

Report of Head of People Services

Subject: People Services Report

1. Health and Safety

The Health and Safety Group meeting is scheduled for 14 July 2026.

The Health and Safety Group are working on 2026/27 Health and Safety Action Plan and updating Risk assessments adhering to the Risk Assessment Management Plan.

The Countryside Management Health and Safety Group are meeting on 7 July 2026.

Follow up actions were taken in respect of several of the incidents reported in the second quarter of 2026. All HAVS incidents or near misses are continuing to be followed up. We have arranged a driving assessment in respect of an individual who has been involved in 3 minor incidents resulting in vehicle damage over a 12-month period.

All Llanion based staff have been reminded of the need to be vigilant in terms of unauthorised access to the building. Notices are also displayed in the staff entrance area.

Countryside Wardens who have been in breach of HAVS have received 1:1 follow-up sessions and it has been identified that in some instances there has been user error in the wearing of the reactec watches. The watches have been worn too loosely fastened and this has resulted in mis-readings.

The damage to fleet vehicles is being monitored. From the incident reports much of the damage is caused at low speed and involves parking vehicles or negotiating narrow roads. These incidents are avoidable and in addition to the costs it also reduces the size of the fleet whilst vehicle repairs are being undertaken.

Accidents and Incidents 1st April – 30th June 2026

Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category (for report)
06.04.26	Carew	Fall	Dislocated shoulder	Transfer to hospital for treatment	Personal Injury
13.04.26	Trewent Park	Gap in boundary fence			Property Damage

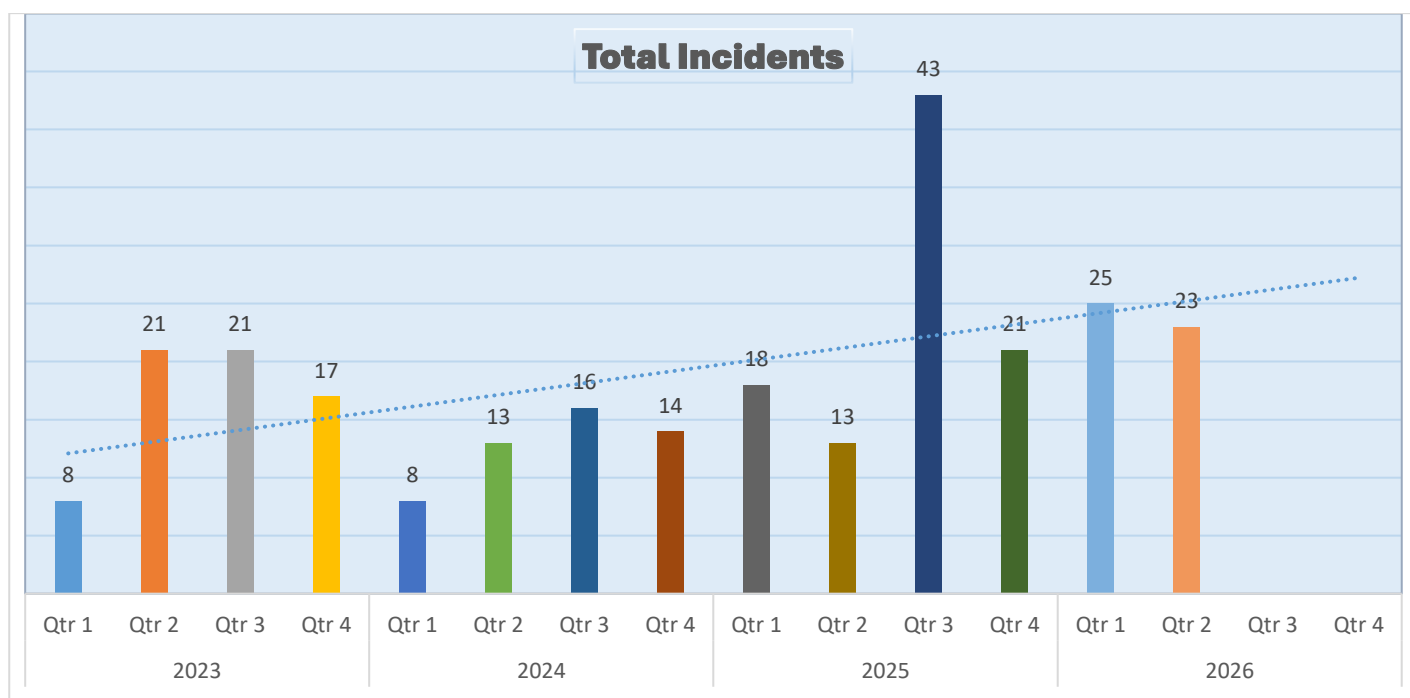
Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category (for report)
14.04.26	Withybush	Scratches to side panel of Vehicle			Vehicle & Machinery
14.04.26	Carew	Hot drink spilt on back		Risk assessment reviewed	Near Miss
21.04.26	Cilrehdryn	Broken Asbestos panel on exterior of building		Asbestos Management Plan followed	Building & Infrastructure
14.04.26	North Warden Team	Manual Handling	Back Pain	Stretching and rest. Reminder re manual handling techniques and risk assessment	Personal Injury
23.04.26	West Warden Team	HAVS - SEP Breach in Reactec		1:1 follow up	Near Miss
01.04.26	Carew	Handrail moved onto Head			Near Miss
29.04.26	Llanion	Scratch to finger from damaged tap	small scratch	Tap replaced	Personal Injury
05.05.26	Carew Mill	Mobility Scooter Tipped backwards	Shaken Tearful Rider	Risk assessments and procedure reviewed	Near Miss
06.05.26	St Brides Orchard	Minibus wing mirror hit by oncoming vehicle			Vehicle & Machinery
11.05.26	Abermawr	Damaged Minibus when reversing			Vehicle & Machinery
14.05.26	North Warden Team	Lost Reactec Watch		Full search undertaken . A replacement costs £625	Vehicle & Machinery
18.5.26	Bridleway in the North	HAVS - SEP breach - Not TEP breach	None	Not ELV breach	Near Miss
19.05.26	North Warden Area	HAVS -SEP breach		Allocated alternative duties and 1:1 follow up	Near Miss
23.05.26	OYP Café	Smoke Alarm Activated		Ongoing issues with the catering operations and location of the alarms. This is being followed up with the catering	Building & Infrastructure

Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category (for report)
				supplier and Building Services	
25.05.26	Carew Tidal Mill	Young person fainted	None	Advised to stay sitting in the shade for a minimum of 20 minutes. Given cold water and advised eating a snack. Checked for confusion	Personal Injury
26.05.26	Coastal Paths	HAVS - SEP breach		1:1 follow up	Near miss
29.05.26	Gelliswick/Eso Road	Dent in the front offside wing of their vehicle	None	Damage was only noticed when Warden returned to the vehicle	Vehicle & Machinery
01.06.26	Staff Entrance at Llanion	Entered Llanion as door unlocked	None	Email reminder Llanion based staff and signage refreshed in staff entrance	Near Miss
09.06.26	Coastal Path, Manorbier to Hogs Back	HAVS - SEP breach	None	Allocated alternative duties. Machine to be tested. Advised to tighten Reactec device on arm	Near Miss
17.6.26	Footpath running alongside stream by Nevern Church	Slip	None	None required	Personal Injury
17.6.26	Damage to vehicle - Ford Ranger	Glass broken	None	None	Vehicle & Machinery

Year To Date 2026

Building & Infrastructure	2
Vehicle & Machinery	9
Personal Injury	7
Other	3
Near Miss	27
RIDDOR	
TOTAL	48

Staff member	39
Volunteer	
Member of Public	1
Other	7
Member	1
Total	48



Health and Safety Group

The Health and Safety Group is meeting on 14 July 2026.

Health and Safety Policies

The Health and Safety policy was tabled at the May 2026 NPA meeting. As there were no significant changes it was agreed that the Policy could be reviewed every 3 years.

The Lone Working Policy has been through the various management and staff groups and been approved. It will not be reviewed for a further 3 years.

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. Further guidance is expected particularly in relation to Martyn's Law so further work has been put on hold for the time being.

2. Human Resources

Staffing as at 30 June 2026

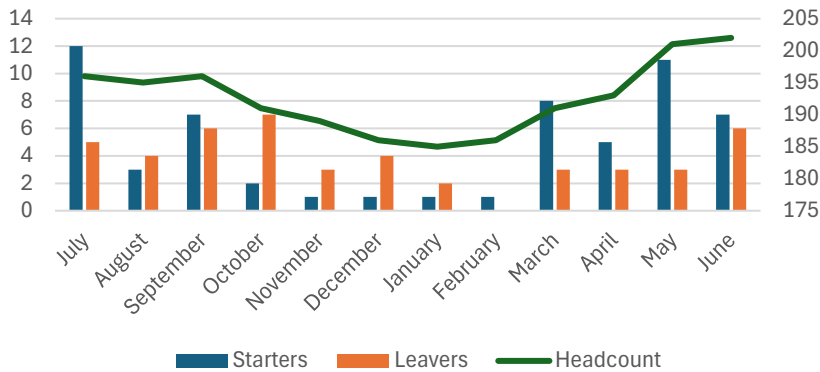
Headcount 190

FTE 142.8

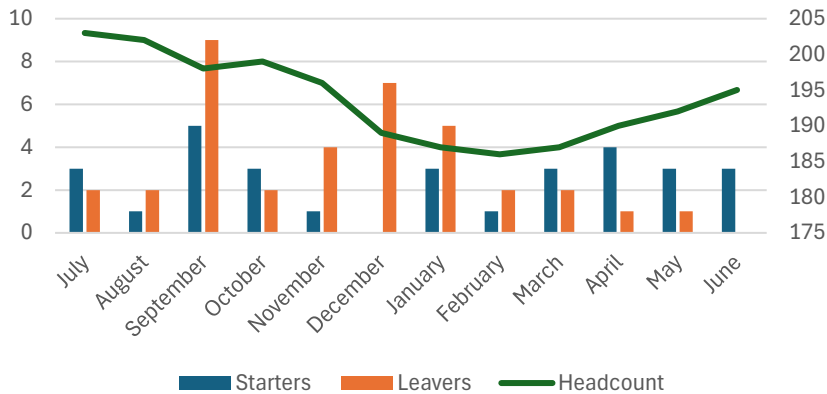
Average age 46.02

55.98% female 44.02% male

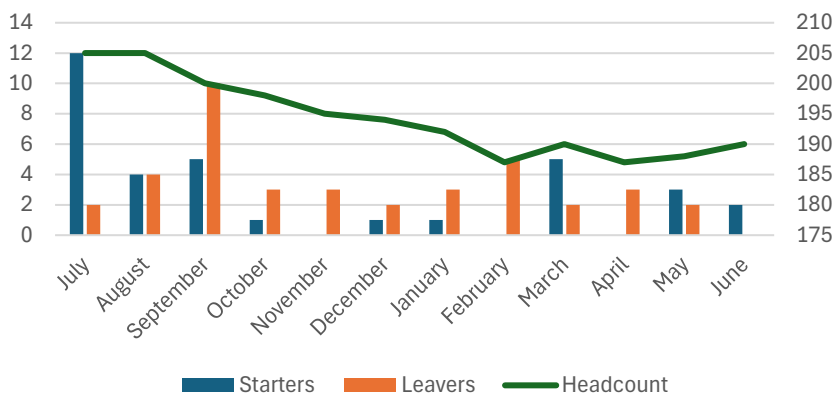
Starters and Leavers Including Seasonals
2023/24



Starters and Leavers Including Seasonals
2024/25

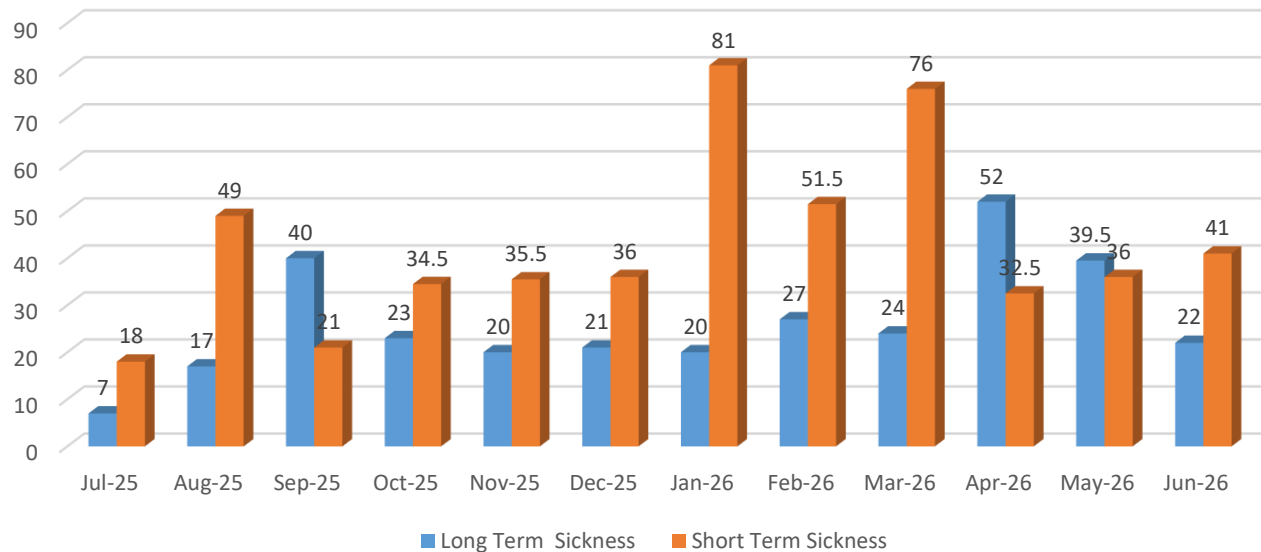


Starters and Leavers Including Seasonals
2025/26



Staff Health and Sickness

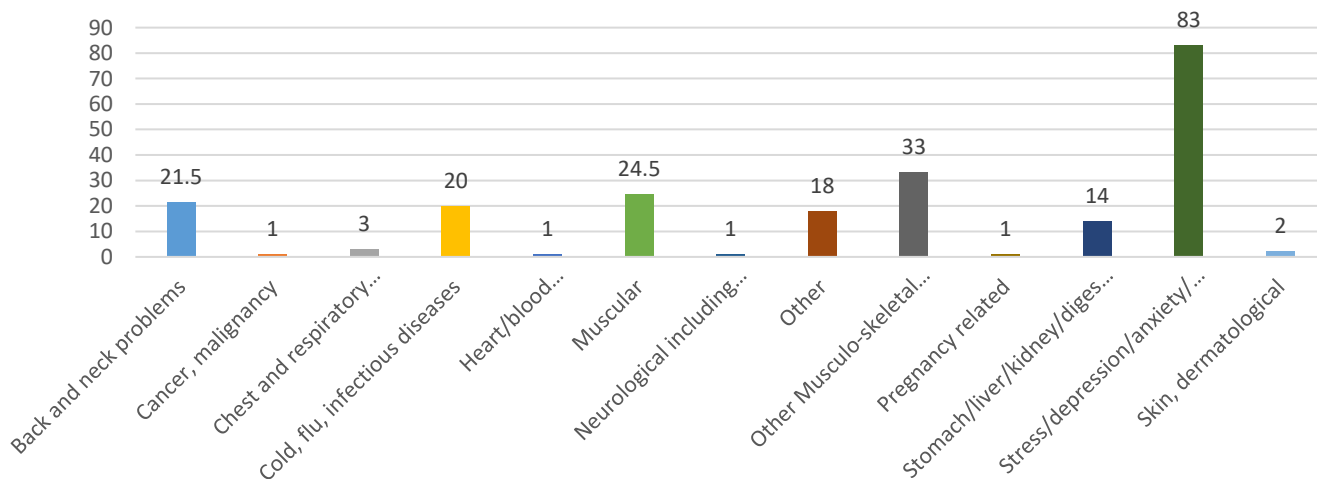
Long and Short Term Sickness Absence in Days

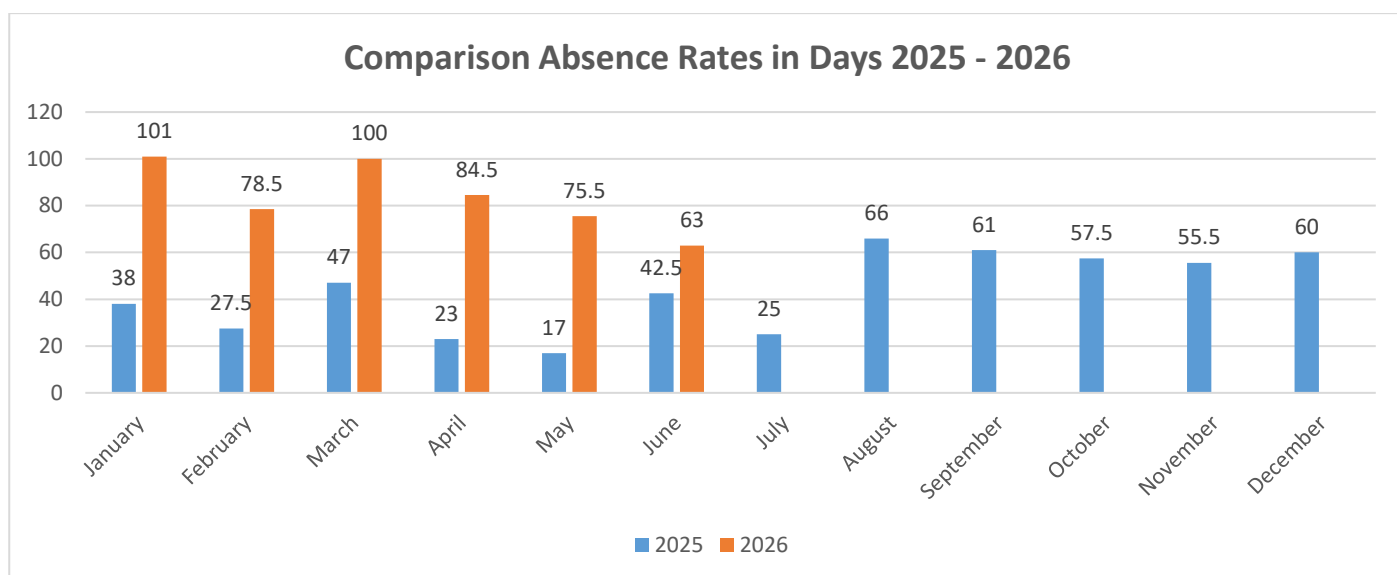


Monthly Cost of Absence (based on average salary)

January	11890.65
February	9178.79
March	11692.72
April	9880.35
May	8763.64
June	7312.71
Year to Date	58718.86

Absence Reason Apr - Jun 2026





Absence rates are significantly higher in the first 6 months of 2026 compared to 2025. There are no significant trends emerging from the sickness absence data. In January and February there were high levels of absence attributed to seasonal colds and flu. We have also had several staff sustain Musculo-skeletal injuries outside of work and this has resulted in long-term sickness absence. Wherever possible with the support of Occupational Health and line management we have facilitated a phased return to work over a period of 4-6 weeks.

Mental ill-health has resulted in the highest number of days lost in the second quarter of 2026. This is not attributable to work but due to personal circumstances outside of the workplace. There is ongoing dialogue regarding a return to work in the coming weeks.

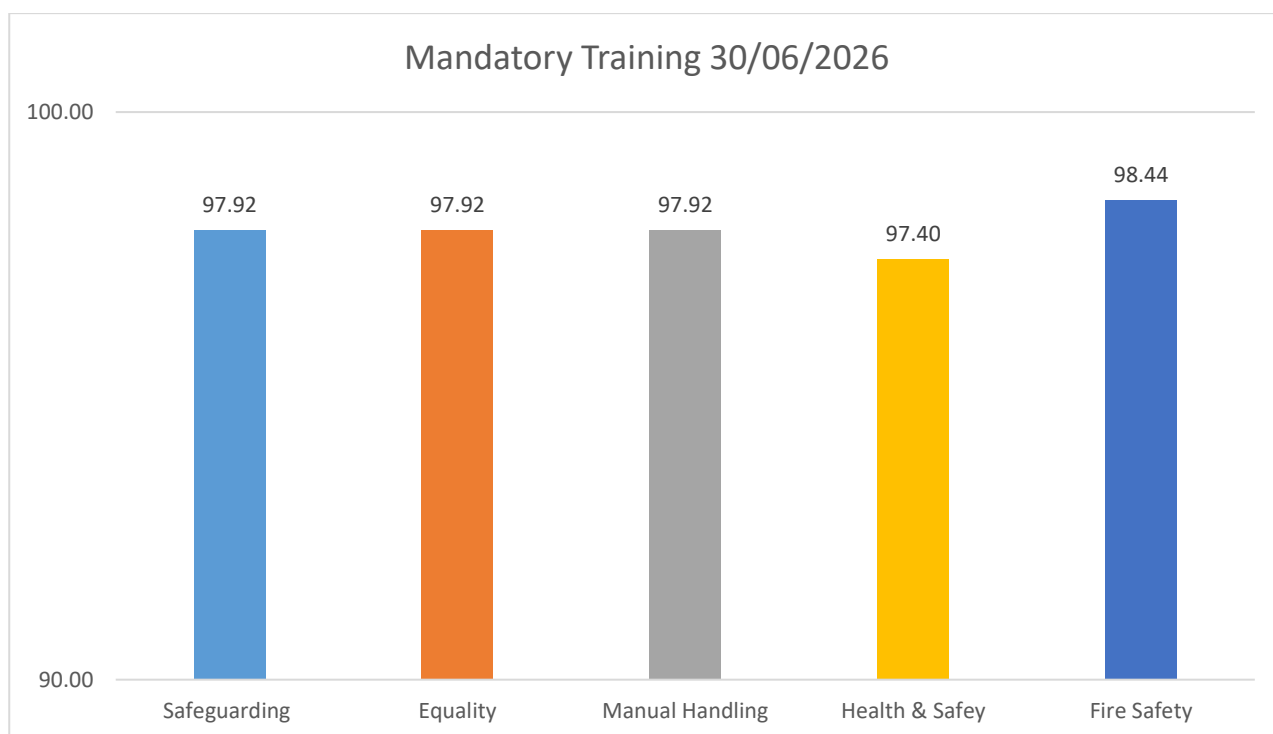
A Health and Wellbeing Group has been formed involving members of the Staff Reps Group. They are engaging with colleagues locally to identify health and wellbeing needs. These are being shared with the group to pool resources and identify trends and hot spots so that appropriate action plans and interventions can be identified and agreed.

Training and Development

Further Safeguarding courses (Social Care Wales Training Level B) have been delivered. A cohort of staff have also attended in person safer recruitment training where the emphasis of the training materials is about safeguarding.

HR staff have attended webinars and training events on several T 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
- Anti-racism Training



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.

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 is 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. This information has been cascaded through the Management Team and Staff Representatives Group. A suite of bilingual posters is being produced for display in staff rooms.

The changes in the qualifying period to claim unfair dismissal changes from 1 January 2027 from 2 years to 6 months. This change is retrospective so will apply to new staff who start employment from 1 July 2026. In addition to reviewing the Probation Policy earlier this year we have put in place a probation monitoring process so that line managers conclude probation in a timely manner to minimise the risk of employment tribunal claims.

Pay and Grading Review

The paper was presented to the NPA Meeting on 20th May 2026 and this piece of work has now been concluded.

Employee Resourcing / Workforce Planning

The 0.6 FTE Resourcing Officer is joining People Services on 1 August. 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 filled, and the successful candidate took up post on 1 July 2026. This is a fixed term post for 12 months and is also funded through the Nature Networks Fund (NNF4).

The Volunteer Development Officer post joined the Authority in May 2026.

The part-time People Services Administrator left at the end of May. It was decided not to replace on a like for like basis but to build resilience as part of succession planning. We are currently advertising for a 0.6 FTE HR Officer with an interest in Health and Safety.

We have been successful in recruiting fluent Welsh speakers to the People Services team and this is also an essential requirement for the HR Officer role.

Several meetings have taken in place in preparation for the arrival of the Resourcing Officer. These meetings have been with the Job Centre, Pembrokeshire College, PCC and Antur Teifi regarding work placements and work experience. The government initiatives to reduce the number of NEET(not in employment education and training) young people to gain valuable work experience are at the core of this engagement. People Services are keen to engage with partners and provide meaningful opportunities to support young people to develop their employability and careers.

3. Volunteering

We have an ever-flowing stream of new volunteer applicants. In the last quarter we have gained 17 new volunteers, which includes those in the process of applying. Once all new applicants are processed, there will be the very nice round number of 250 volunteers registered on our volunteer software, Better Impact.

There are additional volunteers who operate as part of separate groups but volunteer on PCNPA's behalf, e.g. Friends of the National Park, an independent charity, corporate groups and existing community groups who may volunteer work for the benefit of the Park,

with our staff, but who have not individually registered on our software as PCNPA volunteers.

We record volunteer hours - e.g. if 6 people volunteer together for an hour, 6 volunteer hours are counted.

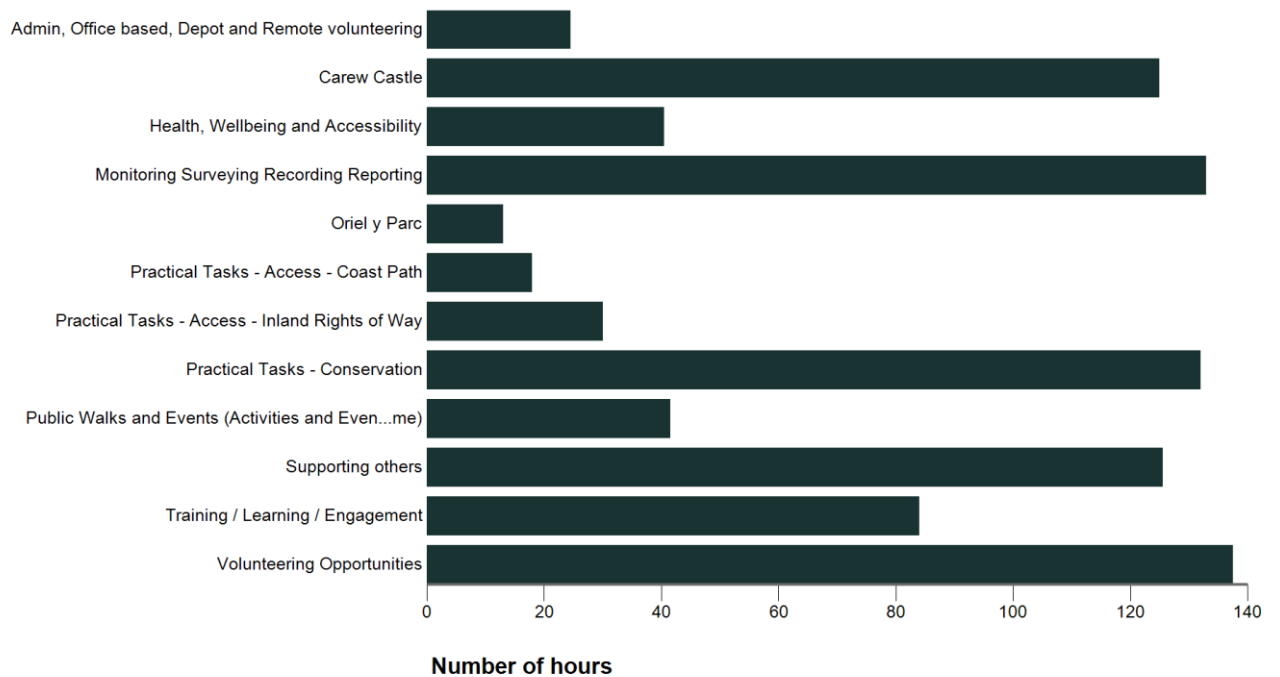
However, there is a time-frame for gathering and collating volunteer hours, both from the Better Impact volunteer software and from staff. Due to the timing of this committee meeting and the dates agreed by which this data is asked for, the number of volunteer hours for this last quarter will be made available to the committee in the autumn. This ensures that the correct number of volunteer hours is given to the committee and matches the number given to Welsh Government and other grant funders.

Variety of volunteer work

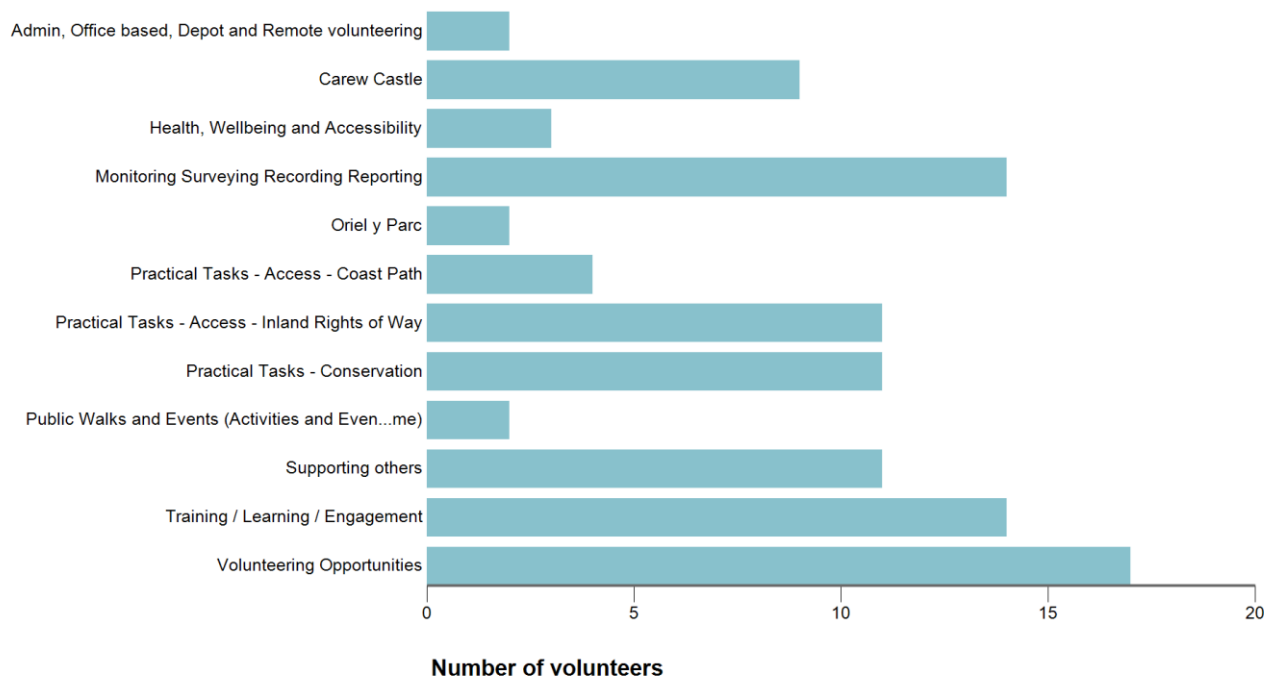
We have several groups of volunteers who meet regularly to volunteer, led by our rangers and other staff. Many of these do practical conservation work to help care for land and habitats in the National Park, from clearing footpath drains, clearing the very invasive Himalayan balsam, to cutting back vegetation and picking up litter.

We also have many volunteers who volunteer alone/independently. These are mostly people who do a variety of wildlife surveys, and some who monitor footpaths and report on anything requiring attention. Wildlife such as choughs, rare marsh fritillary butterflies, moths, lichens wildflowers and dormice are surveyed. Grassland is also being surveyed for wildflowers for a project to assess the condition of neutral grasslands.

Logged Hours By Activity Category



Number Of Volunteers By Activity Category



4. Member Development

Arrangements for Evaluating Individual Member Performance in Welsh National Park Authorities

A Workshop for Members took place on 24 June and a report agreeing the new process will be presented to the September meeting of the Authority for implementation in May 2027.

Personal Development Reviews

Despite the best efforts of the Chair and Deputy Chair I have only one personal support plan from Members appointed by Pembrokeshire County Council, in addition to the appraisals undertaken by Welsh Government appointed Members. I am aware that other PDRs have taken place, however I have not received any paperwork. Please would Members arrange a time to meet and forward completed paperwork to me so that a Member training plan can be prepared.

Member Training

Workshop/Training activities since the last meeting have consisted of:

- LDP Workshop: Second homes and short-term holiday lets
- Members' Study Tour – Nevern
- Arrangements for Evaluating Individual Member Performance in Welsh National Park Authorities
- Welsh Members Seminar – Bannau Bryncheiniog

Planned workshops are listed below:

29 July	LDP Strategy Options
23 September pm	Code of Conduct Training
30 September 10am – 3pm	LDP Workshop
1 October 2pm	Impact of the environment on health determinants – jointly with PCC
7 October	Study Day
4 November	Capital Priorities
18 November	LDP Workshop
9 December pm	TBC
16 December	Budget

Member attendance

Member attendance for the 2026/27 financial year to date at meetings has been 85.6% (target 75%), while Member attendance at training events has been 62% (target 65%). This is largely due to lower turnout at the June Study Tour.

Recommendation: Members are asked to NOTE this report.