

# **BUSINESS PLAN 2015-2018**

## **Draft 2017-18 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 2017-18 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>Set up new SharePoint intranet site and migrate corporate documents from the old to the new intranet and then team documents from existing team drives onto the new site leading to efficiencies and significant saving on storage space.</i>	Hilary Makin/David Stone/Ann Wood			
<i>Prepare a new Business Plan for 2018-21 taking into account developing strategic themes and external factors</i>	Alison Barnes/ELT			
<i>Develop our approach to Organisational Development to support delivery of the Partnership Plan and development of new Business Plan; refresh our approach to</i> <ul style="list-style-type: none"> <li>• <i>staff and volunteer recruitment and retention,</i></li> <li>• <i>learning and development</i></li> <li>• <i>working together with other organisations towards a virtual 'Team New Forest' including joint learning and development opportunities</i></li> </ul>	Heleana Aylett / Mark Holroyd			
<i>Review our approach to project management across the organisation to ensure good governance, drive forward delivery of cross-cutting strategic themes and maximise positive actions.</i>	Nigel Stone			

## **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>Working with partner organisations, to co-ordinate and publish a new annual report on progress on the actions as set out in the Partnership Plan 2015 – 2020. Develop the relationship between key organisations delivering the Plan by enabling discussion of key strategic issues and opportunities for staff teams to come together as ‘Team New Forest’ delivering together</i>	Steve Avery			
<i>Build a consensus and shared understanding of the evidence and data that underpins the work of the Authority and its partner organisations. To include identifying gaps in data and information needs, a review of the State of the Park Report and the active engagement of leading research/academic institutions in taking this work forward.</i>	Steve Avery			
<i>Provide expert specialist advice through shared services with New Forest District Council (building design and conservation, ecology and trees and archaeology) and the Forestry Commission (archaeology).</i>	Ian Barker/Nik Gruber/Warren Lever/Frank Green/Lawrence Shaw			
Continue to engage, consult and involve parishes through quadrant meetings and enhance participation by the New Forest Consultative Panel through planned and focused agenda setting.	David Stone			

### **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)
Consolidate and improve our ICT service and implement agreed 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. Oversee compliance with the newly approved ICT Acceptable Use Policy.	Ann Wood			
Deliver our Corporate Sustainability Plan, reducing the environmental impact of waste, energy use and transport related carbon emissions. CC4	Andy Brennan			
<i>Develop and implement projects which improve the financial sustainability of the NPA and key partners which we fund. Support National Parks Partnerships Ltd in their national work to achieve corporate sponsorship.</i>	Mark Holroyd/ Nigel Stone			