Report No. 28/26

Audit & Corporate Services Review Committee

Report of Head of People Services

Subject: People Services Report

A part-time HR Officer has been appointed and will take up post on 3 December 2026. This will result in People Services having a full complement of staff for the first time in 2 years. The new HR Officer will work closely with the Head of People Services on health and safety.

The Authority has been awarded RNIB's Visibly Better Employer Quality Standard. The award recognises the work undertaken by People Services and Health and Wellbeing within Engagement and Inclusion. There will be an award ceremony in due course. We are now allowed access by RNIB to any of their local members seeking employment

The RNIB made the following comments and observations ‘we are pleased to recognise the commitment demonstrated across the organisation to creating a more inclusive and accessible workplace for blind and partially sighted people. Throughout the assessment process, your team has shown a genuine willingness to review practices, implement improvements, and embed accessibility across recruitment, employment and staff support.
Particularly noteworthy was your proactive approach to reviewing recruitment accessibility, working with external providers to address website accessibility recommendations, your commitment to inclusive recruitment practices, and your ongoing efforts to improve how disability information is captured and used to support staff and applicants’

1. Health and Safety

The Health and Safety Group met on 14 July and 20 October 2026.
The action plan 2025/2026 was updated. The Health and Safety Training Matrix is largely completed and the next phase of work will be to prioritise and cost the training. We are aware that there will be a tranche of refresher training needs to be met in 2027/28 training budget.

The Driving for Work Policy was amended and an upper age limit of 70 years of age introduced in relation to minibus drivers. Other administrative changes were introduced affecting Grey Fleet drivers

It was pleasing to note that there were fewer incidents of accidental damage to Authority vehicles in the last quarter.

Accidents and Incidents 1 July to 30 September 2026

Date of incident	Location	Category for Report	Type of Incident	Injury/Incident	Treatment/Action	Person Involved
02/07/2026	Coast Path	Personal Injury	Rolled Ankle	Strained Ankle and strained tendons and swollen ankle, which made it painful to walk	No First Aid administered.	Staff Member
06/07/2026	Newport Sands	Vehicle & Machinery	Vehicle Bump	CV72 PKE - Pulling out from parking bay at Traeth Mawr scraped van on wooden planter	N/A	Staff Member
10/07/2026	Coastal Path - Mill Haven Area	Vehicle & Machinery	Loss of Authority Property	Lost Reactec Watch, when changing out of strimming gear.	Discuss returning to solid straps for the cutting season.	Staff Member
14/07/2026	Carew Workshop Yard and Millpond Walk	Buildings & Infrastructure	Damage	Evidence of entry to the castle grounds - damage to sign. Stones thrown		Other
15/07/2026	Carew Castle Great Hall	Buildings & Infrastructure	Damage	Evidence of entry to the castle grounds - A Frame damaged. Stones thrown	This was the second of three nights of escalating anti-social behaviour at the Carew Site.	Other
16/07/2026	Carew Western Perrot Wing	Buildings & Infrastructure	Damage	Evidence of entry. Several stones thrown from the wall tops into the western end of Perrot wing.	Building Projects Manager and Visitor Services Manager to look at options to improve security at the Castle, then present those options to Asset Management Group.	Other All 3 incidents Reported to the Police
18/07/2026	Carew Castle Tidal Mill	Personal Injury	Collapse	Visitor to Carew - collapsed in car park.	Given water and Ambulance called	Member of Public
26/07/2026	Castlemartin Range	Personal Injury	Fall	Attendee fell during the Castlemartin Archaeology Mini Bus tour while walking	None given - All the necessary RAs, safety briefing and instructions were given and the	Member of Public

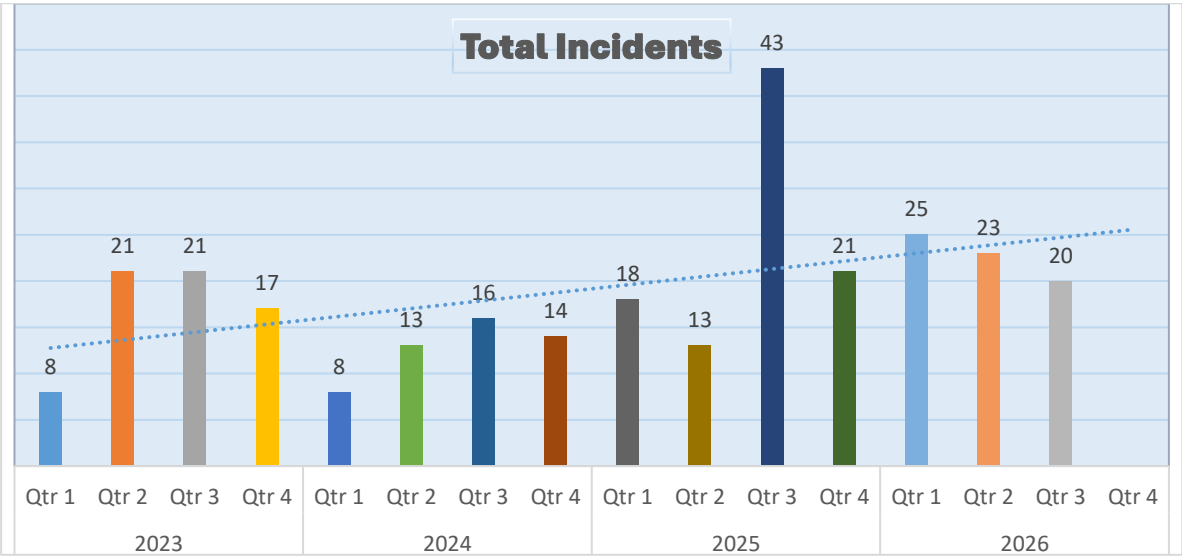
Date of incident	Location	Category for Report	Type of Incident	Injury/Incident	Treatment/Action	Person Involved
				to look at the promontory fort called Buckspool Camp	attendee was wearing appropriate clothing and footwear.	
30/07/2026	Caerfarchell Sewage Works Path 86/112	Personal Injury	Cut	IP was holding a thin branch and using a 'Silky' saw to cut it. Due to the springiness of the branch, the saw 'jumped' resulting in a cut finger	Attended A & E to have the wound cleaned properly. Advised that the cut had nicked a tendon. Continue to renew blades each year- sharper blades are less likely to 'jump'.	Staff Member
30/07/2026	Poppit Orchard	Buildings & Infrastructure	Damage to Property	Remote control flail came into contact with telegraph pole steel stabilising cable which resulted in the cable being disconnected from telegraph pole.	Reminded of continued vigilance especially in areas where vegetation growth is particularly thick around man-made structures. Utility company have been notified.	Staff Member
04/08/2026	Castell Henllys	Personal Injury	Cut to knee	Barefoot Path - IP was running along the barefoot path and tripped.	Plasters were placed to hold wound together (IP guardian had plasters and treated wound).	Member of Public
08/08/2026	Carew Castle Shop	Personal Injury	Visitor approached employee	Visitor went behind counter with hat on head made from a paper bag put finger into employee's ear. Woman with him said he was a 'bit of a clown'	Manager to discuss with the team if a barrier of some sort on the counter entrance would be beneficial. No evidence of any intended harm	Staff Member
14/08/2026	Gupton Bridleway & Rocket Cart House footpath	HAVS	Not Tagged to Reactec Watch	Forgot to tag to strimmer	Reminded to Tag onto machine	Staff Member
19/08/2026	West of Robeston West	Vehicle & Machinery	Damage to Authority Vehicle	Driving through gate way, Caught the driver's side tail light and cracked it.	Taped up as interim measure until replacement light received.	Staff Member
27/08/2026	Carew Castle	Personal Injury	Slip,trip	Visitor slipped and hurt finger	Given ice pack - and details of walk in clinic in Tenby	Member of Public

Date of incident	Location	Category for Report	Type of Incident	Injury/Incident	Treatment/Action	Person Involved
01/09/2026	between Cenarth to Abercych	Vehicle & Machinery	Report of erratic driving	Report via email from member of the public of erratic driving. Authority vehicle on wrong side of carriageway	Papers slipped from passenger seat, while vehicle in motion. Distracted driver. Driver spoken to advised to keep all papers stored securely	Staff Member
16/09/2026	Coastal Path	Vehicle & Machinery	Damage to Authority Vehicle	IP backed into a hidden branch, obscured by brambles and caused slight damage to the offside rear light cluster.	Replacement purchased £45.50 inc VAT, fitted by Warden team. Use member of team as banksman in future	Staff Member
21/09/2026	Carew	Personal Injury	Scald	IP had removed and replaced lid. Then tipped hot coffee onto stomach when taking a sip.	Burn Gel provided	Member of Public

This Quarter and Year to Date 2026

	Quarter	YTD
Building & Infrastructure	4	6
Vehicle & Machinery	5	14
Personal Injury	8	15
Other	0	3
Near Miss	0	18
HAVS	1	10
RIDDOR	0	0
TOTAL	**18**	**66**

	Quarter	YTD
Staff Member	10	49
Volunteer	0	0
Member of Public	5	6
Other	3	10
Member	0	1
TOTAL	**18**	**66**



2. Human Resources

Staffing as at: 22 October 2026
Headcount:194
FTE: 143.63
Average age: 45.2 years
Percentage of workforce Female: 56.38%
Percentage of workforce Male: 43.62%
Permanent contracts 86.08%
26 new hires in last 12 months
30 leavers in last 12 months

Staff Health and Sickness

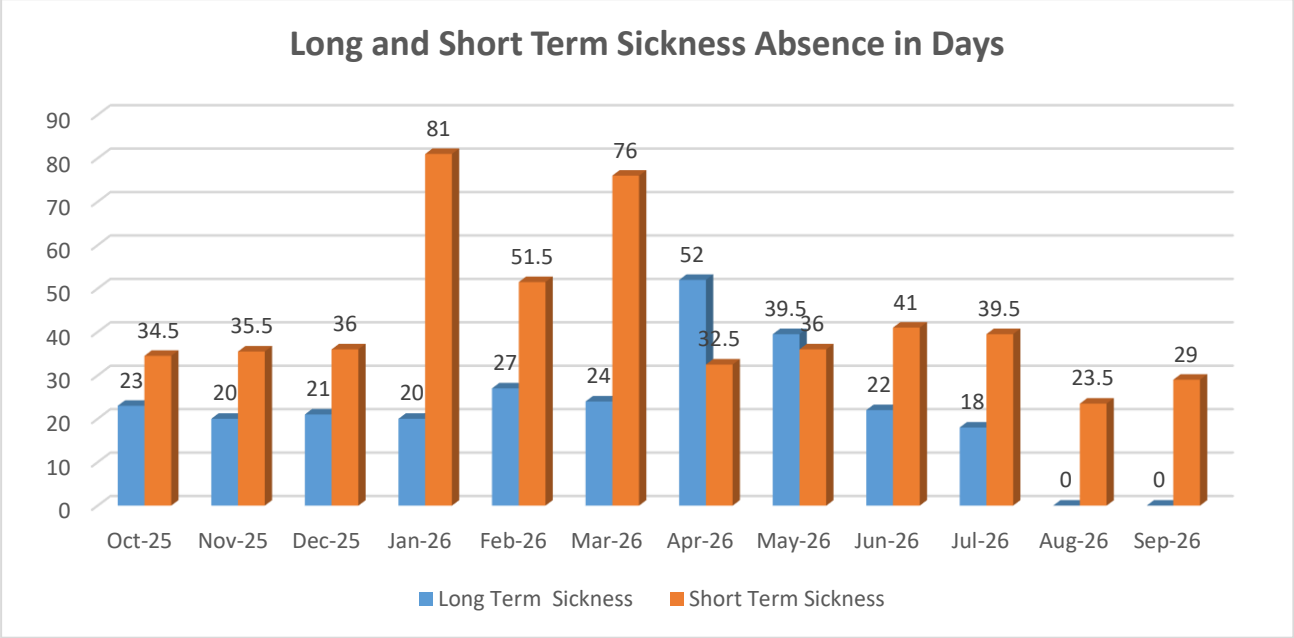
The Office for National Statistics (ONS) Labour market team published a report on sickness absence in the UK in May 2026. The sickness absence rate in 2025 was unchanged from 2024 at 2%. Their research revealed that minor illnesses continue to be the most common reason for sickness absence. Accounting for almost one third of absences. They also reported higher rate of sickness absence for women and among older workers rather than younger workers.

The sickness absence rates for workers in the public sector compared to the private sector remains higher 2.9% compared to 1.7%. This may be due to the nature of the work and the more favourable contractual sick pay arrangements in the public sector.

The Authority does not currently have any members of staff on long-term sickness absence. As previously stated, there are no significant trends emerging from the sickness absence data. From the employee data base, it is apparent that Line Managers are following the sickness absence procedure conducting return to work meetings and meeting with individuals when the short-term sickness absence triggers are met. Where we have absences due to mental ill-health and musculoskeletal issues these have not been work-related.

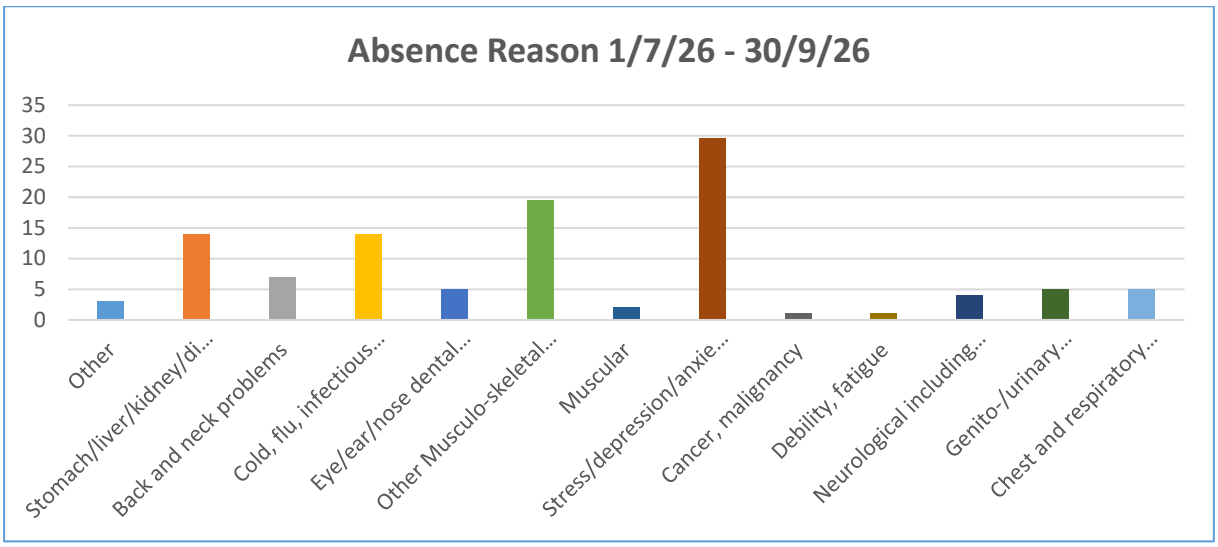
Whilst it is important that staff take the necessary time away from work when unwell the cost of reported sickness absence to date is £71,407. This is mainly short-term sickness absence, so it is important that line managers continue to conduct return to work interviews and are satisfied that there are no other underlying reasons other than health causing the absence.

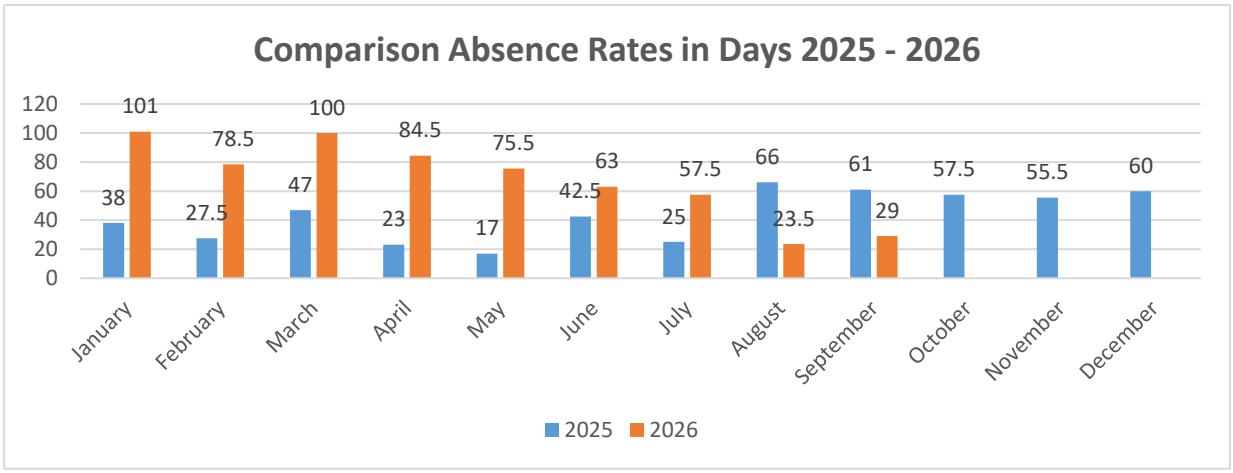
Given the findings of the ONS report identifies, part-time workers, women and older workers recorded higher levels of sickness absence then this lends itself to further analysis of the Authority's data.



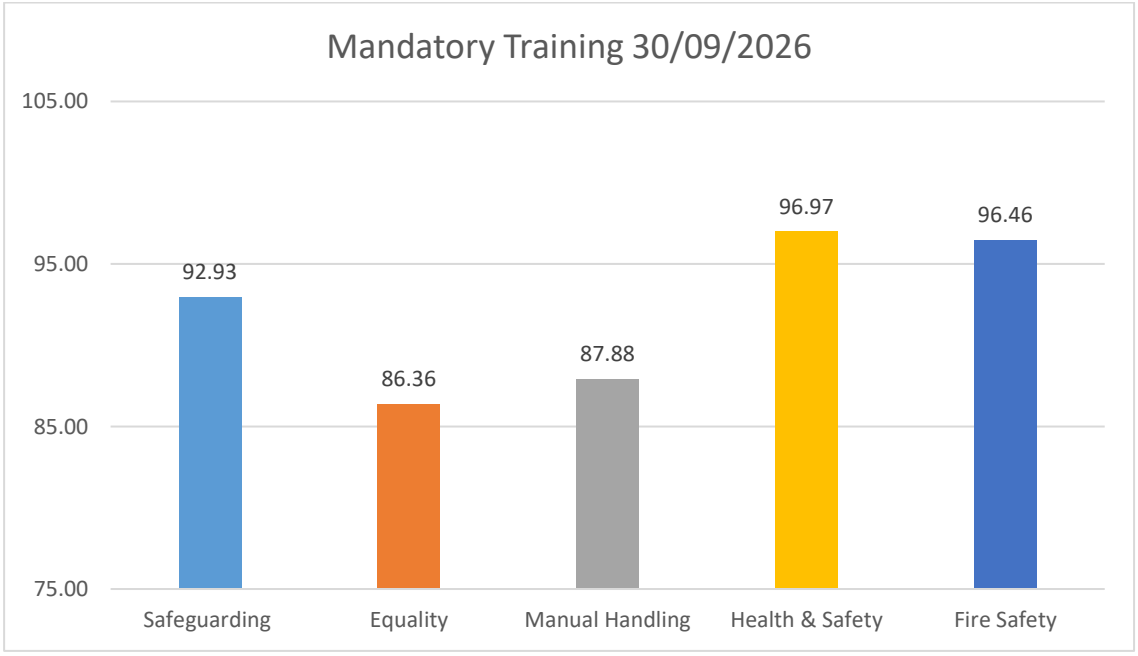
Monthly Cost of Absence (based on average salary)

January	**11890.65**
February	**9178.79**
March	**11692.72**
April	**9880.35**
May	**8763.64**
June	**7312.71**
July	**6674.30**
August	**2727.76**
September	**3366.17**
Year to Date	**71406.08**





Training and Development



The lower figures for Equality and Manual Handling training are attributable to the renewal periods and colleagues who are on maternity leave. We continue to monitor the take-up rates and HR are in contact with the individual and the line manager to ensure that all mandatory training is undertaken in a timely manner.

HR staff have attended webinars and training events on several topics including: Health and Safety Executive webinar on Work Related Stress; All Reasonable Steps in relation to Reasonable Adjustments; DBS Changes from September 2026 ; Safeguarding Social Care Wales Level B

Employment Rights Act 2025

The Phased implementation of this legislation is continuing. From 1 October 2026 the time limit for bringing most claims to an Employment Tribunal has increased from 3 months to 6 months. The incident triggering the claim must have occurred on or after 1 October 2026.

Trade Union rights are a fundamental part of the legislation. New rights and protections for trade union representatives are to be introduced and the protection against detriments for taking industrial action strengthened. We continue to liaise and work closely with Unison as part of our day-to-day business.

From 30 October 2026 the proactive duty to take reasonable steps to prevent sexual harassment will be strengthened to all reasonable steps and third-party harassment liability will be re-introduced. Further regulations and guidance is expected to be introduced in 2027. Sexual harassment training is mandatory for all staff, members and volunteers. We have disseminated posters throughout the Authority.

There are some far-reaching changes scheduled for 2027 including the reduction of the unfair dismissal qualifying period from 2 years to 6 months. Mandatory action plans on gender equality and supporting employees through the menopause.

A new duty to inform workers of their right to join a union which was originally due to come into effect on 30 October 2026 has been postponed to January 2027.

The introduction of unpaid bereavement leave, which will also cover miscarriages before the 24th week of pregnancy is expected in April 2027. The new right to bereavement leave will apply from the first day of employment. Eligible employees will be able to take up to two weeks' leave following the death of a spouse, partner, parent, adult child or sibling. The definition will include biological, adopted, step and half relationships, as well as equivalent parental relationships involving people raised in kinship-care arrangements or by foster carers.

Employee Resourcing / Workforce Planning

The Resourcing Officer took up her post on 1 August 2026. The focus has been on establishing the foundations for a co-ordinated programme of outreach, work placements and trainee development with the aim to increase community

engagement and skills development as well as open potential employment pathways for trainees and staff.

A key priority during the first three months has been to establish a clear understanding of the capacity within PCNPA to accommodate short-term work placements for young people. A staff audit has been undertaken to begin mapping the provision and capacity across PCNPA.

A second major priority has been to take over responsibility for graduate trainee and to establish a structured approach to monitoring and supporting her traineeship.

The objectives have been to:

- Provide regular support and mentoring.
- Monitor progress against the requirements of the traineeship.
- Develop documentation relating to learning and development.
- Identify training and development opportunities.
- Facilitate communication between the graduate trainee, her line manager and relevant colleagues.
- Address any issues or concerns arising during the placement.

A suite of documentation relating to the traineeship and learning and development has also been developed. This provides a more structured framework for recording activities, skills gained, training undertaken, and ongoing progress throughout the placement.

Time has also been allocated to develop outreach partnerships and stakeholder relationships.

The objective is to develop a network of partners through which PCNPA can:

- Raise awareness of the range of careers available within the National Park.
- Explain the skills and qualifications relevant to different roles.
- Promote work placement opportunities, liaise with staff to arrange and ensure induction and placements are smooth.
- Encourage young people to consider Green Careers and challenge their preconceptions and existing ideas.
- Develop collaborative opportunities for delivering careers and employability sessions.

Initial outreach has included engagement with Pembrokeshire schools and colleges, Pembrokeshire Learning Centres, Elective Home School Adviser; PAVS; PLANED; Pembrokeshire Coastal Forum; Futureworks (PCC's training programmes for young people 16-19)

These relationships are being developed with a view to creating a more co-ordinated approach to outreach and increasing awareness of opportunities within PCNPA.

An important early outcome of the partnership-building work has been the development of a programme of direct delivery to young people, for both careers

events (Year 9 cohort, before their 'Option Choices' process) and more specific presentations e.g. land management and sustainability, to tie in with GCSE courses, e.g. Agriculture.

Since August, two work placements have been accommodated within PCNPA, in the Planning and Decarbonisation departments.

These placements were established primarily through the work of Joy Arkley, Head of People Services, in conjunction with Kate Evans and Ian Davies at Futureworks in Pembroke.

These initial placements have provided useful practical experience in establishing how young people can be supported within different areas of PCNPA. They have also helped identify some of the organisational and technological barriers that need to be addressed if the work placement programme is to expand.

3. Volunteering

For the period 1 July to 21 October 2026 there were 2,473 volunteer hours logged onto the volunteer database. Almost half of these hours were volunteered on practical conservation tasks, whether maintaining coastal and inland footpaths, clearing or cutting back vegetation, tackling invasive plants or managing habitats. Of the other volunteering, the largest category, consisted of monitoring or surveying wildlife, heritage sites and footpaths accounted for almost a fifth of volunteer hours. This monitoring is mostly done by volunteers independently (after training), as opposed to arranged days for groups. Volunteers supporting others made up approximately a seventh of the hours. This is mostly volunteering to support others in our Pathways and Routes to Discovery programmes. Other volunteering included engaging with the public at events, on guided walks and at sites such as Carew Castle.

The Volunteer Development Officer recently attended an online discussion with other UK NPs Volunteer Officers about volunteers in leadership roles. This was relevant as we have volunteers leading walks as well as volunteer leaders in Pathways and volunteer mentors in Routes to Discovery.

We attended a Volunteering Fair at Pembrokeshire College in October and a Wellbeing Fair in Pembroke Dock in September with three volunteer ambassadors. Both events resulted in a number of members of the public from a broad range of ages and backgrounds signing up for more information about volunteering with us.

4. Democratic Services

Member Training and Development
Fourteen Member Personal Support Plans were received following the round of Personal Development Reviews undertaken earlier this year. There were four themes which were suggested in a number of Plans, and these were updates on emerging planning topics, Budget Setting, Resources for Chairs and ICT and Cyber Security. I have included each of these in the draft Member Training Plan which can be found in Appendix A. Questioning skills was also mentioned and this is something that has been requested previously, however finding affordable training in this area continues to be a challenge; nevertheless it remains in the training plan. Other areas

highlighted included a workshop on water quality, meeting with individual topic leads to get a greater understanding of particular areas of work and refresher induction. An opportunity was taken to cover some of the latter in the Workshop held recently.

Workshop dates in the current calendar of meetings are provided below:

18 November 2026	Planning Training: Biodiversity Enhancement
9 December 2026	Presentation by the Friends of the Pembrokeshire Coast National Park
16 December 2026	Budget Workshop
13 January 2027	TBC
3 February 2027 pm	TBC
17 March 2027 pm	TBC

May 2027 both the date of the Local Government elections and the point at which the terms of office of three of our Welsh Government appointed Members will come to an end. It is therefore likely that there will be a significant change of Members at that time, and I have identified 9th June and potentially also 23rd June for induction and a programme will be prepared which aims to avoid duplication with training provided to Councillors by Pembrokeshire County Council. A review of the Induction programme will be discussed at the next meeting of the Committee.

Member attendance

Member attendance for the 2026/27 financial year to date at meetings has been 83% (target 75%), while Member attendance at training events has been 62% (target 65%). This is largely due to lower turnout at Study Tours.

Training Event	Date	Attendance
Effective Financial Governance	29/04/2026	65%
Sustainable Governance	06/05/2026	53%
LDP growth and spatial options and evidence on second homes	20/05/2026	82%
Study Tour: Nevern	17/06/2026	41%
Evaluating Individual Member Performance	24/06/2026	71%
LDP Growth and Spatial Strategy	29/07/2026	67%
Code of Conduct	23/09/2026	67%
LDP Preferred Strategy update	30/09/2026	70%
Planning for Health in Wales	30/09/2026	58%
Study Tour: Carew	07/10/2026	41%

Recommendation: Members are asked to:
a) AGREE the Member Training Plan 2026/27; and
b) NOTE the remainder of the report.

APPENDIX A

PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY

MEMBER SUPPORT AND DEVELOPMENT TRAINING PLAN

October 2026

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

Topic	Objective	Method of delivery
The work of the Authority		
Conservation: Boosting biodiversity and halting its decline	Activities to enhance role of Section 6 biodiversity duty in how the Authority operates and makes decisions	• Workshop • Visits to the Authority's sites and projects being undertaken
Climate: Authority Emissions Reduction Pathway – Behaviour Change	Deliver Carbon literacy training and implement small scale behaviour change communications in support of reducing our emissions	• Workshop
Connection: Public Sector Equality Duty	Support Members to ensure decisions are fair, evidence based and make effective use of public resources.	• Workshop on the Equality Impact Assessment Framework
Vibrant Communities: Visits to the Authority's sites	To gain an increased understanding of the work of the Authority	• Study Tour • Presentations
Planning Training	To provide Members with an update on emerging / topical planning matters eg Biodiversity Enhancement Schemes, Best and most Versatile Agricultural Land and Windfarms	• Workshop

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

Topic	Objective	Method of delivery
Cyber security	To gain a better understanding of cyber issues and what steps to take to protect Members and the Authority	• Mandatory Cyber Security training using ELMS platform / Bite-sized online modules
Sexual Harassment in the Workplace	The Worker Protection (Amendment of Equality Act 2010) Act 2023 creates a new duty on employers to take reasonable steps to prevent sexual harassment of their employees.	• Mandatory Online training
Code of Conduct	To ensure high standards of conduct by Members of the Authority	• Workshop
Getting to know Members/officers - staff structure and roles	To gain a better understanding of the work of the Authority and improve relationships	• Informal opportunities for networking • Study Tours • Organisational Structure diagram

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

Topic	Objective	Method of delivery
Personal development		
Effective Scrutiny/Questioning techniques (planning)	Improve effectiveness in obtaining relevant information with which to scrutinise the work of the Authority/ determine applications	• Workshop
Chairs Training/Management of meetings	Make more effective use of formal Committee procedures	• Written guidance
Understanding budgeting and management account processes	Improve Members' understanding of financial matters	• Workshop
Welsh Language	Language awareness training To support Members to develop their skills and increase use of Welsh at Authority meetings.	• Workshop • Small Group sessions