

Report of Head of People Services

Subject: People Services Report

1. Health and Safety

The Health and Safety Group met on 14 April 2026, and the next meeting is scheduled for 14 July 2026.

The Health and Safety Group are working on 2026/27 Health and Safety Action Plan.

The Countryside Management Health and Safety Group met on 20 April 2026.

Follow up actions were taken in respect of several of the incidents reported in the first quarter of 2026. The Head of Engagement and Inclusion wrote to the Headteacher of the school regarding the road safety concerns concerning a school group activity. Countryside Management Operations Manager has introduced a tools and equipment booking out system. All HAVS incidents or near misses are routinely followed up.

Accidents and Incidents 1st January 2026 – 31st March 2026

Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category (for report)	Job Title
15.01.2026	Carew Bridge	Oncoming Vehicle blocked road and refused to move despite not having right of way		Reversed to avoid further confrontation	Near Miss	Conservation Officer
14.01.2026	Carew	Dog jumped wall and chased sheep into Mill Pond.		Improved signage	Other	
20.01.2026	West Warden Team	TEP Breach in Reactec		Include in regular team briefings	Near Miss	Warden
21.01.2026	West Warden Team	SEP Breach in Reactec		Team Awareness	Near Miss	Warden
26.01.2026	Oriel Y Parc	Security Alarm Activation		Trim Secured	Near Miss	Site Caretaker
26.01.2026	Oriel Y Parc	Security Alarm Activation		Engineer Callout	Near Miss	Site Warden
02.02.2026	Llanion	Security Alarm Activation			Near Miss	Caretaker

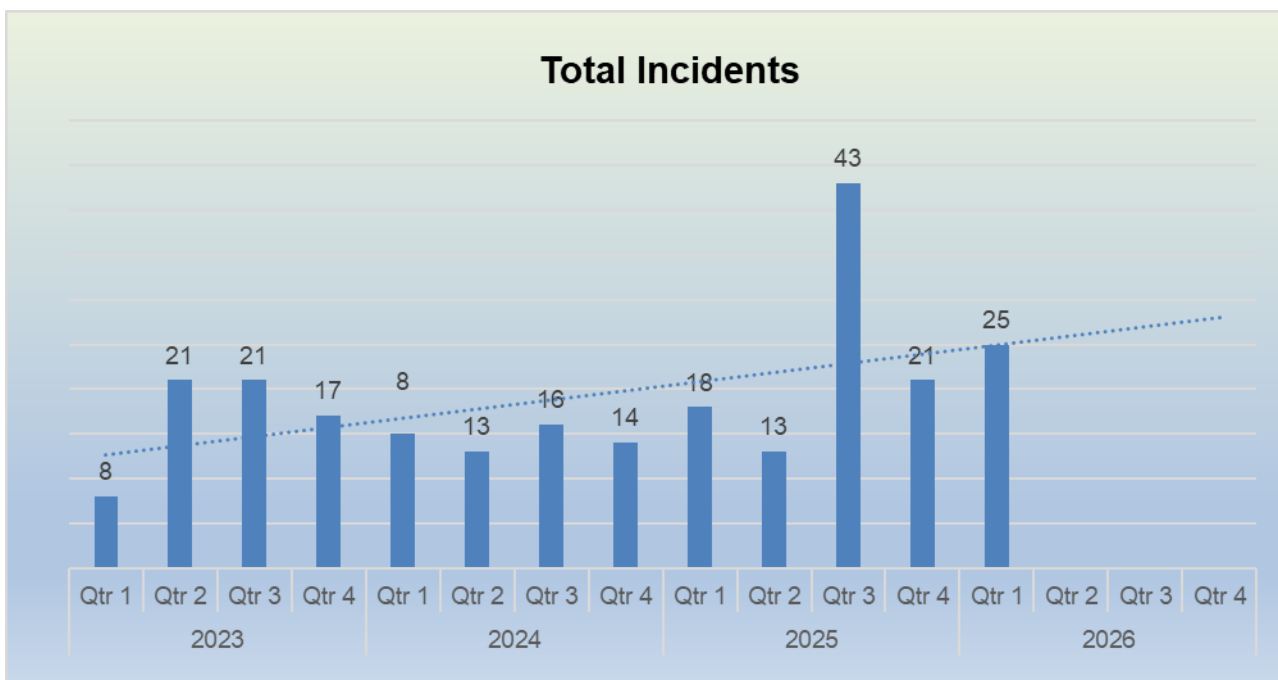
Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category (for report)	Job Title
02.02.2026	West Warden Team	Broken tail light		Ensure gates are secured before passing through	Vehicle & Machinery	Lead Warden
05.02.2026	Llanion	Horse in Grounds		Police report	Near Miss	Llanion Services Manager
17.02.2026	Llanion	Intruder Alarm Activation		Staff reminder	Near Miss	Caretaker
14.02.2026	Oriel Y Parc	Phone battery Damage		Lost property & Mobile Phones policies updated and shared.	Near Miss	Visitor & Gallery Assistant
18.02.2026	West Warden Team	Strimmed Barbed Wire		Increased vigilance	Near Miss	Warden
11.02.2026	South Warden Team	SEP Breach in Reactec		3 chainsaws to be HAVS tested. Investigation into variance in SEP and TEP data.	Near Miss	Warden
16.02.2026	South Warden Team	SEP Breach in Reactec		3 chainsaws to be HAVS tested. Investigation into variance in SEP and TEP data.	Near Miss	Warden
23.02.2026	West Warden Team	Broken Wing Mirror		Avoid contact with trees	Vehicle & Machinery	Warden
24.02.2026	Carew	Trip	Bump to Knee	Reminder to keep walkways clear	Near Miss	Carew Supervisor
21.03.2026	St Brides Coast Path	Excess water run off		Contact made with Landowner and Potential Pollution incident reported to NRW	Other	
05.03.2026	Carew Castle	Table Top Dropped on Foot	Bruised Toe		Personal Injury	Visitor Services & Heritage Assistant
04.03.2026	Bwlch Gwynt	Road Safety concerns on school trip		tbc	Near Miss	Ranger
10.03.2026	Cilredyn Woods	Hand injured by falling branch	swollen knuckle		Personal Injury	Warden
06.03.2026	OYP	Security Alarm Activation		Temp Fix. System due for upgrade	Near Miss	Site Caretaker

Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category (for report)	Job Title
02.03.2026	Milton Depot	Missing Chop Saw		Review of security procedures	Vehicle & Machinery	
12.03.2026	South Studdock Angle	Wind damage to 3rd Party vehicle door			Near Miss	Conservation Officer
23.03.2026	OYP	Smoke Detector activation		Known Issue. Design of kitchen and ventilation under investigation	Near Miss	
25.03.2026	OYP	Security Alarm Activation		Temp Fix. System due for upgrade	Near Miss	Admin & Events Coordinator

Year To Date (1st January 2026 – 31st March 2026)

Building & Infrastructure	0
Vehicle & Machinery	3
Personal Injury	2
Other	2
Near Miss	18
RIDDOR	0
TOTAL	25

Staff member	23
Volunteer	0
Member of Public	1
Other	1
Contractor	0
Total	25



Health and Safety Group

The Health and Safety Group met on 14 April 2026.

Health and Safety Policies

The Health and Safety policy had been reviewed by the Health and Safety Group and Members. It is tabled for the May 2026 NPA meeting. There were no significant changes made

The Lone Working Policy was approved by the Management Team and Health and Safety Group on 14 April 2026.s scheduled to go back to the Management team in February 2026

The Principle of Visitor Safety – Standards It was agreed at the Health and Safety Group meeting on 14th April that a sub-group led by the Director of Nature Recovery and Tourism

2. Human Resources

Staffing as at 27 April 2026

Headcount 209

FTE 138.5

Average age 47.6

54.5% female 45.5% male

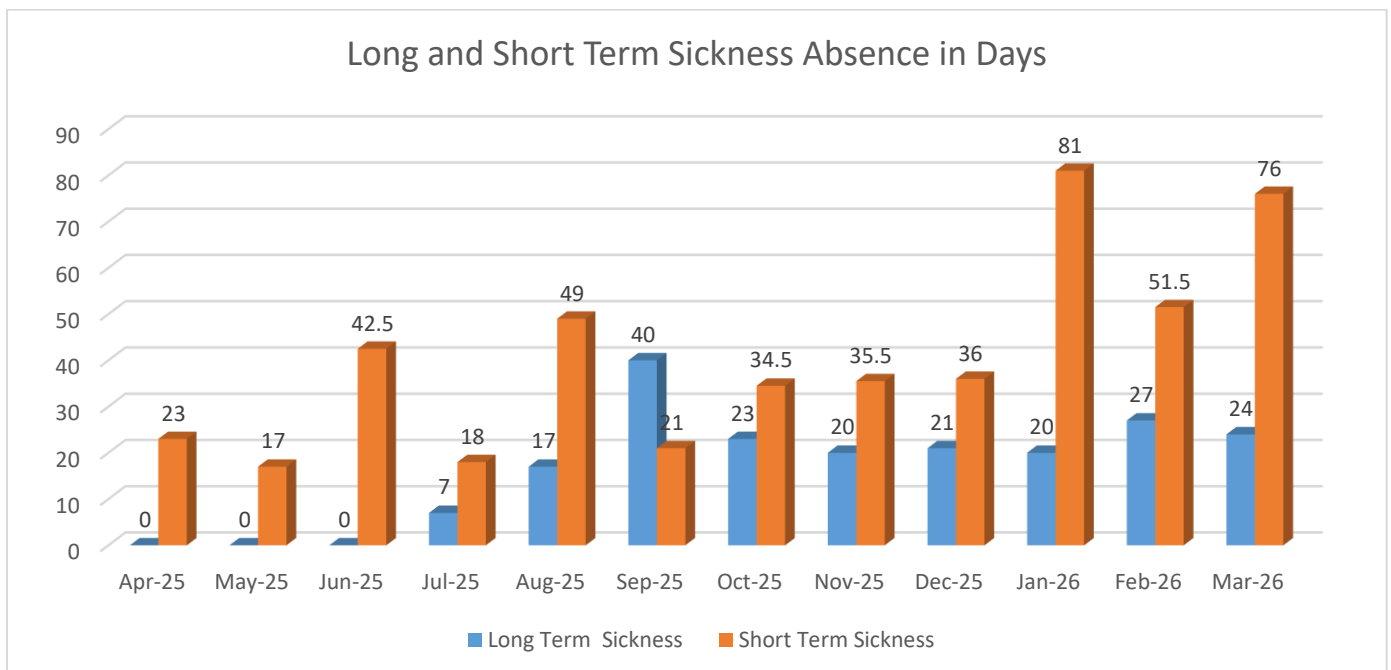
88.4% permanent employees

36 Leavers last 12 months

33 Hires in last 12 months

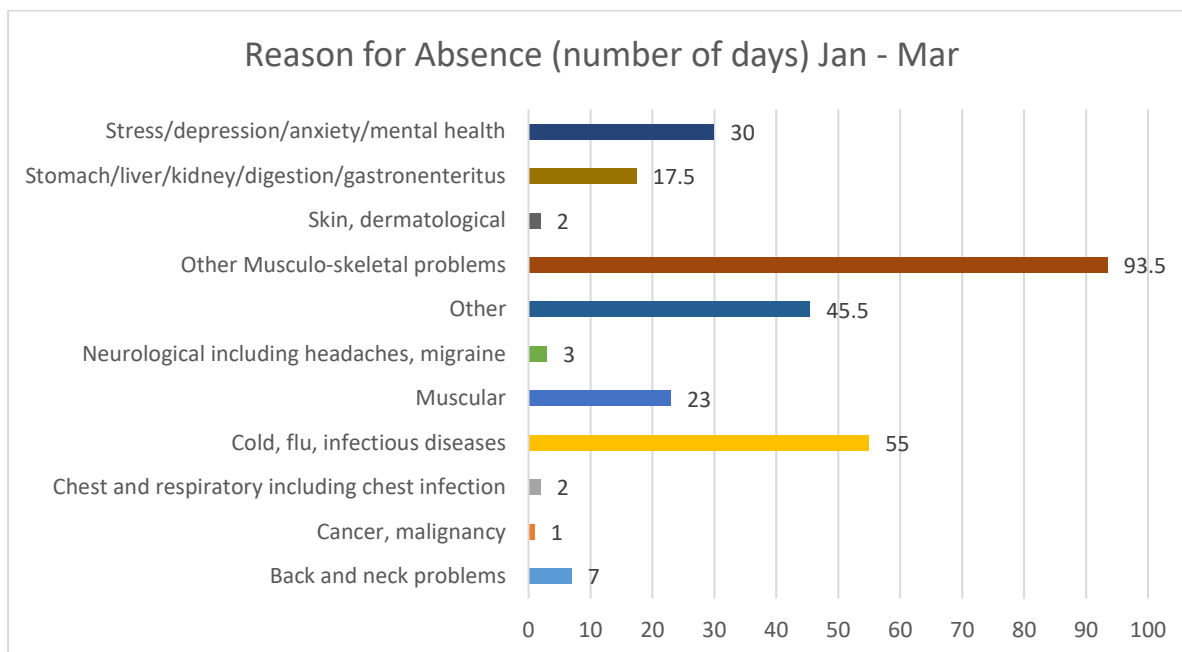
Staff Health and Sickness

4. Staff Health, Sickness and Wellbeing

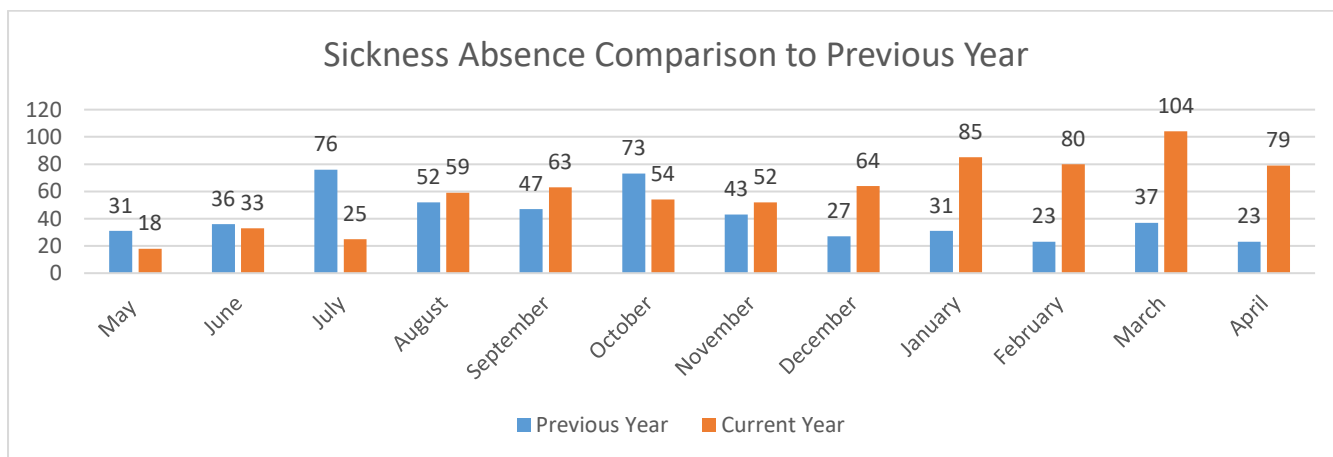


Monthly Cost of Absence (based on average salary)

January	11890.65
February	9178.79
March	11692.72



Long-term sickness is a consecutive period of absence of 28 days or more.



In 2025, the average UK employee took 9.4 days of sickness absence, marking a record high and a significant increase from pre-pandemic levels.

Overall UK Workforce

The average UK employee was absent for 9.4 days in the past year, nearly two full working weeks, representing a 62% increase compared to pre-pandemic levels of 5.8 days and a rise from 7.8 days in 2023, according to the CIPD Health and Wellbeing at Work report 2025, supported by Simplyhealth cipd.org+1. This increase reflects the growing prevalence of long-term health conditions and mental ill-health among working adults. The report emphasizes the importance of

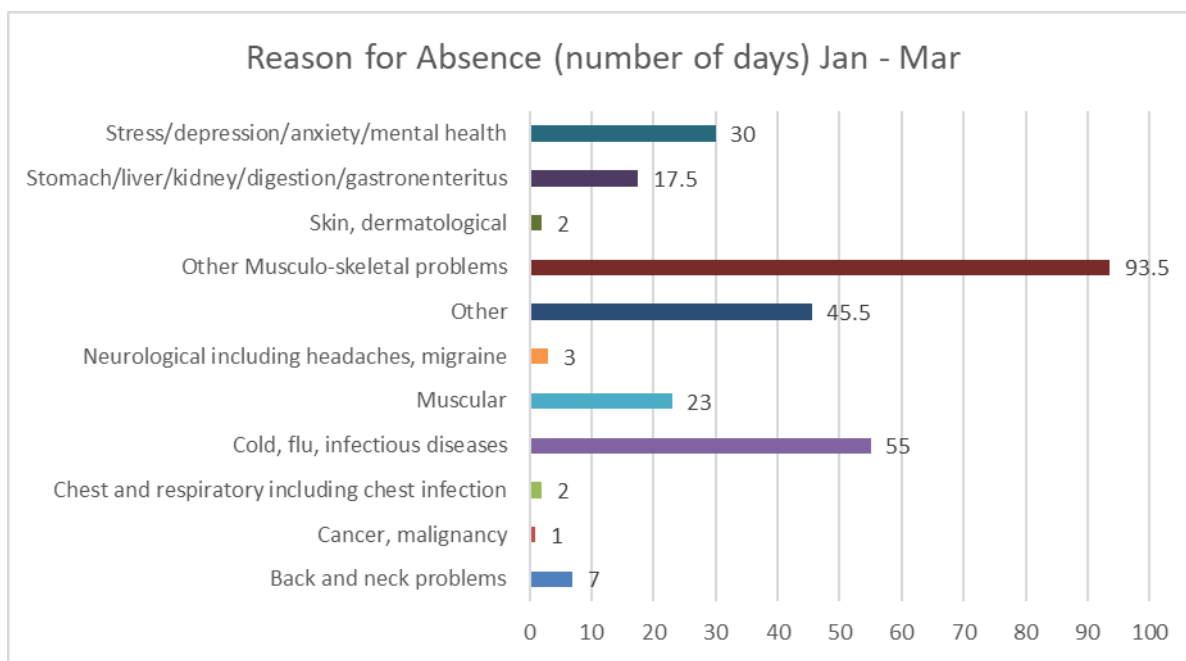
proactive workplace health management, including flexible hours, workload adjustments, and targeted support for mental health cipd.org.

Labour Force Survey Data

Official statistics from the Office for National Statistics (ONS) indicate that in 2024, the sickness absence rate—the percentage of working hours lost due to sickness or injury—was 2.0%, slightly down from 2.3% in 2023 but above pre-pandemic levels [Office for National Statistics](https://www.ons.gov.uk). An estimated 148.9 million working days were lost, averaging 4.4 days per worker, with higher absence rates among women, older workers, part-time employees, public sector staff, and those with long-term health conditions [Office for National Statistics](https://www.ons.gov.uk). Minor illnesses were the most common reason for absence, followed by mental health issues.

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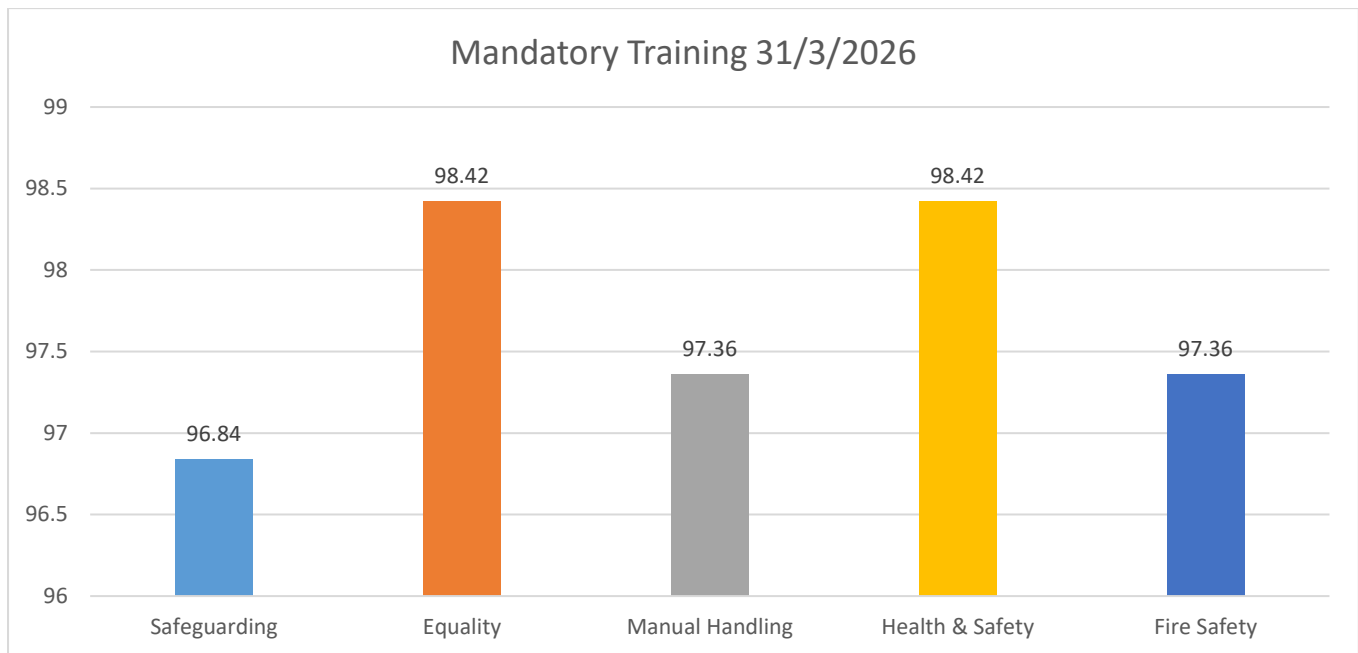


There were several members of staff absent in the first quarter due to Musculo-skeletal injuries or conditions. None of these were due to workplace incidents or accidents. Similarly, a small number of staff were absent due to mental ill-health again none of these absences were workplace related.

The management of minor injuries and short-term sickness absence is a key element of the Authority’s sickness absence strategy and the return-to-work interview continue to play a vital role in managing sickness absence levels.

Through the Staff Forum Group there has been some interest in forming a health and wellbeing group. Attempts have been made previously by HR to establish Wellbeing Champions. The Head of People Services is arranging to meet with colleagues interested in being part of a group.

Training and Development



Completion rates for mandatory training are monitored closely. We work closely with line managers and staff to support compliance. We also monitor the content and suitability of the programmes to ensure that they remain up-to-date and fit for purpose.

We have expanded mandatory training courses on ELMS e-learning including the Social Care Wales Level A Safeguarding course. This will be mandatory for all staff, members and volunteers.

The Authority's Safeguarding Leads have received Social Care Wales Training Level C in addition to Level A to ensure that the Authority safeguards individuals at risk. This training is part of a national learning framework developed by Social Care Wales to ensure that training in safeguarding is consistent and of a high quality. The training is overseen by the Regional Safeguarding Boards.

HR staff have attended webinars and training events on a number of topics including:
Inclusion in the Environment and Conservation Sector
Social Model of Disability
Reasonable Workplace Adjustments for Neurodivergent People
Discrimination and Challenging Behaviours – Managing and Supporting
Navigating the Employment Rights Act 2025 – Fair Work Agency
Cyber Security

Employment Rights Act 2025

We are preparing for the staged implementation of the above piece of legislation. The first changes come into effect from 1 April 2026. We have reviewed and revised several policies including Sickness Absence, Probation, Family Friendly policies. We are continuing to review all HR and Health and Safety policies in accordance with the agreed review schedule.

The Prevention of Sexual Harassment in the Workplace Act is also impacted with employers having to take all reasonable steps to prevent sexual harassment in the workplace. A training package has been added to ELMS (on-line training platform) and will be mandatory for all staff, members and volunteers. We are also asking the Management Team and Team Leaders to complete Sexual Harassment Risk Assessments for their departments and areas of activity.

Pay and Grading Review

A paper was presented to the Employee Forum on 15th April 2026. This paper will be presented to the NPA Meeting on 20th May 2026.

Employee Resourcing / Workforce Planning

We appointed a 0.6 FTE Resourcing Officer at the end of March and the appointee is expected to take up post in early June. This post is funded as part of the Authority's successful Nature Networks Fund (NNF4) delivered by the Heritage Fund on behalf of the Welsh Government and in partnership with Natural Resources Wales.

The Traineeship in Practical Land Management has been advertised, and we would expect to make an appointment in May 2026

We have successfully recruited a full-time Volunteer Development Officer post. The appointee will take up her post in May 2026.

3. Volunteering

A total of 2122 volunteer hours were completed by 98 volunteers between 1st January 2026 and 31st March 2026. This includes 852 hours of Practical Conservation, 201 Hours on Monitoring, Surveying, Recording and Reporting, and 208.5 Hours spent Supporting others.

We have processed 23 new Volunteer applications during the period, from across the local community. We are continuing to develop the Volunteer policies and procedures and have undertaken a data cleanse exercise to ensure that Volunteer information held is accurate.

The new Volunteer Development Officer will start in post in May 2026. We are working with teams to identify specific volunteering roles as part of the Nature Networks project so that we can provide opportunities to a wide cross-section of local people.

4. Democratic Services

Arrangements for Evaluating Individual Member Performance in Welsh National Park Authorities

This Welsh Government project has now been completed. Officers wrote to Welsh Government on 20 March setting out the Authority's pathway for delivering the arrangements. The next step is a workshop to brief Members on the process going forward which is scheduled for June, and it is anticipated that the new process will be implemented in May 2027.

Personal Development Reviews 2026

Forms for Members to undertake Personal Development Reviews for this year have been circulated to Pembrokeshire County Council appointed Members (Welsh Government appointed Members had to complete appraisals at the beginning of the year) with the request that they are completed by the end of April. To date, only one Support Plan has been received and therefore it has not been possible to prepare the Training Plan for 2026/27.

Member Training

Training activities since the last meeting have consisted of:

- Socio Economic Duty – Public Health Wales presentation
- Recreation Management – briefing on licensing
- Data Protection training
- Pembrokeshire Coastal Forum presentation

The Workshop Plan for the remainder of the year is provided below. Members will note that by the time this meeting takes place, the remaining two Welsh Government Governance training sessions will have been held. A verbal update will be provided on Members' attendance at these sessions overall. The percentage of Members who have either attended or subsequently watched all four of these sessions will be reported to Welsh Government in early May.

29 April 2026 am	Workshop – WG Training – Financial Governance
6 May 2026 am	Workshop – WG Training – Sustainable Governance
20 May 2026 pm	LDP – growth/spatial options/second homes
17 June 2026	Study Day – Nevern Castle
24 June 2026 pm	Workshop WG requirements for Member Accountability

Member attendance

Member attendance for the 2025/26 financial year at meetings has been 88% (target 75%), while Member attendance at training events has been 72% (target 65%).

Recommendation: Members are asked to NOTE this report.