

BUSINESS PLAN 2015-2018

Draft 2016-17 Work Programme

Achieving Excellence

We will provide quality services and effective use of resources in championing the purposes of the National Park.

Whilst high standards are maintained in all service areas, the 2016-17 work programme focuses on specific areas of work which will be developed and progressed during the year.

Achieving Excellence Priority 1: Providing the highest quality of service

We will provide efficient and effective support services for our work, by:

- recruiting high-calibre staff and providing opportunities for development within a flexible, healthy and safe work environment
- delivering high standards of customer service at all levels, internally and externally
- providing quality support to the planning service by ensuring the timely validation and processing of applications
- ensuring sound decision-making and accountability through high standards of corporate governance with clear, transparent and consistent policies and procedures.

Action/Outcome	Officer	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
<i>Consolidate and bed down the new records management system and review the Authority's retention schedule to suit the updated corporate file structure.</i>	David Stone			
<i>Prepare medium-term strategic plans for key areas of work and identify how the Authority and its partnerships can work together to achieve them.</i>	Alison Barnes/ELT (Executive Leadership Team)			
<i>Work with managers to improve internal communications - revamping our intranet, insuring information cascades consistently across the Authority, ensuring decision making processes are clear.</i>	Hilary Makin			

Achieving Excellence Priority 2: Working with others in achieving maximum benefits for the National Park

We will maintain and develop links with partners, stakeholders, communities and parishes, by:

- regular engagement, joint working and effective communication with communities in promoting the National Park and our purposes
- supporting the New Forest Consultative Panel, New Forest Access Forum and other relevant New Forest forums
- engaging with parish councils by facilitating quarterly parish quadrant meetings
- promoting increased public engagement with and awareness of our work through our communication channels
- sustaining and developing shared service provision with other service providers.

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
<i>Provide expert specialist advice through shared services with New Forest District Council (building design and conservation, ecology and trees) and the Forestry Commission (archaeology).</i>	Ian Barker/Nik Gruber/ Warren Lever/ Frank Green			
<i>Help New Forest forums develop improved ways of working including supporting partners in the delivery of the Partnership Plan and Our Past, Our Future (OPOF) Landscape Partnership Scheme and assisting the New Forest Consultative Panel to enhance participation by panel members and agree more streamlined and focused agenda setting.</i>	ELT/David Stone			
<i>Work with our partners to explore cost effective opportunities for joint training and development and service delivery which would support partnership delivery.</i>	ELT/HR			

Achieving Excellence Priority 3: Using available resources effectively and efficiently

We will regularly review and evaluate corporate support services and continually improve our ways of working, by:

- providing reliable, cost effective IT services and robust systems that enhance and support our work
- procuring cost-effective resources that are sourced sustainably and responsibly
- providing comprehensive high quality responses to requests for information and enquiries on our work.
- ensuring we maintain robust financial reporting and procurement processes.

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
<i>Explore and review options for procuring strategic ICT advice and support.</i>	Steve Avery			
<i>Work on consolidating and improving our ICT service and setting up mechanisms for approving and implementing non standard hardware and software to make the most effective use of new technology whilst ensuring the integrity of the Authority's IT systems. Finalise the review and approval of the ICT Acceptable Use Policy.</i>	David Stone/Ann Wood			
Review our Corporate Sustainability Plan, identifying new targets for reduction in waste and transport related carbon emissions. CC4	Andy Brennan			

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
<i>Diversify our income streams by nurturing commercial acumen amongst staff, seeking external funding and developing new income generation projects.</i>	Mark Holroyd			
<i>Demonstrate how the Authority will use the new Functionally Specific Power of Competence to generate entrepreneurial and other opportunities which promote and support our purposes and duty.</i>	ELT			