

**Pembrokeshire Coast National Park Authority**  
**Annual Report on Meeting Well-being Objectives**  
**(Improvement Plan Part 2) – 2020/21**



Short Term and Mid Term Phased Approach - Responsive, Effective and Ensuring Safety			
<b>Working Towards Long Term Objectives</b>	<b>Prosperity</b>	<b>Resilience</b>	<b>Health and Well-being</b>
	<b>Equality</b>	<b>Community</b>	<b>Culture</b>
	<b>Global</b>	<b>Governance and Financial Sustainability</b>	
	<b>Responding to Climate Change Emergency</b>	<b>Responding to Biodiversity Loss</b>	<b>Landscapes for Everyone</b>

## Contents

<a href="#">Introduction</a>	<a href="#">3</a>
<a href="#">Summary Infographic – Meeting Our Well-being Objectives 2020/21</a>	<a href="#">4</a>
<a href="#">Pembrokeshire Coast National Park</a>	<a href="#">5</a>
<a href="#">Pembrokeshire Coast National Park Authority</a>	<a href="#">5</a>
<a href="#">Park Purposes and National Park Management Plan</a>	<a href="#">6</a>
<a href="#">Funding</a>	<a href="#">7</a>
<a href="#">Wider Policy Context</a>	<a href="#">7</a>
<a href="#">Measuring Performance – Well-being Objectives</a>	<a href="#">8</a>
<a href="#">Our Well-being Objectives and their contribution to the Well-being Goals for Wales</a>	<a href="#">9</a>
<a href="#">Wellbeing Objective: Responsive, Effective and Ensuring Safety</a>	<a href="#">11</a>
<a href="#">Well-being Objective Prosperity – Journey Checker</a>	<a href="#">25</a>
<a href="#">Well-being Objective Prosperity – Work Streams</a>	<a href="#">26</a>
<a href="#">Well-being Objective Resilience – Journey Checker</a>	<a href="#">36</a>
<a href="#">Well-being Objective Resilience – Work Streams</a>	<a href="#">37</a>
<a href="#">Well-being Objective Health and Well-being – Journey Checker</a>	<a href="#">46</a>
<a href="#">Well-being Objective Health and Well-being – Work Streams</a>	<a href="#">47</a>
<a href="#">Well-being Objective Equality – Journey Checker</a>	<a href="#">54</a>
<a href="#">Well-being Objective Equality – Work Streams</a>	<a href="#">55</a>
<a href="#">Well-being Objective Communities – Journey Checker</a>	<a href="#">62</a>
<a href="#">Well-being Objective Communities – Work Streams</a>	<a href="#">63</a>
<a href="#">Well-being Objective Culture – Journey Checker</a>	<a href="#">67</a>
<a href="#">Well-being Objective Culture – Work Streams</a>	<a href="#">68</a>
<a href="#">Well-being Objective Global – Journey Checker</a>	<a href="#">76</a>
<a href="#">Well-being Objective Global – Work Streams</a>	<a href="#">77</a>

<a href="#">Governance and Financial Sustainability – Journey Checker</a>	<a href="#">87</a>
<a href="#">Governance and Financial Sustainability – Work Streams</a>	<a href="#">88</a>
<a href="#">Appendix 1: Employment Equality Data (ER)</a>	<a href="#">99</a>

## Introduction

This document sets out Pembrokeshire Coast National Park Authority's (PCNPA) contribution and performance in 2020/21 to its longer term well-being objectives and its response to the COVID-19 pandemic. It also shows how we have applied the 5 ways of working under the Well-being of Future Generations (Wales) Act in our work. It also acts as our Improvement Plan Part 2 under the Local Government Measure.

During March of 2020 the Authority alongside other public bodies and organisations responded to the COVID-19 pandemic, associated new regulations and putting in place measures to protect its staff, communities and the public it serves. Due to a need for the Authority to be able to respond effectively to changing circumstances while also responding to longer term outcomes, the Corporate and Resources Plan 2020/21 was split into two and realigned to address the impact of the COVID-19 pandemic. The first section was based on short and mid-term priorities focused on our COVID-19 response and recovery planning. It aimed to support the Authority to take a phased and responsive approach during the year as it responded to external factors and changes in regulations.





















Long term priorities and actions that were originally planned for 2020/21 that remained relevant were kept in the second section of the Corporate and Resources Plan. It was recognised that these activities might not be able to be progressed during the year, but inclusion ensured that as circumstances allowed the Authority could continue to pursue

activities that contribute to the longer term delivery of its Well-being Objectives and impacts within the National Park Management Plan. As expected 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.

We would like to thank staff, Members, volunteers, partners and communities within and beyond the Park for helping us deliver activities highlighted in this document during a year of unprecedented challenge for all.

**Note on Section 6 Duty:** The Authority has in place an Environment (Wales) Act 2016 [Section 6 \(Biodiversity and Resilience of Ecosystems Duty\) Signposting document](#) that outlines the approach taken by the Authority to embed the duty within its corporate planning framework and reporting. This report constitutes one element of the Authority's reporting on how it complies with the S6 duty. Relevant work streams have S6 noted against them in the report.

**Note on Annual Equality Report:** To ensure strategic equality actions are delivered they are mainstreamed within our corporate plan framework and this report also acts as our annual equality report. Relevant work streams have ER against them in the report.

<b>Headline areas</b>  <b>Adoption of Local Development Plan 2</b>	<b>Headline areas</b>  <b>Launch of Traditional Boundaries Scheme</b>	<b>Headline areas</b>  <b>102 affordable housing units approved</b>	<b>Headline areas</b>  <b>12 community decarbonisation projects SDF funding</b>	<b>Headline areas</b> <b>1 site purchased for carbon sequestration purposes Sustainable Landscapes funding</b> 
<b>Headline areas</b>  <b>Strategy for the Conservation of Marsh Fritillary butterfly</b>	<b>Headline areas</b> <b>Discovery Point panels installed at 7 businesses</b> 	<b>Headline areas</b> <b>167.3 hectares of new pollinator habitat created</b> 	<b>Digital Engagement</b>  <b>180 people attended virtual Archaeology Day</b>	<b>Digital Engagement</b>  <b>Nature Recovery film 500k views in the first weekend</b>
<b>Digital Engagement</b> <b>UNCRC Climate Change animation created by the Youth Committee</b> 	<b>Digital Engagement</b>  <b>36.9% increase in volunteers attending training sessions</b>	<b>Digital Engagement</b> <b>1 online exhibition and 1 virtual St David's Day Dragon Parade</b> 	<b>Digital Engagement</b> <b>App designed and in use to survey ash die back</b> 	<b>Digital Engagement</b> <b>30 Committee Webcasts with 342 views</b> 
<b>When regulations allowed</b> <b>593 participants on walks led by PCNPA</b> 	<b>When regulations allowed</b> <b>201 participants in Walking for Well-being across 35 sessions, 107 in Walkability sessions across 16 sessions</b> 	<b>When regulations allowed</b>  <b>1,904 pupils participated in outdoor learning sessions</b>	<b>When regulations allowed</b> <b>73 volunteer days contributed to tree planting. 17 volunteer days contributed to beach cleans</b> 	<b>When regulations allowed</b> <b>5 pop up outdoor markets held at Oriel y Parc</b> 

Meeting our Well-being Objectives 2020/21



## Pembrokeshire Coast National Park

Pembrokeshire Coast National Park was designated in 1952 under the National Park and Access to the Countryside Act 1949. The National Park covers an area of 612km<sup>2</sup>, with approximately 23,000 people living in some 50 community council areas. Most of the National Park is in private ownership with the Authority owning only about 1%.

Pembrokeshire Coast National Park's "special qualities" are:

Accessibility	Coastal Splendour
Diverse Geology	Diversity of Landscape
Cultural Heritage	Islands
Rich historic environment	Space to breath
Richness of habitats and biodiversity	Remoteness, tranquillity and wildness
Distinctive Settlement Character	The diversity of experiences and combination of individual qualities

## Pembrokeshire Coast National Park Authority

The Pembrokeshire Coast National Park Authority was created as a free standing special purpose local authority under the 1995 Environment Act (the Act). The Authority consists of 18 Members, 12 nominated by Pembrokeshire County Council and six appointed by the Welsh Government.



## Park Purposes and the National Park Management Plan

The Environment Act 1995 specifies that the Purposes of a National Park Authority are

- ❖ **To conserve and enhance the natural beauty, wildlife and cultural heritage of the park area**
- ❖ **To promote opportunities for the understanding and enjoyment of the special qualities of the area by the public.**

The Act also states that in pursuing the above purposes the Authority has a duty to seek to foster the social and economic well-being of local communities.

Every five years the Authority is required to produce a National Park Management Plan which sets out how it would like to see the National Park managed, not just by the Authority itself, but by the other agencies and organisations whose activities might impact on the Park. A new [National Park Management Plan 2020-24](#) was agreed by the Authority in December 2019.

To support integration of the National Park Management Plan into our work we identified three key impact areas that our Well-being Objectives and associated work streams would also contribute to during 2020/21. These are themes that go across the five partnership action theme areas.

Impact Areas	Why
Responding to Climate Change Emergency	Climate change and biodiversity loss are interconnected global challenges and using our past experience, current ambition and staff skills and knowledge we are well placed to respond to these challenges.
Responding to Biodiversity Loss	
Landscapes for Everyone	We can have a positive impact on helping more people to access and benefit from the Park's Special Qualities and associated health and well-being impacts. This is particularly important in the context of the impact COVID-19 has had on people's mental and physical health and increased interest in outdoor engagement.

## Local Development Plan

The Authority is the statutory planning authority for the National Park and is responsible for the preparation of the Local Development Plan. The Authority's [Local Development Plan 2](#) (end date 2031) was approved in September 2020, and will be monitored through its Annual Monitoring Report.

## Funding

The Authority's net expenditure is predominately determined by the Welsh Government, in the form of the annual National Park Grant (N.P.G.) and associated levy received from Pembrokeshire County Council. In 2020/21 the N.P.G. was £3,419k versus £2,954k in 2019/20 and the Levy £985k for both 2020/21 and 2019/20. The N.P.G. for 2020/21 was increased from its base of £2,954k by two additional in year grants of £248k and £217k neither of which attracted a Levy augmentation. The Authority's core funding has however reduced significantly over the last decade or so. When the consumer prices index is applied the overall reduction in real terms since 2013/14 equates to 23.6 % or circa £1.1m. Operational savings and increased income from merchandise sales at the centres, car park income and other charges and grant income has compensated for the reduction in core funding.

## Wider Policy Context

The work of the Authority towards achieving its Well-being Objectives sits within a wider policy context which influences our work, opportunities and approach.

Key policy considerations in 2020/21 included:

Welsh Government - <a href="#">Priorities for Areas of Outstanding Natural Beauty and National Parks 2018 (valued and resilient)</a>	Responding to Climate Change Emergency and Welsh Government – <a href="#">Prosperity for All: a low carbon wales</a>
Welsh Government <a href="#">Strategy: A Healthier Wales: our Plan for Health and Social Care</a>	<a href="#">Environment (Wales) Act 2016</a> – Section 6 Duty and Sustainable Management of Natural Resources
Welsh Government - <a href="#">Cymraeg 2050 - A million Welsh speakers</a>	<a href="#">Planning Policy Wales</a> and the <a href="#">Placemaking Charter</a>
<a href="#">State of Natural Resources Report (SoNaRR) for Wales 2020</a>	“Successful Futures” the <a href="#">new National Curriculum for Wales</a>
<a href="#">Pembrokeshire Well-being Plan</a>	Public Sector Equality Duties and Socio Economic Duty
Withdrawal from the European Union, in particular issues relating to land management.	<a href="#">Pembrokeshire Destination Management Plan</a>
<a href="#">NRW's South West Wales Area Statement</a>	<a href="#">The Welsh Marine Area Statement</a>
<a href="#">Visit Wales – Welcome to Wales Strategy</a>	Welsh Government Strategic COVID-19 plans

## Measuring Performance – Well-being Objectives

The Well-being of Future Generations (Wales) Act 2015 requires public bodies to act in accordance with the sustainable development principles of: Long Term, Prevention, Integration, Collaboration and Involvement. Throughout the document examples are provided of how we have applied these principles in practice.

We have also looked to assess our progress towards our Well-being Objectives through considering:

- Well-being of Future Generations Commissioner's [Future Generations Report 2020](#) and [Journey Checker tools](#)
- Audit Wales Reports in terms of 5 ways of working
- [Well-being Indicators for Wales](#)
- Benchmarking data where available.

The Authority's performance measures, trend data and actions are set out in its Corporate and Resources Plan. For 2020/21 data collected was used to assess the impact COVID-19 and associated regulations have had on our services and to also help inform recovery plans and their implementation. The Authority monitors its progress against its well-being objectives during the year, through performance reports provided to Members through relevant Committees.

Some statistics are captured on an annual basis. The Authority also utilises qualitative data to help support analysis of its performance.

## Our Well-being Objectives and their contribution to the Well-being Goals for Wales

Below we set out how our Well-being Objectives contribute to the Well-being Goals for Wales. The Authority will look to review its Well-being Objectives and priorities in 2021/22. Measures and actions were also established for governance and financial sustainability to support the Authority in effectively achieving our Well-being Objectives now and in the longer term.

PCNPA Well-being Objectives	How we contribute to Well-being Goals for Wales
<b>Well-being Objective: Short and Mid-Term phased approach: Responsive, Effective and Ensuring Safety</b>	<ul style="list-style-type: none"> <li>✓ Prosperous Wales – Through participating in recovery planning for destination and recreation in the Park and identifying ways to support local businesses and economy.</li> <li>✓ Healthier Wales – Through implementing access regulations and measures that protect the health and safety of staff, service users and supporting the wider efforts to contain the spread of COVID-19 within communities.</li> <li>✓ Wales of Cohesive Communities, More Equal Wales – Through recovery planning and activities the Authority will look to assist communities with the recovery process and continue to support its partner public bodies in their work, where possible.</li> </ul>
<b>Well-being Objective Prosperity: To encourage and support the development of sustainable employment and businesses, particularly in tourism &amp; recreation.</b>	<ul style="list-style-type: none"> <li>✓ Prosperous Wales - Through promotion of sustainable businesses and supporting tourism industry by working to extend the traditional tourism season and maintaining a key tourist and recreational asset in the Park, the Coast Path.</li> <li>✓ Resilient Wales - Through supporting sustainable tourism and recreational management in the Park.</li> <li>✓ Healthier Wales - Through maintaining and promoting Public Rights of way helping engage more people in walking and related activities.</li> </ul>
<b>Well-being Objective Resilience: To improve the health of the National Park's ecosystems.</b>	<ul style="list-style-type: none"> <li>✓ Resilient Wales - Through contributing to improving the health of Wales ecosystem and seeking to address the issue of biodiversity loss in the Park.</li> <li>✓ Globally Responsible Wales - Through activities that respond to biodiversity loss that also support the interconnected challenge of responding to climate change emergency.</li> <li>✓ Wales of Cohesive Communities - Through providing opportunities for people to get involved in looking after the Park's ecosystem.</li> </ul>

PCNPA Well-being Objectives	How we contribute to Welsh Well-being Goals
<b>Well-being Objective Health and Well-being: To enable and encourage more people to improve their well-being by making a greater use of the National Park regardless of their circumstances.</b>	✓ Healthier Wales, More Equal Wales, Wales of Cohesive Communities - Through promoting more regular use of the outdoors, outdoor experiences for children, encouraging volunteers and removing barriers to access, this objective will have positive benefits for people's physical and mental well-being and help address issues such as social isolation.
<b>Well-being Objective Equality: To continue to ensure equality is embedded within the work and culture of the NPA.</b>	✓ More Equal Wales, Healthier Wales, Wales of Cohesive Communities - Through working towards achieving our long term aims in the Authority's Equality Plan and breaking down barriers to accessing opportunities in the Park the Authority will support these goals.
<b>Well-being Objective Communities: To work alongside communities to help them make the most of the NPA.</b>	<ul style="list-style-type: none"> <li>✓ Resilient Wales, Wales of Vibrant Culture - Through actively engaging communities, communities of interest such as landowners and local groups, volunteers in activities that support Welsh ecosystems and heritage.</li> <li>✓ Wales of Cohesive Communities - Through promoting opportunities for people to come together in the Park that also helps reduce social isolation.</li> <li>✓ Globally Responsible Wales - Through assisting communities to develop community decarbonisation projects through the SDF fund.</li> </ul>
<b>Well-being Objective Culture: To protect and promote the local culture of language, arts and heritage of the area.</b>	<ul style="list-style-type: none"> <li>✓ Wales of Vibrant Culture and Thriving Welsh Language - Through supporting activities that promotes and protects culture, heritage and the Welsh language, and seeks to engage more people in these activities.</li> <li>✓ Wales of Cohesive Communities, Resilient Wales - Through engaging communities and volunteers in looking after heritage sites.</li> </ul>
<b>Well-being Objective Global: To ensure our work makes a positive contribution to global well-being.</b>	<ul style="list-style-type: none"> <li>✓ Globally Responsible Wales - Through responding to the global challenge of the Climate Change emergency, while also engaging people with nature, outdoors and heritage to be inspired to look after and learn about the world around them.</li> <li>✓ Resilient Wales, Prosperous Wales, Healthier Wales - Activities that respond to the Climate Change emergency will also due to their interlinked nature contribute to these goals.</li> </ul>

## Wellbeing Objective: Responsive, Effective and Ensuring Safety

### Our Approach

We set out to implement the following approach in 2020/21 in response to the COVID-19 Pandemic and its impact on the workplace, our services, communities, stakeholders and partners:

- ✓ A phased approach, enabling the Authority to be responsive to changes in external factors and regulations.
- ✓ An approach that complied with Welsh Government and UK Government regulations.
- ✓ An approach informed, by Welsh Government, Public Health Wales and Health and Safety Executive guidance.
- ✓ A safety first approach, ensuring the health and safety and well-being of staff, service users and the general public.
- ✓ A supportive approach to staff, communities in the Park and wider Public Sector partner bodies.
- ✓ A recovery based approach, looking forward to how we could best support the Authority, the Park and local communities and economy to recover.
- ✓ An approach that identified opportunities that could help us achieve longer term objectives.

### Short and Medium Term Phased Priority Work Areas

A number of phased and priority work areas were identified to help deliver this approach.

- ➔ Work Area 1: Responding effectively to COVID-19 related regulations and guidance.
- ➔ Work Area 2: Ensuring staff well-being and safety.
- ➔ Work Area 3: Implementing effective working practices.
- ➔ Work Area 4: Providing a helping hand - supporting other Public Bodies and our communities.
- ➔ Work Area 5: Recovery Planning.
- ➔ Work Area 6: Delivering our statutory planning responsibilities.
- ➔ Work Area 7: Ensuring effective governance and accountability mechanisms are in place.
- ➔ Work Area 8: Fulfilling our financial obligations.
- ➔ Work Area 9: Activities that support the long term objectives of the Authority and monitoring impacts on our services and projects.

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

### **Public Rights of Way Closures (Lockdown 1)**

PCNPA is responsible for the maintenance of 1,043 km of public rights of way (PROW) across the National Park. The extensive network of PROW provide a vital infrastructure that underpins access to the National Park for residents and visitors alike and in turn, provides well-being and economic benefits to the wider county.

On 24th March the PCNPA closed large sections of the Pembrokeshire Coast Path under the Welsh Government emergency powers. A total of 80 individual public rights of way on the route of the Coast Path were closed in order to close the main access points to the Coast Path. Approximately 70% of the designated off-road route of the Coast Path was closed. Information relating to the closures was posted on the PCNPA website in accord with the Welsh Government emergency regulations. The high profile of the Coast Path as a visitor attraction meant that its temporary closure was an important part of a package of closures and restrictions to shut down Pembrokeshire as a visitor destination and deter people from travelling from other regions of Wales and the UK during the first national lockdown. In addition, 38 car parks managed by the PCNPA were also closed. Coast Path closure signage was thereafter checked on a weekly basis. The Coast Path closures remained in place during April and May to conform with the restrictions on travel movements imposed by Welsh

Government. When local travel was permitted within a 5 mile zone from 3rd June, the Coast Path remained closed to deter travel from out of the county.

Elsewhere, the wider network of public rights of way was kept open and during the first lockdown it played an important role in offering opportunities for exercise on the doorstep, especially in close proximity to settlements.

### **Public Rights of Way – Recovery and Management**

A key part of recovery was to mobilise the workforce responsible for the maintenance of public rights of way. The routine maintenance tasks of warden teams had to be risk assessed in the interests of the safety and welfare of staff. Working procedures were adapted to ensure that each warden has their own vehicle and equipment as well as compliant personal protective equipment. Visits to depots were staggered to avoid contact. PCNPA's Job Management System, utilising ESRI ArcGIS software helped support remote working and limiting face-to-face contact.

Warden teams resumed the maintenance of public rights of way from 18th May onwards and the priority was to undertake vegetation control of the Coast Path in readiness to ensure that it would be safe and fit for use in anticipation of the point in time when the temporary closures would be lifted. The network of public rights of way within 1.5km of the main settlements in the National Park was also prioritised in order to ensure local residents could undertake regular exercise 'on

their doorstep' in-line with Welsh Government guidance. A risk assessment was also prepared to guide the reopening of the Coast Path. It used methodology devised by Visitor Safety in the Countryside Group together with guidance from NRW and Welsh Government.

The Coast Path reopened in its entirety on 29th June. By this time the entire route of the Coast Path had been inspected by staff to ensure that there were no hazards such as landslides or unstable, undercut sections. In addition the cutting of surface/verge vegetation had also progressed well to ensure the Coast Path was fit for use. Over two days all closure signage at the main access points was removed and replaced with Covid-19 precautions signage. PCNPA's Car Parks were also re opened in June.

With regard to the subsequent "fire break" lock down in October /November and then December to March lockdown the decision was taken not to close the Coast Path or car parks. This was based on the fact that lower levels of use would be expected going into the winter season and Coast Path and car park closure would not be deemed necessary as a deterrent for any unnecessary/ unlawful leisure travel. In the circumstances, the availability of the Coast Path helped to provide opportunities for daily exercise of local communities and thus contribute to their health and wellbeing.

The Warden team were stood down for the firebreak period and initial period of the subsequent lockdown. However they had a phased return under a new risk assessment as of 18

January to carry out work related to public safety and the prevention of significant damage. This was extended to cover maintenance work on February 15<sup>th</sup> 2021.

Work programming for conservation was re-prioritised to take account of the demand placed on opening up footpaths earlier in the year and was further affected by the firebreak period and subsequent lockdown. Discussions between relevant teams occurred during the year to look at how to address this going forward into 2021/22.

### Centres

In line with regulation requirements all three of PCNPA's Centres were closed from 20th March 2020 until regulations relaxed and the sites were able to re-open in July 2020. During a large part of this period the majority of Visitor Services Team members were furloughed.

In preparation for reopening in July 2020, rapid physical adaptations to the sites had to be made to make them safe for visitors and staff and a comprehensive review and update of all associated health and safety policies, procedures and risk assessments were carried out. A new online booking system for visitors was also launched in order to limit numbers at sites and to assist with Welsh Government's Track, Trace service. All centres received the COVID-19 industry standard "We're Good to Go Mark." Staff received intensive training and 're-orientation' in readiness for this new way of working. The Visitor Services staff across all sites were directly involved in

shaping the safety changes in order to facilitate their return to work. Decisions were made together as well as individuals taking on responsibility for implementing key changes.

All centres closed during the Firebreak period and it was decided that the Centres would remain closed for the winter period (all centres were then required to close under the restrictions in place during January – March 2021). The majority of visitor service staff returned to being furloughed or part furloughed. However reopening planning activities were carried out in March in anticipation of opening in April 2021, including completion of amended risk assessments for all centres.



## Face to Face Services

During the first lock down period all events and face to face services were suspended. As the first lock down period progressed we saw staff adapt and move some activities where possible online, including the provisions of online resources for parents and guardians home schooling during lockdown through Pembrokeshire Outdoor Schools, virtual training for volunteers and hosting of online Youth Committee meetings. This approach continued during the year, with staff growing in confidence in delivering online virtual activities, including virtual teacher training sessions, virtual education session delivered by Castell Henllys and virtual Archaeology day event in partnership with Planed.

In response to the easing of some regulations in Quarter 2 and Quarter 3 PCNPA saw 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 were restricted in line with regulations. This included the delivery of an amended events and activities programme focused on guided walks, delivery of supported walking sessions through Walkability and Pembrokeshire part of West Wales Walking for Well-being Project, group volunteering, adapted summer rangers activities and amended schools programme focused on outdoor learning, working closely with local schools to identify safe ways to deliver sessions.

Face to face planning surgeries were suspended during the year and planning officers utilised video meetings to engage

with external planning service users. Site visit activities during the year also had to respond to changes in restrictions, with staff utilising virtual visits where possible and suitable.

PCNPA's main physical office Llanion and its reception remained closed to the public until September 1<sup>st</sup>, where it opened in line with relevant risk assessment to the public on an appointment only bases. It closed again during the firebreak period, but re-opened briefly at the end of this period in November. Llanion was closed again following Wales re-entering lockdown in December. During the office closures members of the public were still able to contact PCNPA staff by phone or e-mail.

### Engagement with Welsh Government

Senior officers within PCNPA were engaged in ongoing dialogue and stakeholder meetings with the Welsh Government during 2020/21. This has helped PCNPA respond to changes in legislation and assess impact on the Authority's work during the year.

PCNPA's communication team engaged with Welsh Government and Visit Wales along with other partners during the year through regular meetings, developing shared messaging, and a consistent and unified 'voice' across traditional and social media. This meant PCNPA was able to support promotion of the main messages and guidance being implemented during the year.



### Work Area 2: Ensuring staff well-being and safety

It was important that PCNPA responded to the different health and safety needs of staff across teams during the year in response to the impact of COVID-19 and associated regulations. This ranged from addressing the needs of those who moved to working at home, those required to still carry out operational tasks in the field, furloughed staff and staff who had to return as regulation allowed to providing face to face services.

During 2020/21 PCNPA took the following approach to ensure staff well-being and safety across teams:

- ✓ PCNPA set up an Emergency Response Team at the beginning of the Pandemic, chaired by the Chief Executive. One purpose of this group was to provide a coordinated response to Government advice. Briefing notes were issued regularly during the year to managers and staff to help manage the physical health and safety and welfare issues created by the pandemic.
- ✓ Creation of PCNPA cross cutting recovery plan and departmental recovery plans.
- ✓ Continuous review and updating of risk assessments across the Authority in conjunction with affected staff and aligning with changes to regulations and guidance.
- ✓ Completion of DSE assessments for staff who moved to homeworking during the year.
- ✓ Online team meetings and line manager check-ins with staff including those on furlough.
- ✓ More flexible working measures agreed for staff with child care commitments, this was particularly important in terms of supporting staff who needed to home school children during some of the lockdown periods.
- ✓ Physical measures were put in place at PCNPA buildings with limitations on number of people in buildings and shared offices and staggering of visits to depots.
- ✓ Procedures were adapted for operational teams such as the wardens including those relating to vehicles.

- ✓ Staff were provided with personal protective equipment. Signage and messaging on hand washing, masks and social distancing were put in place across sites.
- ✓ Operational teams such as the Wardens were stood down during initial periods of lockdowns to enable revised risk assessments and procedures to be put in place.
- ✓ Staff were briefed on health and safety measures put in place at centres and given the opportunity to discuss and address any concerns they had about returning to the workplace.
- ✓ First Aid training continued to be carried out during the year.
- ✓ An all staff meeting was held virtually in December 2020 which balanced information sharing, staff recognition and a 'fun element' to help bring staff together after a challenging year.
- ✓ Taking on board the learning from the year and the impact the pandemic has had on people's health and well-being the PCNPA's appraisal form was redrafted to include a focused discussion on health and well-being.
- ✓ Following a motion from a PCNPA Member, activities were carried out to support the establishment of a Listening Service run by Members for staff, to supplement the Care First counselling offer already in place.
- ✓ Line managers and staff were able to access weekly health and well-being webinars through Care First service.

### Work Area 3: Implementing effective working practices

As a result of the pandemic PCNPA had to quickly adapt its working practices, in particular it saw an acceleration of remote working and digital communication work practices and the need to provide staff with the tools to support this. This was particularly important in terms of ensuring the Authority supported requirements that people should work from home where possible.

The following activities were carried out in 2020/21 to support this:

- ✓ Welsh Government funding supported PCNPA to procure laptops to replace the existing desktop estate and additional monitors, keyboards and other equipment. This helped ensure PCNPA had the equipment to support staff to work from home and will facilitate future 'blended working environment' beyond 2020/21. As a result of DSE Assessments for both home and office working environments, IT fulfilled additional requests for IT equipment to ensure requirements were met in both environments.
- ✓ Following a successful free trial version of a proposed Unified Communications System, approval was received to replace the multiple landline based telephone solutions across PCNPA with a Single Voice over Internet Protocol system from 3CX. This new system was successfully implemented at Llanion on 28<sup>th</sup> October, including the main switch number which is managed by Customer

Service Team and all Llanion Direct Dial Extensions. The next phase will be to implement the system at the three visitor centres.

- ✓ Slack a work place collaboration application was rolled out to all staff providing private and team messaging and 1:1 audio capability. This was particularly important in supporting communication prior to the new Single Voice over Internet Protocol system being put in place.
- ✓ PCNPA used the Lifesize video conferencing application to support the provision of digital meetings. The application was rolled out to all laptops, departmental virtual rooms and bookable virtual room were created and the ability to book one time password secure meetings. Staff become comfortable during the year in participating, facilitating and delivering events, workshops, Committees and training through the platform. Teams have also used the platform to hold regular virtual team meetings.
- ✓ The Job management System (Arconline) and Mobile apps were used by Wardens and Rangers in the field to receive work lists with the Warden Managers able to use the web based system to allocate work across the park from home. From late January Wardens also had access to Lifesize Video Calling via a mobile app, with a dedicated VC Room. This was in response to a need to facilitate improved communication and remote contact options and supporting well-being, for staff previously without the facilities provided to Office based employees.

- ✓ To support internal communication an internal newsletter was issued weekly and then monthly from September during the year, with contributions from across teams helping keep people up to date with developments during the year. A monthly Team Leader meeting was also established during the year, providing opportunity for improved communication between Leadership Team and Team Leaders.

However it is important to note that regulations during the year did impact on the delivery of some face to face services, the ability to deliver some office based tasks (particularly for the Authority's planning department) and site visits.

**Next Steps:** A paper was considered by the Employee Forum in March 2021 to explore options for remote working in future. PCNPA will review its flexible working policy, with staff involvement in 2021/22.

#### **Work Area 4: Providing a helping hand – supporting other Public Bodies and our communities**

As restrictions eased in the summer months there were concerns around managing the impact of high visitor numbers, while also reassuring local communities. Pembrokeshire County Council set up an incident management centre to deal with issues arising from the high visitor numbers over the summer months. PCNPA Rangers actively patrolled and fed issues into this Centre and also

responded to concerns reported by the Centre such as issues of overnight camping, jetski usage or littering. The Director of Countryside, Community and Visitor Services also met on an ongoing basis with colleagues across Pembrokeshire County Council, the Police and other partners to help deliver a co-ordinated incident management response to localised issues including minor infringements of restrictions during the year. The Authority's Chief Executive continued to chair and attend Pembrokeshire Services Board meetings.

A specific section of PCNPA's car park in Saundersfoot was dedicating to support the local COVID-19 vaccination programme in conjunction with Saundersfoot Community Council and Saundersfoot Medical Centre.

#### **Work Area 5: Recovery Planning**

##### **Internal Recovery Planning**

As the Welsh Government begun a process of relaxing COVID-19 related restrictions during the first lockdown the Authority worked with staff to draft a COVID-19 Recovery Plan. The overall Plan consisted of two (internal focused) parts:

**Part A:** which contained key principles and important factors to consider for staff to remain focused on protecting their own, customer and the wider community's health and well-being.

**Part B:** which included a number of detailed plans 'by department' across the Authority.

Part A acted as a framework for detailed plans at an operational level and, equally important, department and task based risk assessments. The Recovery Plan(s) followed a phased approach, which was important in making them responsive to changes in regulation during the year.

An approval process involving PCNPA's Leadership Team was put in place aligned with the plan to enable the Authority to respond to changes in the regulations. Departmental Risk Assessments went through a Health & Safety and Director approval process, to ensure sufficient measures were in place (including PPE) before proceeding. Staff and Unions were consulted extensively on the Recovery Plan(s) and actively involved in their construction. Staff also participated in developing the associated Risk Assessments, to ensure that they were actively engaged with the implementation of the Authority's operational plans.

### Communicating out of COVID 19

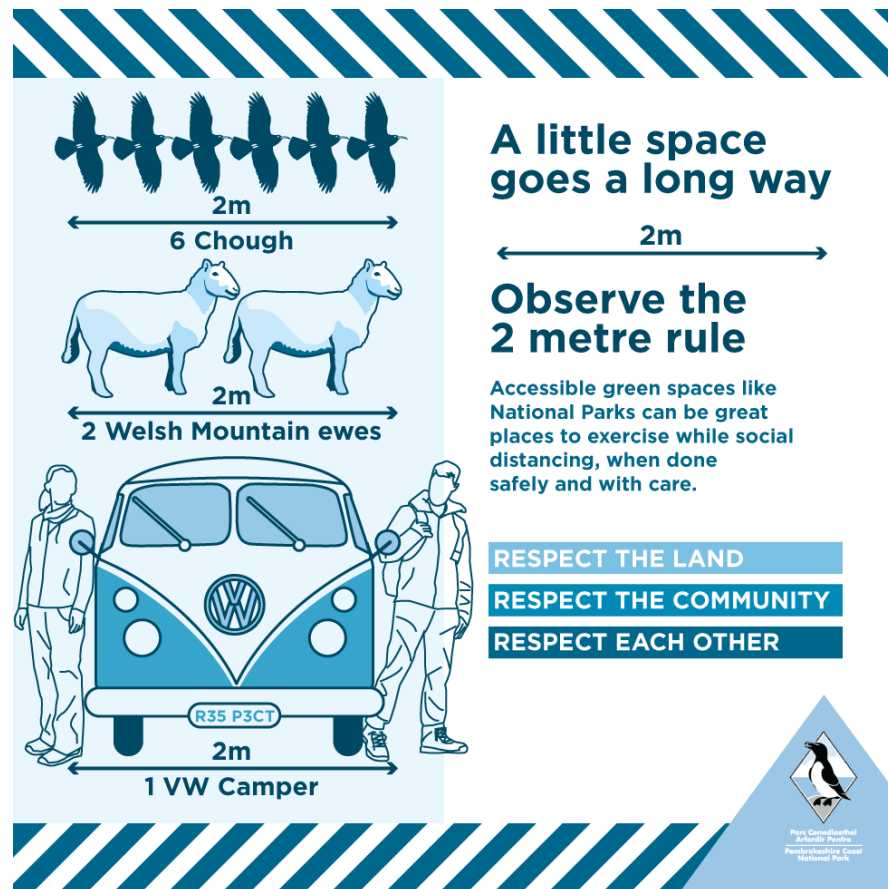
In responding to the COVID-19 crisis, PCNPA wanted to provide a clear focus and strategic vision to shape its external communications. Underpinning the approach was the need to communicate clearly and consistently, often responding at the height of the crisis to factors outside of the Authority's control. PCNPA developed a Communicating out of COVID-19 plan that allowed it to react and respond as necessary and to reassure its audiences, especially local communities, that their safety is its priority.

The aim was for messages to build on two familiar concepts initially focused on staying safe and showing respect, with the need for messages to be clear, make it easy for people to do their bit and feel good about it.

Positive impact and reach of activities under the plan:

- ✓ Due to the success and strength of the Recovery Plan and associated delivery, PCNPA secured the in-kind support of two national PR agencies, both keen to embrace the Plan's positive vision for a more engaged and sustainable visitor post COVID-19.
- ✓ The 'Nature's Recovery' films perfectly captured the mood and sentiment of a nation yearning for greater access to our iconic landscapes and fully receptive to our 'Tread Lightly' messaging. The films were viewed nearly 500k times and engaged with over 600k people across our social channels in the first weekend of airing, connecting with audiences around the world.
- ✓ Following months of issues surrounding anti-social behaviour across all UK National Parks, PCNPA took the innovative approach of working with actor Steffan Rhodri, best known for his role as Dave Coaches on the hit BBC comedy series Gavin and Stacey, to engage with what had proven to be an incredibly hard to reach non traditional audience. Using our social media channels, we recorded and issued a special message from Steffan, encouraging people to use designated campsites when visiting the National Park and to respect the area. The video reached over half a million people (650k) and generated over a quarter of a million views over the first

four days of being posted. It has been recognised by Welsh Government, Visit Wales and protected landscape partners across the UK as an enlightened way of engaging with a previously difficult to reach audience, and has provided an excellent example of the benefits of using influencers to engage with public sector messaging at minimal cost.



## Supporting External Recovery

During the year PCNPA contributed to a number of local and national groups for example, Wales Access COVID-19 Forum, the Pembrokeshire Tourism Infrastructure Task and Finish Group, Visit Wales Local Authority Communications Group and a Welsh National Parks Communications Group all involved in wider tourism and recreation recovery activities. It also had regular discussion with local and national partners such as the Welsh Government, Visit Wales, Dyfed-Powys Police and Pembrokeshire County Council. Staff have also been involved with Pembrokeshire County Council to support developments around visitor welcome volunteers. Visit Pembrokeshire continues to collate advice and expertise to guide future tourism activity in 2021, with the Authority's Vice Chair sitting on the board. Rangers also worked with partners to manage recreational issues as they arose as a result of the return of visitors in the summer. The Authority mobilising of its Warden team meant that the Coast Path was cut and accessible when it reopened.

In terms of Health and Well-being the Authority supported the setting up of on-line workshops with West Wales Nature Based Health Services Network and the setting up of online Basecamp group to help the group communicate and share information with each other. The Authority also developed and submitted a Roots to Recovery funding bid in partnership with MIND Pembrokeshire and secured funding for First 1000 day project focused on pre school aged children and their parents and guardians.

## Work Area 6: Delivering our statutory planning responsibilities

### Setting the Long Term Direction of Planning Policy in the Park

The Authority's [Local Development Plan 2](#) (End date 2031) was adopted by Members at its NPA on the 30<sup>th</sup> September 2020, following receipt of the Inspectors report in May. The adoption of the report was slightly delayed due to the impact of COVID-19 restrictions. This plan will influence the future direction of planning within the Park and its implementation will be monitored through an annual monitoring process.

Supplementary Planning Guidance (SPG) sets out more detailed guidance on the way in which policies of the LDP will be applied in particular circumstances or areas. A series of supplementary planning guidance were also issued for public consultation during 2020/21 (October 2020 -12 February 2021.) Two were joint guidance documents with Pembrokeshire County Council and the National Park Authority:

- ✓ Archaeology (Joint)
- ✓ Biodiversity (Joint)
- ✓ Caravan, Camping and Chalet Development
- ✓ Parking Standards
- ✓ Community Land Trusts and Affordable Housing
- ✓ Renewable Energy
- ✓ Sustainable Design and Development

### Planning Service – Impact of COVID-19 and Performance Statistics

The approach taken to delivering planning responsibilities during the year was in accordance with advice given by Welsh Government to local planning authorities. The Development Management service was affected by restrictions during the year that impacted on tasks that could not be undertaken from home, particularly in the first lockdown, for example accessing archives and other hard copy materials, processing hard copy materials received at Llanion, undertaking site visits, creation of site notices for applications and printing out and sending out neighbour notification letters. New applications where electronically submitted continued to be submitted and processed but in the initial Q1 period could not be determined due to the inability to undertake site visits and publicise applications. The Authority was however able to issue decisions on planning applications where they were fully consulted on prior to the COVID-19 restrictions.

As restrictions eased in July and recovery activities began to be implemented officers undertook site visits, letters and site notices were being processed and together this allowed progress with the processing of planning applications that were submitted during the lockdown period. In August officers largely completed the backlog of site visits associated with applications that had been submitted in lockdown. However there remained a substantial number of applications that were pending determination and over the determination time periods.

## Annual Report on Meeting Well-being Objectives 2020/21 - Wellbeing Objective: Responsive, Effective and Ensuring Safety

Increased access to Llanion in September had a positive impact on the ability of the team to progress applications. However the subsequent firebreak and lockdown period had a further impact on the ability of officers to carry out office and site visits, with in person site visits recommencing in February only for those deemed high priority and essential. Alongside this the department faced a significant issue with the registering of new planning and related applications; processing enquiries; property searches and new enforcement cases due to an issue with the external APAS planning applications database in Q3. This issue was resolved, however it did cause an additional backlog of casework. In addition a long term sickness absence also caused capacity issues for the team. The impact of this is reflected in the planning performance statistics for 2020/21.

Performance Measure	2018/19 Actual	2019/20 Actual	2020/21 Actual	2020/21 Target	Benchmarking 2020/21
% of all planning applications determined within time periods required (WG Indicator)	89.8% (Green)	92.64% (Green)	66.31 (Amber)	82%	Snowdonia NPA: 64% Brecon Beacons NPA: 89%
Average time taken to determine all planning applications in days (WG Indicator and Target)	69 (Amber)	88.25 (Amber)	109.75 (Amber)	<67	Snowdonia NPA: 91 days Brecon Beacons NPA: 89 days
% of Member made decisions against officer recommendation (WG Indicator and Target)	3.85% (Green)	9.09% (Red)	7.14% (Amber)	<5%	Snowdonia NPA: 0% Brecon Beacons NPA: 0%
% of appeals dismissed (WG Indicator and Target)	100% (Green)	71.43% (Green)	75.00% (Green)	>66%	Snowdonia NPA: 67% Brecon Beacons NPA: 83%
Applications for costs at section 78 appeal upheld in the reporting period (WG Indicator and Target)	0 (Green)	0 (Green)	0 (Green)	0	Snowdonia NPA: 0 Brecon Beacons NPA: 1
% of planning applications approved (this is not a Welsh Government Indicator)	80.8% (Amber)	79.75% (Red)	92.45% (Green)	90%	Snowdonia NPA: 90% Brecon Beacons NPA: 94%
<b>92.45%</b>	of planning applications determined under delegated power in 2020/21. This is a decrease on 93.25% in 2019/20 and 94.80% in 2018/19. Benchmarking 2020/21 – Snowdonia NPA: 94%. Brecon Beacons NPA: 98%				
<b>553</b>	planning applications registered in 2020/21. This is a decrease on 601 registered in 2019/20. 487 were registered in 2018/19.				

**Next Steps:** The processing and administration of planning applications was impacted by COVID-19 regulations in 2021/22. PCNPA will take the learning from our experiences and initiate a review of our processes and use of technology to support an efficient planning application administration process. Wider Authority work relating to supporting staff well-being should also help build resilience within the development management team for the longer term.

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

Following The Local Authorities (Coronavirus) (meetings) (Wales) Regulations 2020 Authority committee meetings moved to being held virtually during 2020/21. The Authority also at its 6<sup>th</sup> May NPA meeting took the decision to livestream meetings while these regulations were in force.

30	Committee webcasts in 2020/21.
342	People viewing online webcasts of Committees in 2020/21.

To support the move to virtual meetings formal training sessions were commissioned from an external provider for all Members on participating in and chairing remote meetings. Separate one-to-one sessions were also held with various committee chairs.

In order to enable continuity of the planning service during 2020/21 the Authority agreed a temporary amendment to the scheme of delegated planning powers on the 6<sup>th</sup> May. This temporary amendment was then extended again on the 29<sup>th</sup> July and on the 2 December until the 16<sup>th</sup> June 2021.

Virtual Site visits were also held to support Members with their planning related decisions.

PCNPA set up an Emergency Response Team at the beginning of the Pandemic, chaired by the Chief Executive. The purpose of the group is to provide a coordinated response to Government advice, mitigate where possible the effects on the Authority's financial and people resources and provide strong leadership to staff. Virtual Leadership Team Meetings were held weekly to support internal governance, operational management and recovery planning activities. The Authority also continued to monitor risks through its risk register, with the register continuing to be monitored and reviewed by Members through Audit and Corporate Services Committee and Operational Review Committee.

### Work Area 8: Fulfilling our financial obligations

Despite the impact of the move to remote working the Finance team continued to process invoices and pay roll runs successfully during the year. Ongoing processing of grants and communications with funders was also carried out.

The Authority's income for 2020/21 was impacted by COVID-19, in particular by the Authority car parks being closed for most of the first quarter and PCNPA's centres being closed for large sections of the year and when opened subject to restrictions on visitor numbers. The Authority also refunded Coast to Coast advertisers. The Authority mitigated these losses of income by obtaining additional support grants via the rate support grant scheme, various Welsh Government support grants and the UK Government Job Retention Scheme.

### **Work Area 9: Activities that support the long term objectives of the Authority and monitoring impacts on our services and projects**

Despite the impact of COVID-19, PCNPA continued during the year to seek opportunities to deliver activities that contribute to its long term Well-being Objectives and impacts within the National Park Management Plan. This next section provides insight into the impact of COVID-19 and recovery on long term 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. 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. The wider review of the Authority's priorities in 2021/22 will also trigger a review of the Authority's Well-being Objectives and activities the Authority undertakes to support delivery of them.

**Well-being Objective Prosperity: To encourage and support the development of sustainable employment and businesses, particularly in tourism and recreation.**

**Work streams that supported delivery of this objective in 2020/21**

Planning Policy and Service	Maintaining Public Rights of Way – Tourism Asset	Sustainable Tourism and Recreation Management and Promotion
Tourism Engagement and New Audiences	Supporting Local Businesses	Employment Transformation in Pembrokeshire

**Journey Checker Summary – Our Progress against this Objective**

During 2020/21 the Authority's Local Development Plan 2 was adopted and this will influence the future direction of planning policy in the Park. The Authority continues to maintain the Coast Path and activities to mobilise the warden team to cut vegetation meant that once temporary closures were lifted local communities and visitors were able to access and benefit from the Coast Path in 2020/21. Partnership working has played a crucial role in destination management recovery following the impact of COVID-19 on local tourism, with PCNPA's Communicating Out of COVID strategy helping promote key messages to audiences. As regulations eased in the summer months partnership working was also central to managing recreation issues and pressures.

Oriel y Parc as regulations allowed was also able to continue to support local artists and businesses through exhibitions, retail sales and stall holder opportunities at its pop up markets. Online training approaches during the year helped provide skill development opportunities for volunteers.

**Our work across these work streams contribute to the following national well-being indicators**

21. Percentage of people in employment	28. Percentage of people who volunteer
22. Percentage of people in education, employment or training, measured for different age groups	42. Emissions of greenhouse gases attributed to the consumption of global goods and services in Wales
16. Percentage of people in employment, who are on permanent contracts (or on temporary contracts, and not seeking permanent employment) and who earn more than 2/3 of the UK median wage or high overall status	

**The next section outlines our performance in 2020/21 against the work streams contributing to our Well-being Objective Prosperity.**

Please see [Work Area 6: Delivering our statutory planning responsibilities](#) for information on Planning Policy and Service work stream.

### **Work Stream: Maintaining Public Rights of Way - Tourist Asset**

#### **Long Term - New Ways of Working: Digital Park Project**

The Digital Park Project aims to improve 'back-office' systems for Wardens and related teams, in areas such as work recording, data collection and scheduling through a digitisation and streamlining process. In 2020/21 the systems introduced by the Digital Park process were embedded within the Warden team and helped support limited face-to face contact and remote working.

Arc Online is now used across the Warden Team with all rights of way management work and vegetation control managed through Workforce Manager. The Fault Reporter App is used to record issues that require fixing with Path and Bridge Surveys recorded using a Mobile App. Ranger Team also now have access to Fault Reporter and are part of Workforce manager, so Area Managers can allocate work either to Warden Teams or Rangers (and therefore Volunteers). The Conservation Database has been closed, with the Conservation Administrator inputting all work online into Workforce manager for onward allocation by the Area

Manager Team. Rights of Way and Conservation Teams have access to Dashboards to view delivery of work in a live environment.

#### **Development of new footpath links and circular walk**

By the end of 2020/21 Management Agreements were finalised and exchanged for signature for the development of new footpath link between Newport and Nevern, Llwybr Pwll Cornel. This will enable relevant improvement work to be carried out in 2021/22.

Improvement work of the Public footpath at Moylegrove to form a circuit walk from St Dogmeals via Moylegrove and Poppit Sands was affected by COVID-19, however work on the path was carried out as restrictions/ work priorities allowed during the year. Work on the final section to be improved will be carried out in 2021/22.

#### **Prevention: Increasing Resilience to Winter storm Damage**

In September stabilisation of the Aberforrest Coast Path was completed by contractor. This followed Marine Licence Consent being received in May. Coast Path realignments were undertaken near Stackpole, Manorbier and South Studdock, Angle to realign Coast Path away from unstable ground.

#### **Collaboration: Strategic Partnerships and Engagement**

Pembrokeshire County Council were the Secretariat for the Local Access Forum in 2020/21. There was some difficulties

convening a virtual meeting of the forum at the start of the year, due to issues around members of the forum having access to the internet. However PCNPA continued to update the secretary during the year by e-mail which was then circulated to membership and a virtual local access forum meeting was held in January.

PCNPA officer continued to participate in Welsh Government Access Legislation engagement activities, including providing written comments on merits of policy options and participating in virtual meetings. The last meeting of the Welsh Government expert panel was held in January, with NRW preparing a report of preferred options for access legislation reforms.

### Access, Use and satisfaction

Sections of the Coast Path were closed to the public as required under relevant COVID-19 regulations between March 2020 and June 29th with details of closed paths publicised on the PCNPA's website. Once PCNPA re opened sections of the Coast Path the Authority continued to ensure that over 86% of the Parks Public Rights of Way were open and accessible in 2020/21.

86.87%

PROW open and accessible and meeting the quality standard in 2020/21. This compares to 86.83% in 2019/20 and 86.92% in 2018/19.

The Pembrokeshire Coast Path retained its level 5 trip advisor rating in 2020/21.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
Pembrokeshire Coast Path Trip Advisor Overall Rating 1-5.	5 (Green)	5 (Green)	5 (Green)	5

As would be expected the figures from the 7 coast path counters and 4 inland rights of way (IROW) counters reflect the impact of COVID 19 on coast path closures, busy summer and impact of door stop walks for those living within the Park.

7 coast path counters	Q1	Q2	Q3	Q4
2020/21	5,750	99,483	18,337	10,877
2019/20	62,916	79,992	17,922	13,276

4 IROW counters	Q1	Q2	Q3	Q4
2020/21	4,572	12,203	5,166	3,651
2019/20	7,798	8,315	4,100	3,429

### Work Stream: Sustainable Tourism and Recreation Management and Promotion (S6)

#### Integration: Destination Management

The Authority supported the establishment of a new stand-alone Destination Management Organisation in 2019/20 as the best way forward for delivering tourism services across Pembrokeshire over the next five years. Initially in 2020/21 a shadow board was established with PCNPA's Chief Executive representing the Authority on it. Visit Pembrokeshire became a legal entity in November 2020 and a Chief Executive was appointed to the organisation. The Vice Chair of the Authority was appointed a Director of its Board by the Authority. The Authority will continue to develop positive working relationship with Visit Pembrokeshire, helping support delivery of the destination management plan and COVID-19 recovery.

#### PCNPA Branding

Following a range of branding activities being carried out in 2019/20, the final element of this work was looking at a Brand Ambassador Scheme. A scoping exercise was carried out in 2020/21 and feasibility report was produced. Due to the

impact of COVID-19 it is anticipated that work to progress any further development of a potential Ambassador Scheme will be paused until the 2022 season.

#### Collaboration and Integration: Sustainable Recreation Management

PCNPA facilitates the Recreation Group, made up of a wide range of stakeholders, including PCC, Pembrokeshire Coastal Forum, Wildlife Trust, Port Authority and RNLI. Members of this group participated in virtual engagement workshops/meetings during the initial part of the year to look at recreation issues over the summer. This helped with planning and co-ordinating operational issues, site and activity management with partner organisations during the pandemic period. This group also provides oversight of the 'Managing Visitor Pressures and Experiences in the Pembrokeshire Coast' document. The document was revised following these engagement activities with key COVID-19 recreation planning issues being included, covering considerations ranging from wildlife disturbance, travel and transport, self-led activities, hygiene and social distancing, location pressures, and community relations. The document will be reviewed for 2021 season through engagement with Recreation Group members.

The Ranger team continued during 2020/21 to work closely with partners and stakeholders on a collaborative approach to sustainable recreation management in the Park:

- ✓ Continued engagement with the Pembrokeshire Water Safety Forum, involving PCNPA, RNLI, Pembrokeshire

County Council, Coastguard and other partners. The Authority logs foreshore incidents to feed into the work of the Water Safety Forum. The summer holiday season was exceptionally busy following unlocking with sharp increase in incidents, mostly water related such as tidal cut off and capsized kayaks.

- ✓ Ranger Service Manager chaired the Pembrokeshire Beach Liaison Group, during the year. This is a long standing partnership of statutory, public and voluntary sector partners which deliver the Pembrokeshire Beach Strategy.
- ✓ Rangers met with Lamphey Community Council and interested parties about jetski management at Freshwater East and liaised with jetski users following complaints.
- ✓ PCNPA chaired the Annual Cliff Climbing Liaison Group. Consultation with Castlemartin Range Recreation and Access Group took place via an email exchange rather than the usual annual meeting due to COVID-19.
- ✓ Officers continued to engage with virtual meetings during the year of the Outdoor Charter Steering Group and Milford Haven Waterway Recreation management Group, contributing to the re-draft of the Milford Haven Waterway Recreation Management Plan.
- ✓ Rangers fed into training sessions for Pembrokeshire Coastal Forum Members and Tourism Trade and delivered a training event on seabirds for the Outdoor Charter, Marine Code and PCF members.
- ✓ Ranger Service Manager participated in Wales Marine Sustainable Recreation Management Workshop.

The Authority has funded Swansea University to do research into sustainable event management. The aim is that this

research will help the Authority and partners to take a proactive approach to event management, helping us to engage better with event organisers and to manage the increasing number of 'challenge' events before we run into issues of over use. Unfortunately due to the impact of COVID-19 on event providers and recreation sector and potential participants being on furlough the project wasn't able to carry out planned workshops with the sector during 2020/21. The project deadline has been extended and it is hoped that circumstances will enable the project to be progressed in 2021/22.

### Filming Enquiries and Licensing Trends

6	filming licenses were issued by PCNPA in 2020/21. This is the same number as in 2019/20. 14 were issued in 2018/19.
26	filming enquiries received by the Authority in 2020/21. This is a decrease on the 45 enquiries in 2019/20 and 65 in 2018/19.

### Work Stream: Tourism Engagement and New Audiences

#### Involvement and Collaboration: Engaging with new audiences and local businesses

The setting up of Discovery Points at sites throughout the National Park was a recommendation from the interpretation consultation, 'Capturing the Coast' 2019. These points set up in partnership with organisation and business provide an opportunity to inform the public about opportunities within the

National Park and supplements information available in Coast to Coast and PCNPA's website. 9 Discovery point panels were produced and installed in 7 business locations across the Park in 2020/21, with plans for at least 60 more points to be put in place in 2021/22. The 2020/21 locations include:

Whitesands Café	Pointz Castle Ice Cream
Tregroes Caravan, camping and Glamping	Stena Line at Goodwick
Broad Haven Youth Hostel	Manorbier Youth Hostel
Pwll Deri Youth Hostel	

PCNPA employed one summer ranger for the summer season of 2020/21. Through providing on the spot information, activity ideas and socially distanced pop up activities, including on beaches they assisted the Authority to reach out to new visitor audiences. Socially distanced activities included nature spotting activities at Strumble Head, rock pool creature identification at Poppit Sands and Manorbier and crabbing at Lowertown Fishguard and Porthclais. These activities happened during quarter 2 in line with the relevant COVID-19 regulations at the time.

888

people attended pop up events in 2020/21. This compares to 1,212 in 2019/20 and 2,098 in 2018/19. In 2019/20 and 2018/19 two summer rangers were in post.

In previous years the summer rangers engagement activities focused on building positive links with local businesses, however this year their focus was much more tourist information focused. The Summer ranger provided tourist information across the following locations Manorbier, Caerfai, Solva, Newgale, Poppit Sands, Broad Haven, Little Haven, Nolton Haven, Strumble, Fishguard Lower Town, Porthclais, West Angle Bay.

1,282

people were engaged with through summer rangers business, tourist information and general public networking activities in 2020/21. This is an increase on 395 in 2019/20, but reflects a greater focus on tourist information focused engagement.

The Authority has secured funding to recruit four summer rangers for the 2021 summer season. The addition of extra summer rangers should provide a positive boost to visitor engagement activities during what is expected to be a very busy summer period.

PCNPA Staff have worked with Visit Pembrokeshire and Pembrokeshire County Council to support a Pembrokeshire Visitor Welcome project for the 2021 season. The work of PCNPA Visitor Welcome volunteers will be combined with the wider Visitor Welcome project for Pembrokeshire. Discovery and Ranger Teams under the Parkwise banner have created a range of short videos and supporting content which will be used as part of the training/induction of the Visitor Welcome teams (staff and volunteers.)

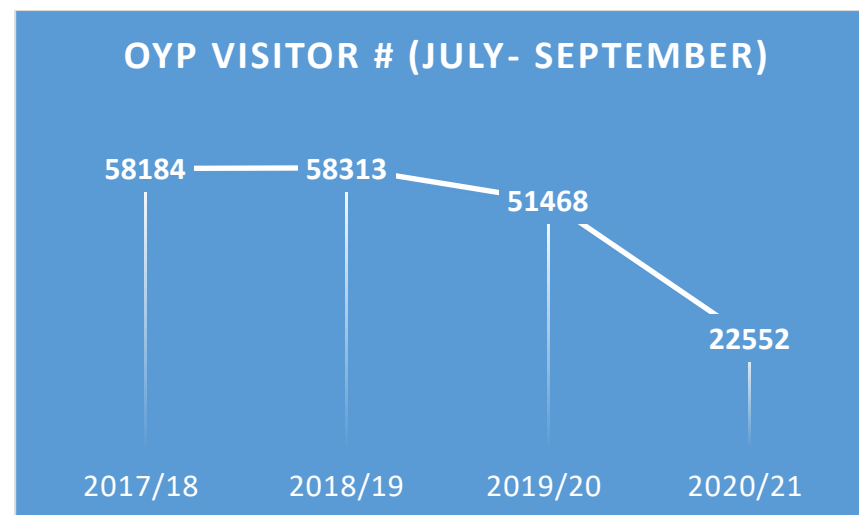
A Parkwise training session was delivered to volunteers in December by the Volunteer Development Officer and one of the Ranger Team. It was a hybrid session with a virtual section in the morning and then supported by a socially distanced walk at Carew Castle in the afternoon. Similar sessions are planned for 2021.

### Long Term: Creation of Woodland Area at OYP (S6)

Despite the centre being closed and staff being on furlough for large sections of the year, staff continued when possible to work on the centre's interpretation plan a key part of the centre's business plan. Working in partnership with Warden Team and Pollinator Warden to help support improved biodiversity, a new hedge, fruit trees and fruit bushes have been planted in the Woodland Area at Oriel y Parc. There are plans to add some interpretation, a willow sculpture, bird boxes, a 'crow-cam' and much more in 2021/22.

### Impact of COVID 19 on Visitor # at Oriel Y Parc

Visitor numbers at Oriel Y Parc fell by 76% in 2020/21 reflecting the impact of COVID-19 regulations on the centre. The centre reopened in July, having been closed since mid March 2020 due to COVID-19 restrictions, it was then closed again during the firebreak period, and remained closed from 4<sup>th</sup> December onwards for the remainder of the year. When opened numbers were restricted to comply with regulations on social distancing.



Performance Measure	2017/18	2018/19	2019/20	2020/21
OYP Visitor Numbers	127,205	129,004	113,394	27,208

Oriel Y Parc's Trip Advisor rating remained at 4.5 out of 5 in 2020/21.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
Oriel Y Parc Trip Advisor overall rating 1-5	4.5 (Green)	4.5 (Green)	4.5 (Green)	4.5

### Involvement: PCNPA Website

During 2020/21 PCNPA launched its new website aligned to the destination branding. The new website has increased functionality including an online booking system for events and played an important role in providing updated information on COVID-19 related advice to those visiting the Park or accessing PCNPA services.

Following the move to a new website, content management system and online booking system, training was also provided to relevant staff. This training including refresher training will continue into 2021/22 in terms of ensuring all relevant centre staff who were previously furloughed or new seasonal staff are able to use the systems.

Due to the transfer to the new website, Google Analytic data for May was not available for 2020/21 this has impacted on the main web page views and main webpage users figures for 2020/21.

217,710

main website users in 2020/21. This compares to 281,598 in 2019/20 and 342,780 in 2018/19.

810,199

main website page views in 2020/21. This compares 1,430,889 in 2019/20 and 1,301, 963 views in 2018/19.

### Collaboration and Integration: Collaborative Wales and Ireland marketing project

“Celtic Routes” is a tourism heritage Intereg partnership project. The project is led by Carmarthenshire County Council and also involves Ceredigion County Council, PCNPA and Wicklow, Wexford and Waterford County Councils in Ireland. A Celtic Routes is a branded collection of tourism experiences that encourages travellers to South East Ireland and West Wales by offering a number of immersive and authentic cultural heritage experiences.

Project activities and outcomes in 2020/21 included:

- ✓ Funding for stage 2 bid approved by WEFO and given its support by Authority Members on 2<sup>nd</sup> December. Phase 2 will extend the current project until the end of May 2023.
- ✓ 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.

### Work Stream: Supporting Local Businesses

#### Collaboration: Supporting local businesses

Unfortunately due to the impact of COVID-19 Oriel y Parc was forced to cancel the 2020 Really Wild Food and Countryside Festival on Saturday 30th May. In response it held a Virtual Really Wild Food & Countryside Festival in May. Throughout May it used social media to showcase the

small businesses, charities, organisations and artists who would have been at the Festival, through posting a little about each one on its Facebook pages.

Local artist exhibitions reopened in August 2020 at Oriel y Parc with three artists exhibiting on site which included additional retail sales opportunities alongside the exhibitions. Exhibition sales for August were good, with positive feedback received from the artists, including:

“The reopening of Oriel y Parc was such a great lift for me and I am extremely grateful to have had the opportunity to exhibit my work there in August. I’m a self employed artist and I also run art workshops mainly for visitors. The lockdown had a big impact on my ability to earn as all of the galleries I’m with closed and I couldn’t teach. Not all of my venues have reopened as yet so getting the opportunity to put on the exhibition has really turned everything around for me and has helped to get me back on my feet. The team at Oriel y Parc made everything easy and safe in these circumstances that we find ourselves in. I have experienced fantastic support. Thank you.”

To support local makers to sell their work, Oriel y Parc arranged three weekends of Christmas pop up markets in its courtyard in November and December. Despite OYP closing on 4th December due to Welsh Government restrictions, its December outdoor Christmas pop up markets in its courtyard were still able to take place on 5th, 6th and 12th. There was good attendance at the markets and positive feedback from stall holders:

“Just like to say thanks for sorting the events all the ones we went to we did so well and was a great extra income to what has been a very low year for us.”

38	Stall holders in fairs and events at our Centres in 2020/21. This compares to 185 in 2019/2020 and 249 in 2018/19.
13	artists and craft makes supported at Oriel y Parc in 2020/21. This compares to 27 in 2019/20 and 22 in 2018/19.

The Authority through financial support from the Welsh Government was able to reimburse Coast to Coast advertisers who had placed adverts in the 2020 Coast to Coast. This was particularly important in terms of showing support for local businesses many of whom had been impacted by COVID-19 and related restrictions on their business activities.

### Resilience: Procurement and Supporting Local Suppliers

The Authority saw a decrease in the % of its spend spent locally (SA postcode) compared to 2019/20.

39.14%	of Authority spend was spent locally in the SA postcode in 2020/21. This is a decrease on 48.42% in 2019/20 and 46.44% in 2018/19.
--------	--

Paying suppliers promptly is particularly important in terms of supporting smaller businesses. The Authority saw a slight

decrease in the % of invoices that it paid on time in 2020/21 compared to previous years.

95.65%

of invoices paid on time (Average) in 2020/21. This is a decrease on 97.01% in 2019/20 and 96.33% in 2018/19. Benchmarking 2020/21 – Snowdonia NPA: 99.28%. Brecon Beacons NPA: 76%.

**Next Steps:** PCNPA was not able to progress a review of its procurement processes and practices in 2020/21, including potential community benefit and sustainability practices due to the impact of reprioritisation of activities due to COVID-19 during the year. However the Authority recognises that Procurement is one of the priority areas for action in terms of the public sector route map to Net Zero Carbon Status by 2030. In 2021/22 it will in partnership with the other two Welsh National Park Authorities look to procure advice on this issue.

### Work Stream: Employment Transformation in Pembrokeshire

#### Long Term and Collaboration: Work Placements

The Pembrokeshire College Work Placement Scheme was suspended during 2020/21 due to COVID-19 and also placements provided to Coleg Plas Dwbl students at Castell Henllys. However the Authority was able to provide two placements to University students. A Discovery University

Student placement from Swansea University provided support to the Pembrokeshire Outdoor Schools Project through helping develop digital material. The other university student placement was with community archaeology with activities focused on looking at the condition of archaeological and historical sites in the Park

2

work experience placements provided in 2020/21. This is a decrease on 5 placements provided in 2019/20.

**Next Steps:** PCNPA has committed to the UK government's Kickstart Scheme for 2021/22 in partnership with other National Park Authorities across the UK. This scheme funds 6 month job placements for young people (aged 16 - 24) currently on Universal Credit. It will monitor the effectiveness of this scheme and this will then shape and inform whether an additional program similar to its former Skills in Action project or alternative is needed in the future.

### Involvement: Skills development and training for Volunteers

Physical, group and face to face volunteering opportunities were restricted during 2020/21 due to COVID-19 regulations. Also volunteering opportunities at the centres and Llanion were impacted by site closures during the year and working from home guidance.

9.3

Office and centre based volunteer days through Oriel Y Parc volunteer gallery

invigilators. This compares to 105.6 in 2019/20.

Independent volunteering roles were developed for wildlife monitoring, heritage monitoring and footpath guardians, with online training provided to support these roles. Activities within these roles could be carried out by individuals, not in groups without a PCNPA facilitator.

Virtual training and the independent volunteering roles for heritage monitoring has helped establish a group of heritage volunteers supporting the Community Archaeologist with the scheduled monument scheme.

Despite restrictions impacting on volunteering opportunities, Authority staff embraced virtual engagement opportunities to deliver a wide range of training sessions to volunteers during the year. The Authority saw a 36.9% increase in the number of participants at volunteering training sessions compared to 2019/20.

**297** Participants in volunteer training sessions during 2020/21. This is an increase on 217 in 2019/20 and 107 in 2018/19.

A wide variety of training sessions were delivered, including

A range of Pollinator, Fungi and Wildflower ID Training	Seal Watch Training for Volunteer Leaders
Butterfly Transect Training	Sea Birds Training

Invasive Species Training	Walk Leader Training
Welsh in the Landscape	Archaeology Training
Parkwise Training	Dry Stone Walling
First Aid Training	Climate Change

**Next Steps:** The Authority will commission an external review of its volunteering offer in 2020/21 and the outcome of this review will impact future activities in this area.

## Well-being Objective Resilience: To improve the health of the National Park's Ecosystems (S6)

### Work streams that supported delivery of this objective in 2020/21

Land Management Service - Conservation	Biodiversity & Connectivity Projects	Looking after trees in the Landscape
Engagement and Volunteering in looking after the Park's Ecosystems	Conservation Strategic Partnerships and Engagement	Planning: SMNR and responding to biodiversity loss
Marine and Foreshore Environment		

### Journey Checker Summary – Our Progress against this Objective

The Authority approved the Restoring Nature National Park Management Action plan in 2020/21 and this provides strategic focus for activities that will support the Authority to responding to the challenges of biodiversity loss in the Park, and also the role of conservation activities in developing responses to the climate change emergency. The Authority has continued to carry out conservation work with Landowners and on its own estate, with 167.3 hectares of new pollinator habitat created in 2020/21. It also launched a new pilot traditional boundaries scheme.

As regulations allowed during the year the Authority continued delivery of its People, Plants and Pollinators project, work on invasive species through its Stitch in Time project and conservation volunteering activities including tree planting. The Authority's approach to conservation in the Park continues to be based on collaboration, delivering impacts through supporting the Pembrokeshire Grazing Network, Pembrokeshire Wildfire Group, Pembrokeshire Nature Partnership, Pembrokeshire Coastal Forum WAM project and Marine Relevant Authority Groups for SAC. Through development and use of a Mobile App the Authority has surveyed and developed a work programme to manage Ash Dieback on its estate.

### Our work across these work streams contribute to the following national well-being indicators

13. Concentration of carbon and organic matter in soil	43. Areas of healthy ecosystems in Wales
28. Percentage of people who volunteer	44. Status of Biological diversity in Wales
45. Percentage of surface water bodies, and groundwater bodies, achieving good or high overall status	

The next section outlines our performance in 2020/21 against the work streams contributing to our Well-being Objective Resilience.

### Work Stream: Conservation Land Management (S6)

#### Prevention and building resilience: Conserving the Park

As part of the Authority's land management programme, conservation work is carried out on over one hundred sites, a total of approximately 4,585.69 hectares aimed at benefitting priority habitats and species within the Park. This is achieved through the management of the Authority's owned or leased estate, supporting commons management partnerships and through working in partnership with private landowners through our 'Conserving the Park' scheme.

463	Hectares – Property owned or leased by the National Park Authority managed for biodiversity in 2020/21, the same as in 2019/20. This figure does not include the site acquired by PCNPA at Trefin at the end of 2020/21 as no active management of the site had commenced in 2020/21.
1372.69	Hectares – Land managed for biodiversity in partnership with private landowners in 2020/21. This is an increase on 1,288.6 hectares in 2019/20.
2,750	Hectares – Access land where the National Park Authority supports

commons management partnerships in 2020/21, the same as in 2019/20.

The formal management agreement aspect of the schemes' budget is now at full capacity with the Authority only taking on new agreements in exceptional circumstances. However the Authority has also been working and supporting owners of additional sites (outside the formal management agreements) with conservation and habitat activities through advice and other activities.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
Conservation Sites - % in line with their formal Management Plan	100 (Green)	100 (Green)	100 (Green)	100

0	new formal management agreements were made through Conserving the Park in 2020/21. This compares to 3 in 2019/20 (covering 21.94 hectares) and 2 in 2018/19 (covering 6 hectares).
24	new sites where we are working with the owners for conservation (outside formal management agreements) through Conserving the Park in 2020/21 (covering 167.3 hectares). This is an increase on 11 new sites in 2019/20 (covering 67.03 hectares.)

### Building resilience: Pollinator Habitats

Cumulatively since 2017/18 the Authority has created 222.04 hectares of new pollinator habitat.

167.3

Hectares – new pollinator habitat that has been created in 2020/21, this compares to 10.74 in 2019/20 and 6 in 2018/19.

Authority officers attended the Pembrokeshire Meadows Group meetings in Q4 facilitated by Plant Life. The March meeting included inspiring presentation by various meadow groups around Wales and from the meetings several new enquiries have been received in relation to the Authority's Conserving the Park scheme.

### Involvement: Engagement Activity with Dairy Industry

Activities in this area were on hold for a large part of 2020/21 as the Authority's Farm Conservation Officer post was vacant, it was subsequently filled in February 2021.

**Next Steps:** Two projects starting in 2021/22 the Sustainable Landscapes, Sustainable Places funded 'Greening Agriculture' project and SMS 'Dawnsio ar y Dibyn' project will help facilitate engagement activities with the Dairy Industry and Farmers in Pembrokeshire.

### Work Stream: Biodiversity and Connectivity Projects (S6)

#### Building resilience: People, Plants and Pollinators Project

This project is enhancing biodiversity along the Newgale to Aberreiddi section of the Pembrokeshire Coast Path. This area falls within the Pembrokeshire Coast Important Invertebrate Area. Activities include surveying the path network and implementing a range of small scale habitat management jobs that will improve connectivity between existing managed conservation areas and embed pollinator friendly activities into day to day coast path management. Despite the Pollinator Warden being redeployed to assist the wider Warden team with cutting activities to support the opening up of the Coast Path, the following activities related to the project were carried out:

- ✓ Surveying of Coast Path covering Goodwick to Gelliswick
- ✓ Over the winter months National Park wardens broke up roughly 2000m of Coast Path wind tunnels before the bird nesting season. Wardens are also leaving plants to flower and seed before cutting them as well as creating more bee banks. Draft guidance has also been written on managing coast paths for pollinators which will guide future management of the Coast Path.
- ✓ Continuation of bee surveys when restrictions allowed. A bumble survey carried out on a transect of St Davids Airfield six different species and over 159 bees were recorded in three hours.

- ✓ Implementation of Pollinator Plans at Porthgain and Oriel y Parc.

### Long Term: Traditional Boundaries Project

Pembrokeshire Coast National Park has a wealth of traditional field boundary types, including Pembrokeshire hedgebanks (cloddiau), earth banks and drystone walls. The type of boundary often reflects the local conditions, availability of materials and the age of the boundary itself. These boundaries make a significant contribution to the landscape and ecology of the National Park.

The importance of traditional boundaries within the farming system has declined, along with the availability of farm labour required to maintain them. Without periodic maintenance hedgerows become thin and gappy and unfenced banks become eroded and tumbledown, a process exacerbated by livestock movement. Without significant action there is a risk many of our boundaries could disappear forever.

In August the Authority launched its pilot Traditional Boundaries Grant Scheme to provide opportunities for landowners to receive financial support with all aspects of the management and restoration of traditional field boundaries. The scheme received a positive response in terms of applications, these were processed and work initiated on successful sites. By the end of March 2020/21 three new hedges had been planted and a wall restored under the Traditional Boundaries Scheme.

970

Meters of traditional boundaries restored in 2020/21.

### Work Stream: Engagement and Volunteering in looking after the Park's Ecosystems (S6)

#### Prevention and building resilience: Stitch in Time Project

Stitch in Time is a project focused on supporting conservation by combatting invasive non-native species within certain catchments in the Park - Gwaun Valley, Clydach, Porthgain and Castlemartin catchments. It has received 3 years of funding from the Welsh Government ENRaW scheme and additional funding through the Pembrokeshire Coast National Park Trust. Invasive Non-Native Species (INNS) are a key driver of biodiversity loss globally and locally. The Stitch in Time project pilots top-down catchment control of three target INNS, Japanese Knotweed, Himalayan balsam and *Rhododendron ponticum*.

During 2020/21 Contractors, Rangers and Project officer were involved in high intensity cutting and vegetation clearance for access for treatment, Japanese Knotweed, Cherry Laurel and *Rhododendron* area treatment and monitoring and maintenance of catchments involving surveying for rogue stems.

54.15

Hectares - Invasive species removed at source/ injected in 2020/21. This

	compares to 53.44 hectares in 2019/20 and 57.31 hectares in 2018/19.
14.21	Hectares of Balsam are currently classed as 'Control Underway' across the catchments.

Volunteering activities were impacted by COVID-19 restrictions in 2020/21, however the project has provided online training during the pandemic on invasive non-native species, pollinators and wildflowers.

An online Best Practice Event demonstrating the methods used for a successful catchment approach to controlling Himalayan balsam was held in partnership with PLANED. The Project officer also presented the Stitch in time project to the Wales Biodiversity Partnership online conference 'resilience in ecological networks.'

### Engagement and Involvement: Supporting people to looking after the Park's ecosystems

Conservation volunteering activities in 2020/21 were affected in particular by restrictions on outdoor group activities. However in response to this the PCNPA did provide a wide range of opportunities for volunteers to take part in conservation related training opportunities, particularly focused on wildlife monitoring.

279	Volunteer days contributed to conservation related work in the Park in
-----	--

	2020/21. This compares to 1,149 in 2019/20 and 975.5 in 2018/19.
58	Social action days contributed to conservation related work in the Park in 2020/21. This compares to 162 in 2019/20.
18.5	Volunteer days contributed to invasive species work in the Park in 2020/21. This compares to 112.50 in 2019/20 and 105.50 in 2018/19.

The Authority was not able to progress the development of the Naturally Connected Project that was one of the prioritised project for seeking funding in 2020/21. This is due to the project focusing on engagement in particular with tourism related business, which wasn't possible during 2020/21 due to the impact of COVID-19 on these businesses.

### Work Stream: Conservation Strategic Partnerships and Engagement (S6)

#### Long Term: Policy Engagement on Land Management

The Authority submitted a response to the Welsh Government's consultation on Sustainable farming and our land: simplifying agricultural support. The Authority also contributed to National Park Wales response to the Agriculture (Wales) Bill. Further progress on this dependent on actions of Welsh Government following Senedd elections

### **Collaboration and Integration: Pembrokeshire Nature Partnership**

The Pembrokeshire Nature Partnership provides a strategic overview and forum for collaboration in implementing UK, Welsh and local priorities for biodiversity action via the Nature Recovery Plan for Pembrokeshire. PCNPA continued to attend Partnership meetings and to agree the allocation of biodiversity small grants via the Partnership in 2020/21.

Following funding from the Pembrokeshire Nature Partnership PCNPA produced a strategy for the Conservation of the Marsh Fritillary Butterfly in Pembrokeshire. 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.

### **Collaboration: Pembrokeshire Grazing Network**

The Pembrokeshire Grazing Network, is now one of the longest running projects of its type in Wales. The aim is to facilitate grazing for nature conservation by setting up a system whereby sites or stock available and sites or stock required can be matched up wherever possible. The efforts of conservation organisations and the farming community can therefore be co-ordinated and integrated so that stock, sites, equipment and expertise can be shared to mutual benefit.

The Pembrokeshire Grazing Network continued to grow in 2020/21 with new sites joining the network. Successful handovers of sites to new graziers have meant that sites have not had to face any delays or breaks in management. Some of the sites have public access, so this year's lack of public pressure due to COVID-19 has meant that we were able to graze sites for longer into the summer period.

### **Collaboration: Pembrokeshire Wildfire Group**

The Pembrokeshire Wildfire Group is a partnership of organisations including the Authority, Mid and West Wales Fire and Rescue Service (MWWFRS), Natural Resources Wales, Wildlife Trust South and West Wales and National Trust and which is managed under the auspices of PLANED's Sustainable Agriculture Network. The Group works with farmers, landowners and graziers to provide them with advice and assistance on carrying out controlled burning of vegetation and related matters. PCNPA continued to be engaged with the group in 2020/21.

### **Work Stream: Planning - SMNR and responding to biodiversity loss (S6)**

#### **Prevention: Planning**

The Authority continues to monitor the impact of its planning decisions to ensure they align with landscape protection policies. The target of 0 approved developments contrary to landscape protection policies (Local Development Plan policy 8) continued to be achieved in 2020/21.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
# of approved developments contrary to landscape protection policies (Local Development Plan policy 8).	0 (Green)	0 (Green)	0 (Green)	0

Biodiversity enhancement conditions are routinely included on all applications where it is reasonable to be included in accordance with Welsh Government Advice. The Authority continues to have a joint Planning Ecologist with Pembrokeshire County Council, this remains an ongoing and successful partnership.

#### Work Stream: Looking after Trees in the Landscape (S6)

##### Prevention: Responding to Ash Dieback in the Park Area

To respond to the Ash dieback situation within the National Park estate, the Countryside Management Team began a targeted survey during the summer of 2020 – focussing on the period when the trees were in leaf and the disease most noticeable. The aim was to provide a baseline for planning purposes, and at the same time to start planning and scheduling any necessary remedial action during winter 2020/21. Up until this point, trees with Ash dieback had been managed using PCNPA's pre-existing tree management processes.

A Mobile Phone App was designed on the Arc Online platform to carry out the survey. It was important to ensure that the survey collected required information in a standardised format – to ensure we were undertaking a consistent approach across all sites. The decision maker's guide formed the bases of the specification and criteria for the survey, with both the condition of the tree and the outcome being recorded in line with the guidelines being used.

It was decided that each tree be tagged with a unique reference, so the tree could be re-identified during subsequent visits, negating the risk of re surveying or felling the wrong tree. The nature of the app also meant that rough spatial location of each tree could be recorded and a photograph of the condition of the tree at each visit. This will allow PCNPA to track the progression of the disease at individual tree level more effectively. A simple web based monitor was also created to allow managers to track and monitor progress and plan for the ongoing management of the disease at individual 'tree-level.'

The survey leads to 4 outcomes, depending on the progress of the disease, and the zone in which the tree was located – Annual survey continues, undertake a 6 month survey, undertake 3 month monitoring, removal of the tree.

Over the course of the survey 154 individual trees were inspected, mainly at Zone 1 sites. 23% of the 154 trees checked were judged to have no Ash dieback present at the time of the visit and were thus a low priority for onward action. This left 77% or 117 trees that became candidates for felling

or would require closer monitoring in the future. As it was pre-determined that felling would be a last resort, given the impact on biodiversity in particular, efforts were made to ensure trees at the lower end of the spectrum remained in situ, but were monitored more closely.

Felling programme for phase 1 was completed, with ongoing inspection and phase 2 survey planned for summer 2021.

### Prevention and building resilience: Protected Trees

Local planning Authorities have specific powers to protect trees by making Tree Preservation Orders (TPOs). A TPO is an order made by the Authority which, in general, makes it an offence to cut down, top, lop, uproot, wilfully damage or wilfully destroy a tree without the planning Authority's permission.

0	new tree preservation orders made in 2020/21, this compares to 2 in 2019/20 and 9 in 2018/19.
37	applications for works to protected trees determined in 2020/21, this compares to 41 in 2019/20 and 50 in 2018/19.

### Engagement and Involvement: Trees in the Landscape

The Authority continued to help facilitate opportunities for volunteers to contribute to the number of trees in the landscape.

73	volunteer days contributing to tree and hedgerow planting in 2020/21. This compares to 66 in 2019/20.
58	Social action days contributing to tree and hedgerow planting in 2020/21.

Activities as regulations allowed in 2020/21 included:

- ✓ Pathways and Youth Ranger volunteers tree planting with Pembrokeshire Nature Partnership project at Wolfscastle.
- ✓ Planting hedgerow at farm, near Reynalton.
- ✓ Volunteers tree planting at Poppit car park.
- ✓ Pathways volunteers tree planting at Farm in Mathry Community Council Area.
- ✓ Tree planting at Fishguard with Pembrokeshire College Conservation students.
- ✓ Tree planting with Years 3,4,5 and 6 at Bro Ingli School

Staff also supported in Q4 a tree planting programme in the Milford Have Cluster of Schools in partnership with Coastal Communities Acting Together. This activity has led to the planting of 500 trees plus 14 apple orchard in Coastlands, 50 trees at Neyland school, 75 trees at Milford Comprehensive 60 trees at Milford Juniors and 60 trees at Gelliswick.

### Work Stream: Marine and Foreshore Environment (S6)

#### Integration: Strategic Involvement and support with Management of the Marine Environment

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 Pembrokeshire Marine SAC Officer includes:

- ✓ Joint working with NRW on actions/ projects to improve site conditions and applying to NRW's strategic fund for a farmed bait project
- ✓ 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 Pembrokeshire Coastal Forum on an all-Wales Marine Code App

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. Pembrokeshire's Marine SAC Officer represents the Relevant Authorities Group on this group.

### Collaboration: Foreshore Management

Activities in 2020/21 included:

- ✓ Partnership working with Water Safety Forum, Pembrokeshire County Council Leisure Service and RNLI over recreation management.
- ✓ Rangers worked with Pembrokeshire Marine SAC Officer to deliver an extension to the SWEPT project, to conduct a water sampling survey of freshwater inputs to the open coast of Pembrokeshire in the autumn. The SWEPT coastal water sampling survey was completed in October by Rangers and volunteers although the firebreak lockdown limited the timeframe available to complete the work.

- ✓ PCNPA commissioned an external local seaweed expert to undertake a review of its approach to licencing the collection of wild seaweed from our foreshore.
- ✓ Progress meeting held with NRW to discuss options and progress towards management of bait digging at the Gann.

### Engagement and Involvement: Beach Cleans

When regulations allowed the Authority facilitated beach and foreshore cleaning activities with volunteers in 2020/21. This included a litter pick at Freshwater East, Newgale and removal of rubbish from Mill Bay, Marloes Sands.

17

volunteer and social action days for beach, foreshore and river cleaning activities in 2020/21, a decrease from 249 days in 2019/20.

**Well-being Objective Health and Well-being: To enable and encourage more people to improve their well-being by making greater use of the National Park regardless of their circumstances. (ER)**

**Work streams that supported delivery of this objective in 2020/21:**

Supported Walking Opportunities	Promoting Health Benefits of the Park	Health and Well-being Projects and Initiatives
Outdoor School and Play	Planning and Affordable Housing	Workforce Well-being

**Journey Checker Summary – Our Progress against this Objective**

COVID-19 restrictions have impacted on both the West Wales Walking for Well-being Project and Walkability, however supported walking sessions were able to be delivered as and when regulations allowed during 2020/21. Virtual Walk leader training was also delivered.

Face to face volunteering opportunities were restricted for large parts of 2020/21, this had a particular impact on the Pathways supported volunteering project. However as regulations allowed volunteers did participate in a range of volunteering activities during the year alongside training opportunities. The Authority worked with MIND Pembrokeshire on a successful funding bid for a new Roots to Recovery well-being project and funding was secured to enable the Authority to begin delivery of a First 1000 days project targeting pre-school children and their parents and guardians in 2021/22. Our outdoor education offer enables more young people to benefit from engagement and learning opportunities in the outdoors, with the offer enhanced through the Pembrokeshire Outdoor Schools and Roots/ Gwreiddiau projects.

102 new affordable houses were approved by the Authority in 2020/21.

**Our work across these work streams contribute to the following national well-being indicators.**

3. Percentage of adults who have fewer than two healthy lifestyle behaviours	5. Percentage of children who have fewer than two healthy lifestyle behaviours
19. Percentage of people living in households in material deprivation	28. Percentage of people who volunteer
29. Mean mental well-being score for people	30. Percentage of people who are lonely

**The next section outlines our performance in 2020/21 against the work streams contributing to our Well-being Objective Health and Well-being.**

### **Work Stream: Supported Walking Opportunities (ER / S6)**

#### **Prevention and Building Resilience: Walking for Well-being**

Following a successful regional bid with partners funding of £400k was secured from the Welsh Government's Healthy and Active fund for a three year regional West Wales Walking for Well-being project. The project is covering Pembrokeshire, Carmarthenshire and Ceredigion. The project focuses on developing health and well-being walks starting at and linked to GP hubs promoting supported walking opportunities as a form of social prescribing. COVID-19 has impacted on the project and it achieving key outputs due to various restrictions during the year causing face to face sessions to be suspended at times and also the impact of COVID-19 on GPs and health care settings. One of the key challenges for 2021/22 will be the need to work with GP practices across West Wales to develop working relationships that will sustain the project beyond the lifetime of the funded work.

Despite this, the following activities were carried out in line with regulations during the year:

- ✓ A risk assessment for well-being walks was completed in line with Welsh Government guidance and advice from Public Health Wales on a resumption of outdoor activity.

- ✓ As regulations allowed and following the risk assessment, group walking sessions recommenced in both Pembrokeshire and Carmarthenshire. Walks were between 30 minutes and 1 hour in duration, with routes selected for accessibility whilst providing appropriate physical exercise for participants. These included Dementia walks and Walks for Carers.
- ✓ Online training and support for Walk Leader Volunteers and new routes were tested with newly recruited walk leaders.
- ✓ Virtual walking opportunities and activities led by project partners in Ceredigion, but available to all registered walkers. Activities included a walk around the World, walk around British Isles and virtual trek around Australia.
- ✓ The West Wales Walking for Well-being website was launched, together with an exercise leaflet.
- ✓ An evaluation team was appointed to produce project evaluation for West Wales Walking for Well-being – they will primarily be looking at how the work done by the project could be used to create a sustainable model for walking for well-being in the region.

201

Pembrokeshire participants in West Wales Walking for Well-being Sessions in 2020/21 across 35 walks as regulations allowed. This compares to 49 in 2019/20. 18 walks in quarter 2 were led by volunteer walk leaders.

### Prevention and Building Resilience: Walkability

When regulations allowed 16 Walkability supported walking sessions were delivered. 15 of these were open walkability sessions and one was for MIND. Locations that these sessions took place at included St Brides, Cosheston, Angle, Pentre Ifan Woodlands, Penally, Little Haven, Canaston Woods, Minwear Woods, Nevern, Rosebush, Llawhaden and Bedd Morris.

107

participants in Walkability Sessions in 2020/21 across 16 walks as regulations allowed. This compares to 1,116 in 2019/20 and 1,730 in 2018/19.

### Prevention and Building Resilience: Walk Leader Training

Alongside providing supported walking opportunities the Authority has continued to support people to become walk leaders through training sessions, utilising virtual online training opportunities to deliver the sessions.

111

participants in Walk Leader Training sessions in 2020/21. This compares to 32 in 2019/20 and 18 in 2018/19.

### Work Stream: Promoting Health Benefits of the Park

#### Collaboration: Virtual Collaboration with Health and Well-being Partners

Activities in 2020/21 included:

- ✓ West Wales Nature Based Service Basecamp Group, set up to increase engagement with members of the group (group includes Public Health practitioners, NRW, those involved in delivering projects on the ground, play partnership, Swansea University). The platform has been a useful tool for capturing areas of work to inform next year's priorities, to engage with partners and for people to explore topics.
- ✓ A series of 4 online workshops with West Wales Nature Based Health Service engaging with the sector were held across 8 weeks.
- ✓ Social and Green Solutions for Health Basecamp Group set up following event Authority funded with Public Health Wales in January 2020. It was felt that it would be good to have a platform to engage with those who participated and Public Health Wales were supportive of this approach.

### Trends relating to Web Walk Map Downloads

The Authority continues to promote walking opportunities in the Park through its Web Walks and downloadable web walk maps on its website. Due to the transfer to the new website, Google Analytic data for May/ June was affected for web walk map downloads and this impacted on the figures for 2020/21. COVID-19 and lockdown periods and stay local restrictions have also impacted on the demand for web walk maps.

12,938

Web walk map downloads in 2020/21. This compares to 42,065 in 2019/20 and 43,018 in 2018/19.

The most popular web walks downloaded in 2020/21 were:

- ✓ Broad Haven / Haroldston Wood (Short Walk) - 338.
- ✓ Bosherton - St Govan (Half Day Walk) - 263.
- ✓ Tenby/ Waterwynch (Short Walk) - 232.

### Engagement and Involvement: Helping people discover the Park through walking events

Through walks led by our rangers, centre staff and volunteers people are able to discover more of the Park and also explore areas of the Park they might not normally have the chance to. As restrictions allowed the Authority in line with risk assessments was able to deliver a range of walking activities through its public guided walking programme, walks for community groups or volunteers and supported walking walks.

593

participants in walks led by rangers, centre staff and volunteers in 2020/21, this compares to 2,824 in 2019/20 and 2,732 in 2018/19.

### Work Stream: Health and Well-being Initiatives and Projects

#### Involvement and Collaboration: Pathways and Roots to Recovery

The Pathways supported volunteering project was affected by restrictions on group volunteering activities during the year. During periods when volunteering was suspended the project officer stayed in touch with project participants, and they also participated in online volunteer training opportunities provided by the Authority.

Activities carried out by Pathways participants in 2020/21 as regulations allowed included:

- ✓ Fencing at Johnston School and fencing for conservation in Newport Community Council Area.
- ✓ Tree planting at Farm in Mathry Community Council Area and at Wolfcastle.
- ✓ Scrub Clearance at Tenby Cemetery.
- ✓ Log Circle and path creation at West Orielton Forest School site.
- ✓ Building a hedgebank at Scolton Manor.
- ✓ Footpath work activities at Moylegrove.
- ✓ Creating steps at Solva.
- ✓ Attending dry stone walling course held at Castell Henllys.

The project has received additional (continuation) funding from Welsh Government allowing project activity to be extended for a further 6 months, taking it up to November 2021.

Evaluation activities of the Pathways project has informed the development and funding bid for the Roots to Recovery project. There is strong evidence that outdoor activity can provide real benefits to the well-being of individuals and that as restrictions ease post COVID-19 there may be a need to

address issues around community well-being and resilience. This project which is being developed in partnership with MIND Pembrokeshire will aim to support disadvantaged groups and individuals to access the outdoors in and around the Park, providing opportunities for participants to get involved in volunteering and other activity that contributes to wellbeing and quality of life. During 2020/21 a successful stage 1 and stage 2 funding bid was submitted to the National Lottery People and Places fund, to fund the three year project that will commence in 2021/22 (decision on stage 2 application received May 2021).

### Engagement and Involvement: Volunteering and Social Action

Volunteering and social action activities provide a positive activity that can benefit people's physical and mental well-being. Both social action and volunteering activities, in particular group activities were affected by COVID-19 restriction in 2020/21.

819.80	Volunteer days contributed by volunteers in 2020/21. This compares to 2,591.6 in 2019/20 and 2197.5 in 2018/19. Benchmarking 2020/21- Brecon Beacons NPA: 359.6
819	participants in volunteering and social action sessions involving physical activity in 2020/21, compared to 3,195 in 2019/20.

Inland Rights of Way and Coast Path Volunteering activities carried out as regulations allowed included:

- ✓ Work on paths in Cwm Gwaun, including topping up steps with stone, cleaning bridge and vegetation cutting.
- ✓ Vegetation clearance and ditching at Sychpant.
- ✓ Ditching, cut and fill/ glade creation at Kilkiffeth Wood.
- ✓ Fencing cut and fill at Moylegrove.
- ✓ Footpath work at Newport with Newport Paths Group.
- ✓ Clearing paths at Portfield Gate.
- ✓ Footpath drainage at Porth y Rhaw.

Volunteers play an important role in helping support the Authority to deliver activities, examples as regulations allowed in 2020/21 included:

- ✓ Leading and supporting community group walks at Castlemartin Range and Pwll Deri.
- ✓ Leading and supporting public guided walks at Castlemartin Range, St David's, Solva and Porthgain.
- ✓ Supporting Rangers with seal watching events at Llanwnda and St Justinians.
- ✓ Supporting Lost Words workshops with Ysgol Penrhyn Dewi.

### Work Stream: Outdoor Schools and Play

#### Prevention and Building Resilience: Outdoor learning opportunities

PCNPA's education offer is rooted in providing outdoor learning opportunities for pupils and students. It provides them with positive learning opportunities and supports their physical and mental well-being through engaging them with the Park's natural and cultural environment. COVID-19 restrictions

impacted on the ability of the Authority to provide outdoor learning opportunities during 2020/21. However as restrictions allowed and schools reopened outdoor activities with schools were carried out. These were focused on outdoor activities in and around schools in the Park area.

1,904	participants in outdoor related learning sessions in 2020/21. A decrease on 8,682 in 2019/20 and 9,447 in 2018/19.
30.77%	schools in National Park engaged with Authority outdoor related learning sessions in 2020/21. This is a decrease on 69.23% in 2019/20 and 60% in 2018/19.
20.97%	schools in Pembrokeshire engaged with Authority outdoor related learning sessions in 2020/21. This is a decrease on 69.35% in 2019/20 and 59.38% in 2018/19.

Staff and volunteers continued to work with schools to create enhanced outdoor learning spaces in 2020/21 as and when regulations allowed.

### Collaboration and Integration: Pembrokeshire Outdoor Schools

The Pembrokeshire Outdoors Schools project aims to support local schools in integrating new opportunities for outdoor learning with the requirements of the new National Curriculum for Wales.

Project activities and achievements in 2020/21 include:

- ✓ Outdoor learning activities promoted via social media to parents, guardians and teachers during lockdown periods.
- ✓ Development of online resources available on the projects website, including an interactive map linking resources for educators in Pembrokeshire.
- ✓ Delivery of a programme of online INSET training programme for local teachers, with 267 attendees across the webinars. Events delivered included: training on outdoor learning and the New Curriculum for Wales; teaching safely in the outdoors; a virtual school grounds tour; developing school grounds to create opportunities for students; outdoor learning in areas local to schools; and sharing good practice and ideas from three schools in the county.

### Collaboration and Integration: Roots

Roots/ Gwreiddiau is an education project that aims to boost children's knowledge of local produce and help link local schools with local producers. Unfortunately, due to the COVID-19 pandemic, during 2020/21 the programme had to be adapted. A new programme was developed that enabled pupils and teachers in the Milford Haven cluster of schools to explore their school grounds and the surrounding area. Included in this were developments that enabled more growing to take place in school grounds, taking children from planting all the way through to harvesting and cooking. Roots has also enabled schools to invest in their outdoor learning spaces through installing new fencing, creating raised beds

and allotments and buying new equipment needed for growing in schools.

The project has also maximised the opportunities for additional experiences through virtual visits with producers. Online learning has also supported pupils to gain a better understanding of where food comes from locally and how it is produced.

### Building Resilience and Prevention: First 1000 days project

Through the Pembrokeshire Coast National Park Charitable Trust funding has been secured to deliver a new First 1000 day project in 2021/22. This project will look to employ play workers to work with parents and guardians of pre-school children to build confidence in accessing the outdoors. The project will work with the Flying Start Centre that covers the Pembroke Dock and Pembroke area.

### Work Stream: Planning and Affordable Housing (ER)

Good quality, affordable homes form the cornerstone of the well-being of individuals, families and communities. The Authority through its planning decisions plays an important role in terms of facilitating the provision of affordable housing in the Park area.

102

Affordable housing units were approved by the Authority in 2020/21. This follows planning permission for Brynhir site in

68.00%

Tenby being issued following signing of S106 agreement. This compares to 43 in 2019/20 and 95 in 2018/19. Benchmarking - Snowdonia NPA: 14. Brecon Beacons NPA: 19.

of housing units approved by the Authority that are affordable in 2020/21. This compares to 40.19% in 2019/20 and 45.02% in 2018/19.

£126,153.00, was agreed towards the provision of affordable housing in the locality through section 106 agreement contributions in 2020/21. With an additional 1 agreement at £250 per Sqm.

**Next Steps:** Challenges relating to the delivery of affordable housing within the Park have been considered in the development of the Local Development Plan 2 and progress will be monitored annually through Annual Local Development Plan Monitoring Report.

### Work Stream: Workforce Well-being

#### Long Term and Preventative: Corporate Health Standards and review of our Well-being activities

In 2020/21 activities on workforce well-being were primarily focused on COVID-19 related activities and its impact on the workforce as captured earlier on in this report. This meant that there was limited capacity for other activities on workforce well-being during 2020/21. Activities to support Corporate

Health Standards will be carried through to 2021/22. The approval by NPA of the HR Policy Development Approval and Implementation policy in September 2020 will help with the review of PCNPA HR policies and ensuring that they reflect best practice on health and well-being. Work carried out on identifying an E Learning platform for the Authority in 2020/21 will support the delivery of a range of training including those aimed at supporting line managers to manage diverse teams and promote an inclusive culture. Alongside this the Authority's appraisal form was redrafted to include a focused discussion on health and well-being, a Listening Service run by Members for staff was established, to supplement the Care First counselling offer already in place and line managers and staff were able to access weekly health and well-being webinars through Care First service.

**Well-being Objective Equality: To continue to ensure equality is embedded within the work and culture of the NPA. (ER)**

**Work streams that supported delivery of this objective in 2020/21**

Strategic Equality – Our Workforce	Strategic Equality – Our Services	Landscapes for Everyone – Social Inclusion
Landscapes for Everyone – Inclusive Experiences	Engagement - Outreach, young people and volunteers	

**Journey Checker Summary – Our Progress against this Objective**

In 2020/21 strategic equality activities relating to our workforce and also contained within the Authority's Equality Plan were impacted by the need for HR to focus primarily on COVID-19 related activities and impacts

The Experiences for All project will provide a set of recommendations based on lived experiences which will help develop future priorities and projects for the Authority, supporting the Park to be a Landscape for Everyone. As regulations allowed the Authority continued to provide some opportunities that help more people access and benefit from the National Park through its social inclusion activities in 2020/21.

COVID-19 impacted negatively on the Authority's Beach Wheelchair service, however new ways to make the chairs available are being explored. Many of the physical projects to support access to the Park were delayed due to COVID-19 and will be completed in 2021/22. Online engagement activities enabled the Youth Committee and Volunteer forum to continue in 2020/21. Youth Committee Members have produced a video linked to UNICEF 'Rights of the Child' project looking at the impact of climate change on young people.

**Our work across these work streams contribute to the following national well-being indicators**

27. Percentage of people agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect	
23. Percentage who feel able to influence decisions affecting their local area	25. Percentage of people feeling safe at home, walking in the local area, and when travelling
17. Gender pay difference	28. Percentage of people who volunteer
29. Mean mental well-being score for people	30. Percentage of people who are lonely

**The next section outlines our performance in 2020/21 against the work streams contributing to our Well-being Objective Equality.**

## Work Stream: Strategic Equality – Our Workforce (ER)

### Equality Plan Workforce Activities

In 2020/21 strategic equality activities on our workforce were impacted by the need for HR to focus primarily on COVID-19 related activities and impacts. The approval by NPA of HR Policy Development Approval and Implementation policy in September 2020 will help with the review of PCNPA HR policies and ensuring that policies relating to recruitment and selection process ensure fairness. The existing recruitment procedure was deemed adequate during 2020/21 when limited recruitment was taking place with no significant risk having been identified. The Authority was not able to progress activities to become a Disability Confident Organisation in terms of the UK Government scheme, however this is an action that has been carried forward to 2021/22. Activities relating to addressing and further analysing the Authority's Gender Pay Gap will be aligned with activities in 2021/22 in terms of Authority's priorities work and associated pay and grading review.

PCNPA has committed to the UK government's Kickstart Scheme for 2020/21 in partnership with other National Park Authorities across the UK. This scheme funds 6 month job placements for young people (aged 16 - 24) currently on Universal Credit. PCNPA will monitor the effectiveness of this scheme and this will then shape and inform any further

opportunities to explore with other National Parks, conservation and heritage providers opportunities to develop a scheme to promote job opportunities within the sector to underrepresented groups.

### Long Term: Data available for analysis

The Authority continued to gather equality monitoring information to help analyse workforce diversity and identify areas for improvement. Past data was used to inform actions developed as part of the Authority's new Equality Plan 2020-24.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
% workforce equality monitoring information completed on Authority's people management system	78.40% (Green)	81.60% (Green)	78.60% (Green)	70

**Please see Appendix 1 for a break-down of the Authority's workforce and recruitment diversity data.**

## Work Stream: Strategic Equality – Our Service (ER)

### Preventative and Involvement: Equality Training for Staff

Work carried out on identifying an E Learning platform for the Authority in 2020/21 will support the delivery of equality

training for existing staff and to staff as part of their induction process. Authority HR department will look to develop a workforce training and development plan in 2021/22 and equality related training will be included within this plan.

### **Involvement: Web Accessibility**

It is important that PCNPA ensures its websites and mobile applications comply with The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018. Staff have received training on and have been using Silktide monitoring service to test website accessibility. Minor issues identified by monitoring platform continuing to be addressed with support from Authority's website developers.

### **Preventative and Involvement: Support Wider Access to Attractions, heritage and art opportunities**

As the centres were closed for large proportion of the year or focused on reopening activities, progress on this area was limited. However use of virtual and digital engagement opportunities such as the Authority's virtual Archaeology Day did help PCNPA engage with wider audiences, some of whom may not have been able to access physical events.

Oriel y Parc held a virtual Dragon Day Parade with people submitting pictures of dragons to be submitted across Oriel y Parc's Social Media pages. Alongside local schools getting involved submissions were also received from St David's Care in the Community.

### **Long Term and Prevention: Equality Impact Assessments**

1 Equality Impact Assessment was completed on the Corporate and Resources Plan 2021/22 as part of a trial integrated assessment.

1

Equality Impact Assessments was completed in 2020/21. This compares to 3 in 2019/20 and 2 in 2018/19.

### **Work Stream: Landscapes for Everyone – Social Inclusion (ER)**

#### **Collaborative Working: Increasing Access**

As regulations allowed PCNPA continued to provide opportunities that help more people access and benefit from the National Park through its social inclusion activities. In some cases these opportunities had to move online in 2020/21, however for some groups online engagement was more challenging. Activities were mainly focused on supported walking opportunities, Pathway volunteering or group walking opportunities, training opportunities, youth committee activities and engagement/ keeping in touch activities with Youth Rangers.

750

Participants in the Authority's social inclusion activities in 2020/21. This compares to 3,235 in 2019/20 and 4,755 in 2018/19.

188	Participants in the Authority's social inclusion activities with young people in 2020/21. This compares to 897 in 2019/20 and 1,261 in 2018/19.
8.5	Active Youth Rangers (Average for all quarters) in 2020/21. This compares to 11 in 2019/20. This group found online meetings more challenging.

Youth Rangers as regulations allowed participated in hedgerow work for connectivity as part of the Cleddau Reaches Green Infrastructure work and also tree planting activities at Wolfscastle.

Due to COVID-19 restrictions Castell Henllys wasn't able to carry out social inclusion activities with Plas Coleg Dwbl as has happened in previous years. The Authority's engagement with Youth Clubs and Duke of Edinburgh provision was also affected.

### **Collaboration: Socio Economic Duty and Welsh National Parks 'Landscapes for Everyone' Position Statement**

During 2020/21 a PCNPA Officer participated in ongoing meetings for public bodies assisting Welsh Government with development of range of guidance documents and resources related to implementation of socio economic duty. As resources became available these were shared with relevant officers and Members. Some Members also attended Welsh Government online training about the Socio Economic Duty.

The Socio-economic Duty under the Equality Act 2010 came into force in Wales on 31 March 2021.

PCNPA worked in partnership with the other two National Parks in Wales to produce the 'National Parks Wales: Landscapes for Everyone' joint position statement addressing issues relating to social inclusion and child poverty. The position statement was adopted by Members at the July 2020 NPA. This position statement will be reviewed in 2021/22 to take into account the Socio Economic Duty.

### **Work Stream: Landscapes for Everyone – Inclusive Experiences (ER)**

#### **Wheelchair walk map downloads trends**

Alongside its walks for all information on the Authority's website it has a range of wheelchair walk maps available to download. Due to the transfer to the new website, Google Analytic data for May/ June was affected for web wheelchair walk map downloads and this impacted on the figures for 2020/21. COVID-19, lockdown periods and stay local restrictions also have impacted on the demand for wheelchair web walk maps.

528	Web wheelchair walk map downloads in 2020/21. This compares to 4,165 in 2019/20 and 4,094 in 2018/19.
-----	---

The most popular wheelchair web walks downloaded in 2020/21 were:

- ✓ Stack Rocks to St Govan - 112.
- ✓ St Brides to Tower Point - 43.
- ✓ Abereiddi/ Blue Lagoon - 39.

### **Involvement: Experiences for All Research**

During 2019/20 a tender went out and a contractor appointed for specialist consultation work and to write a report on their findings for the “Experiences for All Project.” This project sets out to identify opportunities to enhance access to the National Park for a range of groups and communities who are generally under-represented in their use and enjoyment of the National Park. This project was impacted in 2020/21 and had to adapt its approach to engagement due to COVID-19 restrictions.

Activities to support the research carried out in 2020/21 include:

- ✓ Desk top study was undertaken and submitted to the Authority, highlighting current information, data and related work and research relevant to themes being explored by the project.
- ✓ Online survey carried out .
- ✓ Project researcher met with officers in December, where they discussed potential for recommendations from the project to feed into project checklist that can be shared with partners to ensure projects developed to address NPMP impacts are inclusive.

Further focus group are expected to be held in 2021/22, with the research report and recommendations also due to be finalised in 2021/22.

### **Collaboration: Beach Wheelchair Service**

The Authority’s beach wheelchairs are specially designed and manufactured to be used on sandy beaches, helping remove barriers to people experiencing the Park’s beaches. COVID-19 impacted on the Authority’s Beach Wheelchair service due to considerations around meeting COVID hygiene standards and the impact of COVID-19 regulations on host organisations. During the year Beach Wheelchairs were available at Whitesands with other chairs available on request for collection at Llanion.

**Next Steps:** Due to the impact of COVID-19 on the previous model of delivery, new ways to make the chairs available are being explored with the Authority appointing a temporary Beach Wheel Chair Co-ordinator to help explore options. The Walkability officer has also been exploring the potential to develop a ‘mobility club’ using beach wheelchairs and other mobility aids.

### **Involvement: Physical Improvement Work**

A range of physical improvement work to help make sites more accessible were originally planned for 2020/21. However progress on them was impacted by COVID-19, centres being closed and reprioritisation of work for Warden teams. These works will be carried through to 2021/22.

- ✓ Physical Access Improvements at St Non's (St Davids) – Planning approval granted and contractor appointed for work to start in 2021/22
- ✓ Creation of more accessible circuit walk at reed bed, Freshwater East – Material including kit bridge purchased for work. Old timber boardwalk replaced with non-slip recycled plastic boards to eliminate slip hazard on site, throughout its length. Remainder of the work due to be carried out in autumn 2021/22.
- ✓ Carew Castle Access – Project was in early stages of planning, with brief being developed. Work due to be carried out in early 2022.

### Work Stream: Engagement - Outreach, young people and volunteers (ER)

#### Involvement: Youth Committee

As a result of COVID-19 meetings of the Youth Committee moved online during 2020/21, with one meeting held in person when restrictions allowed at Picton field. A Member representative attended Youth Committee meetings during 2020/21 and Youth Committee meeting minutes were shared with all Members with opportunity for them to comment on them through NPA.

The main focus of work during the year was around developing Pembrokeshire priorities from the Europarc Youth Manifesto. Priorities identified by the Committee included:

- ✓ Create more opportunities for young people to learn about their local natural and cultural heritage
- ✓ Develop partnerships between schools and local businesses to offer jobs to young people
- ✓ Encouraging Active Travel – Cycling and Walking to aid health and well-being and offset climate change
- ✓ Improve community connections with Young People. The group have been working to connect Young people and Community and Town councils.
- ✓ Create a platform/ programme of events to help young people share and connect
- ✓ Raise young people's awareness and contribute to climate change action
- ✓ Raise young people's awareness and contribute to response to Biodiversity loss and nature recovery
- ✓ Help more young people get health and well-being benefits of activities outdoor and volunteering

A Youth Committee Member application for £1000 to Pembrokeshire Youth Bank on behalf of the Committee was approved. The youth bank panel liked how the application linked to the criteria of low carbon Wales, community and mental health and wellbeing, and is also a good example of a youth led project.

Committee Members have produced a video linked to UNICEF 'Rights of the Child' project looking at the impact of climate change on young people.

A SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis was carried out by contacting members individually and collating views on the work carried out over the past year. Work is also being carried out with the Committee on a recruitment drive to engage new members to join the Committee. This is important in terms of helping ensure the sustainability of the Committee going forwards.

Although digital engagement has helped the Committee to continue to operate during COVID-19, face to face engagement as restrictions ease may help address potential issues around online engagement fatigue for some young people involved. The Committee has begun work on the 'Pembrokeshire Coast National Park Next Generation' web pages for the Youth Committee and Youth Rangers.

### **Involvement: National Park Management Action Plans**

Restoring Nature Action Plan and Celebrating Heritage Action plans to support delivery of National Park Management Plan were approved at the March 2021 NPA. These plans were circulated to a range of statutory and third sector stakeholders to gain their views prior to the plans going for approval.

### **Involvement: Volunteer Forum**

Volunteers are an important Authority stakeholder as both service users and contributors to delivering activities that support the Park and the Authority's Well-being Objectives. In 2019/20 a volunteer forum was set up, those involved

represent a diverse range of volunteering opportunities and projects, including voluntary wardens, Pathways, Events and Activities Leaders, Walkability support. The forum aims to shape direction of and our volunteer offer and provide opportunity for volunteers to influence our plans and policies. Despite COVID-19 and its wider impact on restricting some PCNPA volunteering opportunities during the year, volunteer forum meetings continued to be held in 2020/21 as virtual meetings. Members of the volunteer forum took part in an activity to review the volunteer action plan. An Authority Member representative attends meetings. The Basecamp platform is also being trialled as a means of communication with and between volunteers.

An external strategic review of volunteering will be carried out in 2021/22, and one of its key objectives is to engage with volunteers to gain a better understanding of how they view their involvement with PCNPA.

### **Involvement and Collaboration: Engagement Action Plan**

The Engagement Action Plan group that monitors the engagement action plan continued to meet in 2020/21. The group members completed Audit Wales self-assessment on involvement contained within its review of involvement report on PCNPA. From this exercise members of the group were asked to draw out what they felt were the three priority areas for improvement for the Authority and identified some potential quick win actions that could help lead to improvement.

The group also collated information from staff to gain understanding and learning from the growth of digital engagement activities that occurred in 2020/21 as a result of a need to adapt services due to the impact of COVID-19. A shared learning report from the group has been created to capture this learning.

**Well-being Objective Communities: To encourage communities to become more engaged with the National Park.**

**Work streams that supported delivery of this objective in 2020/21:**

Engagement - Ongoing Conversation about NPMP	Community Activities/ Projects Benefiting the Park	Sustainable Development Fund
Planning Service - Enforcement and Engagement		

**Journey Checker Summary – Our Progress against this Objective**

In 2020/21 the Authority re focused its Sustainable Development Fund to supports community led projects that contribute towards a reduction in carbon and help respond to the climate emergency. 12 community decarbonisation projects were approved in 2020/21. With positive engagement with the fund from a range of groups including a theatre, village hall, Pembrokeshire Mencap, environmental and wildlife groups and sports and recreation groups in the Park.

Although in person community engagement opportunities were restricted in 2020/21, Authority staff adapted and sought online opportunities to engage with people where possible. This saw Oriel y Parc deliver a virtual St David's Day Dragon Parade and an online exhibition and staff across teams delivering virtual training opportunities for volunteers.

The Authority previously saw an improvement in its enforcement performance due to the positive impact of the work the Authority carried out in 2018/19 to clear its backlog of historic enforcement cases. However COVID-19 did have an impact by the end of 2020/21 on enforcement performance, in particular due to the impact of lockdowns on site visits. In February 2021 Members gave approval to the Authority to sign the Placemaking Charter.

**Our work across these work streams contribute to the following national well-being indicators.**

23. Percentage who feel able to influence decisions affecting their local area	26. Percentage of people satisfied with local area as a place to live
28. Percentage of people who volunteer	30. Percentage of people who are lonely
27. Percentage of people agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect	

**The next section outlines our performance in 2020/21 against the work streams contributing to our Well-being Objective Communities.**

### **Work Stream: Ongoing Conversation about National Park Management Plan**

To support ongoing conversation on the National Park Management Plan and to support delivery of the plan the following National Park Management Plan Action Plans were developed and approved by Members in 2020/21:

- ✓ Responding to Climate Change Emergency
- ✓ Restoring Nature
- ✓ Celebrating Heritage

A Sustainable Tourism and Recreation Action Plan and Health and Well-being Action Plan are in development.

A Conserving the Park story map was created to demonstrate story maps as a potential tool that could be used to communicate information on projects supporting delivery of the National Park Management Plan.

To help capture the contribution of others to delivery of the National Park Management plan, Coast to Coast 2021 features an article highlighting the contribution of others to the Park Plan.

### **Work Stream: Community Activities/ Projects Benefiting the Park (ER)**

#### **Involvement: Community Projects and Engagement Activities**

Across teams the Authority continued where possible to carry out community engagement, project and outreach activities using virtual and face to face opportunities as regulations allowed in 2020/21. The extent of these activities were impacted during the year by COVID-19 regulations.

Examples from 2020/21 include:

- ✓ Oriel y Parc hosted a virtual St David's Day Dragon Parade as the annual physical event could not take place. The event was held across Facebook, Twitter and Instagram. People took part through sending in their creations of dragons via social media or email. There were submissions from 3 local school classes (Redhill Prep, Ysgol Glannau Gwaun and Ysgol Penrhyn 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.
- ✓ Oriel y Parc hosted an online exhibition (due to the centres closure in December). This was the Friends of Oriel y Parc's annual competition for school children 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
- ✓ In August Oriel y Parc's Centre manager become engaged in a new community group who are aiming to create a Lost Words inspired Trail for St Davids.

- ✓ The Stitch in Time coordinator provided training sessions for volunteers, participants included members of Newport Paths Group and Friends of the National Park. The project also hosted with PLANED an online best practice event.
- ✓ Rangers and Discovery team delivered school grounds work and tree planting at schools in the Park and surrounding areas.
- ✓ Guided walks for community groups including St Dogmaels Footpath Association, Pembrokeshire Ramblers, U3A Rovers Walking Group and the VC Gallery.
- ✓ Delivery of Virtual annual archaeology day and participation with Pembrokeshire Heritage Forum meetings and Preseli Heartlands Steering Group.
- ✓ Community Archaeologist meetings with Nevern Community Council to discuss Nevern Castle maintenance, conservation and interpretation.
- ✓ Supporting, including training volunteers to enable them to carry out independent volunteering activities in their local community relating to footpaths and wildlife and heritage monitoring.

521	community project/ engagement activities in 2020/21. This compares to 866 in 2019/20 and compared to 708 in 2018/19.
58	social action participant days contributed in 2020/21, this compares to 471.5 in 2019/20 and 581 in 2018/19.
6	Community events and fairs held at the centres in 2020/21, this compares to 15 in 2019/20 and 11 in 2018/19.

73

Voluntary Wardens in 2020/21, this compares to 65 in 2019/20 and 53 in 2018/19.

The Ranger Service Manager continued to attend Community Safety Partnership Meetings during the year and attended a meeting of the Rural Crime Partnership in May.

### Work Stream: Sustainable Development Fund (SDF) (ER/S6)

PCNPA's Sustainable Development Fund is a fund supporting community projects in and around the Pembrokeshire Coast National Park.

In June 2020 the National Park Authority Committee took the decision to change the focus of the Fund. The Fund now supports community led projects that contribute towards a reduction in carbon and help respond to the climate emergency.

12

community decarbonisation projects were awarded SDF funding in 2020/21 to the value of £189,824.

77.87%

of Sustainable Development Fund allocated in 2020/21. This compares to 84.49% in 2019/20 and 24.10% in 2018/19. The SDF budget received additional funding in 2020/21 through Welsh Government Sustainable Landscapes, Sustainable Places funding and Green Recovery Funding.

Projects awarded funding in 2020/21 included:

- ✓ Theatr Gwaun – funding to install solar panels as part of its work to reduce energy consumption at the theatre, cinema and events venue.
- ✓ Marloes & St Brides Village Hall – funding to purchase and install a Battery System to supplement a new photovoltaic (PV) system, enabling the hall to store any power surplus and in turn reducing running costs and minimising the community carbon footprint.
- ✓ Pembrokeshire Mencap Ltd – funding to contribute to four areas of energy efficiency measures at Stackpole Gardens, Pembroke including pipework to connect to a rainwater collection tank to a pond, improve insulation to hot water pipes and a solar powered unit for a wash station.
- ✓ Wildlife Trust South & West Wales – funding for Lighthouse water system improvements at Skokholm and UV sterilisation system and solar panels and system upgrade at Skomer.
- ✓ Clynfyw Community Interest Company – funding for worm composting project.
- ✓ Newport Area Environment Group (NAEG) – funding for community planting project promoting decarbonisation through biodiversity.
- ✓ Cwm Arian Renewable Energy Ltd (CARE) – funding 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 PV panels for Herbrandston Sports and Recreation Association, South Ridgeway Community

Association, Clwb Rygbi Crymych Cyf, Neuadd Gymuned Bwlchgyroes Community Hall and RSPB – Ramsey Island Nature Resort.

## Work Stream: Planning Service – Enforcement and Engagement

### Prevention and Building Resilience: Planning Enforcement Performance

COVID-19 did have an impact by the end of 2020/21 on enforcement performance, in particular due to the impact of lockdowns on site visits.

78.15%	of enforcement cases investigated (within 84 days) in 2020/21, this compares to 100% in 2019/20 and 80.47% in 2018/19. Benchmarking 2020/21 - Snowdonia NPA: 100%. Brecon Beacons NPA: 66%, 1 member of staff seconded to Development Management.
71.75	average time taken to investigate enforcement cases in days in 2020/21. This is an increase on 38.5 days in 2019/20, however is significantly below the 160.5 days in 2018/19. Benchmarking 2020/21 - Snowdonia NPA: 44 days. Brecon Beacons NPA: 201.4 days
103	average time taken to take enforcement action in days in 2020/21. This compares to 95.5 days in 2019/20 and 334.25 days in 2018/19. Benchmarking 2020/21 -

	Snowdonia NPA: 201 days. Brecon Beacons NPA: 88.87 days.
8	Retrospective planning applications registered in 2020/21. This compares to 11 in 2019/20 and 28 in 2018/19.

The planning enforcement project on agricultural dwellings and holiday lets continued to stall in 2020/21 due to lack of capacity. This focused project won't be carried forward to 2021/22 due to a need to focus planning activities on core enforcement service activities. If capacity allows in the future then the Authority may re look at carrying out additional targeted work.

### Involvement: Planning and Community Council's

Despite COVID-19 PCNPA continued on going communication with community councils regarding responding to applications and ensuring that they were able to provide comments to the Authority. However COVID-19 did restrict some opportunities for engagement with community councils.

### Long Term: Place Making Charter

Planning Policy Wales along with the redrafting of the National Development Framework / Future Wales 2040 emphasises placemaking on a strategic level with the objectives of becoming better connected, reducing travel and boosting local services to enhance identity, character, sense of community and collective ownership through the planning system.

Wellbeing is central to the placemaking process and gives importance to the need to work together to build better places. This is achieved by applying a holistic approach to the planning process: one that considers the context, function and relationships between a development site and its wider surroundings.

In February 2021 Members gave approval to the Authority to sign the Placemaking Charter.

The Placemaking Charter has been developed by the Placemaking Wales Partnership. This partnership is a multi-disciplinary group representing professions and organisations working within the built and natural environment.

The Charter includes six principles covering:

People and Community	Location
Identity	Movement
Mixes of Uses	Public Realm

In signing the Placemaking Charter the Authority agrees to support placemaking in all relevant areas in working and promoting the six placemaking principles in the planning, design and management of new and existing places.

**Well-being Objective Culture: To protect and promote the local culture of language, arts and heritage of the area.**

**Work streams that supported delivery of this objective in 2020/21**

Historic Inspiration & Experiences	Art: Inspiration & Engagement	Historic Environment – Historic Buildings and Community Archaeology
Heritage Partnerships and Collaboration	Promoting the Welsh Language – Skills, Opportunities and Inspiration	

**Journey Checker Summary – Our Progress against delivering this Objective**

COVID-19 restrictions meant that the Authority's activities that provide opportunities for people to experience and learn about the local culture, heritage and art within the Park was affected in 2020/21, particularly in terms of opportunities at the centres. However virtual engagement helped the Authority to reach new audiences in terms of its community archaeology provision, with 180 people attending its Archaeology Day and it was able to recruit new heritage monitoring volunteers, supported through virtual training opportunities. The Authority continued to be engaged in the Heritage Watch collaboration with Dyfed Powys Police and Cadw which aims to respond to the issue of heritage crime.

More staff have been engaging with Welsh Work online courses in 2020/21 and a Welsh in the Landscapes session was delivered to volunteers. Events and activities and education sessions delivered in Welsh were impacted by COVID-19 restrictions and its wider impact on the Authority's events, activities, centres and education programme. This was particularly true in terms of Castell Henllys, however it is hoped that going forward it can reengage with activities to support it to become a Welsh Language Hub.

**Our work across these work streams contribute to the following national well-being indicators**

29. Mean mental well-being score for people	35. Percentage of people attending or participating in arts, culture or heritage activities at least three times a year
36. Percentage of people who speak Welsh daily and can speak more than just a few words of Welsh	37. Percentage of people who can speak Welsh
40. Percentage of designated historic environment assets that are in stable or improved conditions	

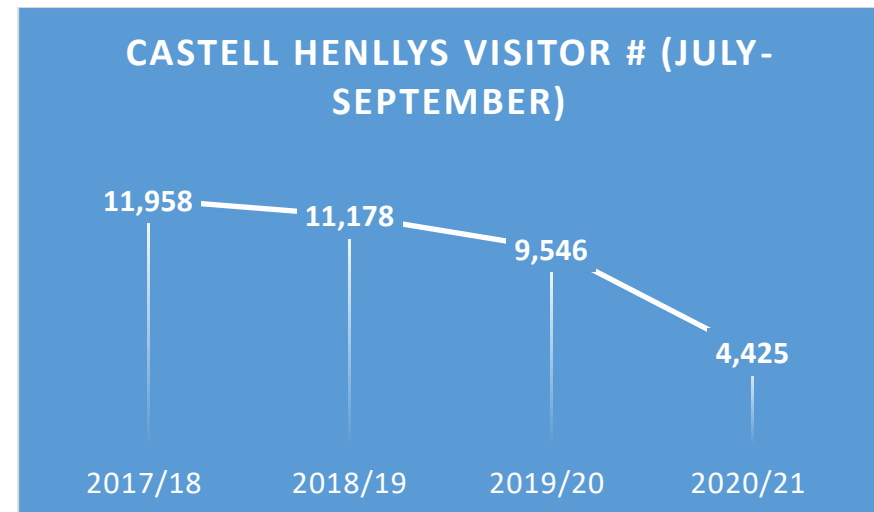
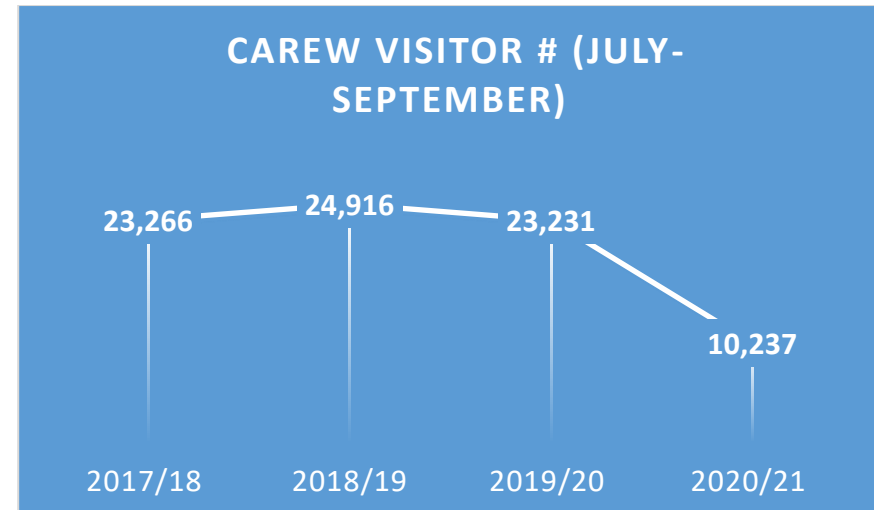
The next section outlines our performance in 2020/21 against the work streams contributing to our Well-being Objective Culture.

### Work Stream: Historic Inspiration and Experiences

#### Impact of COVID-19 on Visitor # at Carew and Castell Henllys

Visitor numbers at Carew fell by 74% and at Castell Henllys fell by 71% in 2020/21 reflecting the impact of COVID-19 regulations on the visitor attractions. Both reopened in July, having been closed since mid March 2020 due to COVID-19 restrictions, they were then closed again during the firebreak period, and remained closed for the remainder of the year. When opened numbers were restricted to comply with regulations on social distancing and pre booking system was in place for both attractions.

Performance Measure	2017/18	2018/19	2019/20	2020/21
Carew Visitor Numbers	47,710	45,538	43,353	11,189
Castell Henllys Visitor Numbers	21,428	18,612	17,260	4,931



Both Carew and Castell Henllys's Trip Advisor rating ratings remained at 4.5 out of 5 in 2020/21.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
Carew Trip Advisor overall rating 1-5	4.5 (Green)	4.5 (Green)	4.5 (Green)	4.5
Castell Henllys Trip Advisor overall rating 1-5	4.5 (Green)	4.5 (Green)	4.5 (Green)	4.5

### Long Term: Investing in our Historic Visitor Experience

During 2020/21 the Authority carried out some work when possible at both Carew Castle and Castell Henllys to enhance the visitor experience.

- ✓ Fabrication work of the exhibition room at Carew was completed. Exhibits have been collected, with work being carried out on interpretation. Final completion put on hold in quarter four due to the site being closed.
- ✓ New opportunities presented itself at Castell Henllys due to essential layout changes to comply with social distancing with the retail area now in the interpretation area as suggested by business plan.
- ✓ Work at Lower Pantglas at Castell Henllys was completed enabling it to be used as a discovery room to hold workshops.
- ✓ Physical improvements at Castell Henllys include track re surfacing work and river revetment works have been

completed to maintain a usable outdoor area outside the visitor centre. Following a site visit in quarter 4 it was identified that the time spiral area had 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 Castell Henllys will be turning this area into a 'Messy Play area' using on site resources and skills. This will develop their offer and provide visitors with an extra element of outdoor learning adding further value to their visit.

- ✓ A new bilingual Castell Henllys guide book was created with an electronic copy available to be bought on the website over the summer.

### Involvement: Historic Events (ER)

The number of Authority historic events were significantly impacted by COVID-19 regulations in 2020/21, in particular as restrictions limited the nature and number of events that could be held at Carew and Castell Henllys. Historic activities were focused on guided walks at Castlemartin, St Davids, Solva and Porthgain, virtual archaeology events, talks and training and socially distanced workshops at Castell Henllys.

588

participants in historical activities and events held by the Authority in the Park in 2020/21. This compares to 15,572 participants in 2019/20 and 14,012 in 2018/19.

During November 2020, the Authority held its annual Archaeology Day with PLANED. Due to COVID-19 and the associated restrictions, the event was held virtually online. Topics covered during the day included:

- ✓ Stacks, cliffs and cauldrons: Recent fieldwork at the remarkable coastal promontory forts of the Castlemartin Training Area.
- ✓ Ancient Connections: Excavating St Patrick's Chapel Utilising Photogrammetry to Digitally Recreate the Remains of a Prehistoric Bear.
- ✓ Waun Mawn: a former stone circle near the bluestone quarries for Stonehenge
- ✓ Impact of COVID-19 on the archaeological sector in Wales
- ✓ Interpreting Archaeology; using digital engagement with communities under COVID-19
- ✓ Decolonising the Mesolithic? Reflections on heritage interpretation in the post-colonial age.
- ✓ Colonists, Migrants and Refugees in Pembrokeshire History.

Videos from the event are available on the [Archaeology Day You Tube Channel](#).

180

People attended the Authority's Annual Archeology Day in 2020/21, compared to 170 in 2019/20.

### Historic Inspiration – Education Programme Trends

PCNPA's ability to deliver education programme activities at Castell Henllys and Carew was significantly impacted in 2020/21 by COVID-19 restrictions, the need for the centres to focus on reopening the centres to general visitors when they could open and the impact of COVID-19 on school's ability to travel to sites. The last consideration is particularly relevant for Castell Henllys whose education offer normally attracts high level of participation from schools outside of Pembrokeshire. Castell Henllys created a virtual session for Alltwn Primary School and Ysgol Gymraeg Aberystwyth.

192

participants engaged with through education programme at Castell Henllys in 2020/21. This compares to 4,257 participants in 2019/20 and 4,058 in 2018/19.

48

participants engaged with through education programme at Carew in 2020/21. This compares to 1,622 participants in 2019/20 and 2,013 in 2018/19.

### Work Stream: Art Inspiration and Engagement

**Collaboration: Exhibitions and working with Amgueddfa Cymru – National Museum Wales**

COVID-19 regulations meant that the NMW gallery space at Oriel y Parc could only be opened for a short period between September and November 2020.

997

Visitors to gallery at Oriel y Parc in 2020/21. This compares to 23,341 in 2019/20 and 21,949 in 2018/19.

Meetings were carried out during 2020/21 between Amgueddfa Cymru - National Museum Wales and Oriel y Parc, to discuss the future programme of exhibitions planned for 2021/22, including Land/ Sea by Mike Perry and The Lost Words/ Geiriau Diflanedig exhibition.

Due to regulations relating to indoor activities and on the gallery Oriel y Parc was unable to deliver any education programme activities in 2020/21 or its planned holiday art club.

Local artist exhibitions reopened in August 2020 at Oriel y Parc with three artists exhibiting on site which included additional retail sales opportunities alongside the exhibitions. Oriel y Parc also hosted an online exhibition (due to the centres closure in December). This was the Friends of Oriel y Parc's annual competition for schoolchildren across the St Davids Campuses that would have normally been displayed in the Tower.

## Work Stream: Historic Environment – Historic Building and Community Archaeology

### Prevention and Building Resilience: Activities to support buildings at risk

The Authority continued to advise owners of historic buildings and sites on management through its Building Conservation Officer. The % remained within target at less than 6%. Figures are based on Cadw buildings at risk surveys.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
% Buildings at Risk	4.8% (Green)	5.0% (Green)	5.0% (Green)	<6

### Engagement and Involvement: Heritage Guardians (ER)

Heritage Guardian activities was impacted by COVID-19 lockdowns and restrictions during 2020/21 which prevented the delivery of face to face sessions with schools involved in the project during the year.

Due to the impact of restrictions PCNPA produced Welsh and English short videos to teach pupils at Ysgol Gelli Aur about archaeology, the age of metals, the National Park and Neolithic Burial Chambers. As part of this production, the pupils were also given tasks to complement their learning including researching and recreating burial chambers located in the National Park area, producing creative works and completing a quiz.

### Involvement: Raising awareness and Engaging people to look after sites of historic interest (ER)

A number of activities were able to be carried out by PCNPA's community archaeologist in 2020/21 to raise awareness and engage people in looking after sites of historic interest despite COVID-19. Activities included:

- ✓ Developing volunteering opportunities for a scheduled monument scheme. Virtual training sessions took place with volunteers to get them interested in monitoring scheduled monuments to identify issues. This has resulted in 16 Heritage volunteers who have been allocated scheduled monuments to visit and monitor (approximately half of the scheduled monuments in the National Park). The completed survey assessments were submitted during the year using a designated form on ArcGIS Survey123. The information submitted will help the Community Archaeologist develop a work programme for publically accessible monuments.
- ✓ Meetings with Nevern Community Council to discuss Nevern Castle maintenance, conservation and interpretation including their guidebook.
- ✓ Providing brief summary of key archaeological sites to go on Brynberian Community Centre's website.
- ✓ Working with PLANED to setup and facilitate the Pembrokeshire Heritage Forum for organisations, societies and individuals operating within heritage in Pembrokeshire. Continued involvement in the Preseli Heartlands Steering Group.
- ✓ During August, the Community Archaeologist delivered a virtual event that allowed the public to learn about the

archaeology in the National Park, from easily identified sites and features to those that are more elusive and difficult to identify. The event resulted in over 27 viewers and included those from Chester, London and Leicester.

- ✓ A virtual talk on Archaeology in the National Park was delivered to Reading and District Welsh Society.

142

# of archaeological sites where conditions have improved with the help of volunteers and social action participants.

170

# of archaeological sites where conditions have improved.

To help support digital engagement work PCNPA commissioned a new reconstruction image of the old Napoleonic fort at Fishguard, including the use of augmented reality.

### Collaboration: Supporting Research

Working with the Council for British Archaeology, PCNPA's Community Archaeologist put a call out for those working in the archaeological sector in Wales to complete a survey on the impact of COVID-19 on the sector. This included organisations operating in the National Park area. The number of respondents was positive and included a broad spectrum of the archaeological sector in Wales with the results presented at the Archeology Day in November 2020.

The Community Archaeologist is a member of the Historic Environment Subgroup on Climate Change for Wales and has

supported this group to carry out a survey to gather examples of the work that organisations have undertaken to mitigate the impact of climate change on the historic environment.

**Next Steps:** As part of the SMS 'Dawnsio ar y Diben' project £50k will be used to undertake LiDAR research to enhance our understanding of archaeological features in the National Park. Technical support for the project in the Preseli was appointed in March.

### Work Stream: Heritage Partnerships and Collaboration

#### Collaboration and Integration: Heritage Watch Scheme

The Authority continued to be engaged in the Heritage Watch collaboration with Dyfed Powys Police and Cadw which aims to respond to the issue of heritage crime. Activities and achievements in 2020/21 included:

- ✓ Patrols took place at 25 sites to ensure that damage was not occurring during the September Equinox. This was a joint effort between the Community Archaeologist, National Park Rangers (North) and the Dyfed Powys Police.
- ✓ Patrols took place in March to coincide with the Spring Equinox to vulnerable sites (10 visited in 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.
- ✓ The HeritageWatch partners approved signage for use at the pilgrims cross in Nevern to deter visitors from depositing coins that might damage the monument.

- ✓ Ongoing reporting of incidents to the police in order for them to be recorded and allocated to relevant neighbourhood policing teams for attention and also to Cadw. Including incidents relating to metal detecting damage at sites.
- ✓ Social Media posts during the year to raise awareness and encourage reporting.
- ✓ In July the Community Archaeologist facilitated a pan-Wales virtual joint heritage training event focussed on heritage crime. Those in attendance included Dyfed-Powys Police, Gwent Police, North Wales Police, Cheshire Police, Cadw, Historic England, PCNPA, BBNPA, SNPA, all four Welsh Archaeological Trusts and Natural Resources Wales. A meeting took place in September with the coordinator of the Gwent Heritage Watch Scheme and also others working in the historic environment sector regarding setting schemes in other parts of Wales, including the respective National Park areas.

#### Collaboration and Integration: Inspire Pembrokeshire

The Authority is a formal partner in a county-wide initiative (entitled 'Inspiring Pembrokeshire') to create a cultural strategy for Pembrokeshire working closely with colleagues in Pembrokeshire County Council and PLANED. This work is important in supporting and enhancing local cultural heritage and in creating a springboard for both future funding applications and wider political support for a range of arts and cultural activities and bodies locally. The Authority's Visitor Services Manager (West), formally represents the Authority on the Pembrokeshire Inspired Steering Group and continued to attend meetings virtually in 2020/21.

### Collaboration and Integration: Participation in Rediscovering Ancient Connections Project

The Rediscovering Ancient Connections grant funded partnership project focuses on a programme of heritage, culture, arts and community-based activity with the aim of increasing overseas visits to North West Pembrokeshire and County Wexford, Ireland. A phase 2 bid for the project was approved by WEFO and by Members at 2<sup>nd</sup> December NPA. A number of tenders have been advertised via Sell-2-Wales to support the delivery of key aspects of the Ancient Connections initiative. Contract has been awarded for the improvement works at St Non's with the work being carried out in 2021/22.

### Work Stream: Promoting the Welsh Language – Skills, Opportunities and Inspiration

#### Involvement and Engagement: Welsh Language Events, Activities and School Sessions

The Authority's ability to deliver education programme activities was significantly impacted in 2020/21 by COVID-19 restrictions and the impact of COVID-19 on school's ability to travel to sites. This had an impact on the number of Welsh Language sessions that were delivered, particularly due to the impact of restrictions on the delivery of sessions at Castell Henllys and Heritage Guardian sessions.

5	education sessions delivered in Welsh in 2020/21. This compares to 76 sessions in 2019/20 and 95 sessions in 2018/19.
184	participants in education sessions delivered in Welsh in 2020/21. This compares to 2,290 participants in 2019/20 and 2,713 in 2018/19.

Similarly the Authority saw a decline in the number of events and activities (including volunteering sessions) delivered in Welsh in 2020/21, reflecting the wider reduction in events and activities due to the impact of COVID-19 restrictions.

10	events and activities were delivered through the medium of Welsh in 2020/21. This compares to 32 sessions in 2019/20 and 54 sessions in 2018/19.
59	participants in events and activities delivered through the medium of Welsh in 2020/21. This compares to 262 in 2019/20 and 622 in 2018/19.

The importance of having volunteer activity leader support who can speak Welsh was highlighted in relation to feedback received from one of the Authority's events:

"Thank you so much for the tour of CastleMartin range on Sunday. It was an excellent opportunity with [PCNPA Volunteer Activity leaders] giving lots of useful information about the area. I was particularly pleased to be able to speak Welsh with [Volunteer Activity Leader] and would very much

be interested in doing more activities and tours in Welsh if they were available. I'd also be keen to volunteer at these events next year if you need people to help out."

Due to the impact of Castell Henllys being closed during the year due to COVID-19 regulations and the need for it to focus on reopening activities when open, further work on developing it as Welsh Language Hub in 2020/21 could not be carried out.

### **Involvement and Engagement: Welsh Language Learning and Support**

Staff are able to access an online Welsh work course to develop their Welsh Language skills. Leadership Team made a commitment for all staff to develop Level 1 Work Welsh skills, this will form the foundation for any future potential project work around mentoring.

19

Welsh work online courses were completed by staff in 2020/21, this compares to 2 in 2019/20.

47%

Of Welsh language level information completed on people management system in 2020/21, compared to 50.5% in 2019/20.

A Welsh in the Landscape session was delivered by PCNPA ranger to both volunteers and staff in 2020/21.

**Well-being Objective Global: To ensure our work makes a positive contribution to global well-being.**

**Work streams that supported delivery of this objective in 2020/21**

Responding to Climate Change Emergency

Special Qualities: Inspiration and Education

**Journey Checker Summary – Our Progress against delivering this Objective**

The Authority has developed two clear focus areas in terms of our work contributing to global well-being. The first is contributing to the response to the global challenge of the climate emergency through our activities. In 2020/21 the Authority approved its [Responding to the Climate Change Emergency Action Plan](#) to help deliver a future reduction in its carbon emissions, emissions in the Park and maximise its contribution to carbon storage in the Park. Sustainable Landscapes, Sustainable Places funding has supported the Authority to purchase land at Trefin for carbon sequestration purposes and to support delivery of a network of electric vehicle charging points in the Park and Pembrokeshire.

The second is supporting people to be inspired by nature and culture, helping create globally responsible citizens. Work continued in 2020/21 to integrate the Authority's current and future education offer with the new curriculum with a focus on the Cynefin aspect of the curriculum. This will enable schools as restrictions relating to COVID-19 ease to continue to use the Park to support children to learn the skills they need to be global citizens, rooted in an appreciation and understanding of the natural and cultural environment. The Authority has continued to support and provide training opportunities to assist people to contribute to the monitoring of the natural environment and citizen science in the Park.

**Our work across these work streams contribute to the following national well-being indicators.**

4. Levels of nitrogen dioxide (NO <sub>2</sub> ) pollution in the air	14. The Ecological Footprint of Wales
12. Capacity (in MW) of renewable energy equipment installed	28. Percentage of people who volunteer
41. Emissions of greenhouse gases within Wales	29. Mean mental well-being score for people
42. Emissions of greenhouse gases attributed to the consumption of global goods and services in Wales	

**The next section outlines our performance in 2020/21 against the work streams contributing to our Well-being Objective Global.**

### Work Stream: Responding to Climate Change Emergency (S6)

Please note a number of actions and activities within other work streams also contribute to the Authority's response to the Climate Change Emergency.

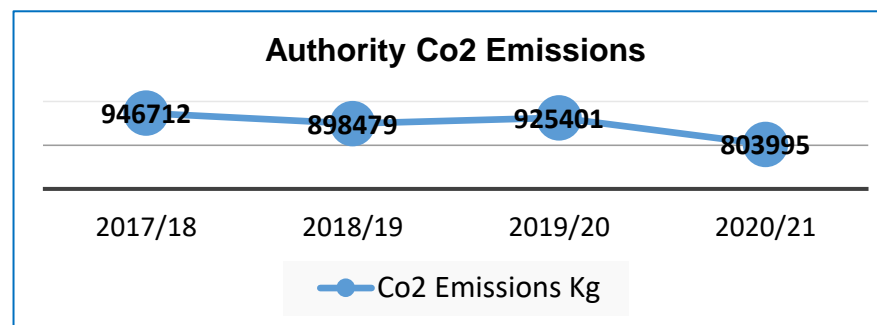
### Long Term: NPMP Responding to Climate Change Emergency Action Plan

In June 2020 NPA, Members approved the Authority's National Park Management Plan Responding to Climate Change Emergency Action Plan. This plan will help drive projects and actions to support the Authority to reduce its carbon emissions, emissions in the Park and maximise its contribution to carbon storage in the Park. Progress against this action plan will be monitored annually.

### Information on the Authority's Carbon Footprint

The Authority has calculated its total Carbon Footprint since 2016 using a calculation method adopted by The National Trust which is based on the DEFRA carbon calculator for Green House Gas emissions. It is important to note that 2020/21 had significant impact on how the Authority operated and as a result its emissions, including staff working from

home, centres being closed, activities undertaken and changes in practices to support health and safety for example Wardens were stopped from travelling in the same vehicle.



Break down in emissions across areas:

Description	Total CO2 (Kg)	Difference (+/-)
Electricity*	123,650	-54,509
Oil	2,451	-6,793
LPG	1,699	+203
Gas	1,873	-400
Biomass	51	+6
Direct Transport	65,458	-26,255
Indirect Transport	21,533	-3,484
Water Supply & Treatment	516	-1,301
Supply Chain	586,744	-28,872
Total	803,995	-121,406

\* The Authority currently procures 100% of its supplied electricity energy from certified renewable generation source.

## Energy Emissions Overview

### Electricity

There is a 31% reduction in electricity use across all the supplies. Decrease due to homeworking & closure of sites due to COVID-19. Notable exceptions to this are the marginal increases to Llanion H.Q. (Rate 2 or night rate) and Porthgain Harbour Hopper lighting, both are being investigated.

### Oil

A 73% reduction in oil use due to staff working from home (Pant Glas, Castell Henllys.)

### LPG

A small increase in LPG use (cooking) particularly at Castell Henllys Café due to business continuing during the pandemic, Calor gas records for April 2020 are unavailable, based on records for other months, we have estimated use at ½ the tank for the financial year.

### Gas

An 18% decrease in natural gas use can be attributed to the closure of centres and homeworking. Note: Heating systems remained operational at Oriel Y Parc and Llanion HQ.

### Biomass

A marginal increase in fuel used is due to the occupation of the North block (Llanion HQ) from early 2020.

## Water Emissions Overview

### Water Supply & Treatment

A decrease in water use across the Authority buildings of 72% and a significant decrease in waste treatment due to the mains drainage connection at Carew Castle Walled Garden.

## Transport Emissions Overview

### Direct Transport

As expected a 29% decrease in mileage from Authority personnel. The Authority did have to change practices in some areas due to COVID-19 for example restrictions on Wardens sharing vehicles.

### Indirect Transport

The mileage travelled by suppliers has decreased also by 14%. This reflects a reduction in goods / supplies due to COVID-19.

## Supply Chain Emissions Overview

Despite an overall decrease, increased spend in areas including Agriculture products, Forestry products, Wood & Wood products and Machinery & Equipment was noticed although these increases were relatively small.

Further analysis and a set of recommendations will be produced based on this data.

**Next Steps:** In May 2021 the Welsh Government released its [Public sector net zero reporting guide](#). The Authority will look to trial this approach using data from 2019/20 and 2020/21 to create a baseline and put in place amendments to processes to support collating data needed for this methodology going forward. The Authority will also look to develop Environmental Management system that aligns with the new public sector net zero reporting methodology. This activity was on hold in 2020/21 as the Authority was waiting for the release of the new methodology.

## Renewable Energy Generation

The Authority currently has Photovoltaic renewable energy provision at both Llanion and Oriel y Parc.

31,038

Kw was generated from Oriel y Parc (26,702 Kw) and Llanion's Photovoltaics (4,336 Kw) in 2020/21. This compares to 29,260 in 2019/20.

PCNPA had identified two potential Authority sites for Photovoltaic installation one at Cilrhedyn Woodland Centre the other in the top field at Castell Henllys. However following feasibility desk top study Cilrhedyn Woodland Centre was identified as being suitable for this work. A site visit and feasibility report has been completed by consultant engineers providing options for PV generation, space heating and possibly battery storage linked to EV charging.

PCNPA also has a biomass boiler at Llanion Park H.Q and Castell Henllys. Carew has an air source heat pump and Oriel y Parc has a ground source heat pump.

The Authority currently procures 100% of its supplied electricity energy from certified renewable generation source. Pembrokeshire County Council sits on the NPS Energy Sub Group and represents the interests of Pembrokeshire Coast National Park Authority on this group.

The Authority is a member of Pembrokeshire Energy Forum meetings of the forum are due to recommence in 2021/22.

Following the Local Development Plan 2 being adopted by the NPA in September 2020 the Renewable Energy Supplementary Planning Guidance went out for consultation.

## Prevention: Green Key Award at Centres and Activities at OYP

The Green Key award is run by the Foundation for Environmental Education and managed in Wales by the environmental charity Keep Wales Tidy. It is the leading standard for excellence in the field of environmental responsibility and sustainable operation within the tourism industry. The Authority's three centres have continued to engage with the Green Key Award process during 2020/21, despite the impact of COVID-19 on sites.

Oriel y Parc have sourced new local suppliers for a Pembrokeshire inspired homeware range in their shop and a new cuddly toy supplier has also been sourced, replacing their previous range with a 100% recycled range, manufactured from 100% recycled plastic waste.

## Prevention: Commons Resilience Project - Peat Carbon Store

Boundary fencing work was carried out at Rhosmaen during winter 2020/21. Work at Frenni Fawr had to be postponed because of lockdown restrictions. 1725m of boundary fencing along the northern edge of Mynydd Preseli has been completed.

### Long Term: Supporting carbon sequestration

Funding from Welsh Government's Sustainable Landscapes, Sustainable Places Funding was approved in June 2020 for a, 'Land purchase for Sequestration for the Nation' proposal, with a budget of £200,000 plus £20,000 management / delivery costs to be delivered by March 2021. The aim of the proposal was to support carbon sequestration and to increase biodiversity through increasing the area of land under perpetual favourable management for National Park purposes through land purchase by the National Park Authority.

After thorough research and investigation by officers across the National Park Authority into various land purchase opportunities both on and off the open market, the site at Trefin was identified and prioritised for potential purchase.

Purchase of this land will enable the National Park Authority to help safeguard the future of the land at Trefin in terms of:

- Creating a contiguous strip with our existing block of coastal strip land Trywn Llwyd
- Restore a mixture of coastal grassland, species-rich grassland, scattered scrub and boundary features for the benefit of a whole range of typical coastal species.
- Becoming a demonstration site for coastal resilience through the delivery of multiple benefits in the coastal hinterlands
- Increase the resilience of the coastal habitats by buffering the coastal strip from adverse impacts and increasing the size and connectivity of the coastal habitat network.

- A rough estimate of the carbon benefit of restoring improved grassland (at an existing value of 60tC/ha) to a mixture of coastal grassland, species-rich grassland, scattered scrub and boundary features is an additional 6 tonnes carbon / hectare. Thirty acres (12 hectares) could therefore result in additional sequestration of 72 tonnes of carbon.

Although the headline carbon storage for woodlands is higher there is a lot research to suggest that grasslands are more stable carbon stores than woodlands and do not come with the problem of carbon release on establishment (as with woodland creation). Grassland carbon storage is very appropriate for our National Park landscape. In addition the management of the land in this way will raise awareness of grassland carbon storage.

At the December 2020 NPA Authority Members endorsed the purchase of the land at Trefin, with the land then being acquired in February 2021.

**Next Steps:** PCNPA will create in partnership with the local community an exemplar Integrated Site Plan and monitoring/ data regime for the site and will look to encourage collaboration across teams to support the development of the plan.

### Preventative: Greening our Fleet

By end of 2020/21 10% of the Authority's vehicles were hybrid or electric an increase on 5% in 2019/20. 3 new hybrid vehicles replaced the Authority's previous pool cars. Orders have been placed for electric replacements for 7 diesel fuelled vans. These are due for delivery in Summer 2021, but may be delayed due to a world wide chip shortage.

The rental company the Authority uses 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 in stock, the Authority will fulfil rental requirements with electric vans.

10%

of the Authority's vehicles were hybrid or electric in 2020/21 an increase on 5% in 2019/20.

**Next Steps:** Funding secured from Sustainable Landscapes, Sustainable Places will replace the balance of 6 diesel fuelled vans within the fleet. Orders are on holding pending the manufacturer announcement of pricing for the required smaller electric vans.

### Preventative: Greening our Buildings

Leadership Team agreed to explore potential suitability of Refit Cymru Scheme in 2020/21, a meeting for April 2021 was arranged with Welsh Government to discuss suitability of

Re:Fit scheme for National Park Authority. Greening of Buildings included within Carbon reduction measures for 2021/22 and small scale measures will be on going as part of the building maintenance programme.

### Collaboration: Greening our Communities

Activities in this area were affected by COVID-19, however the following activities contributed to the Authority raising awareness and engaging with communities on activities that help respond to the climate change emergency:

- ✓ Tree planting programme in the Milford Haven Cluster of Schools in partnership with Coastal Communities Acting Together.
- ✓ Members agreeing to refocus the SDF fund to focus on supporting community decarbonisation projects. 12 community based projects awarded funding.
- ✓ Youth Committee created a short film giving a 'young persons perspective on climate change'
- ✓ Oriel y Parc have been successful in securing a place in the Happy Museum Project's Peer Learning Group. A project which aims to explore how museums and cultural organisations can help to tackle climate change by working with their local communities. The Visitor Services Manager (West) alongside the Park's Interpretation Officer have been attending regular peer networking and learning webinars with Happy Museum Peer Learning Group. A peer mentoring session saw Oriel y Parc joining two other

similar organisations in the UK to discuss priorities, challenges and opportunities to connect with communities regarding issues around Climate Change.

- ✓ Climate Change focused interpretation panel installed focusing on 'Caring now for the future' as part of the work carried out at Broad Haven car park.

### Collaborative and Integration: Development of network of electric vehicle charging points

PCNPA and Pembrokeshire County Council are currently working together to deliver a County wide network of Electric Vehicle charging points. The aim is to install a 'fast' electric vehicle (EV) charging infrastructure across our sites, depots and car parks with rapid charge points at destination locations. It should be noted that charging units are the same as those installed by PCC to ensure a coordinated approach and seamless delivery across the county. The network is designed to give thorough coverage across the county of Pembrokeshire to address the EV charging needs of residents, visitors and primarily to support and encourage the transition to electric vehicles. Given Pembrokeshire's established and vital tourism industry the project also enables the county to promote the concept of 'eco-tourism' to visitors.

**Phase 1:** Installation activities for 4 EV fast charging posts (with 2 sockets per post) were carried out in 2020/21 with all

four posts becoming operational in April 2021. These posts are situated at:

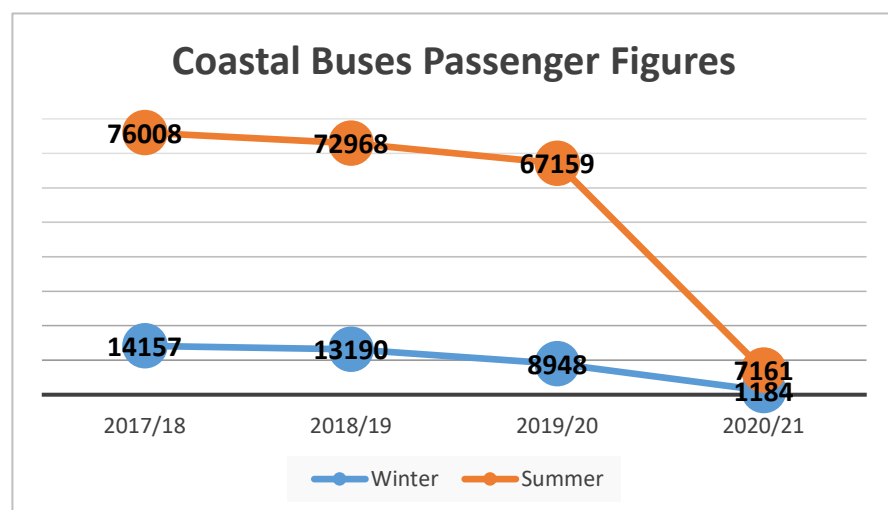
Saundersfoot – Brewery Meadow Car Park	St Davids – OYP visitor centre car park
Broad Haven – Milmoor Way Car Park	Porthgain Harbour – Hoppers Parking area

Installation was affected by COVID-19 and connection issues that required site visits with Western Power which caused some delays during the year.

**Next Steps:** A contractor was appointed in 2020/21 for Phase 2. Phase 2 is intended to build on Phase 1 by further expanding the availability of 'fast' charging. It also recognises the need for the installation of 'rapid' charging at four strategic locations in Pembrokeshire to allow transient visitors to rapidly charge their vehicles and continue their journeys as quickly as possible. Rapid charger locations have been chosen to be visitor destination "hubs" and are positioned close to the trunk road network and major ferry terminals in Pembrokeshire, whilst also giving an excellent geographical spread across the county. Phase 2 is due for completion in 2021/22, and is funded via Sustainable Landscapes, Sustainable Places of circa 1.2 M. Green Recovery Funding has also been secured from the Welsh Government for £203,000, this funding will predominantly be used to install the infrastructure (Western Power Distribution 3 phase electricity supply and feeder pillar) at all of the PCNPA car park sites not funded under Phase 2.

### Collaborative and Integration: Supporting the Coastal Bus Service

The Authority continued to provide financial support through the Greenways Partnership to the coastal bus service. The coastal bus services enable people to access remote parts and different sections of the coast using public transport. As expected due to the impact of COVID-19 on services the coastal bus service did see an overall fall in passenger figures in 2020/21 compared to 2019/20 from 76,107 in 2019/20 to 8,345 in 2020/21.



### Promotion of Sustainable and Active Travel Itineraries and Initiatives

Activities in this area for staff were impacted by COVID-19 which saw an impact on both regulations relating to travel during the year and also a change in place of work for many staff. Therefore activities remained on hold during 2020/21. 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.

**Next Steps:** Where opportunities arise we will engage with relevant partners to explore opportunities to improve public transport and affordable sustainable transport opportunities in the Park.

### Collaboration and Integration: Joint Report on Severe Weather Events and Community Vulnerabilities

The Authority is represented on the NRW-led Public Services Board integrated project group for environmental and climate change risk assessment. A joint report for Pembrokeshire, Carmarthenshire and Ceredigion was commissioned in 2019/20 to assess past severe weather events, and to consider community vulnerabilities. This has helped to identify which communities might be at the greatest risk during future climatic events.

Officers participated in pilot climate resilience project for Fishguard and Goodwick that had been commissioned by the Public Services Board. A report on the pilot at Fishguard and

Goodwick has been produced and includes project findings, lessons learned and suggestions for the type of activity that might be needed to address climate change adaptation within the Fishguard and Goodwick community. The Public Services Board will be considering the best way for a multi-agency approach to take this and similar projects forward.

### Work Stream: Inspiration and Learning – Special Qualities (S6)

#### Thinking Long Term: Realigning our Education Offer with the New Curriculum (ER)

A new Curriculum for Wales is being developed, which will be used throughout Wales from 2022, with schools already piloting the new approach with pupils. The Curriculum takes a more holistic approach to a student's 'learning journey', placing a greater emphasis on 'local curriculums' and supporting schools to design their own curriculum and assessment arrangements. It also has three competency areas of Literacy, Numeracy and Digital Competency.

The new Curriculum presents great challenges and opportunities for the Authority. In 2020/21 the Authority continued its work to ensure that our education offer aligns with the new curriculum and will remain relevant, providing continued opportunities for students to learn, be inspired and benefit from engaging with the National Park. Activities have helped consolidate our approach with a focus on "Cynefin" which forms a key concept within the Humanities AoLE.

Activities have included:

- ✓ Annual Educators Workshop was held virtually with over 28 staff attending from across Authority teams, including centre staff. The focus of the session was on well-being and Cynefin. A presentation was provided from Johnston school on the significance of outdoor learning resources for curriculum planning and pandemic recovery.
- ✓ Online workshop held with the Ranger Team to discuss and plan ways to respond to schools investigating Cynefin learning theme.
- ✓ Work carried out to develop a range of online resources including map based resources on local area around schools.
- ✓ Pembrokeshire Outdoor Schools delivered a series of virtual training sessions for teachers linking the new curriculum to outdoor learning.
- ✓ Trialling an in-school approach to investigate a school's local natural, heritage and outdoor learning resources - with a view to supporting the understanding of "Cynefin." Trials facilitated in part by the Roots/Gwrieddau project enabling rangers to work in the Milford cluster of schools.

2	new school sessions developed aligned with new curriculum in 2020/21, compared to 5 in 2019/20.
1,594	participating in new school sessions aligned with new curriculum in 2020/21, compared to 883 in 2019/20.

## Thinking Long Term: Engaging school children and young people with the Special Qualities of the Park

Alongside aligning the Authority's education offer with the new curriculum the Authority has continued to facilitate educational learning opportunities across the Park. However the provision of education opportunities was impacted by lockdowns and COVID-19 regulations during the year. This had a particular impact on the ability of Castell Henllys to deliver education opportunities.

2,234

participants in our education programme in 2020/21. This compared to 10,293 in 2019/20 and 10,821 in 2018/19. Benchmarking 2020/21 - Brecon Beacons NPA: 200, only delivered 2 courses in Autumn due to COVID-19.

## Involvement: Inspiring the Public through our Events Programme

Our events and activities programme enable people to access parts of the Park that they might not normally be able to access or provide participants with an enhanced learning or visitor experience of the Park. The running of public events was affected by COVID-19, particularly for the centres. However the Authority refocused its programme around the Park to focus on a number of guided walk sessions including Castlemartin on Foot, St David's City Walk, Solva: Smugglers and Seafarers, Seal Watching sessions at Llanwnda and St

Justinians, Estuary Birds: Wildfowl of the Western Cleddau and Porthgain: One Village, Three Industries.

The Authority also reviewed and improved its evaluation forms for public events ready for the 2021 season.

## Involvement: Citizen Science

The Authority has helped facilitate recording and surveying opportunities for volunteers throughout 2020/21, including providing training and supporting independent surveying opportunities. Volunteers took part through the Pollinator project in Bumble Bee Surveys at St Davids Airfield.

88.5

volunteer days related to conservation wildlife and habitat survey or monitoring in 2020/21. This compares to 229.5 in 2019/20 and 135 in 2018/19.

62

volunteer days related to heritage sites monitoring in 2020/21, compared to 2.5 in 2019/20. Reflecting the growth in heritage related volunteers in 2020/21 recruited to carry out surveys.

The volunteer co-ordinator also promoted Wildwatch Project and inaturalist app to volunteers. This project encourages more people to engage with wildlife through observing, uploading pictures, identifying and helping curate records.

As part of the Changing Coast Project there are 16 fixed point photography posts along the Pembrokeshire Coast Path. These posts encourage people to take photographs when out walking, helping to record changes at the sites and build a picture of cliff erosion, dune erosion, changing vegetation, changing sand levels, changes to pebble banks, changes to stream courses and flooding. In 2020/21 despite COVID 19 the Authority continued to see submissions to the project.

367

Changing Coast photo submissions in 2020/21. This compares to 779 in 2019/20 and 730 in 2018/19.

## Governance and Financial Sustainability

### Work streams that supported delivery of this objective in 2020/21

Long Term Planning and Project Prioritisation	Fundraising and Income Generation	Workforce Development
Improving how we work: Digital Approaches	Health and Safety	Member Development
Corporate Compliance and Standards		

### Journey Checker Summary – Our Progress

In 2020/21 the Authority initiated its process of reviewing its priorities through using an online survey to gather initial views of Members and Staff to inform the process. A draft high level strategy on a page document was developed for further consultation. The outcome of the review of priorities will impact on the Authority's Well-being Objectives and priority activities.

2020/21 was a difficult year for income generation due to the impact of COVID-19, particularly for income generated from the centres, however the Authority received financial support for the 1st quarter loss of income from the centres from Welsh Government. The Authority has been able to secure funding through Welsh Government Sustainable Landscapes, Sustainable Places to support it to take a more ambitious approach to decarbonisation and carbon sequestration related projects. Including purchasing land for carbon sequestration purposes. The Authority continued to support the Pembrokeshire Coast National Park Charitable Trust who have secured funding for the Authority to deliver its First 1000 day project.

With the appointment of a new HR manager and Business Improvement and IT Manager in 2019/20 the Authority is continuing to look for opportunities to improved practices around Health and Safety, workforce resilience and well-being, digital transformation and communication of corporate policies and standards. Members are also driving their own personal development, approving in 2020/21 the submission of their application to the Welsh Local Government Association for Advanced Charter for Member Support and Development.

**The next section outlines our performance in 2020/21 against the work streams contributing to Governance and Financial Sustainability.**

### Work Stream: Long Term Planning and Project Prioritisation

#### Review of Long Term Priorities

PCNPA commenced a review of its priorities in 2020/21, through carrying out a survey of both Members and Staff. A workshop was also held with Members. A draft high level strategy on a page document was developed to be used for further consultation during 2021/22.

**Next Steps:** The Authority will look to carry out further engagement and approve a new high level strategy on a page to reflect its core priorities, and following on from this will review its Well-being Objectives.

#### Carew Causeway 5 Year Plan

Marine consent and listed building consent was approved for the Carew Causeway work programme, with contractor appointed and work commencing in mid-February 2021.

#### Welsh Government Sustainable Landscapes and Sustainable Places (SLSP) Funding (S6)

The Authority received funding for four capital projects

through SLSP all of which included a 10% delivery/ project management cost during 2021/22:

Project	SLSP Funding
Additional funding for SDF fund (to fund community decarbonisation projects)	£55,000
Digital Transformation	£220,000
Electric Vehicle Charging Network	£220,000
Land purchase for carbon sequestration	£220,000

**Next Steps:** The Authority in 2020/21 developed and submitted funding proposals to SLSP for 2021/22 for the following projects (all of which were successful, and are expected to be delivered in 2021/22):

Project	SLSP Funding
Greening Agriculture Pilot – Supporting carbon friendly practices (decarbonisation and sequestration) in agriculture and land management across the Park	£316,415
Additional funding for expanding SDF fund (to fund community decarbonisation projects)	£100,000
Community Woodland – Land purchase to create community woodland	£77,000
Sustainable Tourism Access and Mitigation (A programme of small scale improvements that improve visitor infrastructure and facilities)	£60,500
Electric Vehicle Charging and Greening the Fleet (Replacement of light commercial fossil fuel vans with electric vans and additional electric vehicle charging points)	£346,085

## Monitoring Impact and Opportunities following UK withdrawal from EU

The Chief Executive continued to attend Welsh Government Environmental Governance Task and Finish Group and Brexit roundtable meetings in 2021/22. The Authority continues to monitor the impact of withdrawing from the EU on its work. To date there have been few impacts, although we expect changes in the medium to long term. Some of the ongoing work undertaken includes representing NPA on the Environment Ministers Roundtable on Leaving the EU, contributing to the work of the Environmental Governance Sub Group to adopt a new approach to ensure compliance with Environmental Legislation and contributing to Pembrokeshire County Council's work on preparing for the impact of Brexit.

## Work Stream: Fundraising and Income Generation

### Impact of COVID 19

Income generation during 2020/21 was affected by COVID-19. In particular income generated from the centres as a result of them being closed for long periods due to COVID-19 restrictions. Financial support for the 1st quarter loss of income from the centres was awarded by the Welsh Government and this amounted to £292k. The claim was based on the shortfall of 1st quarter shortfall compared to the similar period in 2019/20.

£74,567	from centre merchandise in 2020/21. This compares to £226,469 in 2019/20 and £235,528 in 2018/19.
£68,242	from admissions at Carew and Castell Henllys in 2020/21. This compares to £216,156 in 2019/20 and £204,552 in 2018/19.
£9,415	from centres other income in 2020/21. This compares to £77,488 in 2019/20 and £74,610 in 2018/19.
£9,749	from Café Rental income at Castell Henllys and Oriel y Parc in 2020/21, compared to £24,760 in 2019/20 and £25,541 in 2018/19.
£31,297	from Carew café sales income in 2020/21, this compared to £72,113 in 2019/20 and £50,580 in 2018/19.
£5,400	from sponsor a gate (from 8 gates and once bench sponsored) in 2020/21. This compares to £10,800 in 2019/20.
£208.50	from cashless donation at Oriel y Parc in 2020/21, from periods when the centre was open during the year.

## Pembrokeshire Coast National Park Charitable Trust

The Authority continued to support the Pembrokeshire Coast National Park Charitable Trust as set out in the memorandum of understanding. Despite a challenging financial environment for fundraising in 2020/21, the Trust generated over £60,000

to fund projects in the Park. In 2020/21 it secured and awarded funding to the following Authority Projects:

- ✓ First 1000 Days, an early years focused project that will aim to support pre school children and their parents/guardians to access the outdoors.
- ✓ Funding for Archaeology/ Heritage volunteer uniforms
- ✓ Additional funding for Roots/ Gwreiddiau Project
- ✓ Additional funding for People, Plants and Pollinator

The Trust also continued delivery of its Make more Meadows campaign and launched its Wild about Woodlands campaign to generate funds to help plant and care for 1,000 new trees across the National Park.

### Funding Progress for Prioritised Projects

In addition to priority projects receiving funding from Pembrokeshire Coast National Park Charitable Trust and Sustainable Landscapes, Sustainable Places funding was also secured for the following prioritised projects in 2020/21: Carew Millpond Futures, Damsels in Distress, Surveying the Welsh Environment for Pollution Threats and on the trail of Adders.

A successful stage 1 and stage 2 application was submitted to the National Lottery People and Places fund for the Roots to Recovery project in 2020/21 (decision on stage 2 application received May 2021). As a result of the application £339, 891

of funding has been secured for this 3 year project to begin in 2021. Additional Welsh Government funding was also secured for 2 additional summer rangers for 2021 season, continuation of the supported volunteering Pathways project for an additional 6 month period, funding for a strategic review of volunteering and funding to support Celtic Routes and Ancient Connection partnership projects.

A workshop was held with Members in 2020/21 to communicate more details of the project prioritisation process and to provide them with an opportunity to share any thoughts on potential gaps within the project portfolio.

### Work Stream: Workforce Development

#### Involvement: Employee Opinion Survey and Development of HR People Strategy

To support the development of the Authority's HR People strategy an Employee Opinion Survey was carried out. The survey was issued to all staff in September 2020, achieving an 80% response rate across the whole of the Authority. This compares very well with the last survey in March 2012, which achieved 71.78%.

Areas showing positive scores include:

- ✓ Staff are clear on the Authority's aims and objectives and can see how they contribute to them
- ✓ Staff believe the Authority is a 'good place to work'

- ✓ Staff feel valued, recognised and supported by their immediate line manager
- ✓ Staff feel fulfilled in their job

Some of the areas for further exploration and development identified from the survey include:

- More effective team working to enable the organisation to pull together as one
- Improved communications between different functions
- Staff Recognition and the link between pay and performance/effort

It is important to note that the survey results reflect a snapshot in time that was also carried out during a period of significant challenge, change and adaptation for staff due to the COVID-19 pandemic. Therefore, facilitated sessions were held with a number of Authority managers, staff across the Authority and Staff Reps group to understand what was driving the scores at the lower end. The qualitative data from this exercise will un-surface specific actions that can be taken to improve the scores, year-on-year.

A HR People Strategy has been created informed by the data from the survey.

### Work Stream: Improving How We Work – Digital Approaches

#### Responding to COVID-19

During 2020/21 the Authority saw significant changes in how it operates, with large sections of its workforce adapting to home working. To support homeworking the Authority implemented a new 3CX internet voice protocol system and also delivered a programme of rolling out laptops to staff who previously had desk top computers. To help improve communications and remote contact for Warden and Ranger Teams, access to Lifesize video calling and a dedicated VC room was made available to them in January 2021.

A significant cultural shift has occurred in the Authority due to COVID-19 with staff feeling significantly more confident in attending and facilitating online meetings. Slack has also seen increased engagement by staff and was particularly beneficial in the early days of COVID-19 in helping facilitate communication.

#### Implementing Switch to Office 2016 across the Authority

By November 2020 all 130 devices were successfully upgraded to Office 2016.

Phoenix Software were engaged to provide a 30 day consultation to help the Authority identify an optimised Microsoft 365 licensing solution, with an output report to be presented to Leadership Team.

## Digital Transformation Programme

It was originally planned that the next areas for consideration for the Digital Transformation programme would be planning. However due to the impact of COVID-19 and a need for planning service to focus on delivering its core duties and capacity issues, activities were limited in this area in 2020/21.

The Finance System was successfully upgraded to a new supported version, the new version also includes the ability for purchase orders to be raised, invoices reconciled and approval processes configured.

Initial activities have been carried out with staff within the Countryside, Community and Visitors Services team, to map the current AS IS processes. This will form the basis on which to identify solutions and initiatives to drive efficiency and effectiveness within the team.

## Replacement of HR System

Activities were carried out in 2020/21 to support the procurement and implementation of a new HR System. However issues arose relating to the chosen provider and reassurances around data protection compliance during the year. As a result an alternative new system and provider was identified.

**Next Steps:** The new system Cezanne HR will be tested and then rolled out to all staff in 2021/22.

## Replacement of Performance Reporting Management System

External support for the Authority's performance reporting management system was due to end at the end of January 2021. This is the system that contains the data that forms the basis for performance reports reported to Members. Following the demo and testing of external systems and concern about cost and functionality of options available, in house development of a replacement database was carried out. A Data Protection Impact Assessment was carried out on the new system and data transferred across to the new system. The system was in place and operational in January 2021. Staff across the Authority were trained in use of the new system and are now inputting data into this new system, with dashboards developed for specific areas.

## Work Stream: Health and Safety

### Sickness Absence

The Authority has seen a significant decrease in days lost to sickness per full time equivalent for 2020/21 compared to 2019/20 when long term sickness is excluded and a minor decrease when included in the calculation.

8.25

days lost to sickness per full time equivalent staff in 2020/21. This compares to 8.59 in 2019/20 and 7.86 in 2018/19. Benchmarking 2020/21 –

	Snowdonia NPA: 3. Brecon Beacons NPA: 2.12.
0.9	days lost to sickness per full time equivalent staff (excluding long term sickness) in 2020/21. This compares to 5.77 in 2019/20.

## Health and Safety Incidents

The Authority saw 2 RIDDOR (Reportable Incidents to the Health and Safety Executive) in 2020/21. The HR Manager provided specific Health and Safety focused reports to Audit and Corporate Services during 2020/21 to provide further information to Members in relation to incidents and the Authority's response. The Authority saw no accidents (injury) over 3 days/ up to 7 day absence.

Performance Measure	2018/20	2019/20	2020/21	2020/21 Target
# RIDDOR (Reportable incidents to the HSE)	0 (Green)	3 (Red)	2 (Red)	0
Benchmarking 2020/21 - Snowdonia NPA: 0. Brecon Beacons NPA: 0.				
# accidents (Injury) over 3 days/ up to 7 days absence	2 (Red)	0 (Green)	0 (Green)	0
Benchmarking 2020/21 - Snowdonia NPA: 0. Brecon Beacons NPA: 0				

There was a significant fall in the number of accidents (injury) minor incidents from 21 in 2018/19 and 2019/20 to 3 in 2020/21. There was a slight fall in vehicle damage incidents in 2020/21 compared to 2019/20. No conflict incidents were recorded in 2020/21.

3	accidents (injury) minor incidents in 2020/21 compared to 21 in 2019/20 and 2018/19.
6	vehicle damage incidents in 2020/21, compared to 9 in 2019/20 and 15 in 2018/19.
0	conflict incidents in 2020/21, this compares to 2 in 2019/20 and 0 in 2018/19.
0	safeguarding incidents in 2020/21, continuing the trend of 0 incidents in 2019/20 and 2018/19. All Staff were asked to complete Tier 1 Safeguarding Training, through Pembrokeshire County Council's e-learning platform in Quarter 1.

**Next Steps:** Activities exploring digitising health and safety reporting were on hold during 2020/21 as HR focused on activities relating to introducing new HR System. Activities to support the digitisation of Health and Safety reporting will be initiated once a new HR system in place.

## Work Stream: Member Development

### Member Support and Development Committee

During 2020/21 the Authority continued assisting Members through the Member Support and Development Committee in activities to support their application for the Advanced Member Charter. Activities included completion of personal development plans, creation of Member development training plan (approved by Members at the 30<sup>th</sup> September NPA) and collation of evidence to support the submission. The Member Support and Development Committee resolved on 10<sup>th</sup> February to recommend the submission for Advanced Charter to be made. The NPA resolved on 24 March 2021 to submit the application to the Welsh Local Government Association for Advanced Charter for Member Support and Development.

### Members Attendance

The move to virtual meetings in 2020/21 as a result of COVID-19 regulations resulted in a significant increase in Members attendance at Committee and at training sessions compared to previous years.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
% Members attendance	80.21% (Green)	81.91% (Green)	91.08% (Green)	75
Benchmarking 2020/21 - Snowdonia NPA: 90%. Brecon Beacons NPA: 84.5%.				
% Members attendance at training	68.69% (Green)	56.22% (Amber)	77.27% (Green)	65
Benchmarking 2019/20 - Snowdonia NPA: 69%. Brecon Beacons NPA: 70%.				

## Work Stream: Corporate Compliance and Standards

### Audit Wales Performance Reviews – 5 Ways of Working

During 2020/21 Audit Wales carried out performance audit work focused on a review which sought the answer to the question: Is the National Park Authority effectively managing its resources to secure its long-term resilience?

The review included a desktop review of documentation, a survey of Members and staff and holding of focus groups.

Overall, Audit Wales concluded that: **The Authority has proved to be an adaptable and resilient organisation in the face of immediate disruptive threats but further work is needed to ensure this continues over the longer term.**

**Next Steps:** The Authority will implement an action plan to respond to the proposals for improvement recommended by Audit Wales in their review report.

### Internal Audit

Despite the impact of COVID-19 the programme of internal audit activities was carried out by TIA who carry out this function for the Authority.

The internal audit service reviewed the following areas in 2020/21:

- Staff Wellbeing and Absence Management

- Departmental Review- Education
- Governance - Strategic Planning
- Budgetary Control and General ledger
- Planning Applications and Fees
- Cyber Security
- Income Generation

From these examinations, taking into account the relative risk of the business areas the internal audit service formed generally very positive conclusions regarding the policies, procedures and operations in place. The outcomes of the review are reported and considered by Members through the Audit and Corporate Services Committee.

### Data Protection – Corporate Approach

The development of a corporate approach to data protection was impacted by the reprioritisation of work due to COVID-19 and changes relating to the Authority's Data Protection Officer. However ongoing advice was provided in areas such as writing privacy notices, collecting customer and visitor details for contact tracing, data breaches, subject access requests and redaction. An interim internal DPO was appointed to cover the period taken to recruit an external DPO, following the Authority's previous external DPO leaving their post. Following a tender process a new external Data Protection Officer was appointed by Members at National Park Authority meeting on March 24<sup>th</sup> 2021.

0	Data Protection breaches reported to ICO in 2020/21. Continuing the trend of 0 reports in 2019/20.
1	Data Protection Impact Assessment completed in 2020/21, this compares to 0 in 2019/20. A partial DPIA was completed on a proposed new HR system, however the system was not implemented due to data protection issues that were identified.

Following a complaint received relating to consent and cookies on the PCNPA website we improved our granular cookie consent options on the site and updated our Cookies Policy.

**Next Steps:** During 2021/22 the DPO will evaluate the Authority's current practices and develop an action plan with the Authority to prioritise areas for improvement.

### Communication of corporate policies and standards

Senior Management and HR issued ongoing guidance in relation to COVID-19 situation and impact on Authority work and work place to staff during the year. Alongside this officers were continuously reviewing and adapting relevant risk assessments during the year to respond to change in COVID - 19 regulation and situation relevant to their service area or function and communicating these changes to their teams.

The Corporate Document monitoring spreadsheet created in 2019/20 was updated and considered by Leadership Team during the year.

Members approved at the September NPA HR Policy Development, Approval and Implementation policy to support the HR department to undertake a 'root and branch' review of all policies, to streamline them and make them more easily understood by staff and managers (who are ultimately responsible for their implementation.)

**Next Steps:** The Authority is awaiting a new share point system and the implementation of this in 2021/22 will enable us to re look and improve how policies are displayed on the system to staff. The development of a Training and Development Plan in 2021/22 and access to online training will enable the Authority to improve its induction training for new employees across a number of corporate compliance areas.

### Annual Equality Report – Public Sector Duty

The Annual Equality Performance Report 2019/20 was incorporated into the Annual Report on Well-being Objectives/ Improvement Plan 2019/20 and approved by NPA on the 30th September. The Annual Report was published on the PCNPA website and link sent to EHRC.

### Welsh Language Standards

The Authority approved its Annual Report on Welsh Language Standards in December 2020 and the report was then submitted to the Welsh Language Commissioner.

No Welsh Language related complaints were received by the Authority or by the Welsh Language Commissioner about the Authority in 2020/21.

0	complaints concerning the Welsh Language made to the Authority in 2020/21. Continuing the trend of 0 complaints in 2019/20 and 2018/19.
---	---

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
# complaints to Welsh Language Commissioner regarding alleged failure to comply with Welsh Language Standards	0 (Green)	0 (Green)	0 (Green)	0

Benchmarking 2020/21 - Snowdonia NPA: 0. Brecon Beacons NPA: 0.

The Authority has seen a slight increase in the % of new and vacant posts advertised as Welsh Language essential compared to 2020/21. A Welsh Language impact assessment element was included within the piloted integrated assessment for the Corporate and Resources Plan 2021/22, however further work is needed in terms of ensuring approach within integrated assessment is robust enough.

31.82%	New and vacant posts advertised as Welsh Language essential in 2020/21, compared to 30.30% in 2019/20.
1	Welsh Language Impact Assessment completed in 2020/21 (Baseline data.)

### Complaints to the Authority

The Authority has seen an increase in complaints compared to 2019/20 and 2018/19.

15	Formal complaints received by the Authority in 2020/21. This is an increase on the 10 received in 2019/20 and 8 received in 2018/19. Benchmarking 2020/21 – Snowdonia NPA: 7. Brecon Beacons NPA: 35.
----	---

### Freedom of Information (FOI), Environmental Information Regulations (EIR) and Subject Access (SAR) Requests

The Authority has seen an increase in the number of both FOI's and EIR requests it received in 2020/21 compared to 2019/20. It also received its first Subject Access request.

16	Freedom of information requests received in 2020/21. This is an increase on the 9 received in 2019/20.
24	Environmental Information Regulation Requests received in 2020/21. This is an increase on the 13 received in 2019/20.
1	Subject Access Request received in 2020/21. No SAR's received in 2019/20.

The response for one FOI and one EIR was not provided within required response timescales.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
% of FOI responses within required timeframe	100% (Green)	100% (Green)	93.75% (Amber)	100%
% of EIR responses within required timeframe	100% (Green)	92.31% (Amber)	95.83% (Amber)	100%
% of SAR responses within required timeframe	N/A (No SAR's received)	N/A (No SAR's received)	100% (Green)	100%

**Next Steps:** Activities will be carried out to raise awareness to staff of timescales relating to FOI, EIR and SAR responses, and risks associated with not complying too these timescales.

### Monitoring Media Coverage

The Authority has seen a return to its % of positive/neutral media coverage being over 99% in 2020/21 following a dip in 2019/20 caused by negative news reports in March 2020 on fox snaring that were unrelated to the Authority but mentioned the Pembrokeshire Coast National Park.

Performance Measure	2018/19	2019/20	2020/21	2020/21 Target
% Positive/neutral media coverage	99.51% (Green)	85.05% (Green)	99.18% (Green)	80%

## Appendix 1: Recruitment and Workforce Equality Data and Analysis

**Note on Data:** To align with Welsh Government open data source reporting, throughout the following tables, all figures are rounded to the nearest 10 and figures below 5 have been suppressed and are denoted by \*. Percentages are rounded and where figures are below 5 corresponding percentages have been suppressed and are denoted by \*. Totals may not sum due to rounding. Rounding in this way also helps protect the anonymity of staff and job applicants. Workforce data is based on headcount from the end of month extract as at 31<sup>st</sup> March 2021, as a result some seasonal employees will not be captured in the figures.

There were 22 job vacancies advertised in 2020/21, this compares to 33 in 2019/20 and 36 in 2018/19. Job applicant data is from the Authority's online job application system.

Number of Job Applicants Overall		
2018/19	2019/20	2020/21
590	640	380

Workforce Data is from the Authority's People Management System. Staff are able to access, review and complete their equality monitoring data directly on the system. Data on employees does not include seasonal staff.

Number of Employees		
2018/19	2019/20	2020/21
150	140	160

## Age

There has been a slight increase in the % of job applicants across age brackets for those under 50, however this may reflect decreases in the number of people preferring not to answer/ not declared. However the number of applicants remains highest for the under 30 age group compared to other age brackets.

Job Applicants: Age			
Age*	2018/19	2019/20	2020/21
30 and under	25% (150)	30% (190)	34% (130)
31– 40	20% (120)	22% (140)	26% (100)
41 – 50	20% (120)	12% (80)	16% (60)
51 – 59	20% (120)	17% (110)	16% (60)
60 and Over	3% (20)	5% (30)	5% (20)
Prefer not to answer/ Not Declared	10% (60)	13% (90)	3% (10)

\*New age categories were introduced from 1<sup>st</sup> January 2018 and as a result this may impact on accuracy in relation to applicants whose age are on boundaries.

There was a slight decrease in the % of staff being under 30 compared to 2019/20, with it falling to 6%, this should be considered alongside an increase in the number of applicants under 30. However there has been an increase in the % within the 31-40 age brackets, this has reduced the % of staff over

41 from 79% in 2019/20 to 75% in 2020/21. There has been an increase in the % of staff who are 60 and over.

Employees: Age			
Age	2018/19	2019/20	2020/21
20 years and under	* (*)	* (*)	* (*)
21 - 30	7% (10)	7% (10)	6% (10)
31 - 40	13% (20)	14% (20)	19% (30)
41 - 50	40% (60)	36% (50)	31% (50)
51 - 60	27% (40)	29% (40)	25% (40)
60 and Over	13% (20)	14% (20)	19% (30)

### Gender Reassignment

In terms of both job applicants and employees the biggest change has been an increase in the number of applicants and employees providing this data.

Job Applicants: Birth Gender			
Birth Gender	2018/19	2019/20	2020/21
Same	90% (530)	86% (550)	97% (370)
Not the Same	* (*)	* (*)	* (*)
Non Binary	* (*)	* (*)	* (*)
Prefer not to answer	10% (60)	2% (10)	3% (10)
Not Disclosed		12% (80)	* (*)

Employees: Birth Gender		
Birth Gender	2019/20	2020/21
Same	71% (100)	100% (160)

Employees: Birth Gender		
Birth Gender	2019/20	2020/21
Not the Same	* (*)	* (*)
Non Binary	* (*)	* (*)
Prefer not to answer	* (*)	* (*)
Not Disclosed	29% (40)	* (*)

### Disability

There has been an increase in the % of job applicants identifying as having a disability. There has been a decrease in the number of job applicants not providing this information or preferring not to answer.

Job Applicants: Disability			
Disability	2018/19	2019/20	2020/21
Identify as having a disability	3% (20)	3% (20)	5% (20)
Identify as not having a disability	85% (500)	80% (510)	95% (360)
Prefer not to answer	10% (60)	3% (20)	* (*)
Not Disclosed		14% (90)	* (*)

There has been little change in the profile of the workforce in terms of staff identifying as having a disability, this compares with a slight increase in the proportion of job applicants identifying as having a disability. There has been a slight

increase in the number of employees not providing this information.

<b>Employees: Disability</b>			
<b>Disability</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
<b>Identify as having a disability</b>	* (*)	* (*)	* (*)
<b>Identify as not having a disability</b>	73% (110)	79% (110)	75% (120)
<b>Not Declared</b>	27% (40)	21% (30)	25% (40)

### Ethnicity

The Authority has seen a decrease the % of applicants from non-white ethnic backgrounds, compared to 2019/20. The Authority has seen a decrease in the number of job applicants not providing this information.

<b>Job Applicants: Ethnicity</b>			
<b>Ethnicity</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
<b>White</b>	88% (520)	83% (530)	95% (530)
<b>Other Ethnicity</b>	* (*)	2% (10)	* (*)
<b>Prefer not to answer</b>	12% (70)	2% (10)	* (*)
<b>Not Disclosed</b>		14% (90)	5% (20)

Where employees have provided data there has been no change across the three years in the % of employees identifying as coming from a non-White ethnic background. There has been an increase in the number of employees not providing this data.

<b>Employees: Ethnicity</b>			
<b>Ethnicity</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
<b>White</b>	73% (110)	79% (110)	71% (120)
<b>Other Ethnicity</b>	* (*)	* (*)	* (*)
<b>Prefer not to answer / Not Declared</b>	20% (30)	21% (30)	29% (50)

Due to the small numbers relating to Other Ethnicity, this group has not been disaggregated in the two previous tables, however it is recognised that it is important to consider representation and experiences relating to different ethnicities within the Other ethnicity category.

### Religion or Belief

The Authority has seen no change in the number of applicants identifying as Other Religion/Belief, with it remaining at 5% of applicants. There has been a slight increase in the number of applicants who identify as having no religion/ belief however this may reflect an increase in the number of people providing this information. There has been a slight decrease in number of applicants identifying as Christian.

Job Applicants: Religion or Belief			
Religion or Belief	2018/19	2019/20	2020/21
No Religion/ Belief	51% (300)	42% (270)	57% (210)
Christianity	27% (160)	31% (200)	30% (110)
Other Religion/ Belief	3% (20)	5% (30)	5% (20)
Prefer not to answer	19% (110)	8% (50)	8% (30)
Not Disclosed		14% (90)	* (*)

The majority of staff either have no religion or are of the Christian faith. It is important to note that 5% of job applicants identify as having Other Religion/ Belief.

Employees: Religion			
Religion or Belief	2018/19	2019/20	2020/21
No Religion/ Belief	33% (50)	36% (50)	31% (50)
Christianity	33% (50)	28% (40)	31% (50)
Other Religion/ Belief	* (*)	* (*)	* (*)
Prefer not to answer / Not Declared	33% (50)	36% (50)	38% (60)

## Sex

There were more male applicants compared to female applicants in 2020/21, in previous years the balance of applicants between female and male applicants was more evenly split.

Job Applicants: Sex			
Sex	2018/19	2019/20	2020/21
Female	47% (280)	42% (270)	37% (140)
Male	51% (300)	43% (280)	63% (240)
Other Term	* (*)	* (*)	* (*)
Prefer not to answer	2% (10)	* (*)	* (*)
Not Declared		13% (80)	* (*)

The rounded data shows slightly higher % of female staff compared to male staff in 2020/21.

Employees: Sex			
Sex	2018/19	2019/20	2020/21
Female	47% (70)	50% (70)	53% (90)
Male	53% (80)	50% (70)	47% (80)
Prefer not to answer / Not Declared	* (*)	* (*)	* (*)

## Sexual Orientation

The Authority saw a slight increase in the percentage of job applicants identifying as LGB or Other in 2020/21. There was an increase in the number of job applicants providing this information in 2020/21.

Job Applicants: Sexual Orientation			
Sexual Orientation	2018/19	2019/20	2020/21
Heterosexual	81% (480)	80% (510)	87% (330)
Lesbian, Gay Man/Woman, Bisexual or Other	5% (30)	3% (20)	5% (20)
Prefer not to answer	14% (80)	3% (20)	8% (30)
Not Declared		14% (90)	* (*)

The number of employees identifying as LGB or other has remained consistent from 2018/19 to 2019/20, however there has been a slight decrease in the proportion of the workforce who identify as LGB compared to 2019/20.

Employees: Sexual Orientation			
Sexual Orientation	2018/19	2019/20	2020/21
Heterosexual	67% (100)	64%(90)	59%(100)

Employees: Sexual Orientation			
Sexual Orientation	2018/19	2019/20	2020/21
Lesbian, Gay Man / Woman, Bisexual or Other	7% (10)	7% (10)	6% (10)
Prefer not to answer	33% (50)	7% (10)	6% (10)
Not Declared		34% (40)	31% (50)

## Employees who left our employment during the year/ changed position

The number of employees who have left the Authority has remained consistent at 10 since 2018/19. This data below has been analysed internally by personnel to identify if any further actions are needed. The data sets are too small for further meaningful reporting across any of the protected characteristics.

Employees who left our employment during the year		
2018/19	2019/20	2020/21
10	10	10
Employees who changed position during the year		
2020/21		
10		

## Workforce Profile against Contract Type/ Work Pattern - Sex

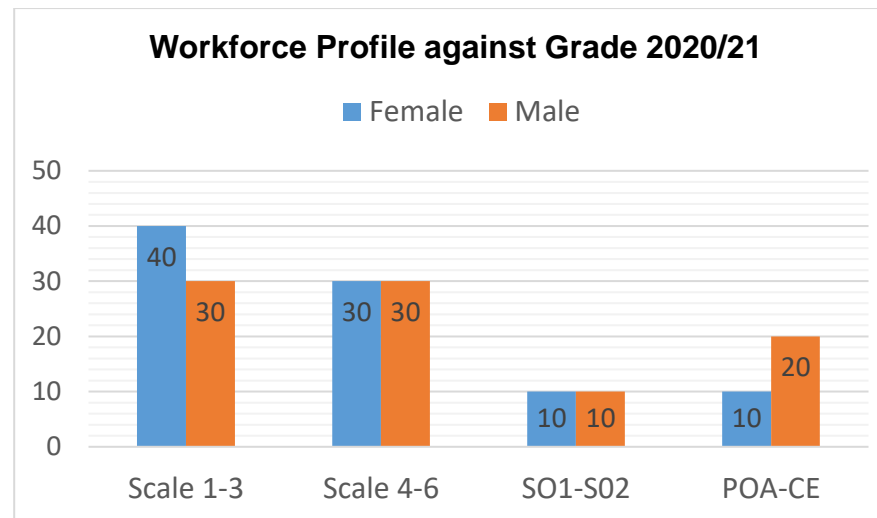
The Authority supports flexible working and has employees working a large range of work patterns in terms of number of

hours over varying days. Many staff work a flexitime scheme and all staff can request flexible working arrangements such as 9 day fortnights; requests are generally approved. Staff move in and out of arrangements as circumstances change. The Authority has seen an increase in both Females and Males working part time. The number of female and male staff on temporary contracts has seen no change.

Contract Type/ Work Pattern	Female		Male		Totals	
	19/20	20/21	19/20	20/21	19/20	20/21
Full Time	30	40	60	60	90	100
Part Time	40	50	10	20	50	70
Permanent	60	80	60	70	120	150
Temporary	10	10	10	10	20	20

### Workforce Profile against Grade - Sex

The Authority employs people in a large range of jobs, many of which have single post-holders and therefore monitoring by 'job' is not undertaken. We have amalgamated Grades to prevent identification of individuals. There are no other significant pay elements payable on top of the salary attached to grade. Figure excludes seasonal staff paid by timesheet and not salaried.



### Training and Pay Analysis

To enable further analysis against training opportunities work is need to improve training recording methods within the Authority, the new HR system should support this. Gender Pay Gap analysis work was carried out as part of review of Equality Plan and identifying whether a specific equality objective was needed, further work will be carried out in 2020/21 linked to pay grade review activities.

### Addressing Workforce diversity and inclusive work place through our equality plan.

We have identified a long term aim within our Equality Plan 2020-24 under Our Workforce – Diverse, Supportive and Inclusive:

**Long Term Aim 3:** Our workforce is diverse, we are an employer of choice and staff feel supported within an inclusive and fair work environment.

Sitting underneath this aim are the following equality objectives

- By 2024, we will have increased potential routes into employment for underrepresented groups in our workforce.
- By 2024, we will through well-being initiatives, training and associated policies provide a supportive and inclusive workplace.
- By 2024, we will reduce the Authority's gender pay gap, with a particular focus on the experiences of staff in our Lowest Quartile (Lowest Paid.)