

Report of Interim Head of People Services

The People Services Department Democratic Services, Human Resources, Volunteering & Health & Safety.

1. Health & Safety

The Health and Safety Group met on the 21st October 2025 (the next meeting is on 13th January 2026). Nature Recovery H&S met on the 22nd September 2025.

Actions in response to the below incidents:

- The H&S Group noted the rise in incident reporting, this was to some extent due to a greater focus on reporting and whilst some logged incidents were out of scope, the Group were satisfied that the message of 'record if in doubt' was the correct way forward.
- We undertook an investigation into the RIDDOR incident (14th August '25) and have implemented further safeguards on the use of our Trampler's at Castell Henlyss and whether there are lessons for other visitor sites.
- Nature Recovery have written out to staff on the importance of pre-start checks, that correct Personal Protective Equipment is to be worn at all times and to remind staff that Reactec watches should be worn at all times in line with our HAVs Policy.
- The Reactec system is providing useful data and has needed a period of bedding in for all staff to engage fully with the system.
- The HAVs Policy has been fully updated to recognise the use of Reactec.
- The Driving for Work Policy has been updated to include our use from 1st October 2025 of telematics.
- The Lone Working Policy is under review with some staff piloting the use of Delta Wellbeing.
- At our next H&S Group Meeting we will be addressing the Principles of Visitor Safety – Standards.

Accidents and Incidents Jul – Sept 2025

Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category	Reported by
2/7/25	North Warden Team	HAVS - Exceeded SEP points in Reactec		Training	Near Miss	Warden
7/7/25	Newport Sands	Volunteer confrontation with visitor		Discussion with Volunteer	Near Miss	Volunteer
9/7/25	Orielton Mill Farm	Blackthorn Thorn in hand	Thorn in Hand	A&E visit plus new gloves	Personal Injury	Staff Member

Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category	Reported by
10/7/25	Carew Castle	Fall from play area	bump to nose	First Aid	Personal Injury	Visitor
10/7/25	Carew Castle	Damage to vehicle		To be repaired at end of lease	Vehicle & Machinery	Staff member
11/7/25	Cilredyn	Security Alarm Activation		Fault logged with contractor	Building & Infrastructure	Warden
13/7/25	Carew Castle	Visitor with Splinter	Puncture wound to leg	Pods checked for safety	Personal Injury	Visitor
14/7/25	Milton to Pembroke	Vehicle Breakdown			Vehicle & Machinery	Officer
15/7/25	Greenala Hillfort	Fire damage to grass area and scheduled ancient monument		Police / CADW / Heneb/ NRW notified	Building & Infrastructure	Member of Public
15/7/25	Little Haven	Reversed Vehicle into a wall		Awaiting quote for repair	Vehicle & Machinery	Ranger
17/7/25	Llanion	Vehicle taking shortcut along public footpath			Near Miss	Member of Public
17/7/25	Withybush Workshop	Burn to finger from battery terminal	blister to finger	Faulty Battery replaced	Personal Injury	Staff member
17/7/25	Cilredyn	HAVS - Exceeded SEP points in Reactec		Watch sent for repair.	Near Miss	Warden
18/7/25	Llanion Server Room	Security Alarm Activation			Building & Infrastructure	Caretaker
19/7/25	Saundersfoot Car Park	Personal Injury			Personal Injury	Member of Public
25/7/25	Coast Path	Pinched Finger in gate		Gate repaired	Personal Injury	Warden
28/7/25	Mill Haven Rath	Blister from using Hand Tools		Plaster, gloves & tool training provided.	Personal Injury	Volunteer
28/7/25	Mill Haven Rath	Vomiting & Unwell Volunteer		Advised not to attend if unwell	Personal Injury	Volunteer
29/7/25	Cilredyn	HAVS - Exceeded SEP points in Reactec		Training in HAVS	Near Miss	Warden
29/7/25	Greenala Point	Fall on uneven ground		Reminder of risk assessments	Near Miss	Volunteer
30/7/25	Yellow Meeting Room Llanion	Fire Alarm Activation		Sensor disabled due to building work	Building & Infrastructure	Contractor
1/8/25	Carew Castle	Visitor using drugs onsite		Visitor asked to leave	Near Miss	Staff member
3/8/25	Carew Play Area	Slip and fall	Bruise to shin	First Aid / Area checked for defects	Personal Injury	Member of Public
5/8/25	Cilredyn	Climbing Kit missing		Check In / Out log following return of Kit	Vehicle & Machinery	Warden

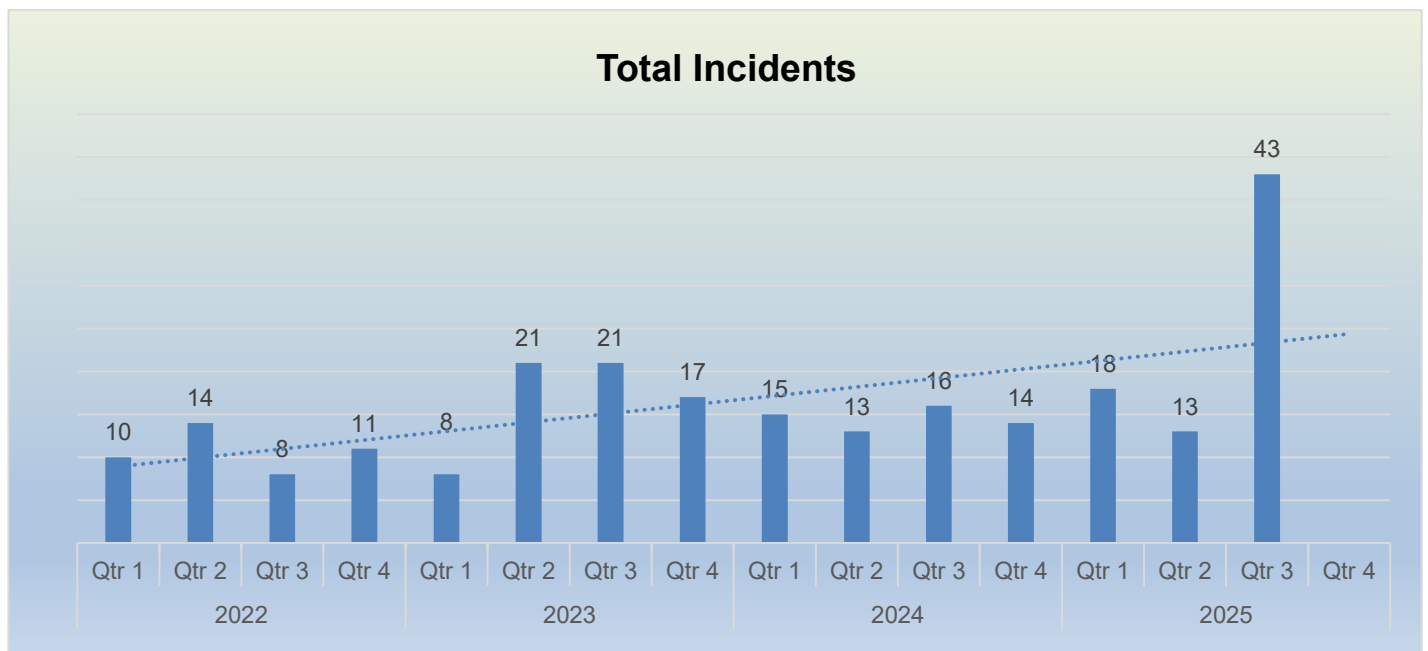
Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category	Reported by
5/8/25	South Warden Team	HAVS - Exceeded SEP points in Reactec		Machine Serviced	Near Miss	Warden
6/8/25	Llanion	Security Alarm Activation		Adjustment to letterbox	Building & Infrastructure	Caretaker
7/8/25	Llanion Boiler Room	Security Alarm Activation		Contractor to repair	Building & Infrastructure	Caretaker
7/8/25	South Warden Team	Strimmer Handlebar disconnected		Mechanical fault repaired	Near Miss	Warden
14/8/25	Castell Henllys	Tramper Crash into stream	3 Broken Ribs, Broken Humerus	Transfer to hospital. Investigation recommendations	RIDDOR	Member of Public
14/8/25	West Warden team	HAVS - Exceeded SEP points in Reactec		Training and machine calibration	Near Miss	Warden
15/8/25	Carew Mill	Fire Alarm Activation			Building & Infrastructure	Visitor Services Manager
19/8/25	OYP	Hand Crushed in Door	Bruising to palm and back of hand	Training	Personal Injury	Staff member
20/8/25	West Warden Team	HAVS - Exceeded SEP points in Reactec		Watch to be used on other wrist	Near Miss	Warden
22/8/25	Pwll Strodrur SA62 5HH	Anti-social Behaviour		Call to Police. Warden TL to support	Other - Safeguarding	Member of Public
22/8/25	Druidstone Haven	Fire		Coast Path Diversion	Other - Environmental	Staff member
22/8/25	Carew Seating Pod	Trip and Fall	Cut to head	First Aid and check for defects	Personal Injury	Member of Public
28/8/25	Llanion	Security Alarm Activation			Building & Infrastructure	Caretaker
29/8/25	Llanion	Security Alarm Activation		Service	Building & Infrastructure	Staff member
2/9/25	West Warden Team	Punctured pipes on green Climber		Training	Vehicle & Machinery	Warden
7/9/25	Carew	Dermatitis from cutting Butternut Squash	Green peeling hands	Gloves to be worn	Personal Injury	Staff member
11/9/25	Llanion	Staff Member Fainted	none	First Aid	Near Miss	Staff member

Date of incident	Location	Type of Incident	Injury	Treatment/Action	Category	Reported by
17/9/25	Bletherson Lantra Training site	Reversed Vehicle into Large Bush		Awaiting quote for repair	Vehicle & Machinery	Warden
22/9/25	Carew	Finger cut on oven handle	Cut finger	First Aid & Repair of door	Personal Injury	Staff member

Year To Date (1 January 2025 to 30 September 2025)

Building & Infrastructure	17
Vehicle & Machinery	12
Personal Injury	17
Other	2
Near Miss	25
RIDDOR	1
TOTAL	74

Staff member	54
Volunteer	6
Member of Public	12
Other	0
Contractor	2
Total	74



2. Human Resources

Establishment at November 2025

Headcount 220

FTE Headcount 144

Avg Age 47.4

55.45% Female 41.82% Male

88.64 on an Open Ended Contract

37 Leavers 43 Hires in previous 12 months

Staff Sickness

The levels of sickness absence in the authority is low; in a like for like comparison with last year, sickness is down. Whilst the average sickness rate in the public sector is 2.9%, we barely hit 1%. A major factor in this statistic is the number of part-time staff and seasonality of our workforce.

In common with other public service employer we know that the ability to work Hybrid and Remotely at agreed times has had a significant impact on lowering sickness rates.

In response to members querying our response to staff wellbeing and mental health:

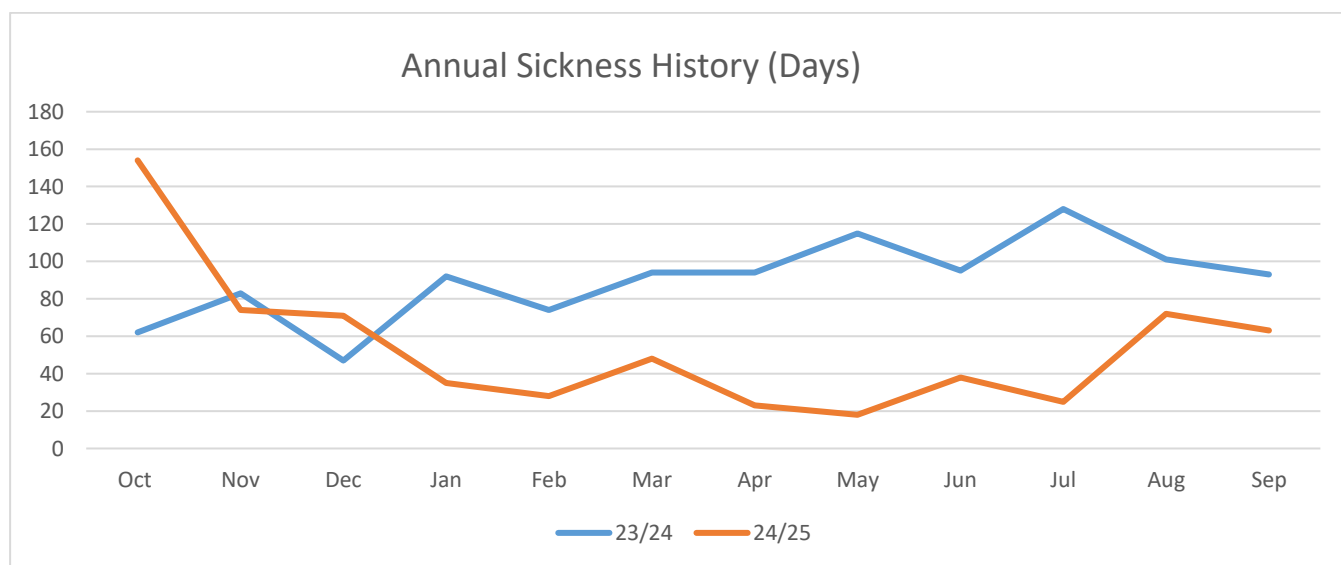
- We have an Employee Assistance Programme, Vivup, who provide a range of employee benefits designed to improve your mental, physical, and financial wellbeing. There is also access to a counselling service.
- We have access to local face to face counsellors and on a case-by-case basis staff are referred for talking therapy.
- Our Occupational Health Service is provided through InSync Corporate Healthcare an experienced Occupational Health provider.

Employers should not 'take the eye of wellbeing' as working remotely has its own risks.

The recent 'walk the path for wellbeing' on Friday 17th October 2025 raised the issue with some staff that connecting in a non-work environment was a positive team activity.

As an Authority there are always things we can do to engage and ensure that staff wellbeing remains a high priority, we are looking to improve our offer with:

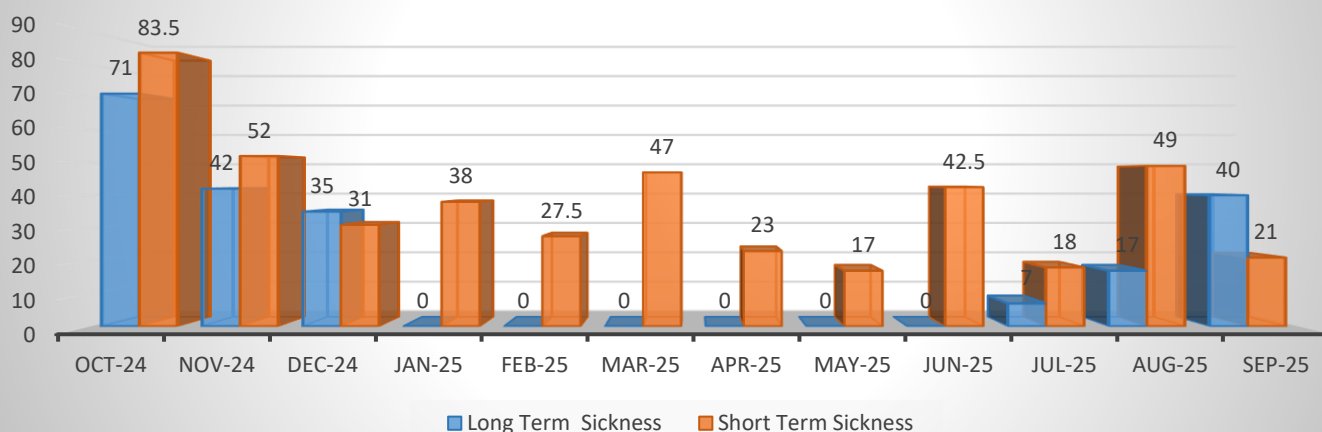
- Mental Health awareness bitesize sessions for staff & managers given it's important that managers agree how often and how to communicate,
- Supporting staff volunteers to become mental health champions,
- Recognising calendar events, such as Mental Health Awareness Week every May & Wear if Green Day



Monthly Cost of Absence (based on average salary)

July	2832.57
August	7477.98
September	6911.46

Long and Short Term Sickness Absence in Days



Training & Development

- We continue to expand the number of e-learning courses on our ELMS e-learning platform. This will support managers to monitor completions and support integration of this training with induction processes.
Example:
97% completion rate for Equality in the Workplace
96.5% completion rate for Manual Handling
96.5% completion rate for Fire Safety
98% completion rate for Safeguarding Child Protection for Non-Children's Service Workers
97.5% completion rate for Introduction to Health and Safety
- Training was held at Llanion 29th October 2025 for staff in key frontline services on dealing with difficult conversations, conflict resolution. This was directed to staff who are the first point of contact with members of the public and who are occasionally subject to abuse and confrontational language.
- The PCNPA Safeguarding Group will undertake Group C training course for safeguarding managers delivered by Pembrokeshire based, Independent Safeguarding Services, on 18th December 2025.
- HR Staff received training on the 23rd October via the WLGA from the LGE Workforce team on the Employment Rights Bill as well as a run through of

recent case law likely to impact on our approach to managing complex employee relations issues.

Pay and Grading

Now that the Pay and Grading Review has been completed, work has moved on from JE work to focus on any additional payments over and above the basic salary, to ensure that there is equality across our workforce. Staff who are still in receipt of the Essential Car User Allowance have received notification that it will cease.

Work is ongoing in regard of the allowance for Rangers.

Employee Resourcing / Workforce Planning

In mid-September we recruited a 0.6FTE Resourcing Officer as part of the Authority's successful bid for The Nature Networks Fund (#NNF4) delivered by the Heritage Fund, on behalf of the Welsh Government and in partnership with Natural Resources Wales.

The Officer will be responsible for onboarding 2 x 1-year trainee posts in Y2 and Y3 of the Grant (Sept '26 > March '27 Sept '27 > March '28).

The Grant specifies that the two 1 year paid traineeships will provide practical experience in habitat restoration, species monitoring, and volunteer management. The intention is that these traineeships act as a springboard into green careers – particularly for young people or those underrepresented in the environmental sector.

The Officer has already established networks with local employability schemes and Pembrokeshire College and onboarded placements for young people currently not in education or training.

Early discussions with Nature Recovery are in place to sign-up to the Community Payback scheme managed by the probation service.

We have also started work on our 'at risk' professions and in consultation on a draft career pathway for our planning professionals with Development Management.

3. Volunteering

We continue to identify opportunities for volunteering and advertising the roles rather than trying to identify roles based on the profile of applicants.

We now have an opening for a full-time Volunteer Development Officer post due to staff vacancies, and we will be advertising the post imminently. This post will be integral to the development of volunteering in the Authority, ensuring that we co-ordinate the volunteer function across Pembrokeshire Coast National Park working to the Objectives set out in our Corporate and Resources Plan 2023/24 - 26/27:

- To provide volunteering opportunities across all departments within PCNPA and linked to the 4 corporate priorities of Conservation, Climate, Connection and Communities.

- To offer volunteering opportunities to a wide cross-section of local people, including those most likely to derive benefits from this activity.
- To support and work with voluntary and community sector organisations, whose activity contributes to Park purposes and corporate priorities, strengthening partnerships to enhance the role of volunteers.
- To develop an appropriate infrastructure for volunteer management that reflects good practice and maximises the value of our work in this area.

To develop and maintain a volunteer centred approach, whereby the needs of volunteers are identified and met, and volunteers are encouraged to contribute to communications and engage with the National Park Authority.

Recommendation: Members are asked to NOTE this report.