

BUSINESS PLAN 2015-2018

2017-18 Work Programme – Q1 (1 April to 30 June 2017)

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)
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.	Hilary Makin/David Stone/Ann Wood	Roll out of the new SharePoint intranet site is commencing as part of the PC/W10 upgrade. Following completion of this and a number of other priority IT projects the IT team will then look to progress the migration of corporate documents to the new SharePoint.		
Prepare a new Business Plan for 2018-21 taking into account developing strategic themes and external factors	Alison Barnes/ELT	Holger Schiller was appointed as Partnerships and Community Officer at the beginning of June and has commenced working with other NPA officers on preparing the new Business Plan. This will include sessions with members and staff on developing the strategic themes and prioritising actions to be reflected in the Plan.		
Develop our approach to Organisational Development to support delivery of the Partnership Plan and development of new Business Plan; refresh our approach to <ul style="list-style-type: none"> • staff and volunteer recruitment and retention, • learning and development • working together with other organisations towards a virtual 'Team New Forest' including joint learning and development opportunities 	Heleana Aylett / Mark Holroyd	All learning and development requests from across the organisation are being compiled into an annual learning and development plan. A new e-learning system has been developed in partnership with other National Park Authorities for launch this autumn. This will enable cost-effective and consistent provision of compulsory training (e.g. data protections, Health & safety) as well as encourage personal development and improved wellbeing. Work has started on the creation of a new People Plan, which will generate actions within our new three-year business plan to improve our performance, enhance staff engagement across the organisation and deliver more effective partnership working.		
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.	Nigel Stone	Work scheduled in for Q2 & Q3 alongside Organisational Development work above.		

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 archaeology) and the Forestry Commission (archaeology).</p>	<p>Ian Barker/Nik Gruber/Warren Lever/Frank Green/Lawrence Shaw</p>	<p><u>Archaeology</u> The archaeology SLA with the Forestry Commission started its 3rd year in April and a re-newal of the agreement agreed for an addition three years. As well as continuing the archaeological advice provided to the FC, the agreement has also been expanded to include the writing of 300 sheduled monument management plans for the central sothern district.</p> <p><u>Building Design & Conservation</u> The shared Building Design & Conservation team continues to provide specialist advice to both the National Park Authority and District Council. The team is dealing with a significant number of consultations and continues to closely monitor the workload. Regular meetings take place with New Forest District Council to review matters and the feedback from the District Council continues to be positive.</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. For the period between April to June 2017:</p> <ul style="list-style-type: none"> • 103 tree work applications received, with 100% of decisions then issued within 8 weeks. • 15 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. • 82 responses to Development Control consultations provided. 		

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
		<p><u>Ecology</u> We received over 60 requests from NFDC for input to planning applications during the period and also provided advice to applicants and developers.</p> <p>In May we met with NFDC to review performance of the SLA and highlight increasing time demands. The current SLA runs out in July 2018, whilst NFDC were not in a position to confirm that they will renew the agreement, they expressed their satisfaction with the quality of current delivery of the service. We highlighted the desirability of progressing the renewal in a timely manner to inform Authority budget setting and will seek to engage with NFDC again in Q2/3.</p>		
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	Steve Avery	The Progress Report 2017 was published in June with the support and input of the New Forest National Park Plan Partners. This is the first of a series of annual progress reports highlighting those actions within the Partnership Plan which are already underway. Holger Schiller has been liaising with our partner organisations on those actions which remain outstanding. The New Forest Leadership Group meets quarterly to review wider areas of common interest and to support closer working relationships.		
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.	Steve Avery	A significant amount of new data and evidence has been commissioned to inform and support the draft Local Plan including a Strategic Flood Risk Assessment, a Business Needs and Market Assessment Report and a draft Habitats Regulation Assessment. Through the OPOF programme, the New Forest Knowledge website is being developed.		

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
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	Officers are arranging the next round of quadrant meetings with parish councils. Agenda items for the next meeting of the New Forest Consultative Panel on 7 September include a short presentation by the Official Verderer Lord Manners and an update on the review of the Recreation Management Strategy.		

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	The new IT Users Policy was approved following a staff consultation and awareness exercise and staff continue to be regularly reminded of the need to comply with the policy and IT security. This message has been given considerable emphasis by several high profile breaches of data security reported in the media. The IT team are working on acquiring a new IT help desk system which will include the ability to log and prioritise change management requests thereby facilitating the ability to assess and test requests for non standard hardware and software.		
Deliver our Corporate Sustainability Plan, reducing the environmental impact of waste, energy use and transport related carbon emissions. CC4	Andy Brennan	No new actions this quarter, previous projects and schemes continue to run.		
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.	Mark Holroyd/ Nigel Stone	National Parks Partnerships announced their first deal with Columbia Sportswear in May. We have been preparing our order for new uniform and outdoor equipment, which will be supplied free of charge for staff over the next five years. This will arrive in October this year.		