

BUSINESS PLAN 2018-2021 2019-20 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 2019-20 work programme focuses on specific areas of work which will be developed and progressed during the year.

Achieving Excellence Priority 1: Maintaining and enhancing a capable, motivated staff team that delivers high quality services

- Recruit and retain high-calibre people and provide opportunities for learning and development within a flexible, healthy and safe work environment
- Deliver high standards of service that reflects our status as a National Park Authority at all levels, both internally and externally
- Ensure that we comply with our data protection obligations

Outcome	Senior Responsible Owner	Objectives/priorities/actions	Quarterly RAG status	Overall RAG	Action to regain (if either RAG Amber or Red)
<p>Compliance with information management and data protection obligations</p>	<p>Jo Murphy</p>	<ul style="list-style-type: none"> • Complete the NPA-wide information audit • Document the scope of personal data processing undertaken and the legal bases under GDPR for that processing • Review our records management procedures, including the retention schedule, and ensure that records are retained, stored and deleted appropriately and in accordance with current legislation and good practice. • Continue to review and update all information management policies and procedures and provide appropriate training and guidance to staff. 	<p style="background-color: yellow;"></p>	<p></p>	<p>This remains a key area of work as the financial and reputational implications of a data breach are significant. Work continues on rolling out SharePoint and the majority of site have now been set up and work continues in migrating the Authority's records to SharePoint. However progress on the information audit and records management procedures have not significantly progressed during this quarter as it has been impacted by complex FOI requests and urgent data protection matters, and resources have also been redirected to the launch of the new Intranet.</p>

Achieving Excellence Priority 2: Championing the National Park and brokering partnership to achieve collaboration for the benefit of the New Forest and its communities

- Support and develop partnerships and fora that further our purposes and duty (including for the Partnership Plan, Green Halo Partnership, New Forest Consultative Panel, New Forest Access Forum and parish quadrant meetings)
- Increase public engagement with and awareness of our work through our communication channels
- Work with partner organisations, individuals and communities to build a Team New Forest¹ focused on being greater than the sum of our parts

¹ Gives expression to the aim of separate New Forest organisations working together as one

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Strong internal and external communications	Hilary Makin	<ul style="list-style-type: none"> Use internal communications to help deliver the People Plan, in particular to reinforce team working Produce an advocacy pack to equip members to be ambassadors for the National Park 			
Maximised office efficiency	David Stone	Significantly reduce current paper usage and increase electronic distribution of documents such as agendas and reports.			
Equality and Diversity reviewed	Rosalind Alderman	Undertake a critical assessment of the Authority's governance processes with regard to encouraging and inspiring both equality and diversity throughout. Report outcomes of this assessment back to RAPC			
New Forest Knowledge gateway promoted	James Brown	Work with the New Forest Heritage Centre to develop and promote the New Forest Knowledge gateway as a tool to disseminate cultural heritage data held by partners to the New Forest community and beyond.			

Achieving Excellence Priority 3: Identifying new resources and using them alongside our existing resources, effectively and efficiently

- Seek additional opportunities for external / commercial funding for our work
- Provide reliable, cost effective IT services and robust systems that enable us to be adaptable, responsive and flexible in our work
- Ensure we maintain robust financial reporting, records management and cyber security processes
- Continue to deliver efficiency savings by reviewing internal processes, procedures and procurement, ensuring that these support and promote our environmental protection and sustainability lead role in the New Forest

Outcome	Senior Responsible Owner	Objectives/priorities/actions	Quarterly RAG status	Overall RAG	Action to regain (if either RAG Amber or Red)
Secure ICT Infrastructure	Ann Wood	<ul style="list-style-type: none"> • Ensure the ICT infrastructure remains up-to-date and secure • Upgrading the virtual server infrastructure (by September 2019) • All 2008 servers (approx. 30) upgraded to 2016+ prior to the end of 2019 • Replace the current firewall. 			
ICT Systems enable more efficient working practices	Ann Wood	<ul style="list-style-type: none"> • Complete the roll out of Microsoft Office 365 to all teams • Finalise the migration of relevant records to SharePoint • Upgrade the planning database to a system that allows improved working practices and integration with mobile devices, to include migration of all digital records to the new system • Complete the upgrade of the financial management system (Agresso); go-live expected in September 2019. 			<p>Progress on upgrading the planning database has been hindered due to a series of structure changes within the software company. Due to this delay the current software is being moved to 2016 servers which removes the need to get a new system installed by the end of the year. Discussions with the software company are ongoing.</p>

Outcome	Senior Responsible Owner	Objectives/priorities/actions	Quarterly RAG status	Overall RAG	Action to regain (if either RAG Amber or Red)
Core governance documentation kept up-to-date	Rosalind Alderman	Continue to review our Standing Orders, Scheme of Delegations, Financial Regulations, Contract Standing Orders and other governance documentation to ensure they are still fit for purpose.			
Deliver our Corporate Sustainability Plan	Andy Brennan	<ul style="list-style-type: none"> • Review pool vehicle fleet to reduce carbon emissions. • Run four staff events to promote sustainable travel/behaviour • Review waste and recycling systems to reduce consumption of materials and recycle more. 			