

Report of Head of People Services

Subject: People Services Report

1. Incidents & Accidents

Reported Incidents and Accidents in second quarter of 2025

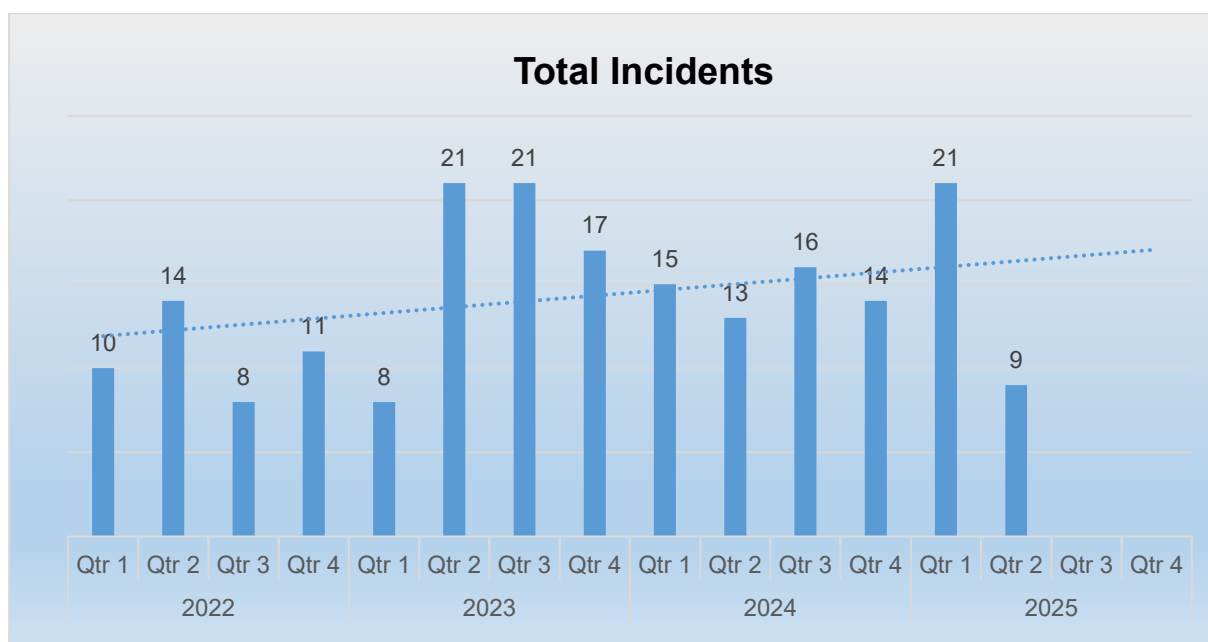
Date of incident	Location	Type of Incident	Injury	Cost	Treatment /Action	Category (for Report)	Person Involved
17/04/2025	Castell Henllys	Fire / Security Alarm Activation	None		None	Building & Infrastructure	Staff
17/04/2025	Llanion Reception	Abuse / Harassment	none		Welfare Check / feedback / Further Training	Near Miss	Staff
02/05/2025	Nevern footpath	HAVS	None		Further Training / Discussion	Near Miss	Staff
03/06/2025	Undercroft in Carew Castle	Accidental bump to head on doorway	Cut to head		Bandage provided. Site check.	Personal Injury	Member of Public
10/06/2025	Pointz Castle	Minor Vehicle Damage	None	tbc	Team leader discussion	Vehicle & Machinery	Contractor
13/06/2025	Tregynon	Falling tree plate damaged to footbridge	None	£ 211	Action plan inc. RAMS compliance / incident reporting protocol/ Assessing protection / Contract oversight	Building & Infrastructure	Staff
19/06/2025	South Warden Team	HAVS - Exceed SEP points in Reactec	None		Equipment Fault - removed from use for check. Staff Tier 3 OH Assessment. no further HAVS exposure for 1 week.	Near Miss	Staff
23/06/2025	Fishguard	Minor Vehicle Damage	None	tbc	Team leader discussion	Vehicle & Machinery	Staff

Date of incident	Location	Type of Incident	Injury	Cost	Treatment /Action	Category (for Report)	Person Involved
23/06/2025	South Warden Team	HAVS - Exceed SEP points in Reactec	None		Equipment Fault - removed from use for repair / check. Staff Tier 3 OH Assessment.	Near Miss	Staff
26/06/2025	South Warden Team	HAVS - Exceed SEP points in Reactec - 2nd incident in 1 week	None		Equipment Fault - removed from use for repair / check. Staff Tier 3 OH Assessment & no further HAVS exposure for 1 week.	Near Miss	Staff
27/06/2025	Milton Depot	Abuse / Property Damage	None	tbc	Investigation underway	Building & Infrastructure	Staff
30/06/2025	Cilrhedyn	Lost Mobile Phone	None	£ 175	Team leader discussion	Vehicle & Machinery	Staff

Year to Date (1 Jan 2025 – 30 June 2025)

Property Damage	1
Vehicle & Machinery	12
Building & Infrastructure	2
Personal Injury	4
Near Miss	11
RIDDOR	0
Other	0
TOTAL	30

Contractor	1
Member of Public	3
Staff member	24
Volunteer	2
Other	2
TOTAL	30



Of the 12 incidents reported in the second quarter of 2025, fewer incidents involved vehicles. There has been an increase in HAVS, and investigations led by the Operations Manager and Contracts and Technical Officer in collaboration with HR are in hand. The Reactec system has been in use for 6 months and is providing useful data about equipment and users. A review of the HAVS Action Plan, Operating Procedure, Risk Assessment is planned.

There has been some concern about the possibility of under-reporting given the operational activities across the Authority. Managers, Team Leaders and Supervisors have been reminded of the importance of reporting all incidents accidents and near-misses.

Work is continuing on the Drivers Handbook and Driver Policy, and the documents will go to the Management Team on 15th July 2025.

Bespoke training on the Loading of Trailers is being delivered on 7,8, and 9 July 2025. This training is mandatory for all staff who load and tow trailers.

Training has been sourced on dealing with difficult conversations, conflict resolution. for staff who are the first point of contact with members of the public and are occasionally subject to abuse and confrontational language. Dates have been offered for July and October 2025.

There have been no RIDDOR incidents to date for 2025.

2. Health and Safety Group

The Health and Safety Group are meeting on 8 July 2025.

3. Health and Safety Internal Audits

Following on from the Internal Audit Report for Accident, Incident and Near Miss Reporting and Investigation the reporting form has been amended to include the date

that the incident, accident or near miss is reported to HR. Investigation training was included in the two recent HR for Non-HR Managers workshops.

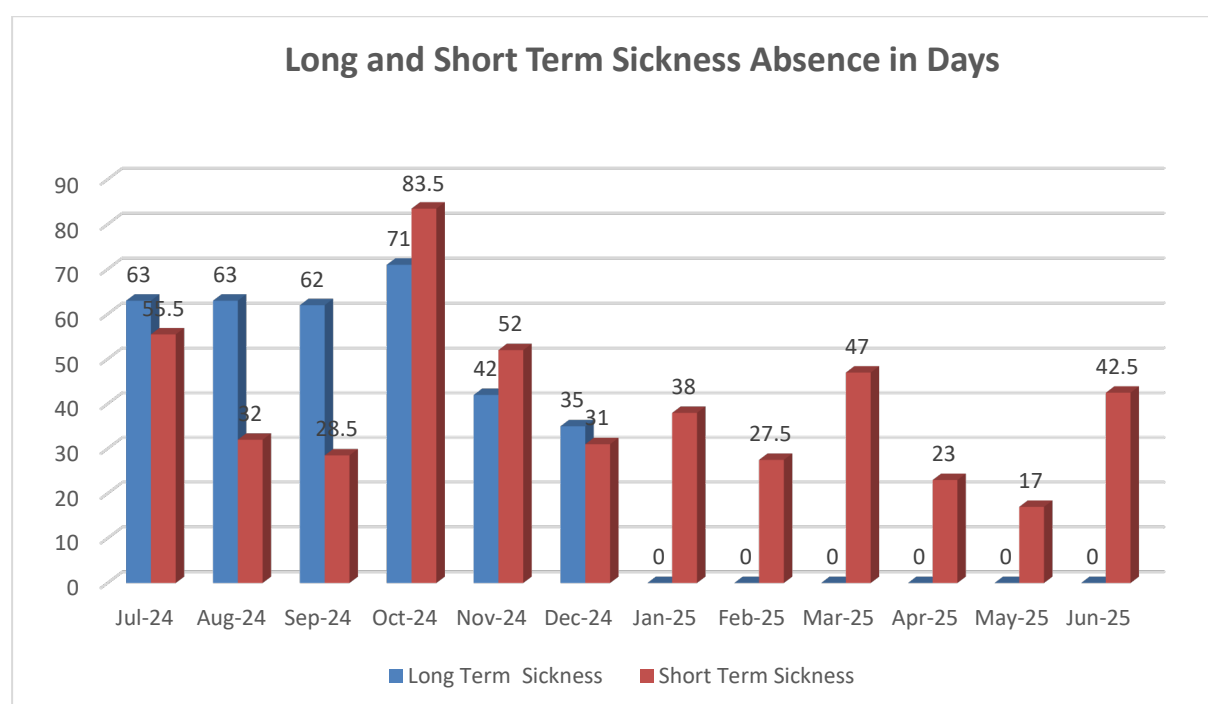
4. Lone Working Policy

Staff Representatives have been asked to report back at the meeting on 8 July 2025

5. First Aid Policy

The First Aid Policy has been updated and is tabled for the Health & Safety Group meeting on 8 July 2025

6. Staff Sickness Absence

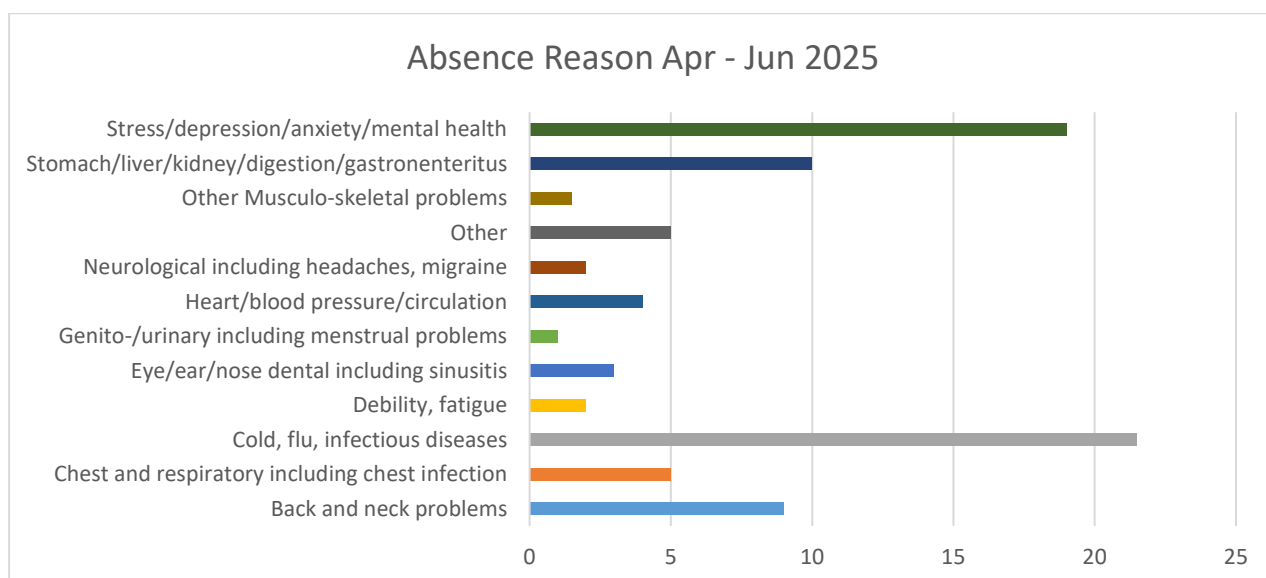


Monthly Cost of Absence (based on average salary)

Apr 2605.96

May 1926.15

June 4815.36



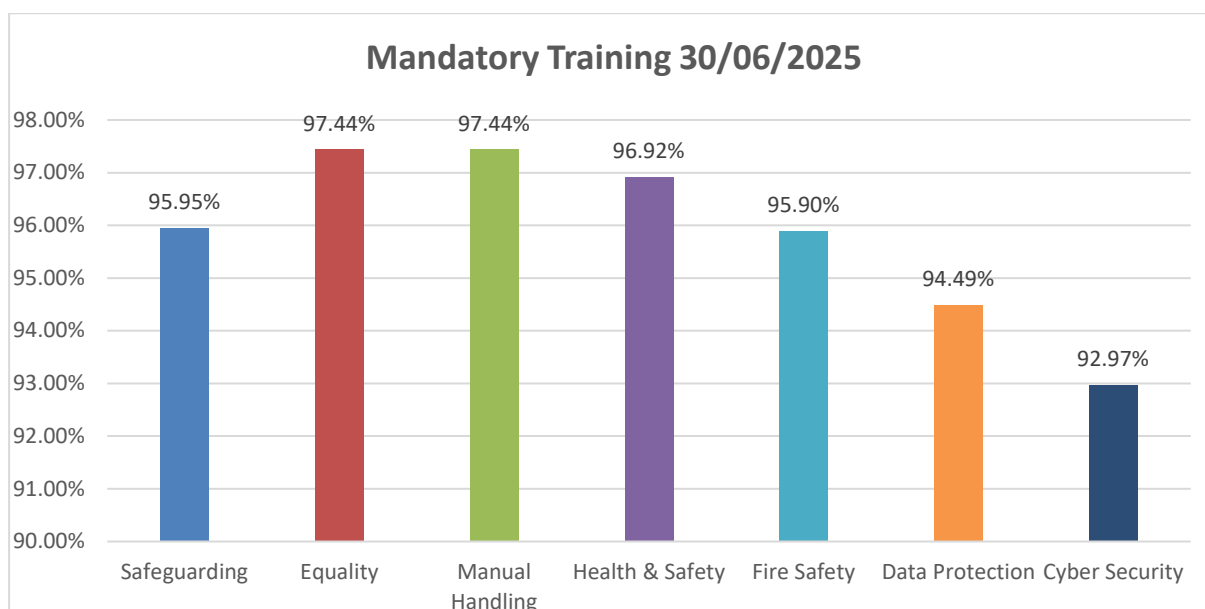
It should be noted that we have had no long-term sickness absence cases in the first two quarters of 2025. (Longterm sickness absence is a period of sickness absence of 28 days or more.) We continue to monitor sickness absence closely working with line managers to improve and sustain attendance in the workplace. Return to work interviews should take place after every period of absence. There have been 27.5 days of sickness absence in February 2025 compared to 77 days in February 2024.

The sickness absence associated with mental health is not work-related. The absence is being supported by line management with access to EAP and Occupational Health.

7. Training and Development

Secure Load Training is taking place 7, 8, 9 July 2025 in response to an incident earlier in 2025 concerning an insecure load and damage to vehicle. This is a bespoke course and has been developed and will be delivered by an external training company. This training is mandatory for relevant staff and attendees include Wardens, Rangers and members of Conservation team.

Officers are working to move mandatory Data Protection and Cyber Security Training to ELMS from Virtual DPO. Moving to ELMS will support managers to monitor completions and support integration of this training with induction processes. This should help increase completion rates once the move to ELMS is complete. Additional Cyber Security Training funded by Welsh Government is being delivered in July, August and September in partnership with the other Welsh National Park Authorities.



8. Pay and Grading Review Update

The Pay and Grading Review has been completed with all appeals held by the end of March 2025. A detailed Report including costs and gender pay gap and equality impact assessment is to be presented in the Autumn.

An internal Job Evaluation process has been implemented including Trade Union representation. All new posts are evaluated prior to advertisement

9. HR Policy Review

We continue to review HR Policies and Procedures. Induction, Probation and Performance Review are scheduled for revision in July 2025.

10. HR for Non-HR Managers

Two workshops were facilitated in June 2025 aimed at Team Leaders. Content included short term sickness absence, recruitment, discipline and grievance and the prevention of sexual harassment in the workplace.

11. Volunteering

A review of volunteering is underway. This is a root and branch review of volunteering and is incorporating the Strategic Review that was undertaken in 2021. We are identifying opportunities for volunteering and advertising the roles rather than trying to identify roles based on the profile of applicants. Several office-based opportunities have been identified, and we are also exploring micro-volunteering, remote based volunteering and social action initiatives.

Policies, procedures, and systems are being reviewed and benchmarking across other organisations who engage volunteers are included in this work. We are also looking at a volunteer management infrastructure to ensure that working with volunteers is not too onerous for line managers.

The methodology has included meeting with heads of departments and line managers as well as holding a Volunteer focus group to inform the review.

The part-time Volunteer Development Officer post has been vacant since January, pending the findings and recommendations of the Review

A total of 1416 hours of volunteering were logged in April and May 2025. The majority of these were accrued at Carew Castle; monitoring and surveying and practical conservation tasks.

Recommendation: Members are asked to NOTE this report.