

# **BUSINESS PLAN 2018-2021**

## **2019-20 Work Programme – Q3 (1 October to 30 December 2019)**

### **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><b>Compliance with information management and data protection obligations</b></p>	<p>Jo Murphy</p>	<ul style="list-style-type: none"> <li>• Complete the NPA-wide information audit</li> <li>• Document the scope of personal data processing undertaken and the legal bases under GDPR for that processing</li> <li>• 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.</li> <li>• Continue to review and update all information management policies and procedures and provide appropriate training and guidance to staff.</li> </ul>			<p>Work continues on rolling out SharePoint. The information audit and records management review is progressing, and an Information Governance site has recently been created to enable cross-team working on key areas, such as retention schedule and policies. Work is progressing on this complex area of work and will continue into the next financial year.</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 Forest<sup>1</sup> focused on being greater than the sum of our parts

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<sup>1</sup> Gives expression to the aim of separate New Forest organisations working together as one

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<b>Strong internal and external communications</b>	Hilary Makin	<ul style="list-style-type: none"> <li>Use internal communications to help deliver the People Plan, in particular to reinforce team working</li> <li>Produce an advocacy pack to equip members to be ambassadors for the National Park</li> </ul>			
<b>Maximised office efficiency</b>	David Stone	Significantly reduce current paper usage and increase electronic distribution of documents such as agendas and reports.			
<b>Equality and Diversity reviewed</b>	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			
<b>New Forest Knowledge gateway promoted</b>	Paul Walton/ Lawrence Shaw	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)
<b>Secure ICT Infrastructure</b>	Ann Wood	<ul style="list-style-type: none"> <li>• Ensure the ICT infrastructure remains up-to-date and secure</li> <li>• Upgrading the virtual server infrastructure (by September 2019)</li> <li>• All 2008 servers (approx. 30) upgraded to 2016+ prior to the end of 2019</li> <li>• Replace the current firewall.</li> </ul>			We have 2 servers still to upgrade to 2016+. These contain the media library and time management system only and therefore present a low risk. We await confirmation from third parties for dates to move these last two applications on to 2016 servers.
<b>ICT Systems enable more efficient working practices</b>	Ann Wood	<ul style="list-style-type: none"> <li>• Complete the roll out of Microsoft Office 365 to all teams</li> <li>• Finalise the migration of relevant records to SharePoint</li> <li>• 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</li> <li>• Complete the upgrade of the financial management system (Agresso); go-live expected in September 2019.</li> </ul>			<p>Roll out of Microsoft Office 365 continues to progress. Following a meeting in November with the planning database software providers the decision has been taken to renew the maintenance agreement for the current planning database for a shorter period (with a termination clause included) whilst our options are investigated further.</p> <p>The financial management system go-live date has been postponed now until the start of the new financial year.</p>

Outcome	Senior Responsible Owner	Objectives/priorities/actions	Quarterly RAG status	Overall RAG	Action to regain (if either RAG Amber or Red)
<b>Core governance documentation kept up-to-date</b>	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.			
<b>Deliver our Corporate Sustainability Plan</b>	Andy Brennan	<ul style="list-style-type: none"> <li>• Review pool vehicle fleet to reduce carbon emissions.</li> <li>• Run four staff events to promote sustainable travel/behaviour</li> <li>• Review waste and recycling systems to reduce consumption of materials and recycle more.</li> </ul>			