

REPORT OF HUMAN RESOURCES MANAGER

SUBJECT: HEALTH AND SAFETY UPDATE

Incidents and Accidents – October, November, December 2020

Following the last Health & Safety Meeting it was decided to categorise Incidents and Accidents, to ensure the Authority could prioritise its response in addressing underlying causes. These will be categorised as follows:

- Personal Injury;
- Near Misses;
- Buildings & Infrastructure; and
- Vehicles & Machinery.

During this period there were no Personal Injury Incidents or Accidents.

There were seven Buildings & Infrastructure Incidents – Four Security Alarm triggers at Oriel Y Parc and three at Withybush Depot.

There were also three incidents involving very minor only damage to Authority vehicles.

The above numbers are partly explained by the closure of our Centres during part of the reporting period; staff either working from home or furloughed; and the extended Christmas holiday period, as staff were asked to use up annual leave not taken during the earlier parts of the year.

Future reports will start to show monthly comparisons, as the Authority introduces its new HR System; this will enable much better reporting, so that trends and patterns can be monitored.

Occupational Health

On 14 December 2020, PCC provided notice to the Authority that they were no longer in a position to provide OH services to PCNPA, following a re-prioritisation exercise.

A review was carried out by HR to investigate alternative service providers and the Leadership Team have now approved and appointed Caer Health as its new OH services provider.

Caer Health has been established since 2002 and currently work with a number of public sector organisations including:

- Natural Resources Wales
- South Wales / Dyfed Powys / Gwent/ and North Wales Police
- Pembrokeshire College
- North Wales Fire and Rescue Service

As well as being part of the Welsh Procurement Framework, Caer Health is able to provide greater 'value for money' through an enhanced service provision and a more competitive pricing structure.

Services provided by Caer will include:

- Pre-employment health screening;
- HAVS screening;
- Management Referrals for managing sickness absence, fitness to work and attendance;
- Ill health retirement referrals; and
- On-site OH Technician clinics *

*Services, to be provided from February 2020, which are not presently provided, will include the on-site OH Technician clinics. These will cover Driver Screening, Audiometry and Spirometry testing as well as HAVs Assessments. Charging is based on a half day / day rate, which makes screening large groups more cost effective than the previous PCC provision.

It is hoped the appointment of Caer Health will greatly enhance PCNPAs Health & Safety and Staff Wellbeing programme.

Employee Assistance Programme

On 13 January 2021, the Personnel Committee were provided with a presentation on the Authority's Employee Assistance Programme (EAP) provided by Care First Services. The service is free to all staff and their families and provides a 24/7 confidential telephone and information and advice line; telephone and face to face counselling; and an on-line portal, providing advice on fitness and wellbeing and practical solutions for a range of everyday problems.

A copy of the presentation is provided to all members of the Audit and Corporate Services Review Committee for information.

A programme of staff communication and engagement will be ramped up in 2021, to ensure staff properly understand the full service offered through this staff benefit.

To enhance the emotional support provided to Officers of the Authority, during Covid-19, Cllr Phil Kidney put forward a motion to the NPA on 2 December 2020 which was referred to the Personnel Committee on 13 January 2021, for the introduction of a 'Listening Service' provided by Committee Members. Terms of Reference have been drafted for a six month pilot scheme. Once finalised and approved, a further update will be provided.

Fire Marshall Training

It was reported previously that the Fire Safety Policy & Procedure had been re-drafted but due to the pandemic Fire Marshall Training remained outstanding. In preparation for an easing of Covid-19 restrictions, Providence Training Limited have been engaged to provide

Fire Marshal training for week commencing 15 February 2021. Once completed, staff training will be undertaken to close off an outstanding audit action.

Coronavirus Covid-19

At the time of writing this report Llanion HQ is open daily for staff needing to undertake urgent and priority tasks only and with the consent of their line manager. Shared offices are limited to one person only. All employees are expected to wear a face covering in all communal areas and advisory reminders have been sent out on hand washing, sanitising and ventilation of offices.

Home working however remains the norm for office-based staff and the building continues to be closed to the public.

The three Visitor Centres at Carew Castle, Castell Henllys and Oriel y Parc remain closed with staff either fully furloughed or part furloughed and working from home in preparation of eased Covid-19 restrictions.

The Warden and Ranger teams are undertaking priority maintenance work.

All site visits are being undertaken virtually where ever possible and Volunteering and Work Experience has been suspended.

Managers have been asked to revisit documented Risk Assessments in light of revised advice by the Welsh Government.

Monthly Team Leader meetings are being chaired by the Chief Executive to ensure morale remains buoyant and temporary resources continue within the DM Admin team, following an increased workload due to failures with the APAS system in 2020.

The All Staff meeting in December 2020, which balanced information sharing, staff recognition and some 'fun' elements received positive feedback from staff, after what had been a very challenging year.

Morale remains a constant concern in light of daily Government news on the pandemic and consideration will be given to further staff activities to ensure morale issues remain high up on the agenda.

Recommendation: Members are asked to NOTE this report

(Further information is available from the Kelland Dickens, Human Resources Manager, on 01646 624825 – email kellandd@pembrokeshirecoast.org.uk



PEMBROKESHIRE NATIONAL PARK AUTHORITY

PERSONNEL COMMITTEE – 13 JANUARY 2021

STAFF HEALTH & WELLBEING

CARE FIRST SERVICES



Free and confidential 24/7 service to all Staff and immediate family members, providing:

1. Telephone information and advice
2. Online services – *Zest* and *Lifestyle*
3. Counselling services



TELEPHONE AND INFORMATION ADVICE



Information and Advice Specialists to help employees find practical ways to deal with a range of problems. Specifically, but not limited to:

- **Family and Personal** – Relationships, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care
- **Debt** – Credit, Debt, Loans, Consolidation
- **Workplace** – Bullying, Harassment, Maternity Rights, Sickness, Health & Safety at Work



ONLINE SERVICES (1)



Care first 'Zest' website and mobile app is a free interactive health and personal fitness portal, including advice on:

- Stress Management, *including Stress Questionnaire*
- Nutrition and Diet
- Fitness and Goal Setting
- Smoking and Drinking
- Physical & Mental Health
- Work / Life Balance
- Woebot and Thrive Mental Health App



ONLINE SERVICES (2)



Care first 'Lifestyle' is an online resource, providing advice and articles on a range of issues, including :

At Home – Debts, Finances, Relationships, Family, Bereavement, Childcare

At Work – Stress, Conflict, Promotion, Change, Pressure, Retirement

Health – Physical, Mental, Nutrition, Depression, Stress, Smoking, Diet



DAILY WEBINARS

Zoom security issues: Here's ev... x 2020_COVID-19_Weekly_Publicity x +

https://carefirst-lifestyle.co.uk/fileadmin/Covid_19Articles/Week_43/2020_COVID-19_Weekly_Publicity_Calendar_-_43.pdf

1 of 1

Care first
COVID-19 Weekly Publicity Calendar

Weekday	Daily Theme	Article	Webinar
Monday JANUARY 11, 2021	Care first	Care first Awareness	'How Care first can support you' TIME: 12pm-12.30pm LINK: https://attendee.gotowebinar.com/register/4749899439479770893
Tuesday JANUARY 12, 2021	Mental Health	Breaking the stigma of Mental Health	'Breaking the stigma of Mental Health' TIME: 12pm-12.30pm LINK: https://attendee.gotowebinar.com/register/5651122941279953933
Wednesday JANUARY 13, 2021	Alcohol Awareness	Alcohol Awareness in line with 'Dry January'	'Alcohol Awareness in line with 'Dry January' TIME: 12pm-12.30pm LINK: https://attendee.gotowebinar.com/register/2743267629041864972
Thursday JANUARY 14, 2021	Wellbeing	Making positive changes to your wellbeing with Care first Lifestyle	'Making positive changes to your wellbeing with Care first Lifestyle' TIME: 12pm-12.30pm LINK: https://attendee.gotowebinar.com/register/7507044692892017678
Friday JANUARY 15, 2021	Isolation & Loneliness	Continuing to support Isolated and Lonely loved ones	'Continuing to support Isolated and Lonely loved ones' TIME: 12pm-12.30pm LINK: https://attendee.gotowebinar.com/register/1120805181354911757

Please note that content may include guidelines applicable to the UK, however guidelines for Wales, Scotland and Ireland may vary. Please refer to .gov for the latest guidance in your region.

Please note that these themes and events may be subject to change as the situation develops.



COUNSELLING



Telephone Counselling – Available 24 hours a day, 365 days a year, providing direct and immediate access

Face-to-face Counselling – Arranged through referral via self referral, telephone counsellors, Line Manager or Human Resources

Accredited – Counsellors are accredited through British Association for Counselling and Psychotherapy (BACP)

Confidential - Although the service is provided through PCNPA, it is independent, in confidence and in line with BACP Code of Ethics

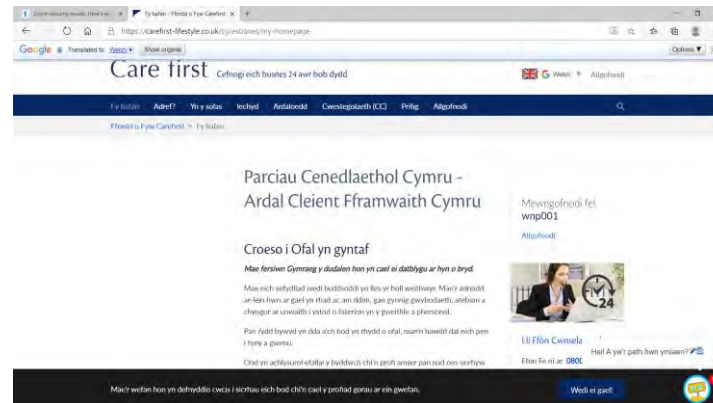


ADDED BENEFITS



Managers have additional access to:

- Management consultancy / Support and information service
- Management referral to initiate counselling for a member of staff
- **Welsh Language** service provided for both Counselling and Online Services



ADDITIONAL ‘PAID FOR’ SERVICES



- Staff and Manager **Training** on Health & Wellbeing
- Individual **Professional Support**
- **Mediation** Services
- **Critical Incident** Support
- **Coaching** for Performance

