

**REPORT OF ADMINISTRATION & DEMOCRATIC SERVICES MANAGER
AND DEPUTY MONITORING OFFICER**

**SUBJECT: GENERAL UPDATE ON MEMBER SUPPORT AND
DEVELOPMENT**

Purpose of report

To update on matters relating to Member support and development.

Advanced Charter

The National Park Authority (NPA) has previously reconfirmed its commitment to providing Members with a robust support and development programme to enable them to better undertake their duties and responsibilities as Members of the Authority. Consequently, it also resolved to submit an application for Advanced Charter status of the Welsh Local Government Association's Wales Charter for Member Support and Development.

I am pleased to report that the evidence has now been gathered together in one document and this has been submitted to the Welsh Local Government Association for assessment. The document is 355 pages long, therefore only the Charter criteria checklist itself is appended for Members' information (Appendix A).

Training Plan

The above-mentioned document (attached at Appendix B) was adopted by the NPA at its meeting held on 30 September 2020. As Members will see, some of the elements in the training plan are associated with site visits, therefore these have had to be delayed during the current COVID-19 restrictions.

In addition to the training plan, Members have received training for the use of the Lifesize platform for hosting virtual meetings, how to present themselves and behave at virtual meetings with Mel Doel, and how to conduct Personal Development Reviews. Members have also attended workshops on future priorities for the Authority, the Authority's future role in the Welsh Government's Green Recovery Plan and the development of the Authority's Climate Change Action Plan in response to climate change. A presentation has also been delivered on the Eagle Reintroduction Wales project.

Other workshops have also been requested as a result of debate at various meetings, and these include one on the Authority's risk register and one by the newly appointed Data Protection Officer on data protection and GDPR. Members have also been invited to a workshop hosted by Pembrokeshire

County Council where Dŵr Cymru will be making a presentation on phosphates.

As the calendar of meetings has only a limited number of dates agreed for workshops/training, these additional sessions have impacted slightly on the delivery of the adopted Training Plan. However, some of the sessions have been time sensitive therefore they have taken priority (e.g. the Lifesize sessions).

Personal Development Reviews

Personal development reviews are an integral part of supporting Members during their period of office with the Authority and enables them to refresh and/or develop their skills, knowledge and experience and helps build confidence in their contribution to the work of the Authority.

The 2021 personal development review process has started and, to date, 10 Members have completed their support plans. It is hoped that more Members will take part in order that a more inclusive Training Plan can be compiled in the autumn.

Member attendance

Member attendance to date at meetings is 88% (target 75%), while Member attendance at training events is 65% (target 65%). Anecdotal evidence suggests that, while Members would prefer face-to-face meetings/workshops, remote working has enabled them to attend more than would normally be the case. The current way of meeting has also substantially reduced the Member and officer carbon footprint by not having to travel to meetings.

Risk considerations and compliance

The Local Government (Wales) Measure 2011 places increased requirements on all local authorities in Wales in relation to corporate governance and Member support and development. The Authority has developed a strong ethos of Member development over the years, ensuring that it continues to have informed Members who can make decisions based on understanding, skills and experience. Building upon, and developing, the good work carried out to date will re-emphasise the fact that the Authority works to a high standard of governance.

RECOMMENDATIONS:

That, subject to any comments raised at the meeting, Members:

- 1. note the Authority's submission for Advanced Charter status;**
- 2. note the progress made to date on the Training Plan, and**
- 3. authorise the Administration and Democratic Services Manager, in consultation with the Chair of the Committee, to review the current Training Plan prior to a new Training Plan being drafted in the autumn.**

(For further information, please contact Janet Evans, Administration & Democratic Services Manager and Deputy Monitoring Officer by e-mailing janete@pembrokeshirecoast.org.uk)

APPENDIX A

| Advanced Charter Requirements | Description of Authority approach and actions | Criterion reference |
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| A. Member Roles and Responsibilities | | |
| A.1 Members are supported with role descriptions | | |
| <p>Role descriptions are available for all Members covering all aspects of their role.</p> <p>Members are undertaking the responsibilities described in the role descriptions.</p> <p>Role descriptions inform the PDR process. Every Member has a role description which matches what they do. Including guidance for Members of a working or task and finish group – not a role description as such but some information to help Members understand what is expected of them.</p> <p>All Members need to be undertaking their roles in accordance with their role descriptions evidenced by having individually developed and/or agreed their RD.</p> | <p>A suite of role descriptions (RD) was agreed by the Member Support and Development Committee (MSDC) on 08 May 2019 and adopted by the National Park Authority (NPA) on 25 July 2019 following Members’ suggested additions.</p> <p>Each RD outlines all aspects of that Member’s role.</p> <p>A role description and protocol for Members serving on outside bodies is included in this suite.</p> <p>Further guidance on the role of a Member of the Development Management Committee is provided by the Planning Code of Good Practice, which sits alongside the Members’ Code of Conduct.</p> <p>When Working/Task and Finish Groups have been established in the past to look at specific areas, Terms of Reference have been agreed at the outset in order that Members understand what their role on the Group is and what outcomes are expected.</p> | <p>A1.1 Final suite of role descriptions, taking into consideration Members’ comments</p> <p>A1.2 Extract of minutes of NPA 25 July 2019</p> <p>A1.3 Planning Code of Good Practice</p> <p>A1.4 Members’ Code of Conduct</p> <p>A1.5 Working Group / Task and Finish Group Terms of Reference</p> <p>A1.6 Report to NPA 06 May 15 regarding Strategy Task and Finish Groups</p> <p>A1.7 Extract from Minutes of NPA 06 May 2015</p> |

| Advanced Charter Requirements | Description of Authority approach and actions | Criterion reference |
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| | A draft version of the Terms of Reference of the Member Support and Development Committee were discussed with Mrs Julie James (now Chair of MSDC) as she had previously been heavily involved with a Member development programme at the Brecon Beacons National Park Authority. | |
| A.2 Members are supported in undertaking their duties according to high standards of conduct | | |
| <p>Training is updated and delivered regularly. Potential breaches are addressed internally, as set out in the Ombudsman's report concerning local resolution. There are few justifiable referrals to the Ombudsman because Members do not understand the code.</p> | <p>The Members' Code of Conduct forms part of a Member's induction training and, thereafter, is an annual training session presented by the Monitoring Officer.</p> <p>No Code of Conduct refresher training session was undertaken in 2018 due to the appointment of a new Monitoring Officer (MO) and the subsequent sickness of that officer.</p> <p>A new MO was appointed in October 2019 and a brief session for newly appointed Welsh Government Members was held on 04 December 2019, although all Members were invited to attend.</p> <p>Code of Conduct training sessions were held on 29 January 2020 and 03 February 2021 for all Members. This will continue to be an annual event.</p> <p>Any presentations and/or materials given at a training session are made available to those Members who were</p> | <p>See A1.4, A.2.1 and A2.3</p> <p>A2.1 Invitation letters to Code of Conduct training sessions</p> <p>A2.2 Attendance sheets</p> <p>A2.3 Code of Conduct presentation</p> |

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| | <p>unable to attend. Should further information be needed, Members are aware that they can contact the officer responsible for delivering the session.</p> <p>Members are aware of their duties / responsibilities and some have applied to the Standards Committee for dispensation to speak at NPA/Committee on certain matters. Members concerned have the opportunity to address the Standards Committee if they so wish.</p> <p>A local resolution protocol was adopted in 2013 to deal with Member against Member complaints, although it has never been needed to date. The protocol is in the process of being reviewed to see if it is still fit for purpose.</p> | <p>A2.4 Standards Committee papers</p> <p>A2.5 Minutes of Standards Committee meeting</p> <p>A2.6 Local resolution protocol</p> |
| A.3 The Authority’s Scheme of Delegation supports strong corporate governance by clearly defining the role of the different member functions and their interrelationship | | |
| <p>The Scheme of Delegation changes in line with requirements.</p> | <p>This is covered in the main during induction. It is also included in the Members’ Handbook, which is provided to all Members on joining the Authority.</p> <p>A workshop session on the delegation scheme (led by the Monitoring Officer) was held on 03 February 2021.</p> | <p>A3.1 Scheme of delegation</p> <p>See A2.1</p> <p>A3.2 Outline of workshop session 03 February 21</p> |

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| B. Member Development | | |
| B.1 A Member learning and development strategy has been adopted | | |
| <p>All aspects of the strategy are in place and functioning effectively, with an effective methodology for monitoring and reviewing the strategy over time.</p> | <p>The Member Development Strategy was reviewed as not all Members were fully engaged with the PDR process. A revised Member Development Strategy was agreed by the MSDC on 08 May 2019 and adopted by NPA on 25 July 2019.</p> <p>A training needs analysis and training plan was agreed by the MSDC on 29 July 2020 and adopted by NPA on 30 September 2020.</p> <p>The training plan will be reviewed regularly by MSDC.</p> <p>Any new areas for development will be considered as they arise.</p> | <p>B1.1 Member Development Strategy</p> <p>See A1.2</p> <p>B1.2 Training Plan report to NPA</p> <p>B1.3 Extract from minutes of NPA 30 September 2020</p> <p>B1.4 Report to MSDC on 10 February 2021</p> <p>B1.5 Minute 6 of MDSC meeting held on 29 July 2020 refers</p> |
| B.2 Arrangements are in place for all Members to be offered a PDR which covers the requirements of their role on a National Park Authority | | |
| <p>The majority of Members undertake PDRs annually according to the requirements set out in the first level. The PDR provides opportunities for Members to identify the level at which development is required.</p> <p>The outcomes effectively and regularly inform the Member development strategy and programme.</p> | <p>Revised PDR guidance was agreed by MSDC on 06 November 2019, with positive support and feedback given.</p> <p>PDR guidance document training was delivered by the WLGA on 05 February 2020 in preparation for the new PDR process.</p> | <p>B2.1 Minutes of 06 November 2019 MSDC meeting</p> <p>B2.2 Invitation letter to PDR training</p> |

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| <p>Members report that the process is useful and that their needs are, where possible, being met in terms of content and level.</p> | <p>Following the WLGA training session on PDRs delivered on 05 February 2020, the process was rolled out to Members on 27 February 2020. As a result of COVID-19 government advice regarding no face-to-face meetings, Members were encouraged to use the Lifesize video conferencing platform to complete PDRs.</p> <p>The PDR framework and guidance was adopted by the NPA on 06 May 2020.</p> <p>The Chair of the Authority is required to undertake a performance appraisal of WG appointed Members prior to re-appointment for their second term of office.</p> <p>Three Members (who included, until recently, the Chair of MSDC) undertake the Chief Executive’s performance review. Two reviews take place each year; one to set objectives for the forthcoming financial year and the other to review performance against the targets set.</p> <p>MSDC agreed the roll out of the 2021 PDR process on 10 February 2021.</p> | <p>B2.3 Email to all Members regarding PDRs</p> <p>B2.4 PDR guidance</p> <p>B2.5 Extract from minutes of NPA 06 May 2020</p> <p>B2.6 Minutes of Chief Executive’s performance review 29 November 2019</p> <p>B2.7 Minutes of Chief Executive’s performance review 22 April 2020</p> <p>B2.8 Minutes of 10 February 2021 MSDC meeting</p> |

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| B.3 A development programme for Members is in place with a mechanism for its annual review All Members are made aware of, guided to and are able to access the development activities equally | | |
| <p>The development programme is updated every year following monitoring and evaluation of the previous year and is demonstrably in line with Member needs and the MD strategy.</p> <p>The content of the programme is made available to suit the needs of Members with different skills and experience. i.e. there is some <u>levelling</u> to development activities.</p> | <p>A Member support and development training plan was agreed by MSDC on 29 July 2020 and adopted by NPA on 30 September 2020.</p> <p>The plan offers a variety of training opportunities for all Members and they are advised of these in advance. However, not all opportunities are set out in an annual development programme, as some training opportunities arise that have not previously been identified by Members, e.g.</p> <ul style="list-style-type: none"> • a Workshop on enforcement was arranged following questions raised by Members at a meeting of the Audit and Corporate Services Review Committee; • a Workshop on anaerobic digesters was arranged following a report to NPA on a Welsh Government consultation on Nitrate Vulnerable Zones, and • opportunities arise on occasion for joint Member/Officer Workshops, particularly when the NPA hosts Planning Officer for Wales training | <p>See B1.2 and B1.3</p> <p>B3.1 Extract of Audit Corporate Services Review Committee meeting minutes 22 November 2017</p> <p>B3.2 Invitation letter to enforcement workshop</p> <p>B3.3 Extract of 30 November 2016 NPA meeting minutes</p> <p>B3.4 Invitation letter to NVZ workshop</p> |

| Advanced Charter Requirements | Description of Authority approach and actions | Criterion reference |
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| | <p>sessions, e.g. lighting seminar and value of planning seminar.</p> <p>A Dark Skies seminar was arranged on 11 September 2018 where all Community Councils were invited to attend along with Members.</p> <p>Every year, the three National Park Authorities in Wales take turns in hosting a three-day seminar, which provides an opportunity to collectively discuss issues that impact upon/affect all three NPA, exchange Member views, share experiences and learn from each other. This Authority last hosted the Seminar in 2018, while the 2020 Seminar to be hosted by the Brecon Beacons NPA was cancelled due to the COVID-19 pandemic.</p> | <p>B3.5 Invitation to Dark Skies seminar</p> <p>B3.6 Seminar programme for 2018</p> <p>B3.7 Seminar programme for 2019</p> |
| B.4 Prospective and new Members are informed of their role and responsibilities | | |
| <p>Every Member moving to a new role has received an induction for that role for example Chair, Vice Chair and Champions.</p> | <p>A document "Information for prospective Members 2017" was distributed to all County Councillors following the local government elections in 2017. The document will be reviewed in advance of the 2022 local government elections.</p> <p>Discussions are also taking place between Welsh Government, NPA and WLGA officers regarding raising awareness of prospective and/or new Members about the work of the NPA.</p> | <p>B4.1 Information for prospective Members 2017</p> |

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| | <p>Induction training is provided for all new Members and also offered to returning Members.</p> <p>Chairs' training was held on 15 January 2018 jointly with Brecon Beacons NPA and a new Chairs' training session was held jointly with Pembrokeshire County Council on 03 March 2020.</p> <p>An overview of Social Media was given by the Monitoring Officer on 6 December 2019 and a follow up session was held on 29 January 2020.</p> <p>All new Members are encouraged to attend a National Parks UK induction programme which, as well as providing Members with an overview of designated landscapes and the statutory planning function of National Park Authorities, it enables Members to network with other colleagues within the National Park 'family'. Any other current issues are also discussed. Three Members attended the New Forest session in September 2018, three attended the Brecon Beacons session in March 2019 and two Members attended the Peak District session in September 2019. The 2020 session was cancelled due to the COVID-19 pandemic, but a virtual session was held in March 2021.</p> | <p>B4.2 Invitation letter to induction training</p> <p>B4.3 Induction training presentation</p> <p>B4.4 Extract from attendance list of January 2018 training</p> <p>B4.5 Invitation letter to March 2020 training</p> <p>See A2.3</p> <p>B4.6 Induction programme for 2018</p> <p>B4.7 Induction programme for March 2019</p> <p>B4.8 Induction programme for September 2019</p> <p>B4.9 Induction programme for 2021</p> |

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| B.5 Development activities are relevant and of high quality | | |
| <p>Training and development is provided to a consistently high standard, commissioning and evaluation is effective and systematic.</p> <p>The Authority works regularly with other authorities to pool experiences and consider the sharing or coordination of joint programmes.</p> | <p>Joint training is held where possible, e.g. Chairs' training with Brecon Beacons NPA and Pembrokeshire County Council (PCC), also relevant planning matters jointly with PCC.</p> <p>Joint Member/officer training sessions are held regularly, e.g.</p> <p>Lighting seminar; Value of planning; Budget; LDP workshops; Brexit; Data protection/GDPR; ICT; National Park Management Plan; Future of tourism and visitor services in Pembrokeshire (in advance of a report to NPA on the Destination Management Plan for Pembrokeshire); How to use the platform introduced for virtual meetings; How to present oneself and behave at virtual meetings; Eagle Reintroduction Wales project</p> <p>Members are encouraged to shadow officers where appropriate in order to learn more about the work of the Authority on the ground.</p> | <p>See B4.4 and B4.5</p> <p>B5.1 Various invitation letters to joint Member/officer training sessions</p> <p>See C1.2, C1.3 and C1.4</p> <p>See C1.5</p> <p>B5.2 Members' feedback on shadowing session</p> |

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| | <p>Study tours are arranged annually on specific areas/issues that Members are interested in. Unfortunately, the 2020 study tour had to be cancelled due to the COVID-19 pandemic.</p> <p>Members are encouraged to attend the biennial National Parks UK Conference, which is hosted by each of the 15 UK National Park Authorities in turn. The Conferences provide an opportunity to showcase each National Park, but also provide an opportunity to share best practice and discuss current issues/pressures affecting designated landscapes. Three Members and one Officer attended the September 2019 Conference in the Yorkshire Dales.</p> <p>Members have also had the opportunity to attend Europarc Conferences, which provide a general overview of designated and protected landscapes across Europe and an opportunity to make links/compare best practice with European designated landscapes.</p> <p>Members also have the opportunity to share briefing sessions with Pembrokeshire County Council, e.g. a briefing session on unlocking the visitor economy as COVID-19 restrictions were lifted was held on 28 April 2021 when all PCNPA Members were invited to attend.</p> <p>Survey Monkey is currently being used for Members to evaluate training sessions attended.</p> | <p>B5.3 Invitation to study tour</p> <p>B5.4 Conference programme for September 2019</p> <p>B5.5 Invitation to briefing session</p> <p>B5.6 Various feedback evaluation of training sessions</p> |

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| | <p>The Chair of MSDC and the Democratic Services Manager are members of the Member Support and Development network hosted by the WLGA in order to share best practice and keep up to date with developments.</p> <p>The Local Government and Elections (Wales) Act 2021 allows local authorities to continue to meet remotely. Going forward, officers presented a report to Members on 24 March 2021 on how Authority meetings could be held in future.</p> | <p>B5.7 Invitation and papers to network meeting</p> <p>B5.8 Report to NPA 24 March 2021</p> <p>B5.9 Extract of minutes of NPA meeting 24 March 2021</p> |
| B.6 There is a clear responsibility for leading the programme, driving the strategy and monitoring the outcomes | | |
| <p>These arrangements are mature and effective in representing the views of all Members and the needs of the organisation in sponsoring and developing the strategy and monitoring the training programme and outcomes.</p> <p>Attendance, satisfaction and outcomes for Members are monitored and low levels of attendance addressed.</p> | <p>A Member Development Strategy Working Group was established in 2008. The superseding Member Support and Development Committee (MSDC) was established in January 2019 to demonstrate a higher profile and emphasis on Member development and to support the Advanced Charter application. The new Committee has revived the Member development process and the approach has been completely revitalised as a result.</p> <p>The Chair and Deputy Chair of the MSDC act in the Champion capacity.</p> <p>A forward calendar of meetings is presented to NPA each Spring so that Members know what is planned in advance.</p> | <p>B6.1 Report to NPA</p> <p>B6.2 Extract of minutes of NPA meeting 30 January 2019</p> <p>B6.3 Report to 24 March 2021 NPA</p> |

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| | <p>Member attendance is presented quarterly to the Audit and Corporate Services Review Committee, the Operational Review Committee and MSDC.</p> <p>Attendance figures in 2018/19 and 2019/20 showed:</p> <p><u>Meetings (target 75%)</u> 2018/19: 75.5% 2019/20: 79.8% Year to date: 93.6%</p> <p><u>Training (target 65%):</u> 2018/19: 66% 2019/20: 56.5% Year to date: 86%</p> <p>Some Members have been unable to attend training sessions due to personal circumstances and the Chair of MSDC has contacted them to ensure that all is well.</p> <p>Regular meetings are held between the Chair of MSDC and the Democratic Services Manager to discuss Member development issues.</p> | <p>B6.4 Extract of report to Review Committees</p> <p>B6.5 Minutes MSDC 21 October 20</p> |
| <p>B.7 Resources are identified and provided for Member development Resources are identified and provided for Member development</p> | | |
| <p>Resources, whether people or money, are allocated according to the priorities in the strategy arising from</p> | <p>Any expenditure on Member development is taken from various budget streams – there is no ‘dedicated’ budget heading.</p> | <p>B7.1 Democratic Representation Budget 2021/22</p> |

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| <p>organisational needs or those expressed by Members in their PDRs and TNAs.</p> <p>Consideration has been given to sharing resources between authorities and (where a clear benefit exists) collaborative arrangements have been made.</p> | <p>Joint training sessions with Pembrokeshire County Council have been undertaken wherever possible in order to curtail costs, e.g. Chairs' training on 03 March 2020.</p> | <p>See B4.5</p> |
| <p>B.8 Members are offered the opportunity to be mentored by Member peers</p> | | |
| <p>The Authority has a mentoring strategy to support the needs of Members who have requested mentors.</p> | <p>A Buddying Scheme was agreed by MSDC on 31 July 2019. The scheme has been trialled by the Welsh Government (WG) appointed Members as three new WG Members were appointed that year.</p> <p>The Chair has undertaken a 1:1 with her Buddy, and longer established WG Members held a session with newer Members on 6 December 2019 to discuss progress and exchange ideas.</p> <p>An evaluation process has been undertaken in order to learn from the pilot scheme, with a view to rolling it out to all new Members in future.</p> | <p>B8.1 Buddying scheme</p> <p>B8.2 Report to MSDC</p> <p>B8.3 Minutes of MSDC meeting 31 July 2019</p> <p>B8.4 Evaluation forms</p> |
| <p>C. Member Support</p> | | |
| <p>C.1 Officer support is provided for all the Member functions</p> | | |
| <p>Members are satisfied with the level of support provided.</p> | <p>Officer support is already provided. Members regularly ask for assistance with minor matters.</p> | |

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| | <p>A Member workshop was held in June 2018 to gauge whether or not Members needed any further support. Twelve out of the eighteen Members attended the workshop. All present concluded that they were satisfied with the support provided and offered no alternative suggestions.</p> <p>Arrangements are in hand to undertake a new survey during the current year.</p> <p>Due to Government guidance and Regulations, virtual Authority meetings have been held since March 2020. Training sessions were provided for all Members in order to familiarise themselves with the virtual meeting platform being used and prior to virtual Authority/Committee meetings taking place. Guidance documents were also produced to that effect.</p> <p>Three training sessions were commissioned from a former BBC presenter and former Chair of Brecon Beacons NPA on how best to present oneself and behave at virtual meetings.</p> | <p>C1.1 Invitation letter to workshop</p> <p>C1.2 Invitation letter to training sessions</p> <p>C1.3 Quick reference guide</p> <p>C1.4 Guidance document</p> <p>C1.5 Invitation email/letter to training sessions</p> |
| <p>C.2 Arrangements made for the business of the Authority are flexible and enable Members to participate fully regardless of personal circumstances</p> | | |
| <p>The Authority can demonstrate that it knows the requirements of its current Members and has met them, i.e. meetings are arranged to suit the convenience of the majority of Members expected to attend the meeting. Special arrangements are made</p> | <p>A Member survey was undertaken in 2013 following the local government elections.</p> <p>A Member workshop was also held in June 2018 (following the 2017 local government elections) to</p> | <p>See C1.1</p> |

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| <p>for those Members who have special access requirements.</p> | <p>gauge whether or not Members needed any further support. Twelve out of the eighteen Members attended the workshop and agreed that they were satisfied with the support provided. Arrangements are in hand to undertake a new survey during the current year.</p> <p>A wheelchair accessible minibus has been hired in the past for site inspections and study tour days. A wheelchair accessible minibus has now been added to the Authority's fleet of vehicles and a number of officers have been specifically trained to drive it.</p> <p>A review of the Authority's Committees was undertaken in 2017.</p> <p>A joint Scrutiny Committee with Snowdonia NPA was held in 2015 when video conferencing and simultaneous translation facilities were used to facilitate matters.</p> <p>In 2009, one Member joined the Personnel Committee via telephone conference as they were in France at the time.</p> | <p>C2.1 Evidence of support provided to Member</p> <p>C2.2 Report to NPA 01 February 2017</p> <p>C2.3 Extract of NPA meeting minutes 01 February 2017</p> |

| Advanced Charter Requirements | Description of Authority approach and actions | Criterion reference |
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| C.3 Personal support for Members | | |
| <p>Members report that this information and advice is adequate.</p> | <p>Members are informed of their benefits at induction.</p> <p>The Democratic Services team arranges accommodation for all Members attending seminars/conferences where overnight stays are needed. Arrangements have been made in the past for a Members' wife to also attend in order to enable the Member to fully participate in the event.</p> <p>Following a request from the Chair of MSDC, Members are now able to access the Authority's employee assistance scheme for advice/counselling on matters that might be troubling them.</p> <p>Facilities have been provided to enable Members to undertake personal meetings/work when requested.</p> <p>To help Members keep on top of their travel claims, individual pre-populated claim forms are sent electronically to each Member every month, which they only have to check and sign before returning (or amend if meetings/events other than Authority meetings have been attended during the month in question).</p> <p>A costs of care claim template has also been devised to enable ease of claiming.</p> | <p>See C2.1</p> <p>C3.1 Email from Chair of MSDC</p> <p>C3.2 Employee assistance scheme details</p> <p>C3.3 Meeting room request</p> <p>C3.4 Travel claim template</p> <p>C3.5 Costs of care template</p> |

| Advanced Charter Requirements | Description of Authority approach and actions | Criterion reference |
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| D. Member Facilities | | |
| D.1 All Members are provided with adequate access to ICT | | |
| <p>Members are routinely using the provisions required for level one and report that this is sufficient.</p> | <p>IT support is available on request; one Member has been provided with a tablet, whilst another two have been provided with laptops to enable them to undertake their role with the Authority.</p> <p>All Members are offered meeting papers in electronic format, although some still prefer hard copy.</p> <p>There is a good internet connection in the Meeting Room for those who receive agendas electronically.</p> <p>Most Members use their own equipment although support is available should Members need to purchase new equipment or are experiencing difficulties with their equipment.</p> <p>Telephone conferencing and video facilities are available to Members on request. In 2009, one Member used the teleconference facility to join the Personnel Committee from France.</p> <p>All Members have an official email address, which forwards emails to their home email address on request. Some access their email via Outlook Web Access.</p> <p>One Member was provided with a room at Llanion to enable her to attend an Authority meeting as her</p> | <p>D1.1 Email string</p> |

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| | <p>electricity connection at home was due to be cut off when the meeting was being held.</p> <p>Another Member was also provided with a room at Llanion to enable her to attend the virtual National Parks UK Conference as her home internet connection was unstable and she was concerned that she would be unable to attend the whole event as a result.</p> <p>One Member has been trained on WebRecruit, the NPA's HR application process, as she was involved in an officer appointment.</p> <p>A demonstration has been given to Members on the Planning Portal.</p> <p>All Members were given training on the use of the virtual meeting platform in advance of convening virtual meetings of the Authority and its Committees. An external trainer, who is a former BBC presenter and former Chair of Brecon Beacons NPA, was also commissioned to advise both Members and Officers on how best to present oneself and behave at virtual meetings.</p> | <p>D1.2 Email string</p> <p>See C1.2, C1.3, C1.4 and C1.5</p> |
| D.2 Information resources are provided | | |
| <p>Members routinely use the provisions required for level one and report that this is sufficient.</p> | <p>A Members' Handbook is supplied on CD when they join the Authority.</p> | <p>D2.1 Index of Members' Handbook</p> |

| Advanced Charter Requirements | Description of Authority approach and actions | Criterion reference |
|---|--|----------------------------|
| <p>Good practice might include an interactive portal dedicated to Members.</p> | <p>Performance data is reported quarterly to Members via the Audit and Corporate Services Review Committee and the Operational Review Committee. A RAG (Red, Amber, Green) system is used in reporting performance, with dialogue given on any variations.</p> <p>Progress on the Parcnet (intranet) portal for Members has been delayed due to the IT team being diverted to enable home working and virtual meetings to take place during the COVID-19 pandemic. However, this project will be superseded as officers are now exploring other options, which will enable Members to access key documents, meeting agenda, etc. from one place.</p> | <p>See B6.4</p> |
| <p>D.3 Facilities for Members to work in the Authority are available</p> | | |
| <p>Members report that facilities are sufficient and that their needs are regularly reviewed.</p> | <p>A Member workshop was held in June 2018 to gauge whether or not Members needed any further support. Twelve out of the eighteen Members attended the workshop. All present concluded that they were satisfied with the support provided and offered no alternative suggestions.</p> <p>Arrangements are in hand to undertake a new survey during the current year.</p> <p>The Yellow Room has been designated as a Members' Room on meeting days.</p> | <p>See C1.1</p> |

| Advanced Charter Requirements | Description of Authority approach and actions | Criterion reference |
|-------------------------------|--|---------------------|
| | Other rooms can be set aside on request for Members to have private teleconferences, Skype meetings and buddying sessions. | See C3.3 |

| Additional information | Document reference |
|---|---|
| <p>Mentoring potential Welsh Government appointees</p> <p>In 2015, the three Welsh National Park Authorities were asked by Welsh Government to develop a proposal to encourage under-represented groups to apply for public office. The Pembrokeshire Coast National Park Authority held three 'open evenings' across the National Park area, where the Chief Executive and the Chair, together with other Members of the Authority, met with a number of potential candidates to raise awareness of the work of the Authority and the opportunities/benefits available to them in becoming a Member. Ultimately, three female candidates took up the offer and were given an induction into the Authority. They were also mentored by Members of the Authority, shadowing them at meetings and learning about governance. The Authority also paid for one potential candidate to attend a National Parks UK induction course and Professor Laura McAllister was invited to speak to them about women becoming involved in public office. One of the candidates decided to apply for appointment to the Authority but, unfortunately, was unsuccessful at the time. Another gained promotion within her place of work instead. She posted a message on LinkedIn when she gained promotion, and mentioned the fact that the Authority's mentoring process had helped her enormously in encouraging her to reach higher.</p> | <p>M1.1 Report to NPA 25 March 2015</p> <p>M1.2 Extract of minutes of NPA meeting 25 March 2015</p> |
| <p>Listening service</p> <p>Following a Notice of Motion from one of our Members expressing concern at the pressure that some of our staff might be under as a result of the COVID-19 pandemic, the Authority's Personnel Committee met to explore the possibility of introducing an additional support framework whereby Members could become involved in listening to the concerns of staff. The proposal was considered and supported by the Authority's internal Staff Representatives Group and the HR Manager was charged with developing a proposal. The listening service was introduced as a pilot project in April 2020.</p> | <p>L1.1 Notice of Motion</p> <p>L1.2 Extract of minutes of NPA meeting 02 December 2020</p> |

L1.3 [Minutes of Personnel Committee 13 January 2021](#)

L1.4 [Report to Personnel Committee 03 March 2021](#)

L1.5 [Minutes of Personnel Committee 03 March 2021](#)

L1.6 Extract of Staff newsletter (April 2020)

APPENDIX B

PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY



MEMBER SUPPORT AND DEVELOPMENT TRAINING PLAN

September 2020
(Updated July 2021)

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

| Topic | Objective | Method of delivery | Members' order of priority | Current status |
|-------|-----------|--------------------|----------------------------|----------------|
|-------|-----------|--------------------|----------------------------|----------------|

| The work of the Authority | | | | |
|--|---|--|----------|--|
| Understanding planning policies, regulations, process and decisions | To gain an increased understanding of the policies and regulations that govern the planning process | <ul style="list-style-type: none"> • Workshop session with the Director of Planning and Park Direction and the Head of Park Direction • Shadowing a planning officer | 2 | Delivered 10 March 2021 |
| Understanding of Conservation / Warden / Ranger working practices | To gain an increased understanding of the working practices of the Conservation / Warden / Ranger teams and how they interact with communities and visitors | <ul style="list-style-type: none"> • Site visits • Presentation by relevant officers | 4 | Presentation delivered to Operational Review Committee 23 September 2020. Awaiting lifting of COVID-19 restrictions for site visit to be arranged |

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

| Topic | Objective | Method of delivery | Members' order of priority | Current status |
|---|---|---|----------------------------|--|
| Familiarisation of National Park area | To gain an increased understanding of the Authority's sites | <ul style="list-style-type: none"> • Site visits | 5 | Awaiting lifting of COVID-19 restrictions |
| Analysing and monitoring financial information | To gain an increased understanding of the Authority's budgeting process, and to develop the skills to analyse and monitor the financial information presented | <ul style="list-style-type: none"> • Workshop session • WLGA Workbook on scrutiny of finance • I:I with Finance Manager | 7 | Delivered 09 December 2020 |
| Protocol; Standing Orders, Code of Conduct | To gain an increased understanding of the Authority's protocols and meeting conventions and how to work within them | <ul style="list-style-type: none"> • Annual workshop session by the Monitoring Officer • 1:1 with the Democratic Services Manager | 8 | Delivered 03 February 2021 |

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

| Topic | Objective | Method of delivery | Members' order of priority | Current status |
|---|---|---|----------------------------|--|
| Coast Path responsibilities | To gain an increased understanding of the Authority's responsibilities for the Coast Path | <ul style="list-style-type: none"> • Site visits • Presentation by relevant officers | 10 | Awaiting lifting of COVID-19 restrictions |
| Coastal and marine matters | To gain an increased understanding of the Authority's involvement and responsibilities for coastal and marine issues | <ul style="list-style-type: none"> • Workshop | 12 | Workshop planned for Autumn 2021 |
| Health and Safety responsibilities | To gain an increased understanding of the obligations / implications of Health and Safety legislation on the Authority and the consequent responsibility of | <ul style="list-style-type: none"> • Workshop session with Personnel Manager and Health and Safety Advisor | 13 | |

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

| Topic | Objective | Method of delivery | Members' order of priority | Current status |
|---|---|--|---|-----------------------------------|
| | Members as decision makers | | | |
| Tourism | To increase knowledge and understanding of local sector issues | <ul style="list-style-type: none"> Workshop session | 14 | Delivered 20 November 2020 |
| Local government in Pembrokeshire | To increase understanding of the structures and interactions of local government in Pembrokeshire | <ul style="list-style-type: none"> Workshop session | 15 | |
| Partnerships with other National Parks and AONBs | To increase understanding of how we work with other Designated Landscapes | <ul style="list-style-type: none"> Workshop session | Added following discussion at MS&DC on 29 July 2020 | |
| Second homes | To gain a better understanding of | <ul style="list-style-type: none"> Workshop session | Added following discussion at | |

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

| Topic | Objective | Method of delivery | Members' order of priority | Current status |
|-------|-----------|--------------------|----------------------------|----------------|
|-------|-----------|--------------------|----------------------------|----------------|

| | | | | |
|--|-------------------------------|--|-----------------------|--|
| | issues regarding Second Homes | | MS&DC on 29 July 2020 | |
|--|-------------------------------|--|-----------------------|--|

| Personal development | | | | |
|--|--|---|----------|-------------------------------|
| Giving presentations and speaking clearly and confidently in public | To give Members the confidence to speak more clearly and confidently at meetings | <ul style="list-style-type: none"> • Workshop session | 1 | |
| Chairing skills | To give Members the tools and confidence to chair meetings effectively and efficiently | <ul style="list-style-type: none"> • WLGA workshop session • WLGA workbook on chairing skills • 1:1 with Democratic Services Manager | 3 | Delivered 30 June 2021 |

MEMBER SUPPORT AND DEVELOPMENT – TRAINING PLAN

| Topic | Objective | Method of delivery | Members' order of priority | Current status |
|--|---|--|----------------------------|----------------|
| Managing time and conflicting demands | To make more effective use of time | <ul style="list-style-type: none"> • Workshop session • WLGA workbook on stress management and personal resilience | 6 | |
| Use of social media | To give Members the confidence to use social media responsibly | <ul style="list-style-type: none"> • Workshop session • 1:1 with member of Communications team | 9 | |
| Questioning skills | To give Members the tools and confidence to analyse information in order to question more effectively | <ul style="list-style-type: none"> • Workshop session | 11 | |