

BUSINESS PLAN 2015-2018

Second 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	The new electronic records management system has now been in operation for 4 months and is operating well. Redundant and duplicate files have been removed resulting in a considerable saving in memory space and a more efficient and effective system.		
Review our future ICT requirements to make the most effective use of new technology and partnership working (shared services).	David Stone/Ann Wood	<p>To allow more efficient use of the 5 hours a day IT support provided by external contractors, internal training has been arranged to allow the IT administration to be carried out within the Systems Support function. This will enable the external contractors to focus on the more technical issues.</p> <p>The IT Asset register/inventory and software licence registers have been updated. Work is continuing to identify the Microsoft licencing requirements for the next 3 years.</p> <p>Work continues with NFDC and a number of software providers to finalise the migration away from the remaining Microsoft 2003 servers. External work has been completed on upgrading SharePoint, once final internal tweaks have been made, and all the necessary documents transferred across, this version of SharePoint will go live allowing the final server to be switched off.</p> <p>The GIS systems have been reviewed, with any potential risks being identified. From this a priority action list has been produced.</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"> • <u>Building conservation</u> - the shared building conservation service (providing specialist advice on building design and conservation – including listed buildings and Conservation Areas) has now been established for nearly six months. A meeting with New Forest District Council was convened in November 2015 to review the first six months and to date the SLA is working well for both organisations. • <u>Ecology</u> – existing staff member continues to work on the SLA with the District, this takes a minimum of one day a week. During the period over 60 consultation requests were received and advice provided in line with the SLA agreement, an increasing number of requests for immediate advice are being received and we have met these with knock-on impacts on other Business Plan areas. <p>The SLA covering this work ran out on 1 July and since then we have continued to provide the service as a matter of goodwill in the anticipation that NFDC will renew the agreement following consideration by their Cabinet on 2 September.</p> <ul style="list-style-type: none"> • <u>Trees</u> – 178 Tree Works Application have been received and registered and 100% of decisions have been issued with the statutory 8 weeks. <p>Six 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.</p> <p>86 Development Control Consultation responses</p>	<p style="background-color: #92d050;"></p>	

		<p>have been provided to Planning Services on arboricultural matters.</p> <ul style="list-style-type: none">• <u>Archaeology</u> - the archaeological Service Level Agreement with the Forestry Commission continues and is working well.		
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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	Action planned for Q3		
Secure additional resources through an expanded programme of corporate sponsorship.	Helen O'Brien	New business approaches continue, resulting in meetings with 3 new corporate contacts during Q2. Existing relationships with corporate supporters are being enhanced by team volunteering experiences for employees. We invited corporate contacts to a reception and Awards ceremony at the NF Show. Stewarts Garden Centres have agreed to sponsor the NF Walking Festival for a second year running.		Post holder leaving at the end of December. ELT reviewing the programme position.