

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)
Consolidate and bed down the new records management system and review the Authority's retention schedule to suit the updated corporate file structure.	David Stone	The new records management system is now fully operational. Initial work is being undertaken to build a new intranet on SharePoint 2013 and migrate documents from the old to the new intranet which ultimately will expand to include all NPA records. Document retentions will be looked at once this project has been completed		
Prepare medium-term strategic plans for key areas of work and identify how the Authority and its partnerships can work together to achieve them.	Alison Barnes/ELT	Emerging themes around commercial activity, communications, evidence and data, and organisational development. Plan to discuss options with Members and build agreed tasks into 2017-18 work programme.		

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)
<p>Provide expert specialist advice through shared services with New Forest District Council (building design and conservation, ecology and trees) and the Forestry Commission (archaeology).</p>	<p>Ian Barker/Nik Gruber/ Warren Lever/ Frank Green</p>	<p><u>Archaeology:</u> Good working relationship developed with NFDC colleagues. The Archaeological Service Level agreement is working well. Undertaking of reactive work within required time scales for NFDC.</p> <p>The archaeological Service Level Agreement with the Forestry Commission continues and is working well across the Forestry Commission Central Southern Region involved 15 days work.</p> <p><u>Building Design and Conservation:</u> The shared Building Conservation team continues to provide specialist advice to both NFDC and the NFNPA on a diverse range of building design and conservation matters. The service has been in place for over a year and the feedback received from NFDC at the annual review was positive.</p> <p><u>Ecology:</u> Involvement in over 60 cases and consultations during period within timescales of NFDC. Also some specific case work relating to Planning Policy and particular site developments.</p> <p><u>Trees:</u> The team continues to provide expert advice and support on arboricultural matters meeting the requisite deadlines for consultations on planning applications and the determination of tree work applications.</p> <p>For the period between April to June 2016 the following figures are correct:-</p> <p>165 Tree Work applications received with 100% decisions issued within 8 weeks</p> <p>10 Tree Preservation Orders were made where it was considered that premature removal or extensive pruning of the trees would result in the loss of an amenity to the local environment.</p> <p>103 Responses on Development Control consultations.</p>	<p></p>	<p></p>

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
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.	ELT/David Stone	<p>The OPOF Board met in April. We have introduced the partners to Basecamp, a web based project management tool that enables the partners to share information, photographs, diaries etc in an organised way that is enabling efficient management of the Partnership.</p> <p>The March and June meetings of the New Forest Consultative Panel were held at the new venue (Lyndhurst Community Centre) – the set up and arrangements for the meeting have been well received by Panel members. A sub group of the Panel which includes the Chief Executive have set agendas which are information and encourage involvement and input from Panel members. Clive Chatters was re-elected as Panel Chairman at the Panel meeting on 2 June.</p>		
Work with our partners to explore cost effective opportunities for joint training and development which would support partnership delivery.	ELT/HR	The OPOF scheme has provided the opportunity to bring a range of partners together to assess and improve the effectiveness of interpretation and campaigns aimed at changing behaviour amongst key audiences eg visitors, land managers. A workshop was held in June and the programme will continue throughout the OPOF scheme.		

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)
Explore and review options for procuring strategic ICT advice and support.	Steve Avery	An informal meeting has already been held with the new ICT Manager at New Forest District Council and further discussions will be held over the autumn.		
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.	David Stone/Ann Wood	<p>The final amendments have been made to the ICT Acceptable Use Policy which will be presented to the Executive Board meeting in August. As part of this policy a change management section has been added which will provide a structure for dealing with requests for non-standard hardware and software, allowing full consideration to be taken into account of the impact the request may have on other systems/services. A new help desk is going to be trialed to help this process. ICT are currently trialing the change management process itself in preparation for the overdue replacement of authority PCs.</p> <p>An upgrade of the Idox DMS is planned for September, this will allow compatibility with Windows 10. A large amount of ICT time has been spent progressing SharePoint 13 and we hope to release the new Warbler shortly. Investigative work is also taking place on the possibility of using our Microsoft 365 licences for a hybrid cloud arrangement. This is only in the very initial stages but already indicates good possibilities for home working.</p> <p>Two new GIS servers have been set up allowing installation of the new GIS database and storage area.</p>		

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
Deliver our Corporate Sustainability Plan, reducing the environmental impact of waste, energy use and transport related carbon emissions. CC4	Andy Brennan	Food waste collection and composting system set up to reduce volume of black bag waste.		
Diversify our income streams by nurturing commercial acumen amongst staff, seeking external funding and developing new income generation projects.	Mark Holroyd	We are in the process of reviewing opportunities to develop new medium/large income generation projects. The grants officer is reviewing funding requirements and opportunities across the organisation.		
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.	Alison Barnes/ ELT	We plan to first prepare a briefing note for managers, ELT and Members on this Power and how it can be used.		