

BUSINESS PLAN 2018-2021 2020-21 Work Programme

Achieving Excellence

Through the Achieving Excellence theme of our work we measure progress on objectives designed to achieve the highest quality of service and delivery across the organisation. We also recognise that excellence means reacting quickly and efficiently to emerging issues and operating fairly and sustainably in everything we do.

The section is structured into 'five P's'; Park Authority, Partnerships, People, Processes and Promotion.

Outcomes	Actions / Priorities	Quarterly RAG status	Overall RAG status	Risks and mitigation (if amber or red)	Communication Actions
Park Authority					
Achieve 'Organisational Net Zero' by 2030 or earlier	<ul style="list-style-type: none"> Review and document indicators & collection methodologies to fully assess our organisational impacts (Q1 & Q2) Develop and publish a full Sustainability Action Plan (Q3 & Q4) Fit for purpose and sustainable procurement practices in place throughout the organisation and its supply chain (Q3 & Q4). 				
New Business Plan agreed	<p>Draft and develop ambitious strategic actions for the Authority over the next three years, as driven by the wider Partnership Plan developments:</p> <ul style="list-style-type: none"> Ensure member and staff ownership of, and engagement with, the developing plan at all stages. 				
Partnerships					
New Partnership Plan agreed	<p>With partners, draft and develop ambitious strategic actions for the next five years:</p> <ul style="list-style-type: none"> Convene topic-based workshops with Members, staff and partner organisations (Q1 and Q2) Carry out a public consultation (Q3) and finalise Plan. 				

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'Team New Forest' ethos is further developed and embedded in Forest organisations	Linked to successful Partnership Plan development above, but also: <ul style="list-style-type: none"> Document and expand shared resources, projects, learning and experiences across organisations. 				
People					
People Plan implemented	<ul style="list-style-type: none"> Review and communication of first years' implementation (Q1) Particular focus this year on equality, diversity and inclusion, mental health and manager development. 				
Any staffing changes, due to new prioritisation, successfully implemented and staff upskilled as necessary	<ul style="list-style-type: none"> Staffing structure to deliver new work programme agreed & understood by all (Q1) Any specific staff learning and development opportunities identified and actioned. 				
Processes					
New 'Project Development Board' constituted and work begun	<ul style="list-style-type: none"> System to prioritise projects agreed and implemented Fundraising requirements clarified, owned/understood and applications underway. 				
Smart National Park vision set (challenges people to solve problems using latest technology)	<ul style="list-style-type: none"> Build a rural 'Living Lab', taking citizen science to the Forest Establish a 'Futures Panel' to horizon scan for future issues and potential solutions 				

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Promoting					
Contact Management System researched, agreed and implementation timetable set.	Single system for developing closer, deeper and more productive relationships with those externally which whom we have contact across the organisation: <ul style="list-style-type: none"> • Develop specification • Research options/costs • Implement system 				
Communication to our funders and core partners regarding our impact/effect is clear, targeted and successful	Communication of delivery messages to key stakeholders is fully reviewed, covering considerations such as: <ul style="list-style-type: none"> • How are we viewed? • Are our key messages clear? • Do we successfully highlight the impacts and effect of our delivery? • Are we using the 'right language/phrases for the right audience'? 				