

BUSINESS PLAN 2015-2018

Fourth Quarter, 2015-16 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 2015-16 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)
Implement a new records management system.	David Stone	The new electronic records management system is operating well and this phase is now complete.		
Review our future ICT requirements to make the most effective use of new technology and partnership working (shared services).	David Stone/Ann Wood	<p>The Microsoft Licensing tender exercise has now been completed with a 3 year agreement in place.</p> <p>Considerable background work has, and is taking place on ensuring a good base structure is set up for SharePoint 13 prior to documents being added. Additional assistance is being provided from other Authority teams to identify important documents that need to be available when SharePoint 13 goes live.</p> <p>The GIS team are looking to upgrade the web map layers and hope to start work on the database in June. The number of Cadcorp licenses will be increased in the near future.</p>		

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 (conservation areas and listed buildings, ecology and trees) and the Forestry Commission (archaeology).</p>	<p>Ian Barker/Nik Gruber/ David Illsley/ Frank Green</p>	<ul style="list-style-type: none"> • <u>Building conservation</u> – the shared Building Conservation team continues to provide specialist advice to both NFDC and the NFNPA. The SLA has been in place since Spring 2015 and an annual review meeting will be held with NFDC in May. The feedback on the service over its first 12 months has been positive. • <u>Ecology</u> – existing staff member continues to work on the SLA with the NF District Council, this takes a minimum of one day a week. During the period over 50 consultation requests were received, We also attended four meetings at the District Council which included case work to provide advice on Open Space provision and design. We have also provided input to the environmental assessments required as part of the preparation of the District Council's forthcoming Local Plan • <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 Jan to March 2016 the following figures are correct:- 145 Tree Work applications received with 100% decisions issued within 8 weeks 2 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. 63 Responses on Development Control consultations. • <u>Archaeology</u> – the archaeological Service Level Agreement with the Forestry Commission continues and is working well. Six different requests from across the Forestry Commission Central Southern Region were dealt with in this quarter. 		

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)
Review our Corporate Sustainability Plan, identifying new targets for reduction in waste and transport related carbon emissions.	Andy Brennan	Travel plan and Driving at Work policy drafted, new targets for mileage and recycling will be implemented in 2016-2017. Overall pool car usage was up by 25% and the Nissan Leaf pool saved 5.2 tonnes of CO2.		
Secure additional resources through an expanded programme of corporate sponsorship.	Paul Walton	As reported in Q3, the Corporate Sponsorship Officer left the NPA in December and the post was not renewed. Work has continued at the national level in support of the National Parks Partnership Ltd, which was officially launched in March.		Relationships with existing corporate partners will be maintained.