

Record Type	Retention Period	Trigger	Authority to dispose
Accident books, records and reports	3 to 15 years	From date of entry	3 years (or until person is 21 years old) The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.  15 years for negligence (in respect of latent damage) Limitation Act 1980

Application forms and interview notes (unsuccessful candidates)	6 months	From end of recruitment process	recommended practice (CIPD) Defamation Act 1996
Application forms and interview notes (successful candidates)	6 months	From end of probation	Recommended practice (CIPD) (useful skills data to be retained)
Authorised leave	2 years	From date of record	Working Time Regulations 1998
Contract of employment and variations	6 years	From end of employment	Limitations Act 1980 (for breach of contract)
Control of Substances Hazardous to Health Regulations (COSHH) records	5 years	From date of record	Control of Substances Hazardous to Health Regulations 1999 and 2002
Criminal records checks and disclosures	6 years	From end of employment	Limitations Act 1980
Driving Licences	Duration of driving requirement plus 3 years		Limitation Act 1980 – 3 year limitation for negligence
Disciplinary / Capability documentation	2 years	From date of outcome	TUPE 2006 and case law allowing expired warnings to be referred to but not built upon.
Disciplinary / Capability documentation (following no further action)	6 months	From date of outcome	Limitation ECJ claims
Dismissal on grounds of capability (medical records)	6 months	From end of employment	Equality Act 2010 Limitation incl. unfair dismissal and discrimination claims.
Fire warden training	6 years	After employment	Fire Precautions (Workplace) Regulations 1997
First aid training	6 years	After employment	Health and Safety (First-Aid) Regulations 1981
Flexible Working Requests	18 months	After decision	12 month statutory limit on future requests plus 6 months for Tribunal and ECJ claims
Grievance documentation	6 months	After employment	Limitation including ECJ claims for 'last straw' claims

Health records made in connection with Health Surveillance	40 years	From date of record	Recommended practice (HSE) Control of Substances Hazardous to Health Regulations 1999 and 2002
H&S training records	5 years	After employment	H&S Information for Employees Regulations 1989
Income tax and NI returns, income tax records and correspondence with HMRC	3 years	After the tax year in which they refer	Income Tax (Employments) Regulations 1993
Maternity medical records	3 years	From date of record	Records Management Code of Practice (Health & Social Care 2016)
National Minimum Wage records	3 years	After pay period in which they refer	National Minimum Wage Act 1998
Qualification records	6 years	After employment	Limitation Act 1980 – limitation for negligence
Redundancy documentation	6 years	Following end of redundancy	Limitation Act 1980
References and correspondence that may produce legal affects (mortgage, loan, etc.)	3 years	Following issue	Limitation Act 1980 – limitation for negligence
References received for employment with Authority	6 months	following end of probation period	Assess and verify suitability for role Limitation for unfair dismissal and discrimination claims etc.
References issued for employment	1 year	After issue	Defamation Act 1996 1-year limitation (in respect of any shared comments)
Right to work checks	2 years	After employment	Recommended practice (Home Office)
Risk assessments	Indefinite		Recommended practice (CIPD)
Salary records (incl. overtime, expenses)	6 years	From date of record	Taxes Management Act 1970
Sickness Absence (general)	3 years, or 6 months after employment,	After end of tax year	Business requirement Limitation for unfair dismissal and discrimination claims etc.



	whichever is sooner		
Sickness and injury records (work related) 15 years	3 to 15 years	From date of record	3 years for personal injury claim, and 15 years for negligence (in respect of latent damage) Limitation Act 1980
Statutory Adoption pay records	3 years	After end of tax year	Maternity & Parental Leave Regulations 1999
Statutory Maternity pay records (incl. MATB1)	3 years	After end of tax year	Statutory Maternity Pay (General) Regulations 1986 Maternity & Parental Leave Regulations 1999
Statutory Shared Parental pay records (incl. MATB1)	3 years	After end of tax year	Maternity & parental Leave Regulations 1999
Statutory Paternity pay records	3 years	After end of tax year	Maternity & Parental Leave Regulations
Statutory and regulatory training	6 years	After employment ends	Limitation Act 1980
Subject access request letters	1 year	Following completion of a request	May charge a fee for repeat copies. May be unreasonable to charge a fee after 12 months.
Pension records	12 years	After benefit ceases	Recommended practice (CIPD)
Timesheets, overtime records and other documents relating to working time	2 years after	Date record made	Working Time Regulations 1998 Part 2
Whistle-blowing documents linked to an entirely unsubstantiated claim	Remove immediately any personal data		Recommended practice (IAPP)
Whistle-blowing reports and documents linked to an investigation which is partially or wholly substantiated.	6 months	Following the outcome of the report or any remedial action	Public Interest Disclosure Act 1998 ('PIDA 1998') Employment Rights Act 1996

		taken because of the report	
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**NOTE:** Records will not be destroyed if any litigation, claim, negotiation, audit, Freedom of Information or Data Protection request, administrative review, or other action involving the relevant information is initiated before the expiration of the retention period. Records will be retained until completion of the action and the resolution of all issues that arise from it, or until the expiration of the retention period, whichever is later.