

Report of Human Resources Manager

Subject: Human Resources Update

SECTION 1. HEALTH & SAFETY AND WELLBEING

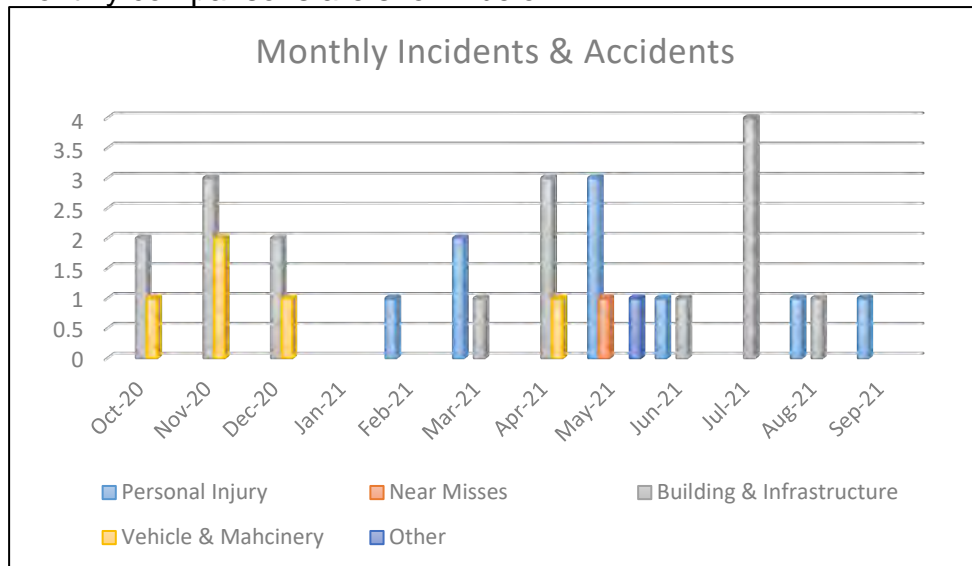
1. Reported Incidents and Accidents – July, August, September 2021
 Incidents and Accidents reported this quarter were as follows:

Category		Detail and actions taken
Building & Infrastructure	5	Intruder alarm(s) triggered. Guidance on call-outs redrafted to mitigate the potential risk of lone staff call-outs at night. Induction/orientation of new staff at Cilrhedyn to include intruder alarm.
Vehicle & Machinery	0	-
Personal Injury	2	'Warning slippery if wet' sign erected at Middle Gatehouse steps, Carew Castle. Position of external seating moved at Carew Castle to ensure secondary accident unlikely to occur.
Near Misses	0	-
Other	0	-
Total	7	

Personal Injuries reported during the period relate to 2 injuries involving members of the public.

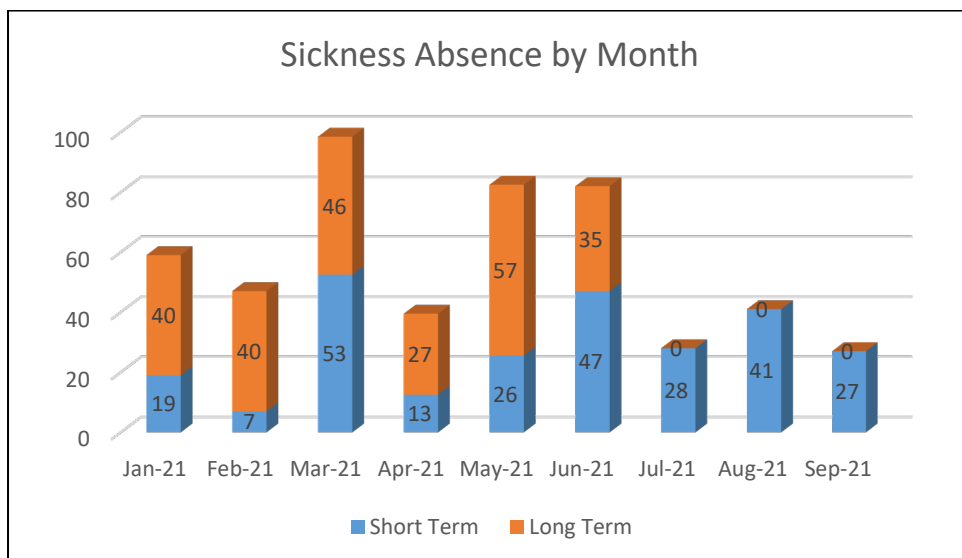
There were no RIDDOR reportable injuries during the period.

Monthly comparisons are shown below:



2. Sickness and Absence

Absence figures since January 2021 are shown below:



Long term absence levels remain positive. Short-term absences, which although not overly concerning have increased, which to a very small degree has been due to Covid-19 and the Winter Cold/Flu season.

The average absence rates for the Authority this quarter are as follows:

- Average %age of hours lost (against total that could be worked) as a result of sickness absences per employee - 1.29%

This compares favourably with the UK sickness absence rate of 1.8% in 2020. Which is reported to be the lowest rate since data capture began in 1995; helped by furlough, social distancing, shielding and increased home working. Office of National Statistics (ONS) data for 2021 is unavailable.

3. PCNPA Health & Safety Update

Castell Henllys

A full annual Fire Alarm service was carried out in August, prior to which Risk Assessments were updated and staff trained.

Missing Child procedures have been updated and staff refresher training undertaken.

Operational procedures for visitor management of the site and associated staff guidelines continue to be regularly updated with developing Welsh Government guidance on Covid-19.

Since September, there has been a restriction on members of the public using the site during School visits. The Risk Assessment and school programme has been adjusted accordingly.

Activity Workshop Risk Assessments have been updated to accommodate Covid-19 guidelines; these include Ancient Textiles, Dark Skies and Lowri Evans Gig Risk workshops amongst others.

The Risk Assessment and Visitor Guidance for the Mobility Scooters has been updated following last quarter's reported incident and receipt of two new mobility scooters.

A full site tree survey and plan was undertaken in 2020, although a more recent Ash Die Back Survey was undertaken during the reporting period in 2021.

A successful DEFRA visit was undertaken in July 2021 to assess the livestock on site, as part of disease prevention security.

Refresher First Aid training for First Aiders was undertaken in July 2021.

Carew Castle

All Risk Assessments have been updated following continuing Welsh Government guidance, this included the Café and Mill which opened at the beginning of the season. A full review of the Schools programme was undertaken, with Risk Assessments updated and staff trained.

During the reporting period, a biannual high level masonry inspections on the Castle was undertaken and vegetation removal carried out. As part of the quarterly programme, a general masonry report was also carried out.

The annual report of the Causeway and Millpond was carried out by the Reservoirs Engineer and the Fire Alarm annual service carried out.

Food Hygiene, Allergen and COSHH training was carried out for all new staff; and it is aimed to deliver this, by the end of the year, through the new on-line training software (ELMS).

Oriel y Parc

Room Hire reopened in June / July 2021 and Covid-19 Risk Assessments were completed to support this. Risk Assessments were also updated for planned Summer Events (including the Great Big Green Week event) and the opening of the new exhibition for both installation and opening of the National Museum of Wales (NMW) Gallery.

All Risk Assessments were amended following the relaxation of Government guidance in August.

Dyfed Alarms attending site in September to review the fire alarm and panel service, following a significant number of false alarms reporting during 2021. The Kitchen Fire Suppression System for the café was also serviced during the period. Site and building closure procedures were also reviewed and amended during the period to strengthen security on site.

In July and August a review of grass roof access by contractors was carried out and training provided to the Site Warden and wider Warden team. Site tree surveys were started in September and will continue into October.

Discovery

Risk Assessments for minibus travel, in light of a shift to Alert Level 0 were amended to allow passengers to be transported to support activities. Risk Assessments were reviewed to allow for the safe running of events (an example of this being the Fungal Foray event at Castell Henllys).

As part of the recently started Roots to Recovery project, which is a partnership between the Authority and Mind Pembrokeshire, the team created a revised set of Risk Assessments to cover key activities for the project. These Risk Assessments are available to all project partners.

Based on a near miss report submitted by the team's West Wales Walking for Wellbeing Officer, in which a participant fell ill and needed to be taken home during the walk, a review has been carried out on the level of volunteer support required on wellbeing walks. Additional volunteers are now being recruited for selected group walks.

General Building Services

A full review of Contractor Risk Assessments & Method Statements (RAMS) for individual project and maintenance work has been carried out and 'site visit protocols' put in place.

Ongoing management of statutory testing and inspection of equipment and all sites (boilers, security, fire, legionella testing and monitoring etc.) continues, albeit with stricter Covid-19 Risk Assessments in place.

During the period TIAA conducted an audit of all buildings and maintenance across the Authority estate.

Fundraising

To support delivery of a fundraising event at Oriel y Parc during September, for the Pembrokeshire Coast National Park Trust, a Risk Assessment was completed for this event and will act as a template for further fundraising events.

Llanion Reception

Reception continues to remain open on Monday, Wednesday and Fridays only for members of the public and by appointment only. Since June 2021 only 7 members of the public have attended Llanion - 4 of which were Planning related enquiries and 3 were retail/Car Park ticket related.

H&S Risk Assessments

To support 'shared ways of working' all managers have been encouraged to share examples of good practice in the carrying out of Risk Assessments during Covid-19. A central repository for all PCNPA Risk Assessments has been put in place on Parcnet and managers encouraged to use this to sign-post best practice.

Covid-19 Communications

An all staff email went out to staff in September, setting out a decision making hierarchy for the organisation and attendance when organising face to face meetings. Further guidance was provided on vehicle sharing and hot-desking, including an updated Risk Assessment for Vehicles. Staff were also reminded of Authority protocols on isolation and encouragement given for staff to vaccinate against Covid-19 and Winter Flu.

Training

Specific training during the period includes the following:

- Remote First Aid
- Brush Cutter Training
- Youth Mental Health First Aid Training

Corporate Health Standard

The Authority have been informed to continue building our portfolio of evidence to achieve the Corporate Health Standard Award, until such time that the framework is reviewed in early 2022.

SECTION 2. HUMAN RESOURCES



ELMS

In the middle of the year, the Authority was presented with an opportunity to join an e-Learning partnership programme (with all other National Parks) and delivered by Learning Pool, the largest open source Learning Management System provider. The ELMS e-Learning system will form part of the wider learning and development offering and supplement our existing, more traditional (face-to-face), learning methods.

The ELMS system will provide a web-based, fully customisable e-learning software system, where the Authority has access to over 160 fully editable courses through the Government Catalogue.

Backroom system work has been completed and roll-out for all staff will begin late November/early December.

Because the system is also used by PCC, they have said the Authority may be able to utilise their System Specialist to build our own in-house knowledge of the system.

Course content will continue to be reviewed over the next six months, as we customise some content; although the full suite will be rolled out from day one rather than delay the introduction further.

ELMS will enable some of our statutory needs to be met through the resource library, which includes courses on Data Protection, general Health & Safety, Manual Handling, Display Screen Equipment, Driver Safety, Fire Safety and other regulatory training courses.

HR Metrics

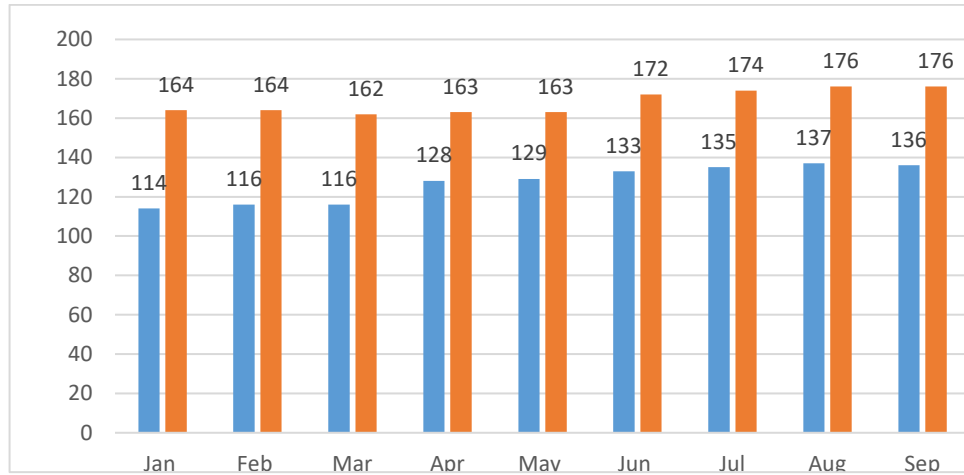
At the request of Committee Members, a separate report is provided.

Recommendation: Members are asked to NOTE this report

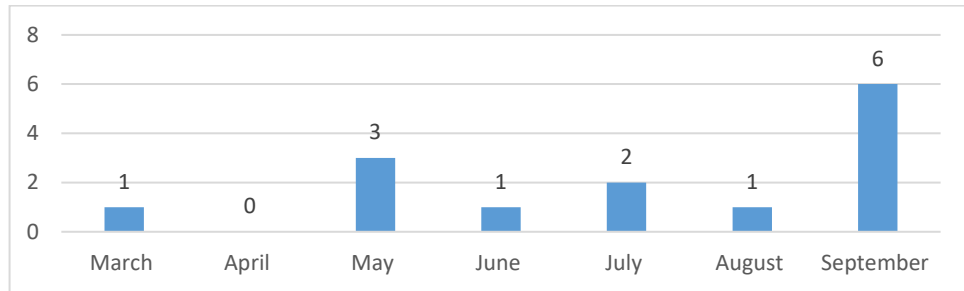
(Further information is available from the Kelland Dickens, Human Resources Manager, on 01646 624825 – email kellandd@pembrokeshirecoast.org.uk

HUMAN RESOURCE METRICS

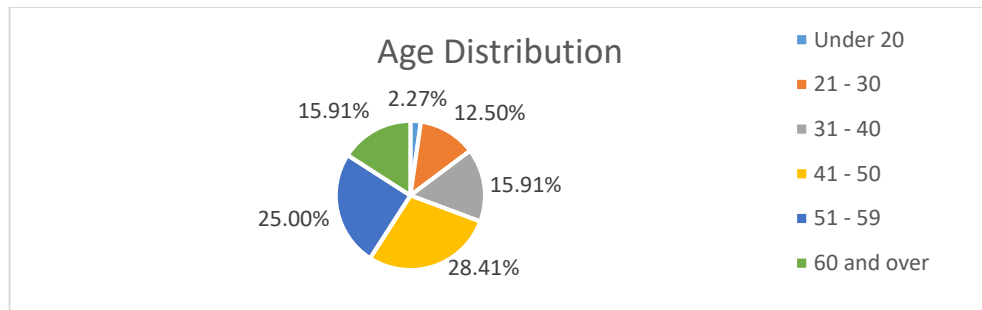
Headcount and FTE



Leavers

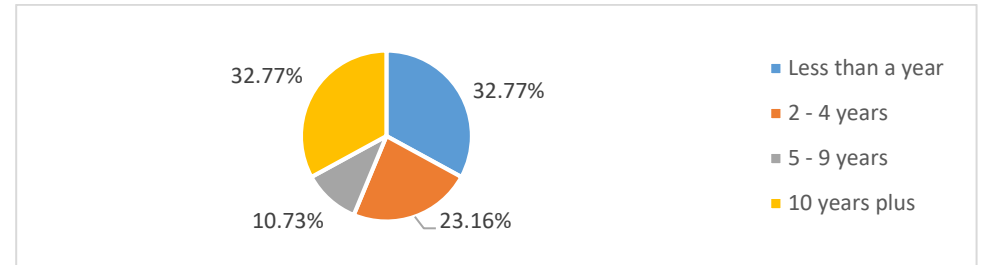


Age Profile



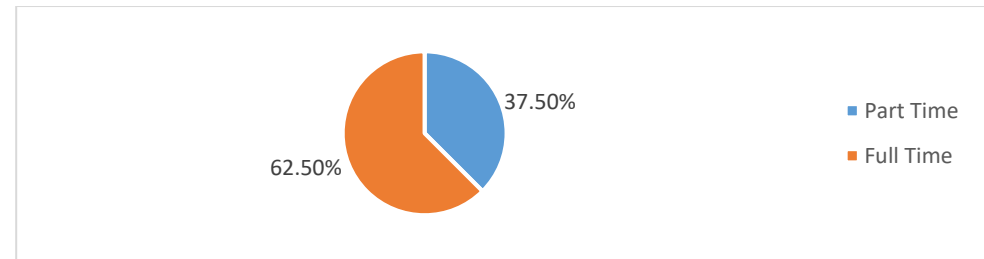
Average Age **48.3**

Length of Service



Average Length of Service **7.1 years**

Part time Distribution



Average Hours **31.2 hours per week (across all staff)**

Gender Distribution

54% Female **46% Male**

Work and Wellbeing Reviews

77% completed **23%**

Welsh Skills

%age - Work Welsh Level 1 or above **40%**