

REPORT OF THE PERFORMANCE AND COMPLIANCE CO-ORDINATOR

SUBJECT: PERFORMANCE REPORT FOR THE PERIOD ENDING 30st SEPTEMBER 2020

Introduction

The performance report follows the structure of the Corporate and Resources Plan for 2020/21.

The first section is based on progress against short and mid-term priorities focused on our COVID-19 response and recovery planning. It is important to note that some activities within this section are phased and external factors including changes to regulations will have an impact on delivery and progress.

The second section outlines progress against work streams that contribute to the longer term delivery of our Well-being Objectives and impacts within the National Park Management Plan. This section going forward will provide insight into the impact of COVID-19 and recovery on long terms delivery and projects across well-being objectives. Some activities within work streams may be progressed during 2020/21, however a number of them particular those involving face to face contact between individuals are influenced by the lifting or re instating of restrictions and regulations. Activities under work streams will be subject to further review during the year to assess whether they remain relevant or need to be updated to align with recovery plans.

The following report presents the performance to date up to 30th September 2020 for monthly and quarterly data.

An explanation/guidance of RAG status has been added to the end of this introduction report.

COVID 19 Regulations / Restrictions and recovery activities

Coast Path closures were lifted on the 29th June and car parks were also reopened in June, in accordance with risk assessment and Welsh Government approval. Cutting activity continued to be carried out for the Coast Path across the summer months. Further information on how the digital park project has supported management and cutting of coast paths can be found in the following operational review report: https://www.pembrokeshirecoast.wales/wp-content/uploads/2020/09/09_20-Countryside-Management-Digital-Transformation.pdf. Work programming for conservation was re-prioritised to take account of the demand placed on opening up footpaths. This is manageable for the moment and this year. However it is suggested that a review at end of winter with relevant teams will help support future planning in order to consider long term impact of any further disruption re conservation work programme going into 2021/22.

In line with recovery planning activities and relevant risk assessments August and September saw developments in the re starting of adapted face to face services in several areas. All three centres have been open since July, with the NMW gallery at OYP opening in September. However meeting room hire is still suspended at OYP until further notice as well as most events. Visitors must pre-book their visits to Castell Henllys and Carew as the sites are limiting the number of visitors per day. At Castell Henllys in September a COVID compliant workshop was held, the first for this year and its amended schools programme has begun. OYP had 11,952 visitors in August compared to 20,563 in 2019/20 (a decrease of 41.9%.) Carew had 7,129 visitors in August compared to 11,007 in 2019/20 (a decrease of 35.2%). CH had 2,813 visitors in August compared to 4,818 in 2019/20 (a decrease of 41.6%.)

Llanion reopened to members of the public on an appointments only basis from Wednesday 2 September. An amended Events and Activities programme focused on guided walks began in August. Group Volunteering also recommenced in September. During September education programme re started with schools, focused mainly on school/ local education sessions rather than sessions which require pupils to travel to a particular site. This built on 3 schools visits by PCNPA staff before the end of the summer term. PNCPA Summer ranger also provided tourist information across the following locations Manorbier, Caerfai, Solva, Newgale, Poppit Sands, Broad Haven, Little Haven, Nolton Haven, Strumble, Fishguard Lower Town, Porthclais, West Angle Bay.

Planning Service

Increased access to Llanion in September has allowed the processing of applications that were submitted prior to the lockdown period including paper submissions. Officers are continuing to visit sites and to deal with and process applications. Virtual site visits used where possible. Video meetings undertaken by all staff to ensure that they continue to communicate effectively internally and externally. The constraints on planning application service in quarter 1 and for part of quarter 2 due to staffing issues and COVID 19 restrictions and activities is reflected in quarter 1-2 planning performance statistics. The % of all planning applications determined within time periods required ytd is showing a red RAG rating significantly below target at 46.77%.

The Local Development Plan 2 was adopted on the 20th September 2020. Progression had been delayed by Covid restrictions. A series of supplementary planning guidance have been rolled over and approved for consultation as at 30th September 2020.

Q2 data for 2020/21 in terms of planning enforcement is not currently available due to issue relating to queries/ reports from Enforcement IT System. DM are looking into this.

Supporting home working and improved communication

Following a successful free trial version of the proposed Unified Communications System, approval to replace the multiple landline based telephone solutions across the Authority with a single Voice over Internet Protocol (VoIP) system from 3CX has

been received. A phased site based roll out plan has been agreed with transition of the first site (Llanion HQ) likely to be completed by mid-October.

Working Towards Long Term Objectives

With recovery activities beginning to be implemented across Authority areas, staff have begun to be able to further progress some actions working towards long term objectives. Notable developments ytd include:

- Completion in September of work at Aberfforest in relation to restabilisation and regrade of stream junction onto the beach
- Traditional Boundaries Scheme has been launched with 39 applications received so far.
- 102 affordable housing units approved - following Planning permission for Brynhir site Tenby issued following signing of S106.
- The holding of virtual training sessions for volunteers and virtual meetings of Youth Committee. There has been a 31.7% increase on 2019/20 in volunteers attending training. This reflects officers focus on virtual training as physical training and practical group volunteering opportunities have been limited due to COVID 19 restrictions. Filming and other activities have also been carried out in preparation to support delivery of a Virtual Archaeology day.
- NPA approval to refocus work of SDF committee - Applicants will be able to apply for one of three specific carbon reduction projects, while retaining a fourth option of being able to bid for a more "individual" projects. The SDF refocused fund launched 26/8/20 with deadlines for applications 2nd October.
- 3 x Hybrid fleet vehicles delivered in August.
- In July the Community Archaeologist facilitated a pan-Wales joint virtual heritage training event focussed on heritage crime. Those in attendance included Dyfed-Powys Police, Gwent Police, North Wales Police, Cheshire Police, Cadw, Historic England, PCNPA, BBNPA, SNPA, all four Welsh Archaeological Trusts and Natural Resources Wales.
- Mobile Phone App has been designed on the Arc Online platform (linked to Digital Park Project) and is now in use by Area Managers, to survey the extent of the ash die back problem on PCNPA owned estate. August - 64 Trees were surveyed so far on authority Estate, 95% of these have the disease.

However some areas remained affected in September by

- Current or impact of previous COVID 19 regulations on delivery
- Staff within some teams having been on furlough in previous months, limiting capacity in some areas
- the need to adapt services
- the need to reprioritise actions for some teams in previous months on COVID 19 related actions such as risk assessments or reopening activities.

Health and Safety

The Authority has had two RIDDOR (Reportable) incidents ytd. Training to maintain adequate levels of health and safety for front line staff has been prioritised and training has recommenced. The Authority's # Days lost divided by full time equivalent

for quarter 2 at 2.89 is showing a Red RAG rating above the <1.5 target and 2.12 for the same period in 2019/20.

EIR

One Environmental Information Regulations response was not delivered in time in Q1. Officer has apologised for the delay to the recipient.

Explanation of RAG Status

RAG	What it means
Red	<p>Close monitoring and/or significant action required.</p> <p>This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Measures: Not meeting the target or set to miss the target by a significant amount. • Projects/ Project Development: Significant issues with the project e.g. project hasn't started within expected timescales, delays against critical milestones, failure to achieve project outcomes, significant challenges to operational delivery, issues with budget profiling or future funding concerns. Or project is on hold/ no aspect of the project can be delivered due to COVID 19. Risk project associated with has increased as a result of inaction. • Ways of Working: Significant delays with progressing ways of working activities. Critical activities, milestones and outcomes not being achieved. Lack of progress raises compliance concerns. Current area of work is on hold due to reprioritisation of work due to COVID 19. • Strategic: Strategic partnership or engagement failing to achieve desired outcomes, lack of sustainability within partnership, funding concerns or capacity concerns in terms of Authority involvement. • Covid 19 response/ recovery: Service on hold or phase cannot progress due to current regulations. Progress concerns around recovery planning response in this area. Significant implementation concerns with phase. Significant limitations to service delivery. Major Health and Safety concerns or impacts on the workforce.
Amber	<p>Light touch monitoring required and/or some action should be carried out to prevent movement to Red status or to ensure progress to Green status.</p> <p>This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Measures: Performance is currently not meeting the target or set to miss the target by a narrow margin. • Projects/ Project Development: Minor or initial concerns around project performance and delivery e.g. some slippage in terms of timescales, initial concerns around progress towards project milestones, outcomes, operational delivery and budget profiling. Some future funding concerns. Measures have been put in place to address any previous major concerns and are being acted upon. Only part of the project is being delivered due to COVID 19/ adapted approach in place.

	<ul style="list-style-type: none"> • Ways of Working: Minor delays with progressing ways of working activities. Some activities, milestones and outcomes not being achieved. Measures have been put in place to address any previous major concerns and are being acted upon. • Strategic: Initial concerns on strategic partnership or engagement achieving desired outcomes, sustainability of partnership, funding or capacity in terms of Authority involvement. • Covid 19 response/ recovery: Only part of service is being delivered. Recovery planning activities initiated or in place but service not back to normal. Concerns around progress/ delivery in terms of recovery planning or service provision. Minor Health and Safety Concerns or impacts on workforce.
Green	<p>No action required.</p> <p>This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Measures: Performing is currently meeting the target. • Projects/ Project Development: Everything is functioning as expected, project performance is as planned with the project meeting milestones and outcomes. • Ways of Working: Progress is being made against areas for action within reasonable timescales. Milestones and Outcomes are being achieved. • Strategic: Healthy sustainable partnership in place, delivering against desired outcomes. • Covid 19 response/ recovery: Service back to normal/ or operating successful adapted approach. Regulations implemented. Effective Health and Safety practices are in place.
	<p>Performance for some Measures are based on across year benchmarking and trend considerations, performance columns on previous year performance should be used to assess performance in these areas.</p>

RECOMMENDATION:

Members are requested to RECEIVE and COMMENT on the Performance Report.

(For further information contact Mair Thomas, Performance and Compliance Co-ordinator)

Performance Report – Corporate Plan 2020/21 (April – September)

Short and Mid Term Phased Approach

Well-being Objective - Responsive, Effective and Ensuring Safety

Work Area 1 – Responding effectively to COVID -19 related regulations and guidance

Phase 1 Actions - Implement effectively COVID-19 Regulations and Guidance issued by the UK and Welsh Government

Action	2020/21 Previous Period - August	2020/21 Current Period – September		
	RAG	RAG	Trend	Comments
Management and Implementation of COVID -19 Access Regulations: Closure of paths, signage, monitoring, management and communication of closure.	Green	Green	→	Entire Coast Path open in accordance with risk assessment and Welsh Government approval. Covid signage in place at over 90 access points to advise on social distancing, hand hygiene, etc. Signage checked on regular basis. Website information complement site signage. Phase complete based on current situation.
Management and implementation of closure of Car Parks and Centres.	Green	Green	→	Car Parks open: appropriate signage in place. PCC enforcement monitoring car parks.
Ensuring our publically accessible sites and land is safe for the public to use.	Green	Green	→	Sites opened: Risk assessments carried out, social distance measures put in place and PPE provided to staff.
Enabling safe monitoring, management and cutting of coast and inland rights of way paths.	Green	Green	→	Details within Progress report to ORC 23/9/20 - https://www.pembrokeshirecoast.wales/wp-content/uploads/2020/09/09_20-Countryside-Management-Digital-Transformation.pdf
Enabling safe management of critical conservation activities, including Grazing.	Amber	Amber	→	Work programming for conservation re-prioritised to take account of the demand placed on opening up footpaths. Manageable for the moment and this year, however need to consider long term impact of any further disruption re conservation work programme going into 2021/22. Suggest review at end of winter with relevant teams to support future planning.

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Closure, suspension of activities, cancellation of events and adaptation of face to face services (application of relevant regulations on Authority activities.)	Green	Green	→	Some face to face services have recommenced in line with regulation requirements and relevant risk assessments. All three centres are now open, including the gallery at OYP. Castell Henllys held COVID compliant workshop and amended schools programme has begun. Llanion reopened to members of the public on an appointments-only basis from Wednesday 2 September. Amended Events and Activities programme focused on guided walks in place. Group Volunteering also recommenced in September.
Engagement with Welsh Government Departments over implementation of regulations	Green	Green	→	Regular engagement with Welsh Government and partners to respond to issues created with the re-opening of the countryside.
Phase 2 Actions - Respond effectively to relaxation of regulations taking a phased response as required.				
Management and implementation of changes to COVID-19 Access Regulations and other regulations impacting on wider recreation management.	Green	Green	→	PCNPA continue to meet with key partners to discuss on going and any arising issues. The Rangers team have continued to contribute to joint working with PCC, the Police and other partners to deliver a co-ordinated incident management response to tourism management. This work has largely concluded in September as despite visitor numbers remaining high, many of the issues around anti-social behaviour, traffic and parking management have tailed off this month.
Carew - Planning and managing phased opportunities for the opening up of Centres	Green	Green	→	Castle, tearoom and site open. Tidal Mill remains closed, planned reopening in March 2021. Carew has the "We're Good To Go" mark.
Castell Henllys - Planning and managing phased opportunities for the opening up of Centres	Green	Green	→	Amended school's programme has been agreed and implemented and the creation of a digital offer is underway with a number of schools interested in the new digital offer. School resources will be made available for free on our website by November. Two schools have visited the site on the new amended school's programme. We have also run one external Covid compliant workshop that sold out and was successful. An online booking system is now in place with phone bookings continuing for those without internet access. The retail area has

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				also been re-opened successfully. Castell Henllys has the “We’re Good To Go” mark.
Oriel y Parc - Planning and managing phased opportunities for the opening up of Centres	Green	Green	→	Centre re-opened as part of Phase 1 plans. All areas open with COVID-19 restrictions in place including NMW gallery. Meeting room hire is still suspended until further notice as well as most events.
Education Service - Planning and managing phased opportunities for the opening up of face to face services	Green	Green	→	Whilst there has been little interest in the outreach programme for schools which requires pupils to travel to a particular site in the National Park, there has been a growing interest in school/local education sessions with Discovery Team and Rangers both all actively involved in delivery. During September multiple sessions were delivered at 5 different schools in and around the National Park. The programme for October is looking very busy. Also making progress on developing new learning resources that will be available to all schools.
Volunteering/ social action opportunities, community engagement and outreach activities - Planning and managing phased opportunities the opening up of face to face services	Green	Green	→	Group volunteering resumed in September with volunteer warden teams active in some National Park areas together with Youth Rangers and limited activity amongst Pathways volunteers (some Pathways volunteers find it harder to access sessions where there is no transport provided from a central hub). Individual volunteering continued in line with August activity.
Events and activities - Planning and managing phased opportunities the opening up of face to face services	Green	Green	→	The 2020 revised programme continued in September, with attendance at all walks/activities good. One 'on-line' event was held, 'Archaeology in the Landscape', with attendance high and feedback excellent, similar events could be run next year. An initial planning meeting has been held with Centre managers and the Activities and Events Co-ordinator considering a programme for 2021 and how this might need to be adapted in line with possible restrictions and the learning from the adapted programme from this year.
Project Delivery Direction (e.g. Stitch in	Green	Green	→	Work on site is progressing with contractors and volunteers

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Time, Heritage Guardians) - Planning and managing phased opportunities the opening up of face to face services				
Project Delivery Countryside Management (e.g. Paths, Plants and Pollinators) - Planning and managing phased opportunities the opening up of face to face services	Green	Green	→	Paths, Plants and Pollinator Project work is ongoing. In August Summer survey work was re-started after lock-down.
Project Delivery Discovery (e.g. Walking for Well-being, Walkability, Pathways) - Planning and managing phased opportunities the opening up of face to face services	Green	Green	→	Pathways volunteering sessions commenced in September, but with a limited programme and only small numbers of volunteers included in each session. It is planned to increase the regularity of sessions and number of volunteers as we move into the Autumn. Both Walkability and the West Wales Walking for Wellbeing project saw some walking activity take place during the month, with an increased programme planned for October. Training of volunteers and preparation for a full schedule of walks took place during September
Development Management - Planning and managing phased opportunities the opening up of face to face services	Amber	Amber	→	Access to office increased, however not back to normal pre-covid position. Officers must achieve appropriate social distancing and work from home where possible. However there is an increased officer presence in Llanion. Site visits and site meetings to open locations with social distancing on going. Video meetings undertaken by all staff to ensure that they continue to communicate effectively internally and externally. Virtual site visits used where possible.
Direction face to face liaison (e.g. landowners) - Planning and managing phased opportunities the opening up of face to face services	Green	Green	→	Work on site progression. Meetings can be arranged without the need for landowners to be on site.
Reception - Planning and managing phased opportunities the opening up of face to face services	Amber	Green	↑	Offices opened on the 1st September. Appointment process in place for members of the public to visit.
Internal and External Meetings - Planning	Amber	Amber	→	PCNPA continue to follow WG guidelines for businesses on

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and managing phased opportunities the opening up of face to face services				managing the current pandemic. Services are being provided although face-to-face meetings are the exception. Where conducted Risk Assessment and social distancing guidelines are adhered to.
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Work Area 2 – Ensuring staff well-being and safety

Phase 1 Actions - Staff well-being and safety				
Action	2020/21 Previous Period - August	2020/21 Current Period – September		
	RAG	RAG	Trend	Comments
Activities to support staff health and well-being during working from home and lock down.	Green	Green	→	The works Counsellor has been contacted to provide some practical tips and tools to staff on how to cope during the current pandemic. Focus Groups with staff and managers will help identify specific stress points so that a targeted and specific plan of action can be implemented.
Maintaining health and safety of staff carrying out essential work or inspections at PCNPA sites or implementing access regulation requirements in the Park Area.	Green	Green	→	Training to maintain adequate levels of health and safety for front line staff has been prioritised and training has recommenced.
Phase 2: Staff Well-being and Safety - Respond effectively to relaxation of regulations taking a phased response as required.				
Countryside Management (including coast path cutting and maintenance) - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Green	Green	→	All members of staff bar 1 returned to work as at 2/10/20. Plans for the final returnee in place (including risk assessment), with a planned return on 12/10/20.
Property and Estates - Planning and managing phased opportunities for staff across different teams to return to	Amber	Green	↑	All staff have returned to work from furlough leave and are undertaking normal work duties although

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their normal place of work and duties (where possible and subject to restrictions)				access to HQ and other PCNPA buildings remains limited with no hot-desk facilities available.
Visitor and Community Services (Centres, Discovery and Rangers) - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Green	Green	→	All staff have returned to work from furlough leave and are undertaking normal work duties although access to HQ and other PCNPA buildings remains limited with no hot-desk facilities available. All PCNPA visitor attractions are open but with restricted hours and with visitors needing to book in advance at CH and Carew before visiting in-line with WG guidance.
Direction (Access, Conservation, Planning Policy, National Park Management Plan, Health and Well-being/ Tourism, Community Archaeology) - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Amber	Green	↑	Corporate approach remains to work from home if possible. Team working on a cap system in terms of going to Llanion. This is working well.
Development Management - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Amber	Amber	→	Llanion office based partially re-opened with officers now able to attend office at limited capacity while maintaining social distancing. Officers to remain working from home where possible.
Support Services (Finance, HR, IT, Communications, Fundraising, Democratic Services and Customer Services, Performance) - Planning and managing phased opportunities for staff across different teams to return to their normal place of work and duties (where possible and subject to restrictions)	Amber	Green	↑	Llanion Office reopened. Authority able to deliver the majority of its functions (subject to COVID regulations)

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Work Area 3 – Implementing Effective Working Practices

Actions				
Action	2020/21 Previous Period - August	2020/21 Current Period – September		
	RAG	RAG	Trend	Comments
Countryside Management - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	Job management System (Arconline) and Mobile apps being used by Wardens in the field to receive work lists, web based system for allocating work used by Warden Managers across the park from home. Details within Progress report to ORC 23/9/20 - https://www.pembrokeshirecoast.wales/wp-content/uploads/2020/09/09_20-Countryside-Management-Digital-Transformation.pdf .
Property and Estates - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Amber	Green	↑	All property and estates staff have returned to work from furlough leave and are undertaking normal work duties although access to HQ and other PCNPA buildings remains limited with no hot-desk facilities available.
Visitor and Community Services (Centres, Discovery and Rangers) - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	All staff have returned to work from furlough leave and are undertaking normal work duties although access to HQ and other PCNPA buildings remains limited with no hot-desk facilities available. All PCNPA visitor attractions are open but with restricted hours and with visitors to CH and OYP need to book in advance before visiting in-line with WG guidance.
Direction (Access, Conservation, Planning Policy, National Park Management Plan, Health and Well-being/ Tourism, Community Archaeology) - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Amber	Green	↑	Advances in IT has helped with team working (latest roll out is the new phone system).

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Development Management - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	All staff within planning have been established working from home, since early March. Access is provided to corporate electronic services including the planning applications database. Most officers are fully contactable but limited telephone signal has reduced the ability of some officers to be contacted.
Support Services (Finance, HR, IT, Communications, Fundraising, Democratic Services and Customer Services, Performance) - Management of homeworking including staff, teams and work priorities (in line with government regulations and guidance)	Green	Green	→	Authority able to deliver the majority of its functions (subject to COVID regulations.)
Ways of Working: Leadership Team - Management of homeworking including staff, teams and work priorities	Green	Green	→	Virtual Leadership Team Meetings being held weekly. A small number of staff now work from the office, and the 3 centres are open. The majority of office based staff still work from home. Work has commenced to replace the Llanion phone system, which will make it easier to manage homeworking.
Management of IT infrastructure and support.	Green	Green	→	Following a successful free trial version of the proposed Unified Communications System, approval to replace the multiple landline based telephone solutions across the authority with a single Voice over Internet Protocol (VoIP) system from 3CX has been received. A phased site based roll out plan has been agreed with transition of the first site (Llanion HQ) likely to be completed by mid October.
Internal Communication	Green	Green	→	Newsletter is now monthly. Managers keep in regular contact with staff.

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Work Area 4 – Providing a helping hand, supporting other Public Bodies and our communities

Actions				
Action	2020/21 Previous Period - August	2020/21 Current Period – September		
	RAG	RAG	Trend	Comments
Providing additional support to other Public bodies and voluntary sector where appropriate.	Green	Green	→	Regular engagement with other public bodies continues as required. Rangers Team have continued to contribute to joint working with PCC, the Police and other partners to deliver a co-ordinated incident management response to tourism management - this work has largely concluded in September as despite visitor numbers remaining high, many of the issues around anti-social behaviour, traffic and parking management have tailed off this month.

Work Area 5 – Recovery Planning

Actions				
Action	2020/21 Previous Period - August	2020/21 Current Period – September		
	RAG	RAG	Trend	Comments
Recovery Plan developed and in place.	Green	Green	→	Recovery plan implemented.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Destination management – including visitor and community relations.	Green	Green	→	PCNPA continues to contribute to a number of local and national groups for example, Wales Access Covid 19 Forum, the Pembrokeshire Tourism Infrastructure Task and Finish Group, Visit Wales Local Authority Communications Group and a Welsh National Parks Communications Group. There are regular

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				discussion with local and national partners such as the Welsh Government, Visit Wales, Dyfed-Powys Police and Pembrokeshire County Council.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Recreation management and access to the outdoors.	Green	Green	→	PCNPA in ongoing discussions with a wide variety of key partners including WG, NRW, NT, NPAs, AONBs, RSPB, PCF, etc. Monitoring activity following relaxation of lockdown with partners. The Rangers team have continued to contribute to joint working with PCC, the Police and other partners to deliver a co-ordinated incident management response to tourism management. This work has largely concluded in September as despite visitor numbers remaining high, many of the issues around anti-social behaviour, traffic and parking management have tailed off this month.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on exploring how we can support local supply chains and economy.	Green	Green	→	Regular discussion with partners to deal with issues created by re-opening the National Park.
Working with Partners to develop effective responses to the impact of COVID-19 pandemic on Development of Health and Well-being and Community focused projects that address longer term impact on people's physical and mental well-being.	Amber	Green	↑	First on-line West Wales Nature Based Health Service Network meeting - agenda focusing on how to develop the network to continue to be of value to both policy and practice.

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Work Area 6 – Delivering our statutory planning responsibilities

Actions				
Action	2020/21 Previous Period - August	2020/21 Current Period – September		
	RAG	RAG	Trend	Comments
Planning Service – Management of applications, appeals and decisions.	Amber	Amber	→	Increased access to Llanion has allowed the processing of applications that were submitted prior to the lockdown period including paper submissions. Officers are continuing to visit sites and to deal with and process applications.
Adoption of LDP2.	Amber	Amber	→	Plan adopted 30th September 2020. Progression was delayed by Covid restrictions.
Adoption of supplementary planning guidance.	Amber	Amber	→	Delay in timetable due to Covid restrictions. Progressing now. A series of supplementary planning guidance have been rolled over and approved for consultation as at 30th September 2020. More to follow.

Work Area 7 – Ensuring effective governance and accountability mechanisms are in place

Actions				
Action	2020/21 Previous Period - August	2020/21 Current Period – September		
	RAG	RAG	Trend	Comments
Hosting virtual Committee Meetings and supporting Members during this process to fulfil their role.	Green	Green	→	All Authority/Committee meetings being held virtually.

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Webcasting of virtual meetings.	Green	Green	→	Action Complete. Staff/Members received training in relation to attending virtual meetings. All virtual committee meetings from May are being live streamed.
Relevant delegations are sought and in place.	Green	Green	→	Extended delegated powers working well. Due to ongoing COVID-19 restrictions, six month extension to temporary changes to delegated powers agreed by NPA on the 29th July 2020.
Holding of virtual Leadership Team meetings and ERT meetings.	Green	Green	→	Regular ERT and Leadership Team meetings continue to be held remotely.
Risk Register is kept up to date and reported to Members via relevant Committees.	Green	Green	→	Risk register continues to be presented to both Audit and Corporate Services Review and Operational Review Committees.

Data Available Monthly								
Measure	2019/20 September	2020/2021 Previous Period August	2020/2021 Current Period – September					
	Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
# committee webcasts ytd	N/A	10	13	N/A	Baseline Data			
# people viewing online webcasts of PCNPA Committees this month	N/A	63	77	N/A	Baseline Data			

Work Area 8 – Fulfilling our financial obligations

Actions - Fulfilling our financial obligations		
Action	2020/21 Previous Period - August	2020/21 Current Period – September

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data
 TIR = Trend - Impact of COVID 19 and Recovery of Services

Performance Report – Corporate Plan 2020/21 (April – September)

	RAG	RAG	Trend	Comments
Processing of invoices and monitoring and fulfilling of contracts.	Green	Green	→	Finance Staff continue to process invoices and process pay roll runs.
Communication with Funders for Projects.	Green	Green	→	All grants monitored.
Monitoring and mapping of financial impact on services and future operations.	Amber	Amber	→	Financial forecast for the year to be presented to ACSRC in November.

Working Towards Long Term Objectives

Well-being Objectives and National Park Management Plan Impacts/ Monitoring Impact on our Services and Projects

Well-being Objective – Prosperity

Data Available Monthly									
Work Stream	Measure	2019/20 September	2020/21 Previous Period August	2020/21 Current Period – September					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Maintaining Public Rights of Way a Tourism Asset	Pembrokeshire Coast Path – Trip Advisor Overall Rating 1-5	5	5	5	5		Green	→	
Tourism Engagement & New Audiences	# Main website users ytd	187,301	100,585	129,879	BM				2020/21 ytd figures affected by complete Google Analytics data for May not being
	# Main website page views ytd	1,028,983	410,526	529,845	BM				

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									available due to issue caused by transfer to new website.
	Oriel Y Parc Trip Advisor rating 1-5	4.5	4.5	4.5	4.5		Green	→	Centre reopened in July, having been closed since mid-march due to COVID 19 restrictions. OYP had 11,952 visitors in August compared to 20,563 in 2019/20.
	# visitors to Oriel Y Parc ytd	85,617	14,177	22,552	BM against 2019/20	TIR			
Supporting Local Businesses	% Authority Spend locally	52.07	46.24	46.63	BM against 2019/20	TIR			£227,888 ytd spent in SA postcode.
	% Invoices paid on time (Average) ytd	97.7	95.27	95.55	97%	TIR			

Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April - June)	2020/21 Current Period: Q1 – Q2 (April – Sept)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Planning Policy and Planning Service	% of all planning applications determined within time periods required ytd	97.83	47.27	46.77	82%		Red	↓	Quarter 2 includes continuing Covid 19 operational restrictions on Authority business.
	Average time taken to determine all planning applicants in days ytd	89.5	86.00	102.5	<67 days		Amber	↓	Quarter 2 includes continuing Covid 19 operational restrictions on Authority business.

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	% of Member made decisions against officer advice (recommendation) ytd	8.33	0	14.29	<5%		Red	↓	1 out of 7
	% of appeals dismissed ytd	66.67	66.67	75	>66%		Green	↑	
	Applications for costs at section 78 appeal upheld in the reporting period ytd	0	0	0	0				
	% of planning applications determined under delegated power ytd	91.34	94.55	94.35	BM	TIR			
	# planning applications registered ytd	315	118	231	Trend				
	% of planning applications approved ytd	77.62	96.36	93.55	90%	Trend			
Maintaining Public Rights of Way a Tourism Asset	% of PROW open and accessible and meeting the quality standard ytd	86.92	86.83	86.83	85%	TIR			
	# of people using footpath (from fixed counters) ytd	159,021	-	-	Trend	TIR			7 Coast Path and 4 INRoW Counters. Awaiting Q1/ Q2 for coast path data and Q2 for IROW data from external company (data collection was impacted by staff being on Furlough). Q1 data for IROW 4,572 compared

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									to 7,798 in 2019/20.
Sustainable Tourism and Recreation Management and Promotion	# filming enquiry requests ytd	27	0	9	Trend	TIR			
	# filming enquiry licenses awarded ytd	4	0	5	Trend	TIR			Locations include Ceibwr, Newport Sands, Landshipping, Little Haven and Freshwater West, Traeth Lyfyn Foreshore.
Tourism Engagement & New Audiences	# attending pop up events ytd	1,212	0	888	BM	TIR			
	# people engaged with through Summer Rangers business and general public networking activities ytd	395	0	1,282	BM	TIR			Tourist Information focused. Locations covered included Manorbier, Caerfai, Solva, Newgale, Poppit Sands, Broad Haven, Little Haven, Nolton Haven, Strumble, Fishguard Lower Town, Porthclais, West Angle Bay.
	# Parkwise training sessions held ytd	2	0	0	4	TIR			
Supporting Local Businesses	# of stall holders participating in fairs and events at Oriel Y Parc and Carew ytd	92	0	0	Trend	TIR			No stall holder opportunities ytd, due to impact of COVID restrictions on fayres etc at the centres.
	# of artists and craft makers supported at Oriel Y Parc ytd	15	0	7	Trend	TIR			Centre closed in Q1 due to Covid 19 regulations, re started local artist exhibition programme in

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									August.
Employment Transformation in Pembrokeshire	# Work experience placements provided ytd	5	0	0	BM	TIR			No placements undertaken due to current COVID 19 pandemic and associated restrictions.
	# Office and Centre based volunteer days ytd	58.3	0	5	BM	TIR			OYP voluntary gallery invigilators.
	# attending volunteer training sessions ytd	104	99	137	BM	TIR			31.7% increase on 2019/20. Reflecting officers focus on virtual training as physical training and practical group volunteering opportunities have been limited due to COVID 19 restrictions.

Action					
Work Stream	Action	2020/21 Previous Period - August	2020/21 Current Period – September		
		RAG	RAG	Trend	Comments
Planning Policy and Planning Service	(See actions under delivering our statutory planning responsibilities)				
Maintaining Public Rights of Way a Tourism Asset	Ways of Working: Digital Park Project.	Green	Green	→	Full progress report presented to committee on 23/9. Work is ongoing with this project. During recent weeks, Castell Henllys and Carew have been supplied with a work tracker, to enable site managers to monitor the progress of the site wardens maintenance work.

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	Project: Development of new footpath links and circular walk creation.	Red	Amber	↑	Work resumed on Moylegrove route; discussions with solicitor resumed on Newport route re path Management Agreement.
	Project: Increasing resilience to winter storm damage.	Amber	Green	↑	Aberforrest project completed in late September.
	Strategic Partnerships: Rights of Way Improvement Plan and Local Access Forum.	Amber	Amber	→	Discussions with PCC looking at options for convening virtual meeting but not all members have access to internet. Await update from PCC (PCC currently the secretariat of LAF). PNCP updating the secretary by email which is then circulated to membership.
	Strategic Engagement: Participating in Access Legislation Forum	Green	Green	→	Virtual meetings convened on 14 Sept and 1 October. Next meeting scheduled for January with written submissions in interim.
Sustainable Tourism/ Recreation: Management and Promotion	Project: External Sustainable Events Research. (S6)	Amber	Amber	→	Some delay on stakeholder engagement due to COVID19. Interviews have been held with UKNP sustainable tourism officers members.
	Ways of Working: PCNPA Branding.	Green	Green	→	Brand Ambassador Scheme scoping exercise has been commissioned, with a report on feasibility due later in the autumn.
	Strategic Partnership: Supporting Destination Management Plan implementation and setting up of delivery organisation.	Amber	Amber	→	Candidate Appointed and plan to set up Visit Pembrokeshire as a legal entity in November.
	Strategic Partnership: Managing What We Can Document – Annual review with Partners. (S6)	Green	Green	→	Learning from this season will be taken forward to next years' plan. Awaiting further feedback from the 'end of season' reporting undertaken by various partner organisations and partnerships
	Strategic Partnership: Pembrokeshire Water Safety Forum and mapping	Green	Green	→	Visitor numbers remained high this month and this has been matched with a higher than usual number of coastal incidents. Review meetings are planned for October.

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	of coastal and foreshore incidents.				
	Strategic Engagement: Liaison with Recreational Groups and Pembrokeshire Coastal Forum. (S6)	Green	Green	→	Pembrokeshire Recreation Plan Group met in July and an online forum set up for group members to exchange information. No further update.
Tourism Engagement and New Audiences	Project: Re positioning Oriel Y Parc as a Discovery Centre for the Park.	Green	Green	→	Plans have started working towards actions on interpretation plan.
	Ways of Working: Activities to support implementation of business plan at Oriel Y Parc.	Green	Green	→	Feedback received from Director and Head of Communications, plans have started to update and re-fresh external interpretation, working with North area Interpretation Officer. Signage to be updated with new branding. All plans are currently being put together to be submitted to Buildings Officer for advice on next steps. Woodland area planting and possible re-designs are being developed in conjunction with West Warden Team Manager and Pollinator Warden as well as Tree Wardens.
	Project: Development of Discovery Points across the Park.	Red	Amber	↑	Interpretation Officer and Graphics are working on the design of the pilot Discovery Point map. A funding application for roll-out has been made.
	Partnership Project: Celtic Routes.	Amber	Amber	→	Awaiting response from WEFO re Phase 2 bid.
	Ways of Working: Training of staff in new website content management system and events booking system.	Green	Green	→	Further focussed sessions held with staff including site staff. More sessions planned with staff that have missed earlier sessions due to furlough/illness.
	Project Development: Beach Roadshow linked to Summer Rangers Service.	Amber	Amber	→	No additional bids made this month for this project, but currently looking at funding options available to make an application in Autumn for next season.

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	Project Development: Engagement activities that will support local businesses to engage visitors with the Park and its special qualities.	Amber	Amber	→	Meetings planned for October aim to plan a PCNPA Ambassador programme for 2021. We envisage an initial focus on recruiting volunteers as Ambassadors and delivering training during the winter/spring with a launch late spring/summer. In parallel with this, research has been commissioned which will seek to get the views of the tourism trade with regard to the types of support we may be able to offer in the future.
Supporting Local Businesses	Communications: Virtual promotion of stall holders and other local businesses and food suppliers, including those that were due to be at the Really Wild Food Show at OYP.	Green	Green	→	Exhibitions have continued onsite at OyP in the three exhibition spaces. All have been promoted onsite and online. With artists also having the opportunity to sell retail items in our shop. More local makers have been sourced for Autumn/Winter retail gift ranges including a new soap maker based in St Davids, a jeweller as well as a cosmetics company focused on men's skin and hair care. Plans are being put together for Christmas shopping opportunities targeted at locals as well as Covid-Safe small pop-up makers markets in the courtyard.
	Ways of Working: Review of procurement in the Authority, including community benefit options and sustainability practices. (S6)	Red	Red	→	No current action due to coronavirus Covid-19 and reprioritisation of activities.
Employment Transformation	Partnership Project: Pembrokeshire College Work Placement Scheme.	Red	Red	→	VC meeting convened between PCNPA and Pembrokeshire College (PC). PC have decided to temporarily halt the programme until Spring 2021 due to Coronavirus. Discussions will be resumed early 2021 to determine how PCNPA can support students studying Countryside and Environment Level 2 and 3. Consideration will also be given to Work Experience students in Business and Administration. PC Course Directors to contact PCNPA in 2021.
	Project Development: Feasibility study to inform	Red	Red	→	Skills in Action: No further progress awaiting feedback on funding for scoping study.

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	replacement project for Skills in Action including identifying potential Apprenticeship opportunities.				
	Ways of Working: Enhancing our volunteering opportunities – flexible and office and centre based opportunities.	Green	Green	→	16 Heritage volunteers registered. Some now out monitoring and sending reports back. Footpath and site reports coming in, though not everyone is sending in a monthly recording sheet. Discovery Admin assistant recording all information. Centre and office opportunities still on hold due to Covid.

Well-being Objective - Resilience

Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April)	2020/21 Current Period: Q1 – Q2 (April – September)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Conservation Land Management	Conservation Sites - % in line with Management Plan (S6)	100	100	100	100	TIR			
	Hectares - Invasive species removed at source/ injected ytd (S6)	45.5	21.5	48.22	BM	TIR			
Engagement and Volunteering in looking after the	# volunteer days – conservation ytd (S6)	627	44	96.5	BM	TIR			
	# volunteer days – invasive species work ytd (S6)	74.5	12	20	BM	TIR			

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Park's Ecosystems	# Social action days – conservation ytd (S6)	N/A	0	0	BD				
Looking after Trees in the Landscape	# of applications for works to protected trees determined ytd (S6)	19	12	20	BM	TIR			
	# of new tree preservation orders made ytd (S6)	2	0	0	BM	TIR			
	# volunteer days – contributing to tree planting (S6)	N/A	0	0	BD				
Marine and Foreshore Environment	# volunteer and social action days – beach, foreshore and river cleaning activities (S6)	210	0	10	Trend	TIR			

Action					
Work Stream	Action	2020/21 Previous Period - August	2020/21 Current Period – September		
		RAG	RAG	Trend	Comments
Conservation Land Management	Engagement: Engagement activity with Dairy Industry/ Farmers. (S6)	Red	Red	→	To explore progressing this once the Farm Conservation Officer post is filled.
	Partnership Project: Engagement with Plant Life's Magnificent Meadows Project. (S6)	Green	Green	→	Work continues to set up a Meadows Group in Pembrokeshire.
Biodiversity and Connectivity Projects	Pilot Project: Paths, Plants and Pollinators Pilot Project. (S6)	Green	Green	→	Project work is ongoing. In August Summer survey work was re-started after lock-down. Survey between Goodwick and Sandy Haven now completed and 80 habitat improvement jobs completed so far along the length.

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	Pilot Project: Traditional Boundaries Pilot. (S6)	Green	Green	➔	Scheme has been launched, 39 applications received so far.
Engagement and Volunteering in looking after the Park's Ecosystems	Project: Stitch in Time Project. (S6)	Green	Green	➔	Project officer focus away from balsam to complete Japanese knotweed treatment across project catchments during September and sites deemed strategic outside the project catchments near rights of way or conservation sites. Met with NRW to show the success at Chapel Hill on site.
	Project Development/ Funding: Naturally Connected Project. (S6)	Red	Red	➔	No current bids. COVID restrictions means that many businesses are currently not operating or able to prioritise this work.
Conservation Strategic Partnerships and Engagement	Strategic Engagement: UK and Welsh Policy Engagement on Land Management following withdrawal from EU. (S6)	Amber	Amber	➔	Response submitted to Welsh Government consultation - Sustainable farming and our land: simplifying agricultural support.
	Strategic Partnership: Participation with Pembrokeshire Nature Partnership and delivery of Pembrokeshire Nature Recovery Plan. (S6)	Green	Green	➔	Nature Partnership meets regularly. PCNPA is in receipt of a Partnership grant to develop a marsh fritillary strategy.
	Strategic Partnership: Participation with Pembrokeshire Grazing Network and Pembrokeshire Wildfire Group. (S6)	Green	Green	➔	New set-up working well and managing to meet demand for conservation grazing, from both existing and new project sites.
Planning: SMNR and responding to biodiversity loss	Ways of Working: S6 Duty – Biodiversity Enhancement conditions for planning applications. (S6)	Green	Green	➔	Routinely included on all applications where it is reasonable to be included in accordance with Welsh Government Advice.
	Strategic Partnership: Pembrokeshire County Council and PCNPA joint Planning Ecologist. (S6)	Green	Green	➔	Ongoing and successful partnership.

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Looking after Trees in the Landscape	Ways of Working: Responding to Ash Dieback in the Park Area. (S6)	Green	Green	→	Survey ongoing, tree management work over winter 2020/21 due to commence. Report planned for O.R.C in Spring 2021. August - 64 Trees were surveyed so far on authority Estate, 95% of these have the disease.
Marine and Foreshore Environment	Collaboration: The Authority will look to explore opportunities through partnerships to develop projects that can support/ enhance carbon sequestration in the marine environment. (S6)	Green	Green	→	The Seagrass Ocean Rescue project has been a joint venture between Sky Ocean Rescue, WWF and Swansea University, with assistance on stakeholder planning and engagement from the Pembrokeshire Coastal Forum and the Pembrokeshire Marine SAC Officer. Following some intensive local community liaison and licensing, the project successfully planted 750,000 seeds in an agreed area in Dale Bay in late February/early March 2020. The SAC Officer also input to a work package on visitor moorings for the area. Stakeholder liaison continues with the creation of the Dale Seagrass Stakeholder Group to discuss future management and monitoring. Pembs Marine SAC Officer will represent the Relevant Authorities Group on this group and report back.
	Strategic Partnerships: Involvement with Foreshore Management Plan development and implementation. (S6)	Green	Green	→	Rangers will be working with the Pembrokeshire Marine SAC Officer to deliver an extension to the SWEPT project, to conduct a water sampling survey of freshwater inputs to the open coast of Pembrokeshire this autumn. Not yet Commenced.
	Strategic Partnerships: Participation in Relevant Authority Groups for SAC areas and Welsh Government Marine associate groups. (S6)	Green	Green	→	The Authority continues to be represented on and contribute to funding Relevant Authority Groups for Pembrokeshire Marine SAC, Cardigan Bay SAC and Carmarthen Bay and Estuaries European Marine Sites. The Authority continues to represent Pembrokeshire Coast and Snowdonia National Parks on the Welsh Government Marine Protected Area Management Steering Group (MPAMSG).

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Well-being Objective – Health & Well-being

Data Available Monthly									
Work Stream	Measure	2019/20 September	2020/21 Previous Period August	2020/21 Current Period – September					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Promoting Health Benefits of the Park	# of web walks downloaded	30,766	5,575	8,065	Trend	TIR			Most popular walk maps downloaded ytd: Broad Haven/ Haroldston Wood (Short Walk): 276, Bosherton/ St Govan's (Half Day): 200, St David's Head (Half Day): 177. No data in May and June - Covid-19 lockdown / analytics issues with transfer to new website.

Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April - June)	2020/21 Current Period: Q1 – Q2 (April – September)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Supported Walking	# participants Walkability Scheme	669	0	26	1,000	TIR			3 Walkability Health and Well-being Walk

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data
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Opportunities	# Pembrokeshire participants in Walking for Well-being project (Pembrokeshire)	N/A	0	0	BD	TIR			sessions held in Q2 – Places Booked online. 2 Walkability Sessions with Ex Ref group North.
Promoting Health Benefits of the Park	# participants in walks led by rangers, centre staff and volunteers	2,231	0	237	BM	TIR			Activities restarted in Q2.
Health and Well-being Projects and Initiatives	# volunteer days	1,672.30	82	272.5	BM	TIR			
	# participants in volunteering and social action sessions involving physical activity	2,203	4	243	BM	TIR			
Outdoor School and Play	# participants in outdoor learning sessions	5,030	0	554	BM	TIR			
	% schools in National Park engaged with outdoor learning activities	69.23	0	7.69	BM	TIR			
	% schools in Pembrokeshire engaged with outdoor learning activities	58.06	0	8.06	BM	TIR			
Planning Affordable Housing	% of housing units approved that are affordable	25.88	0	72.34	See APR and Annual Local Development Plan monitoring report for context				Planning permission for Brynhir site Tenby issued following signing of S106.
	# affordable housing units approved	22	0	102					

↑ Improving Trend → Static Trend ↓ Worsening Trend
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Action					
Work Stream	Action	2020/21 Previous Period - August	2020/21 Current Period – September		
		RAG	RAG	Trend	Comments
Supported Walking Opportunities	Partnership Project: West Wales Walking for Well-being project (Working with GP surgeries.) (S6)	Amber	Amber	→	Although overall the project has under achieved in terms of key outputs this can be almost wholly attributed to the COVID 19 pandemic. Numbers of established groups and numbers of walks offered are down on what might have been expected midway through this 3 year project. Some of these areas are being addressed by changing the way we work, for example in working with new partner organisations who (following appropriate training) will deliver walking activity on behalf of the project. One of the key challenges over coming months will be the need to work with GP practices across West Wales to develop working relationships that will sustain the project beyond the lifetime of the funded work. In August 20+ volunteers received their walk leader training and new routes were tested with newly recruited walk leaders.
Promoting Health Benefits of the Park	Strategic Engagement: Involvement with Public Health Wales development of strategic framework for social and Green Solutions for health.	Amber	Green	↑	PHW agree to have a 'basecamp' group for green and social prescribing to be rolled out in the autumn.
	Strategic Partnerships: Involvement with the West Wales Nature Based Health Service Network.	Green	Green	→	First online planning workshop held. After a series of workshops there will be a report for the ongoing development of the network.

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Health and Well-being Projects and Initiatives	Project Development: Delivery and evaluation of Pathways Project and development of follow on project.	Green	Green	→	Pathways sessions continued to be offered throughout September but with limited capacity. Stage 1 bid to the National Lottery Community Fund for a new supported volunteering project (working title - 'Roots to Recovery') is due to be submitted next month.
Outdoor School and Play	Project: Pembrokeshire Outdoor Schools.	Green	Green	→	The programme of INSET training for teachers delivered through PODs commenced in September, with more than 40 teachers present at a webinar looking at outdoor learning in the school grounds. Additional events will take place throughout October and November.
	Partnership Project: Roots Pilot Project.	Green	Green	→	In September we re-started delivery of sessions in schools for the Roots project, with work in Neyland, Coastlands and Johnston primary schools. The programme included multiple sessions at each school with a focus on creating growing spaces in the grounds of each school, but also in developing the value of outdoor spaces for a whole range of outdoor learning. This is a change from the original objectives of the project, with the changes made to accommodate the impact of COVID on the work we are able to do with schools. Further work on the project is planned for October, November and December.
	Project Development: First 1000 Days – Pre School aged children.	Amber	Green	↑	Part funding secured by the Pembrokeshire Coast National Park Trust. £10,000 secured from National Lottery Awards for All grant scheme and an additional £5k from the Trust from other funders. An additional 2 applications for funding were submitted for the First 1,000 Days in September to help reach full project costs.

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Workforce Well-being	Ways of Working: Undertake a review of our well-being activities to further develop our well-being offer and review relevant policies to ensure they reflect best practice.	Amber	Amber	➔	Draft policies still being progressed. In August Managing Absence Policy reviewed and new policy and procedure being reviewed. Focus will be on providing guidance to managers on managing and support staff well-being more effectively.
	Ways of Working: Corporate Health Standard.	Amber	Amber	➔	Policy Development being progressed to support Action Plan.
	Ways of Working: Source and develop a suite of training for line managers to equip them to manage diverse teams and promote an inclusive culture.	Amber	Amber	➔	E-learning platform and training identified.

Well-being Objective – Equality

Data Available Monthly									
Work Stream	Measure	2019/20 September	2020/21 Previous Period August	2020/21 Current Period – September					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Strategic Equality: Our Services	# visitors attending Castell Henllys during its quiet hour / slot	N/A	0	0	BD	TIR			Centre reopened however quiet hour not in operation. Recommencing this is something that will be looked at in the future and potentially

↑ Improving Trend ➔ Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data
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									extended to a session booked slot advertised as Autism friendly on the website.
Landscapes for Everyone: Inclusive Experiences	# of web wheelchair walks downloaded	3,203	240	335	Trend	TIR			Post popular downloads ytd: Stack Rocks to St Govan's - 72, Abereiddi - Blue Lagoon - 35, Fishguard Fort -21. No data May/ June - Covid-19 lockdown / analytics issues with transfer to new website.

Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April - June)	2020/21 Current Period: Q1 – Q2 (April – September)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Strategic Equality - Our Workforce	% Workforce Equality Monitoring Information Completed in Pobl y Parc ytd	78.1	83.9	76.8	70	TIR			
Strategic Equality - Our Services	# Equality Impact Assessments Completed ytd	1	0	0	BM	TIR			No new equality impact assessments, however EQIA on corporate plan reviewed following realignment of corporate

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									plan due to COVID 19.
Landscapes for Everyone - Social Inclusion	# People engaged with through Social Inclusion Work/ Sessions ytd	2,054	61	165	BM	TIR			
	# of active Youth Rangers this quarter	11	10	8	BM	TIR			
	# of participants engaged with through social inclusion work with young people ytd	594	51	92	BM	TIR			Youth Rangers and Youth Committee Sessions

Action					
Work Stream	Action	2020/21 Previous Period - August RAG	2020/21 Current Period – September		
			RAG	Trend	Comments
Strategic Equality: Our Workforce	Ways of Working: Begin review of the Authority’s recruitment and selection process to ensure fairness within recruitment processes.	Amber	Amber	→	Existing and future processes being mapped to inform new policy and procedures.
	Ways of Working: Become a Disability Confident Organisation.	Red	Red	→	On hold until appropriate time to take forward.
	Ways of Working: Activities to address and further analyse Gender Pay Gap in the Authority.	Amber	Amber	→	No updates to report. Pay and Grading project report completed and discussed with CEO in July.
	Collaboration: Explore with other National Parks, conservation and heritage providers opportunities to develop a scheme to promote job opportunities within the sector to underrepresented groups.	Amber	Amber	→	PCNPA have committed to 6 posts as part of the KickStart Scheme which is a 6 month job placement scheme for young people aged 16-24 on universal credit. It is designed to give young people opportunities to develop skills to fund long term employment.

↑ Improving Trend → Static Trend ↓ Worsening Trend BM= Benchmarked against previous year BD= Baseline Data
 TIR = Trend - Impact of COVID 19 and Recovery of Services

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Strategic Equality: Our Services	Ways of Working: Integrate equality training and awareness into staff induction processes.	Amber	Amber	→	Meeting set for October with PCC regarding e-learning package to support Equality training.
	Ways of Working: Develop a training plan for all staff and volunteers to be trained on how they can deliver accessible services.	Amber	Amber	→	No progress to report. . Meeting set for October with PCC regarding e-learning package to support Equality training.
	Ways of Working: Corporate approach developed to Web accessibility regulations compliance.	Red	Red	→	Corporate Approach to be developed by communications and business improvement/IT – templates to align with Office 2016, start is delayed due to roll out delays as a result of COVID 19
	Ways of Working: Support centres to engage, join and develop initiatives that support wider access to attractions, heritage and arts opportunities.	Red	Amber	↑	New EHRC guidance on Retailers' legal responsibility to disabled customers (that takes into account changes to retail environment due to Covid 19) circulated to centre managers and supervisors.
Landscapes for Everyone: Social Inclusion	Project: Heritage social inclusion opportunities – Plas College Dwbl at Castell Henllys.	Amber	Amber	→	Volunteers are now allowed to undertake duties at visitor centres. A group of PCNPA volunteers have participated in drystone walling with the gateway at Castell Henllys. It is unlikely that Plas Dwbl volunteers will be able to return to site for a while due to their students being in the high risk category.
	Strategic Engagement: Representing Welsh National Parks on the Welsh Government Socio-economic Duty Guidance Group.	Green	Green	→	Officer participating in ongoing meetings for public bodies assisting WG with development of range of guidance related to implementation of socio economic duty. WG has announced a revised date for commencement of the duty of 31 March 2021. Integrated Assessment being developed to enable consideration of socio economic duty as part of strategic plan and decision making.
	Strategic Partnership: Development of joint position statement with other Welsh National Parks on social	Green	Green	→	Meeting help by NPW health, inclusion and wellbeing group to look at forward planning.

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	inclusion and child poverty.				
Landscapes for Everyone: Inclusive Experiences	Project: Experiences for All Project.	Green	Green	→	Survey will be ready for circulation in October. Project continues to be agile in its response to delivery regarding covid.
	Project: Further develop the Beach Wheelchair Scheme.	Amber	Amber	→	Beach wheelchairs available at Whitesands on a daily basis. Other chairs available on request for collection from Llanion.
	Project: Physical Access Improvements at St Non's (St Davids).	Green	Green	→	The proposals are being costed prior to the consultation phase.
	Project: Creation of more accessible circuit walk at reed bed, Freshwater East.	Green	Green	→	Completion of circuit is planned for this autumn and winter.
	Project: Carew Castle Access.	Amber	Amber	→	Funding secured. Project to be started soon, but with a phased programme of works starting in autumn 2021.
	Project: Develop project checklist that can be shared with partners to ensure projects developed to address NPMP impacts are inclusive.	Red	Amber	↑	Contact had with researcher for Experience for All project, who will include within recommendations, areas that can feed into to the development of project checklist.
Engagement: Outreach, young people and volunteers	Engagement: Development of a Young People's Committee.	Green	Green	→	The committee met twice on-line in September, progress continued on the Youth Manifesto. Members agreed to participate in a climate change initiative in north Pembrokeshire and three individuals agreed to attend a meeting of that group. NPA members continued to attend YC meetings as observers and contributed to discussions with young people.
	Engagement: Outreach engagement to inform development of projects to deliver NPMP impacts and development of materials to explain	Green	Green	→	Restoring Nature Action Plan drafted and will be circulated for informal comment to statutory and third sector stakeholders. Celebrating Heritage Action Plan in draft.

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	the plan				
	Engagement: Facilitation of PCNPA Volunteer Forum	Amber	Amber	→	Forum meeting held. Most groups represented. Some engagement, but need to review agenda items and try to use Lifesize in a different way to allow for more conversation and volunteer-led session.
	Strategic Engagement: Monitoring of Engagement Action Plan by Engagement Action Plan Group.	Green	Green	→	Engagement Action Plan Group Meeting held in June. Group attendees agreed to complete Wales Audit Self Assessment form, responses received are being collated for discussion at next meeting and include suggestions for improvement that could be taken forward by the group or leadership team.

Well-being Objective – Communities

Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April - June)	2020/21 Current Period: Q1 – Q2 (April – September)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Community Activities and Projects benefiting the Park and People	# community project/ engagement activities	571	19	239	BM	TIR			
	# social action participant days	354	0	0	BM	TIR			
	# community events held at centres	8	0	0	BM	TIR			Impact of COVID restrictions
	# Voluntary Wardens	60	64	65	50	TIR			
Sustainable Development Fund	% of Sustainable Development Fund allocated	68.64	0	0	100	TIR			SDF refocused fund launched 26/8/20. Deadline for applications

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									2nd October. Next SDF committee meeting 4th November 2020.
Planning Service: Enforcement and Community Engagement Promoting the Welsh Language: Skills, opportunities and inspiration	% of enforcement cases investigated (within 84 days)	100	100	-	BM	TIR			Q2 data for 2020/21 not currently available due to issue relating to queries/ reports from Enforcement IT System. DM are looking into this.
	Average time taken to investigate enforcement cases in days	24	43.0	-	BM	TIR			
	Average time taken to take enforcement action in days	84.0	74.0	-	BM	TIR			
	# retrospective planning applications registered	7	0	-	BM	TIR			

Action						
Work Stream	Action	2020/21 Previous Period - August	2020/21 Current Period – September			
		RAG	RAG	Trend	Comments	
Engagement: Ongoing conversation about the National Park Management Plan	Ways of Working: Development of action plans for the National Park Management Plan to inform project level delivery.	Green	Green	→	Climate Change Action Plan approved at NPA on 3/6/20. Action Plan – Archaeology (drafted being circulated). Action Plan – Health and Wellbeing (underway). Action Plan – Biodiversity (ready for consultation).	
	Ways of Working: Delivery of activities that celebrate the contribution of others to the delivery of the plan.	Green	Green	→	Story map on Conserving the Park has been produced. Proposal to use Coast to Coast 2021 to feature others' contributions to Park Plan delivery.	

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Community Activities and Projects benefiting the Park and People	Project Development: Project developed with Community Council addressing light pollution.	Red	Red	→	Project development work for Light Pollution has started again with the Policy Officer liaising with another National Park, as well as local stakeholders to develop what the project could look like and deliver here in Pembrokeshire.
	Project: Stitch in Time Project engagement with communities.	Green	Green	→	South Ranger led first group work party this year with the South voluntary wardens pulling balsam at Chapel Hill.
	Ways of Working: Centres engagement activity with local communities.	Amber	Amber	→	OYP Meeting room hire is still suspended until further notice. In August Centre manager has become engaged in a new community group who are aiming to create a Lost Words inspired Trail for St Davids. This involves an extension of the St Davids Music and Arts Festival trail which Oriol y Parc have supported in recent years. Oriol y Parc are currently hosting the groups meetings in the centre grounds. All local artist exhibition spaces were re-opened in August at OyP. Three local artists exhibited work at the centre during the month and sold well, all are hoping to come back and exhibit with us again in the coming years. Local artist Anita Woods exhibition did particularly well and she has sent in some very positive feedback. Being able to support local artists after such a hard few months for them has been very rewarding, as well as the benefit of the commission raised for the centre. Castell Henllys have applied for the cultural recovery fund grant and as a part of that grant to cover staff costs to run various workshops, including welsh language (dished y dysgwyr) and welsh culture (celebration of welsh women) workshops throughout the winter months.

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	Strategic Engagement: Involvement with the Rural Crime Partnership and Public Services Board's Communities Group.	Green	Green	➔	Ranger Team Leader attended Community Safety Partnership Meeting.
Sustainable Development Fund	Ways of Working: Re alignment of SDF to support projects that are focused on responding to the climate change emergency and increasing exposure and quality of applications. (S6)	Green	Green	➔	SDF refocused fund launched 26/8/20. Communication and Promotion of the Fund. Attendance (VC) at the Pembrokeshire Community Hall Network event. Several enquiries from groups and organisations in Pembrokeshire. Deadline for applications 2nd October. Recruitment of new committee members (advisory) in process.
Planning Service: Enforcement and Community Engagement	Project: Enforcement Project on Agricultural and holiday lets.	Red	Red	➔	It has not been possible to progress this due to staffing levels and due to the current restrictions on authority activities.
	Engagement: Planning Service engagement with Community Councils	Green	Green	➔	On going communication with community councils regarding responding to applications and ensuring that they are able to provide comments to the Authority. No current opportunities to undertake further work with Community Councils, particularly due to the Covid 19 restrictions.

Well-being Objective – Culture

Data Available Monthly									
Work Stream	Measure	2019/20 September	2020/21 Previous Period August	2020/21 Current Period – September					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments

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Historic Inspiration and Experience	Carew Trip Advisor overall rating 1-5	4.5	4.5	4.5	4.5	TIR	Green	→	Centre reopened 27 July, having been closed since mid-march due to COVID 19 restrictions. Visitors must pre-book their visit as the site are limiting the number of visitors per day. Carew had 7,129 visitors in August compared to 11,007 in 2019/20.
	# visitors to Carew	37,850	7,834	10,237	BM	TIR			
	Castell Henllys Trip Advisor overall rating 1-5	4.5	4.5	4.5	4.5	TIR	Green	→	
	# visitors to Castell Henllys	15,423	3,606	4,425	BM	TIR			Centre reopened in July, having been closed since mid-march due to COVID 19 restrictions. Visitors must pre-book their visit as the site are limiting the number of visitors per day. CH had 2,813 visitors in August compared to 4,818 in 2019/20.
Art Inspiration and Engagement	# gallery visitors	20,292	0	580	BM	TIR			Gallery reopened to visitors on 16.09.2020, having been closed since mid-march due to COVID 19 restrictions.

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Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April - June)	2020/21 Current Period: Q1 – Q2 (April – September)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Historic Inspiration and Experience	# participants in historical activities and events	14,739	27	285	BM	TIR			
	Castell Henllys - # people engaged with through education programme	2,125	0	27	BM	TIR			
	Carew - # people engaged with through education programme	1,032	0	0	BM	TIR			
Art Inspiration and Engagement	Oriel y Parc - # people engaged with through education programme	N/A	0	0	BD	TIR			
	# participants in Wednesday School Holiday Art Club	N/A	0	0	BD	TIR			
Historic Environment: Historic Buildings and Community Archaeology	% Buildings at Risk	4.8	5	5	<6	TIR			
	# of archaeological sites where conditions have improved	N/A	10	54	BD	TIR			During Q2, the number of sites visited increased significantly as a result of lifting of COVID-19 restrictions. As part of the Heritage Watch Scheme, 36 scheduled monuments were visited either as a result of a

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									report of damage or in connection with the summer solstice and autumn equinox. In addition, three sites were visited in relation to heritage management concerns and work was submitted or recommendations made in relation to these. Five scheduled monuments were visited as part of the heritage volunteers project to monitor scheduled monuments and identify issues.
	# of archaeological sites where conditions have improved with the help of volunteers and social action participants	N/A	1	43	BD	TIR			Following the lifting of COVID-19 restrictions, the number of site visited in relation to heritage management/safeguarding condition with community involvement increased significantly. This includes visits in connection the HeritageWatch Scheme - report of damage or as part of patrols during the summer solstice and autumn equinox (36 in total). A community

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									project proposal for an undesignated well site at Llanwnda and five monitoring visits to scheduled monuments by the heritage volunteers.
Promoting the Welsh Language: Skills, opportunities and inspiration	# Staff who have completed Welsh work online course	2	0	0	Trend	TIR			1 new Employee has enrolled this quarter but no completions
	% of Welsh language level information completed on People Management System	49.3	45.8	45.7	80%	TIR			
	# events and activities delivered in Welsh	26	0	2	BM	TIR			
	# participants in events and activities delivered in Welsh	210	0	4	BM	TIR			
	# school sessions delivered in Welsh	42	0	0	BM	TIR			
	# participants in school sessions delivered in Welsh	1,032	0	0	BM	TIR			

Action					
Work Stream	Action	2020/21 Previous Period - August	2020/21 Current Period – September		
			RAG	RAG	Trend
Historic	Ways of Working: Activities to	Green	Green	→	Business plan complete, the Carew team continue to

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Inspiration and Experience	support implementation of business plan at Carew.				work with it on a daily and strategic basis.
	Ways of Working: Activities to support implementation of business plan at Castell Henllys.	Green	Green	→	Online booking system continues and we are diversifying the offer whilst maintaining Covid-19 rules and guidelines. Lower pantglas has now been finished and we will use it as a discovery room for the time being to hold socially distances and covid compliant workshops.
	Project: Carew Castle – Exhibition room and other interpretation.	Green	Green	→	Work to the space is complete, exhibits collected, exhibition text written. The next stage is design of the interpretation with the Graphics team.
Art Inspiration and Engagement	Ways of Working: OYP delivering education programmes linked to Exhibitions.	Red	Red	→	OYP Gallery has now opened, however education trips to the site are not able to return as yet.
	Strategic Partnership: Continued partnership curation of exhibitions and liaison with Amgueddfa Cymru – National Museum Wales, supported through SLA agreement.	Green	Green	→	NMW Gallery has now reopened. Talks have begun regarding 2021 programming. Site manager has met virtually with NMW representatives and the curator of the April Exhibition Land/Sea, Mike Perry. Talks regarding complimentary events to run alongside the exhibition are ongoing.
Historic Environment: Historic Buildings and Community Archaeology	Project: Heritage Guardians school project.	Amber	Amber	→	No progress was made on Heritage Guardians during September. Ysgol Gelli Aur decided that taking part in this session during the Autumn was not the right time because of the quickly adapting COVID-19 situation and the fact that schools had just started after being closed for a significant period. It is hoped that they will participate in the programme at the beginning of 2021.
	Project Development: Develop and deliver Community Archaeology Projects.	Green	Green	→	Heritage volunteers (16 in total) have been allocated with scheduled monuments to visit (approximately half of the scheduled monuments in the National Park). A one2one training session took place with one of the volunteers at Foel Drygarn to go over the

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				monitoring form. Three of the volunteers visited scheduled monuments during September. In addition to the work with heritage volunteers, the Community Archaeologist attended the Preseli Heartlands Steering Group meeting and filmed a virtual walk as part of the project, to be screened at the Archaeology Day. Also, the Community Archaeologist filmed a short video of Foel Drygarn as part of the Celtic Roots project. An article on community archaeology was also submitted to the Friends of the National Park Autumn newsletter. A Pembrokeshire Heritage Forum meeting was held in September and this was facilitated by PLANED and the National Park Authority for heritage organisations, community groups, projects and societies operating in Pembrokeshire.
	Engagement: Research and Excavation partnerships in the Park – Community Archaeology.	Amber	Amber	→ Due to COVID-19 restrictions continue to affect most aspects of research, despite this the Community Archaeologist did attend the Welsh Government Historic Environment Subgroup on Climate Change to discuss and progress work in relation to the impact of climate change on the historic environment. In addition, work is ongoing to look at the results of the Impact of COVID 19 on the archaeological sector that is being done between Council for British Archaeology Wales and ALGAO:Cymru.
	Event: Delivery of the Annual Archaeology Day.	Green	Green	→ Work continued with the Archaeology Day event. A technical discussion meeting took place to determine the virtual platform for the event and it was agreed that the event would be facilitated over Zoom and streamed to YouTube live where the viewers will be able to enjoy the day. Filming of some of the talks also took place and final details for the press release

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					in October continued. A Save the Date was shared publicly to make people aware of the event. The final details of the programme and format were also finalised.
Heritage Partnership and Collaboration	Partnership Project: Participation in Ancient Connections Project.	Amber	Amber	➔	Awaiting response from WEFO. St Non's project may be delayed slightly by 1-2 months due to capacity issues.
	Strategic Partnerships: Involvement with Inspire Pembrokeshire.	Amber	Amber	➔	The Authority's Visitor Services Manager (West), formally represents PCNPA on the Pembrokeshire Inspired Steering Group. The group continues to meet, via video-conference, on a regular basis during the current COVID-19 lockdown restrictions.
	Strategic Partnerships: Delivery of Heritage Watch Scheme with Dyfed Powys Police and Cadw.	Green	Green	➔	During September, patrols to 25 sites took place to ensure that damage was not occurring during the September Equinox. This was a joint effort between the Community Archaeologist, National Park Rangers (North) and the Dyfed Powys Police. The Community Archaeologist also visited Bedd yr Afanc scheduled monument to take further detailed photos of metal detecting damage, along with location. The matter was logged with Dyfed Powys Police/Cadw and now has a crime reference number. In addition, a meeting took place with the coordinator of the Gwent Heritage Watch Scheme and also others working in the historic environment sector regarding setting schemes in other parts of Wales, including the respective national park areas. A regular catch up meeting has been established with the heritage crime coordinator for Dyfed Powys Police also.
Promoting the Welsh Language:	Project: Developing Castell Henllys as a Welsh Language Hub.	Amber	Amber	➔	We have applied for the cultural recovery fund grant and as a part of that grant to cover staff costs to run various workshops, including welsh language (dished

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Skills, opportunities and inspiration					y dysgwyr) and welsh culture (celebration of welsh women) workshops throughout the winter months.
	Ways of Working: Development of Welsh Language Staff Mentoring Scheme.	Amber	Amber	➔	Mentor Scheme on hold. However, staff will be working towards Level 1 Work Welsh to embed basic Welsh language ability across the Authority before progressing to high level language skills supported by a mentoring scheme.

Well-being Objective – Global

Data Available Monthly									
Work Stream	Measure	2019/20 September	2020/2021 Previous Period August	2020/2021 Current Period – September					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Special Qualities: Inspiration and Education	# Changing Coast photo submissions	613	165	214	Trend				

Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April - June)	2020/21 Current Period: Q1 – Q2 (April – September)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Special	# new school sessions	1	0	1	Trend	TIR			Roots/ Pembs Outdoor

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Qualities: Inspiration and Education	developed aligned with new curriculum							School outdoor learning / space sessions - linked to outdoor learning an approach to learning identified in the humanities curriculum – Cynefin.
	# participating in new school sessions aligned with new curriculum	295	0	480	Trend	TIR		Pembrokeshire Outdoor Schools/ Roots Project Sessions
	# participants in our education programme	5,685	0	554	BM	TIR		
	# participants in public events and activities programme	30,973	0	1,959	BM	TIR		Public Events and Activities Programme re started in Q2.
	# participants at dark sky events held by the Authority	247	0	0	BM	TIR		
	# volunteer days – conservation wildlife survey or monitoring	203.5	32	64.5	BM	TIR		
	# volunteer days – heritage sites monitoring	2.5	7.5	15	BM	TIR		

Action						
Work Stream	Action	2020/21 Previous Period - August	2020/21 Current Period – September			
			RAG	RAG	Trend	Comments
Responding to Climate Change	Adoption and Monitoring of Climate Change Action Plan. (S6)	Green	Green	→	Responding to Climate Change Emergency Action Plan approved at June NPA. Status section of plan to	

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Emergency (S6)					be updated quarterly. 2019/20 carbon emission calculations based on previous years calculation method carried out with report on findings and recommendations provided to Leadership Team and included in Annual Report on meeting Well-being Objectives. Authority still waiting further news of WG calculation methodology.
Create Environmental Management Recording System aligned to Welsh Government Methodology. (S6)	Amber	Amber	→		Awaiting defined measures from Welsh Government
Continuation of Centres achieving Green Key Awards and biodiversity and carbon and waste reduction is promoted on their sites. (S6)	Green	Green	→		OYP: New local suppliers have been sourced for a Pembrokeshire inspired homeware range in the shop. Supporting local makers and reducing carbon footprint. In addition to this a new cuddly toy supplier has also been sourced, replacing our previous range with a 100% recycled range, manufactured with 100% recycled plastic waste. Woodland area planting and possible re-designs are being developed in conjunction with West Warden Team Manager and Pollinator Warden as well as Tree Wardens.
Commons Resilience Project – Peat Carbon Store. (S6)	Green	Green	→		Further boundary fencing work planned for winter 20-21 starting with Frenni Fawr.
Further develop projects that support carbon sequestration at scale in the Park. (S6)	Green	Green	→		Bid to Welsh Government Sustainable Landscapes, Sustainable Places Funding 2020-21 successful (£220k). Various options still being explored. Meeting 3rd August was very positive but the site was subsequently withdrawn.
Greening the Fleet and Our Equipment. (S6)	Amber	Amber	→		3 x Hybrid vehicles delivered in August. The authority has received further funding for charging infrastructure, suppliers of which will be subject to a tender. Once the tender is complete and a roll out plan drawn up, electric vehicle options will be included in

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					fleet replacement programme.
	Greening our communities – collaborate with communities, local businesses and volunteers to carry out activities in response to climate change at a community level.	Amber	Amber	→	Authority led greening our communities activities limited due to COVID. However new focus of SDF fund following July NPA will enable community organisations to apply for three specific carbon reduction projects (Install renewable energy generation facilities to a community building i.e. solar panels; An initiative to promote reduction in carbon omissions in transport i.e. installing an electric charging point for bikes or cars or through supporting access to non-individual travel; Install a community facility that minimises waste, i.e. install water fountain;), while retaining a fourth option of being able to bid for a more “individual” projects. School gardening and pollinator work has been carried out in Coastlands school with pupils.
	Promotion of Sustainable and Active Travel itineraries (S6)	Red	Red	→	Plan to review in October.
	Promotion of Sustainable and Active Travel initiatives to PCNPA staff, volunteers and Members. (S6)	Red	Red	→	Development of initiatives on hold for moment due to reprioritisation of activities due to COVID 19. However staff and Members have become more familiar with virtual meetings as a result of home working/ travel restrictions which could have positive impacts on this area in the future.
	Network of Electric Vehicle Charging Points. (S6)	Red	Red	→	Installations commenced, WPD supplies awaited.
	Greening our Buildings – Feasibility Study. (S6)	Red	Red	→	Online introductory session arranged for LT (re Refit Cymru)
	Photovoltaic PV Generation Project. (S6)	Red	Red	→	PV proposal study information received, further information awaited prior to reporting to LT.
	Continued involvement with Pembrokeshire Energy Forum (S6)	Amber	Amber	→	Meeting to be rescheduled when all sectors resume business.

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	Continued involvement with Pembrokeshire Service Board's Environmental and Climate Change Risk Assessment for Pembrokeshire (S6)	Green	Green	→	No further updates since June. Meeting held on 16th June 2020. Main topic of discussion was NRW funded project pilot to build climate resilience within communities. Pilots at Fishguard and Newcastle Emlyn will be undertaken during summer 2020 with final reports anticipated by end of September 2020. Some resonance with work being prepared by the NPA on Place Plan SPG to include coastal adaptation guidance for communities.
	Continued Financial support for Coastal Bus Service (via Greenways Partnership) (S6)	Green	Green	→	At July NPA Members resolved that a payment of up to circa £75,000 to Pembrokeshire County Council as a contribution towards the Pembrokeshire Greenways Partnership be approved.
Special Qualities: Inspiration and Education	Realignment of education offer with the New Curriculum.	Green	Green	→	The NPA education team and Pembrokeshire Outdoor Schools have continued to develop resources and areas of work to compliment the requirements of the new curriculum. The main focus has been on local resources for outdoor learning linked to an approach to learning identified in the humanities curriculum - Cynefin. In addition to supporting schools in developing their outdoor learning space (an approach that works well give the restrictions on coach and minibuss travel for school visits) there will be new resources created for schools that can be used for learning in their locality.

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Governance, Financial Sustainability, Workforce Development and Resilience

Data Available Monthly									
Work Stream	Measure	2019/20 September	2020/2021 Previous Period August	2020/21 Current Period – September					
		Actual	Actual	Actual	Original Target	Revised Target	RAG	Trend	Comments
Fundraising and Income Generation	£ from sponser a gate scheme ytd	6,000	1,800	3,000	6,000	TIR			5 gates sponsored ytd.
	£ from cashless donation pilot Oriel Y Parc ytd	N/A	74.10	169.50	Baseline Data	TIR			
	£ Centres Merchandise ytd	181,504.11	35,096.86	59,502.16	BM	TIR			Centres closed mid March - June 2020. Staggered reopening of centres in July 2020.
	£ Admissions Carew & Castell Henllys ytd	191,262.92	26,626.56	59,656.72	BM	TIR			CH and Carew re opened to pre booked visitors during July. Both were closed mid March - June.
	£ Centres Other Income ytd	54,582.60	1,786.20	5,888.82	BM	TIR			
	£ Cafe Rental Income – Castell Henllys and Oriel Y Parc ytd	1,000	0	0	BM	TIR			
	£ Carew Cafe Sales Income ytd	62,097.74	17,027.42	27,780.31	BM	TIR			Nest Tearoom re opened in July.

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Member Development	% Members attendance at committee ytd	82.26	92.27	93.72	75%		Green	→	Committees being held virtually in response to Covid 19 measures.
	% Members attendance at training ytd	55.56	79.17	79.17	65%		Green	→	Training held virtually.
Corporate Compliance and Standards	% Positive/ neutral media coverage ytd	99.79	98.75	98.89	80%		Green	→	

Data Available Quarterly									
Work Stream	Measure	2019/20 Q1 – Q2 (April - Sept)	2019/20 Q1 (April - June)	2020/21 Current Period: Q1 - Q2 (April – September)					
		Actual	Actual	Actual	Target	Revised Target	RAG	Trend	Comments
Health and Safety	# Days lost divided by full time equivalent ytd	2.12	1.69	2.89	<1.5		Red	↓	Training to maintain adequate levels of health and safety for front line staff has been prioritised and training has recommenced. Q2 - IP damaged back moving a large item. Q1 - IP had been working on coast path returned to vehicle and slipped on stone and
	# RIDDOR (Reportable Incidents) ytd	3	1	2	0	0	Red	↓	

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									fell. Sustained damage to cartilage.
	# accidents (Injury) over 3 days/ up to 7 days absence ytd	0	0	0	0	0	Green	→	
	# accidents (Injury) Minor incidents ytd	11	0	0	BM	TIR			
	# vehicle damage incidents ytd	7	1	3	BM	TIR			
	# conflict incidents ytd	0	0	0	BM	TIR			
	# safeguarding incidents ytd	0	0	0	BM	TIR			All Staff asked to complete Tier 1 Safeguarding Training, through Pembrokeshire County Council's (PCC) e-learning platform in Q1.
Corporate Compliance and Standards	# complaints received ytd	5	5	10	BM				Majority Planning related.
	# complaints concerning the Welsh Language made to the Authority ytd	0	0	0	BM				
	# complaints to Welsh Language Commissioner regarding alleged failure to comply with Welsh Language Standards ytd	0	0	0	0		Green	→	
	% of new and vacant posts advertised Welsh Language essential ytd	41.18	0	30	BM				
	# Welsh Language Impact Assessments	N/A	0	0	BD				

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completed ytd								
# Data Protection Impact Assessments completed ytd	0	0	0	Trend				
# Data Protection Breaches reported to ICO ytd	0	0	0	Trend				
# of Freedom of Information responses within required timeframe ytd	7	4	10	Trend				
# of Environmental Information Regulations responses within required timeframe ytd	6	10	14	Trend				
# of Subject Access Requests responses within required time frame ytd	0	0	0	Trend				
% of Freedom of Information responses within required timeframe ytd	100	100	100	100		Green	→	
% of Environmental Information Regulations responses within required timeframe ytd	100	90	92.86	100		Amber	↑	1 response in Q1 not delivered in time. Officer has apologised for the delay to the recipient
% of Subject Access Requests responses within required time frame ytd	N/A	N/A	N/A	100				No SAR received in this quarter or for previous quarters in 2019/20.

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Action					
Work Stream	Action	2020/21 Previous Period - August	2020/21 Current Period – September		
		RAG	RAG	Trend	Comments
Long Term Planning and Project Prioritisation	Commence review of Authority priorities and well-being objectives.	Red	Amber	↑	Initial discussion with Members. Work to commence in October / November
	Carew Causeway 5 year plan.	Green	Green	→	Marine Licence consent received, procurement documents complete, Listed Building application pending.
	Carbon Impact embedded into project proposals. (S6)	Amber	Amber	→	Projects are on track for the WG Sustainable Landscapes and Sustainable Places Grant. Awaiting the Welsh Government releasing its standard calculation methodology as this will guide any potential considerations around measurement on emissions etc. for projects.
	Development of project bids for Welsh Government's Sustainable Landscapes, Sustainable Places Scheme and Visit Wales 'Brilliant Basics' fund.	Green	Green	→	All projects in the process of delivering. 1. Additional SDF Fund £55,000 - new fund open for decarbonisation capital projects launched 26/8/202. Digital transformation £220,000 - on track with spend. 3. EV Charging points £198,000 - currently at the procurement stage of the project.4. Land purchase £220,000 - explored the purchase of land a piece of land. The landowners changed their mind 3/8/20 exploring new opportunities. All amounts above include 10% delivery/ project management costs.
	Strategic Engagement: Monitoring and responding to legislative, policy and operational impacts and opportunities post withdrawal from	Amber	Amber	→	Chief Executive attended Brexit Roundtable and 2 Environmental Governance meetings in July.

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	EU.				
Fundraising and Income Generation	Providing continued support to Pembrokeshire Coast National Park Trust.	Green	Green	→	PCNPT secured part funding for the First 1,000 days project, totalling £15,000. PCNPT also launched new appeal - Wild About Woodlands, to help plant and care for 1,000 new trees across the National Park. Finally the Trust granted £6,500 to Conserving the Park, as part of delivering its Make More Meadows campaign.
	Funding Progress for Prioritised Projects	Green	Green	→	Successful application for Damsels in Distress totalling £65,000. Successful application for First 1,000 days totalling £15,000. First draft of 'Roots to Recovery' - our new supported volunteer project (Pathways 2), in final stages of development ready for submission in October. New round of projects prioritisation launched with closing date of 28th October.
Workforce Development	Development of People Plan.	Amber	Amber	→	Facilitated sessions with Managers and Staff being continue until Mid-November following Employee Opinion Survey. Output will be fed into People Plan to ensure it responds to stakeholder feedback.
Improving how we work: Digital Approaches	Digital Transformation Programme.	Amber	Amber	→	Due to Covid-19, progress has been delayed as the Planning Team's main priority is to fulfil the Authority's statutory obligations. A partial move to Microsoft's 365 environment purely for integration with a hosted APAS system environment is pending - this will enable the electric processing and communication of documentation. Further Digitalisation Opportunities have been captured however it is unlikely that these can commence until the new year.
	Implementing switch to Office 2016 across the Authority.	Green	Green	→	Current count is 129 installs of Office 2016, Office 2010 is 1. The final installation will require a new laptop, a convenient date for replacement is pending.
	Replacement of HR System.	Green	Green	→	Continued review of the core HR platform (Webview) functionality. Data migration activity focussed on validation of transferred data (project lead) and

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		Green	Green		cleansing of existing data held on Webview (HR with line managers). Review & confirmation of the self-service platform requirements to CCC. Data migration impact assessment in progress to identify and assess potential risks and identify measures to reduce risk ahead of DPO / CE review and sign-off. Project re-structured to 2 work streams including, Phase 1 – Implementation Readiness (managed by Business Analyst) and Phase 2 – Implementation (managed by HR Manager) to include Process, UAT, Training/Communication and Roll out. Weekly progress reports submitted to key stakeholders.
	Replacement of Performance Management System.	Amber	Amber	→	Following the demo and testing of external systems and concern about cost and functionality of options available, in house development of database has commenced with ongoing testing.
Member Development	Support for Member Support and Development Committee and achieving Wales Advanced Charter for Member Support and Development.	Amber	Amber	→	Member development training plan submitted to the NPA for approval on the 30th September 2020.
Health and Safety	Ways of Working: Digitise Health and Safety Reporting	Amber	Amber	→	Discussion have taken place with three providers and cost benefit analysis being carried out.
Corporate Compliance and Standards	Respond to Wales Audit recommendations – 5 Ways of Working.	Green	Green	→	Partnership Monitoring Framework updated. Wales Audit Office launched survey as part of for 2020/21 field work on Resilience and Covid Recovery and held virtual engagement meetings with staff. Engagement Action Plan group members have completed involvement self assessment that was within previous Audit Report, returned forms being collated for further consideration by group.
	Respond to Internal Audit Recommendations.	Green	Green	→	Phase 1 of the 2020/21 audit program carried out in September and complete in October 2020

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	Further develop corporate approach to data protection compliance.	Red	Red	→	Work has not commenced yet, due to reprioritisation of work due to COVID 19. However ongoing advice being provided to staff re - ICO guidance on collecting customer and visitor details for contact tracing shared with relevant staff, guidance provided to staff writing additional privacy notices, keeping details up to date on database. Work to re commence across October to December on activities to further develop corporate approach.
	Communication of corporate policies and standards.	Amber	Amber	→	Senior Management and HR issuing guidance to staff in relation to COVID 19 situation and impact on Authority work and work place. Corporate Document monitoring spreadsheet updated for consideration at Leadership Team. Awaiting new share point system to be in place to re look at how policies displayed on system to staff.
	Review of the Authority's induction process and development of programme of customer and visitor services training.	Amber	Amber	→	Meeting with PCC planned for November to utilise e-learning platform. Meeting in diary w/c 26 October with South Down National Park to consider utilising ELMS e-learning platform.
	Annual performance report on Welsh Language Standards	Amber	Amber	→	Some statistics awaited in order to finalise report.
	Annual Equality report	Amber	Green	→	Annual Equality Performance Report 2019/20 incorporated into the Annual Report on Well-being Objectives/ Improvement Plan approved at NPA held on the 30th September.

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