

BUSINESS PLAN 2015-2018

2017-18 Work Programme – Q2 (1 July to 30 September 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	The new SharePoint intranet site is currently being rolled out and should be completed within the next month. Moving team documents to SharePoint is being dealt with as part of the larger GDPR project.		
Prepare a new Business Plan for 2018-21 taking into account developing strategic themes and external factors.	Alison Barnes/ELT	Staff are currently looking at each of the four main sections (Protect, Enjoy, Prosper and Aiming for Excellence) and at the other elements of the next Business Plan before bringing proposals to Members.		
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 	Mark Holroyd	A workshop was held with all managers around the themes of the emerging People Plan, which will focus on the areas of Perform (how we perform as individuals), Engage (how we work together as a team) and Partner (how we work effectively with our partners). These themes will feature within the new three year business 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 protection, Health & Safety) as well as encourage personal development and improved wellbeing.		
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	Strategic themes explained and understood following a briefing at all-staff meeting and are now being fully integrated into the new Business Plan draft. Staff feedback sessions highlighted definite need/want for improved project management systems and training.		

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)
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).	Ian Barker/Nik Gruber/Warren Lever/Frank Green/Lawrence Shaw	<p><u>Archaeology</u></p> <p>The archaeology SLA with the Forestry Commission and also the SLA providing the Planning Archaeological advisory Service to New Forest District Council, are both working well.</p> <p>The SLA with the FC now involves writing the management plans for around 300 Scheduled Ancient Monuments.</p> <p>Work has progressed in conjunction with Natural England, Historic England, the Forestry Commission, and the Verderers and in other cases with the National Trust to develop management and conservation arrangements; to remove the current 10 monuments at risk within the National Park, from the Historic England monuments at Risk Register.</p> <p>The development control work for NFDC involves monitoring the archaeological work on significant major development sites, often close to the National Park boundary. These sites provide access to significant archaeological information and help enhance knowledge of the New Forest and assist with the wider heritage work of the Authority.</p> <p><u>Building Design & Conservation</u></p> <p><i>Design advice and guidance</i></p> <p>Development control work consultations from NFDC remain high in terms of formal applications, and pre-application advice. Regular meetings take place with NFDC to review matters and the feedback from the District Council continues to be positive.</p>		

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
		<p><u>Trees</u></p> <p>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 July to September 2017:</p> <ul style="list-style-type: none"> ▪ 143 tree work applications received, with 100% of decisions then issued within 8 weeks. ▪ 5 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. ▪ 91 responses to Development Control consultations provided. <p><u>Ecology</u></p> <p>The Authority's Ecologist continues to provide expert advice and support to NFDC in accordance with the SLA. For the period between July to September, over 45 cases were the subject of consultation. We were asked to attend Development Control Committee and also received requests for other advice to support case officers. The existing SLA is due for renewal in 2018.</p>		

Action/Outcome	Owner	Progress during the Quarter	RAG status	Risks and mitigation (if amber or red)
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.		
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. At its last meeting on 7 September, the New Forest Consultative Panel received a presentation from 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	<p>Regular patching of the servers is carried out to ensure new updates are installed as soon as possible after release. A new enhanced anti-virus system was installed in September further boosting security. The team have just participated in a Cyber audit and await the report.</p> <p>Work is being undertaken to encourage staff to reduce the size of inboxes and the number of individual emails held which will help with storage, future projects and recovery in the event of a disaster and with the forthcoming GDPR requirements.</p> <p>Roll out of new PCs is nearing completion. As part of this project the new Intranet, Windows 10 and a move to Cadcorp 8 is also being rolled out.</p> <p>The new GIS database is in place and work will now begin to migrate data prior to the database going live.</p>		
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	<p>Members Day to discuss/analyse External Funding arranged for 11 October. We are also in contact with a commercial and income generation consultant to provide some short workshops for relevant staff in Q3/Q4.</p> <p>Recent success in PEDALL BIG Lottery Fund bid and awaiting news on National Grid's 'Landscape Enhancement Initiative'.</p> <p>We are currently awaiting our first delivery of new branded clothing from Columbia Sportswear (expected this autumn).</p>		