

BUSINESS PLAN 2015-2018

2017-18 Work Programme – Q4 (1 January to 31 March 2018)

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	As reported previously, the new intranet is now live with corporate documents. The team documents will be moved as part of the Authority-wide records management project which is currently underway.		
Prepare a new Business Plan for 2018-21 taking into account developing strategic themes and external factors.	Alison Barnes/ELT	New Business Plan approved in March.		
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 	Nigel Stone	People Plan reviewed by HR and final draft due out to staff and members in May. Plan has been fully integrated into the work programme actions for 2018/19 and will be led by an internal Programme Board under the themes of leadership, working individually, working together and working with partners.		
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	Governance and Strategic Themes at heart of newly agreed Business Plan. Project Management discussed by Strategic Leadership Team and way forward for 2018/19 agreed - this will include new processes/forms (overseen by Executive Board) and training for all project leaders.		

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></p> <p>The archaeological SLA is working with advanced knowledge of sites in the NFDC area. The benefit is that this helps the quality of decision making in adjacent NFNPA locations and improves the understanding of the wider historic environment and the development of the wider research Strategies for archaeology and the historic environment.</p> <p><u>Building Design & Conservation</u></p> <p>The shared Building Design & Conservation team continues to deal with a range of consultations from both the District Council and NPA planning teams. The team also work on more pro-active areas of building design and conservation advice, including the Traditional Building Skills courses and supporting the work of the Western Escarpment Conservation Area Steering Group. In March 2018 the shared SLA between the NPA and District Council was extended for another year in positive recognition of the effectiveness of the current arrangements.</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 January 2018 to March 2018:</p> <p>127 tree work applications received, with 100% of decisions then issued within 8 weeks.</p> <p>6 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.</p> <p>99 responses to Development Control consultations provided.</p> <p><u>Ecology</u></p> <p>The Authority's Ecologist provides a service to support New Forest District Council's planning function. From 1/1/18 and 13/4/18 we received 61 requests for comments on planning cases which represents a slight rise on the previous quarter. We provided input to an enforcement case involving agricultural hedge removal, and have been advising on Local Plan review issues and outcomes of environmental assessments, in particular work need to address air quality impacts on the wildlife of internationally important wildlife sites.</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	Holger Schiller has been liaising with our partner organisations on those actions which remain outstanding. The New Forest Leadership Group met again in February to consider the Progress Report for 2018 and to plan for a 'team new forest' event in the early autumn, bringing together staff and members from the partner organisations.		
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 Habitats Regulation Assessment. These are now available to view on the NPA website. 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	The agenda setting group of the NF Consultative Panel will be convened to apprise the new Panel Chairman (Harry Oram w.e.f. 19 April) of the agenda items proposed to be considered over the remainder of 2018 and to review and update the list. The current round of quarterly meetings of the parish quadrants are taking place during April and May.		

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>Following the successful migration of exchange to the cloud in early January, the ICT team is continuing with GDPR preparation work and has been extensively testing Microsoft Office 365. We have embarked on the migration of 25 08 servers, starting with those hosting the planning systems. New servers have/are being built which will allow GDPR compliant upgrades to take place. A new geoserver has also been built to allow the New Forest Remembers map to be hosted in-house.</p> <p>A planning map is now available on the new website. This can currently inform users if a property falls within the National Park. Work is continuing with Cadcorp to enable the map to be fully interactive.</p> <p>There have been two security breaches picked up by the IT measures in place, both of which were successfully resolved.</p>		
Deliver our Corporate Sustainability Plan, reducing the environmental impact of waste, energy use and transport related carbon emissions. CC4	Andy Brennan	Two swap shops and one green group meeting held which have been well received and supported by staff. New battery bins placed in communal areas to increase recycling. Annual figures for carbon emissions being compiled.		
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.	Nigel Stone	<p>NPPL Director attended a recent all-staff meeting to explain their role and provide more detail on the Columbia partnership.</p> <p>Discussions ongoing with key partners (NF Centre / Marque etc) on their future financial stability and the support the NPA can provide.</p> <p>Currently awaiting second-phase report from commercialisation experts (Hants Fire) on feasibility of potential areas previously identified by staff sessions.</p>		