

BUSINESS PLAN 2015-2018

First 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	Good progress has been made and all folders have been moved across to the new electronic file structure before the set deadline. The new structure ensures that the Authority is less vulnerable to a virus attack and is more organised and streamlined. Work is continuing on removing any remaining duplication or redundant files and setting up an appropriate document retention schedule.		
Review our future ICT requirements to make the most effective use of new technology and partnership working (shared services).	David Stone/Ann Wood	<p>From 1 April the IT support provided by external contractors increased to five hours a day. This has allowed a level of continuity within the IT system support work. The main focus during this quarter has been to migrate away from the Microsoft 2003 servers, requiring close working with NFDC and a number of software providers. Tablets have been configured for and delivered to the tree team.</p> <p>The tree map has been delivered under the GIS SLA with NFDC, with commencement on a World War II map. The service has provided system support and is working to upgrade and improve the current PostGis data base.</p> <p>Work with software suppliers is continuing to introduce a new package to host the planning applications on the website – Public Access. Work has commenced on updating the IT Asset register/inventory along with the Adobe & Microsoft licence registers.</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"> • The shared building conservation service (providing specialist advice on building design and conservation – including listed buildings and Conservation Areas) was established in April 2015 and the team was fully staffed from the start of June with the arrival of the third team member. • Ecology - we continue to provide a day a week ecological service to NFDC via our existing staff and we are delivering against their requirements. The SLA is due for renewal in the next quarter and we hope NFDC will continue to fund this service. • The Tree Service SLA is working very well on both sides and we have received compliments on the service provided. The agreement to extend the SLA is scheduled to be considered by NFDC on 2 Sept. <ul style="list-style-type: none"> Work carried out under the Tree Service SLA: <ul style="list-style-type: none"> ○ 144 Tree Works Application have been received and registered and 100% of decisions have been issued with the statutory eight weeks. ○ Seven Tree Preservation Orders have been made because it is considered that premature removal or extensive pruning of the trees would result in the loss of an amenity to the local environment. ○ 101 consultation responses have been provided to Planning Services on arboricultural matters in relation to Development Control applications. • The archaeological Service Level Agreement with the Forestry Commission continues and is working well. 		

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	No action planned during this quarter.		
Secure additional resources through an expanded programme of corporate sponsorship.	Helen O'Brien	<p>Work continued to strengthen relationships with new and existing business contacts.</p> <p>Sponsorship of the Beach Bus for 2015 season agreed with New Forest Ice Cream and Exxon Mobil. Trialling of cycle sat-nav equipment from Garmin led to a heavily discounted supply of equipment to cycle companies in May.</p> <p>The Community wildlife project hosted a volunteer day for 24 B & Q staff at Redlynch in May.</p>		