

BUSINESS PLAN 2015-2018

Draft 2016-17 Work Programme – Second Quarter

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	Work is on-going to build a new intranet on SharePoint 2013 and migrate documents from the old to the new intranet. Work has also commenced on a data audit which would include a review of the Authority's document retention schedule.		
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	Options have been prepared for future programmes of work based on themes of commercial activity, partnerships and engagement, evidence and data and organisational development. Those that are approved by Members can be build into the 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 archaeology) and the Forestry Commission (archaeology).</p>	<p>Ian Barker/Nik Gruber/ Warren Lever/ Frank Green</p>	<p><u>Archaeology:</u> The Service Level Agreement with NFDC for providing a professional archaeological development control advisory service is working well and a review of the resourcing implications will be undertaken in late October. Review and renewal of the Service Level Agreement in progress with the Forestry Commission.</p> <p><u>Building Design and Conservation:</u> The Building & Design team delivering the SLA with the District Council continue to deliver a professional service. A six monthly review meeting is to be set up in late October/November and this will review the advice delivered and the volume of work undertaken by the team.</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. In September the Tree Team provided training all Town and Parish Councils on relevant arboricultural matters.</p> <p>For the period between July to September 2016.</p> <ul style="list-style-type: none"> ▪ 157 Tree Work applications received with 100% decisions issued within 8 weeks ▪ 12 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. ▪ 161 Responses on Development Control consultations. 		

		<p><u>Ecology:</u> One day a week service continues to be provided through Ecologist post. Over 45 requests received for input to cases as well as case meetings at Appletree Court to provide input to specific Local Plan allocations. Response times have been satisfactory and overall NFDC continues to be happy with the service but at time so of peak demand response times prove challenging due to the scale and complexity of development scheme cases now being encountered. Progress with SLA will be reviewed later in the year.</p>		
<p>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.</p>	<p>ELT/David Stone</p>	<p>A sub group of the New Forest Consultative Panel which includes the Chief Executive, the Chairman of the Panel and Deputy Surveyor will be meeting towards the end of the year to agree on agenda items for 2017 which will encourage involvement and input from Panel members.</p>		
<p>Work with our partners to explore cost effective opportunities for joint training and development which would support partnership delivery.</p>	<p>ELT/HR</p>	<p>Ten key partners have been working together through the OPOF Landscape Partnership Scheme. This has included workshops and training on behaviour change and workshops and training on interpretation planning and delivery. Five of the partners with ranger teams are jointly running an Apprentice Ranger project and two apprentices started in October. Many projects within the Scheme are delivering volunteer training on numerous aspects such as archival research, water quality monitoring, churchyard surveys etc.. Partners are also working together to deliver a series of rural skills and building skills courses to Forest landowners, commoners, land managers, builders, agents and home owners.</p>		

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 before the end of 2016. In the meantime, the in-house IT support has been performing very well.		
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>ICT has just completed a follow up audit which we felt went very well but are still awaiting the report. The auditor was particularly pleased with progress made. The Sharepoint 13 project continues to be a big focus for the team with other members of staff now being brought on board to help develop their particular work area and propel the project forward. Our next priority is to move forward with replacing the PCs and older laptops.</p> <p>The ICT Policy has now gone out to staff consultation.</p> <p>The new Postgis database has been installed. Work is almost complete to populate it with all the latest data from external suppliers and static NFNPA data. The next task will be to migrate all the regularly updated data (planning applications etc) and reconfigure the GIS workspaces used by Acolaid. The web GIS application was upgraded by the suppliers last week and work will now commence to build the new tree map. The significant feature within this upgrade is that it supports use on mobile devices. Additional Cadcorp desktop licenses are in place and a programme will be released to roll out an upgrade to the latest version of software. Advance notice will be given to staff before changes and upgrades are moved to a live environment.</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	Internal pipes insulated on top floor to reduce heat loss, boiler temperature turned down in kitchens, low emission vehicle (compared to other models) purchased for use by apprentice rangers		
Diversify our income streams by nurturing commercial acumen amongst staff, seeking external funding and developing new income generation projects.	Mark Holroyd	ELT are exploring opportunities to develop new medium/large income generation projects as part of the emerging strategic themes for the Authority. Some training for managers in business case development is being planned for Q3.		
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	The functional power of competence has effectively been used in the creation of National Parks Partnerships LLP of which the Authority owns 1/15th . We're working with colleagues in other NPAs across England to determine which legal structure is the best way to take forward commercial activities in the future. We intend to prepare a briefing for members and managers with options in the coming quarters.		