

OPERATIONAL REVIEW COMMITTEE

6 December 2017

Present: Councillor K Doolin (Chair)
Mr A Archer (Substitute for Mrs J James), Ms C Gwyther, Councillor PJ Morgan and Councillor S Yelland

[Councillor P Harries and Mr AE Sangster arrived during the first presentation Minute 5 refers]

(NPA Offices, Llanion Park, Pembroke Dock: 10.05am – 12.30pm)

1. Apologies

Apologies for absence were received from Councillor ML Evans, Mrs J James and Councillor A Wilcox

2. Disclosures

There were no disclosures of interest.

3. Minutes

The minutes of the meeting held on the 6 September 2017 were presented for confirmation and signature.

It was **RESOLVED** that the minutes of the meeting held on 6 September 2017 be confirmed and signed.

4. Personal

As this was her last Operational Review Committee, Ms C Gwyther wished to thank all staff for their work, and particularly for the help provided by the Democratic Services Team. She considered this to be a most rewarding Committee to sit on, as it provided an in depth insight into the work of the Authority and therefore informed decision making.

NOTED.

5. Conservation Land Management Report 2016-17

The report set out the land management monitoring results for 2016-17, together with specific examples of achievements under the 'Conserving the Park' scheme. Also included was progress on the management of Authority owned sites and work carried out through 'Stitch in Time' and 'Naturally Connected' projects. This year the Report also covered the Historic Environment, following the recruitment of the Authority's Community Archaeologist, and a presentation was given outlining the work undertaken since her appointment in February 2017. This essentially involved engagement with people, both visitors and locals, to raise their awareness of the monuments in the area and to protect and



improve those at risk. The Heritage Guardians project had also been developed to work with schools, encouraging them to adopt a monument in their community.

Members were pleased to hear that more volunteers would be recruited through the Pathways project, and that they were being invited to become involved with a wider range of projects. They also praised the Heritage Guardians initiative and work to engage with Young Farmers Clubs.

NOTED.

6. Oriel y Parc Visitor Centre and Gallery

The report set out the history and background of the Oriel y Parc site and outlined current operations, recent developments, future plans and partner projects. Future plans included reconfiguration of the internal space of the centre, reducing the size of the counter to provide more space for merchandise and allow greater interaction with the public through staff walking around within the centre referring to information contained on tablet computers.

The costs of, and income generated by, the centre were also discussed, and some Members questioned whether there was too much emphasis on commercial activity to the detriment of National Park purposes. Officers acknowledged that there was a need to generate income to offset the costs of the centres, but felt that the balance between the commercial and promotion of the National Park was right, noting that retail was an essential part of the visitor offer these days.

The report referred to the renegotiation of the Service Level Agreement with the National Museum Wales (NMW), and Members asked about the timing of this and what the Authority hoped to achieve by it. Officers replied that the Agreement was due for renewal after ten years, and in the time it had been in existence there had been significant changes in staff at NMW due to the wider impact of budget cuts in Wales. It was hoped that a new agreement would be presented to Members in Autumn 2018.

NOTED.

7. Review of New Approach to Providing Information in Tenby and Saundersfoot

It was reported that following the decision to close the Tenby Information Centre at the end of 2016, a new approach had been trialled in the Tenby and Saundersfoot area over the summer of 2017 through a seasonal ranger providing on the spot information and activities in locations where there was a high footfall of visitors and where interaction with a ranger could complement and add to the visitor experience. The report outlined



the work undertaken, the achievements and areas for further development as well as feedback received from visitors and stakeholders.

Agreeing that there were many positives in the approach, Members hoped that the trial would continue next year, and this was confirmed. There was some concern over the seasonal nature of the service, as it had run in Tenby/Saundersfoot between mid-May and early September, and also that this same approach would be rolled out across the National Park. They felt that it was important to engage with local people as well as visitors. Officers acknowledged that different models would need to be tailored to different locations and noted that this service had supplemented that provided on a year round basis by the existing rangers when the County was busiest. However greater engagement and partnership with local businesses had been another benefit of the trial.

NOTED.

8. Performance Report for the Period Ending 31 October 2017

It was reported that the performance report followed the structure of the Corporate and Resources Plan for 2017-18, which itself followed the approach of the Well-being of Future Generations Act with seven well-being objectives and an additional section providing general governance information.

The report presented the performance up to 31 October 2017 and included quarter 1 and quarter 2 statistics (April – September) for some data sets. It highlighted those areas where targets had not been met and provided some explanation for these.

Thanking the officer for a comprehensive report, Members asked about the online document management system and were informed that the company which was supplying the programme had been acquired and were now looking to supply the Authority with an alternative. In meeting with the new company, officers had been assured that a like for like system could be offered at the same cost.

It was resolved that the Performance Report be **RECEIVED**.

9. Risk Register

The Finance Manager reported that the risk register had been reviewed by both the Management and Leadership Teams and recent progress and changes noted. Significant changes in risks were outlined in the report, and the full register appended for Members' consideration.

NOTED.



10. **Legislative Changes in Data Protection**

The Authority's IT Manager gave a presentation which outlined the Authority's role with regard to data protection and how that was changing as a result of new legislation. He went on to outline the practical steps the Authority was taking in order to comply with the new legislation and the consequences of this for Members.

Members asked about the implications for the use of social media, particularly the sharing of posts sent to the Authority and the officer confirmed that in future officers would be encouraged to gain consent for this from members of the public. There were also implications for the publication on-line of documentation submitted through the planning system, with personal data having to be redacted; in this respect there was a balance to be struck between openness and transparency and respecting privacy. However this issue affected all Authorities and it was hoped that it would be looked at on a national basis.

Other Members asked about the need for them to register individually as data controllers, and they were advised that pending the publication of further guidance, it was understood that Members' role on the National Park Authority would not require them to register, although the role of County Councillors was different and may require them to register in that capacity. However the use of personal email and social media accounts for Authority business might have implications for Members should they hold data that was the subject of any request to the Authority.

NOTED.

11. **Continuous Improvement Group: delegation of issues**

It was **RESOLVED** that there were no issues that needed to be delegated to the Continuous Improvement group for consideration.

12. **Thanks**

As this was her last meeting, the Chair of the Committee thanked Ms Chris Gwyther for her contribution and wished her well for the future.

