

Resources and Transformation Overview and Scrutiny Panel

March 2025



Future New Forest

Transforming tomorrow, together

Resources and Transformation O&S Panel
20 March 2025



Future New Forest Updates :

- Programme update
- People strategy update
- Digital update- Future New Forest Projects
- Asset strategy update

Transformation Programme Update



- The Customer and Digital programme is moving at pace. Decision made at the Transformation Board to enter into a supplier discovery phase
- Detailed requirements workshops and process mapping of key processes commenced 10 March
- People Strategy full and abridged versions are complete and have been agreed through transformation governance framework
- Transformation Business Case re-work is in progress
- Corporate priorities for Future New Forest reviewed and agreed by EMT and Cabinet
- Microsoft Co- Pilot AI technology to be deployed to all staff at the end of March





Transformation Digital Projects- Progress Update

**Customer
First**

**Digital Data
Platform**

**Housing
Maintenance**

**Regulatory
Services**

**Digital Skills
for All**

- Customer First – progressing well with a discovery focus on processes to redesign, how technology can enable these and what our new customer platform could look like.
- Data Platform – understanding further the need for ‘good data’ across systems and what our approach to data could be (People, Process and Technology).
- All digital projects progressing well in terms of understanding the needs, exploring the technology and getting ready to procure.
- Transformation and ICT teams are collaborating well to provide a broad lens to projects.
- New Digital Strategy 2025-2028 drafted for consideration.



**Customer and
digital services**



People Strategy: Progress update

- People strategy and delivery plan approved by EMT. Formal approval sought from HR Committee on 13 March, and then Cabinet in April.
- Recruitment for additional roles to support delivery plan underway.
- First workshops held with recruitment team to identify recruitment process improvements.
- Initial workshops on understanding and supporting others through change developed and delivered to change champions and leadership team.
- Draft behaviours framework being tested and further developed through change champion's network.
- Targeted training plan in development for loaders, drivers and supervisors in waste services and wider operational supervisor staff. Aim for delivery by early May: before, and in support of, waste service change in June.



**People and
capabilities**



Strategic Asset Management Plan (SAMP) 2025 -2028



**Asset and
accommodation**



Strategic Anchors (The Five Pillars)

The Strategic Asset Management Plan will provide an overview of our land and property estate (excluding Housing). Working within our five pillar approach, we will focus areas for managing and developing the estate over the next three years.

“ *Effective management and ownership of a portfolio of assets, which facilitates the future needs of the council services and functions within our financial means; whilst maximising opportunities for our residents, visitors and businesses* ”



**Asset and
accommodation**





1. *Digital Asset Management*



**Asset and
accommodation**



SAMP Objectives

- Create an effective digital asset management database enabling the capture of accurate management information, in support of ensuring statutory and regulatory compliance is upheld across the estate.
- Embed a culture that recognises that property assets are a key corporate resource, where informed decisions are made that are linked to corporate and service objectives that deliver good financial sustainability and service outcomes.

Delivery Mechanism

- A fit for purpose digital system containing up to date and accurate records “*A single version of the truth*”.
- Proactive monitoring and managing the condition and safe use of buildings to provide comprehensive assurance of compliance and health and safety.
- Oversight of suitable Key Performance Indicators.
- Working with Service Areas to understand their current and longer-term requirements.



2. Asset Optimisation in Support of Corporate Plan Priorities



**Asset and
accommodation**



SAMP Objectives

- To optimise the estate to generate operating savings, ensure assets are fit for purpose, meet service operating and user needs, incorporate technological advances and minimise whole life building costs.
- To ensure ownership and occupation of assets is robustly challenged.

Delivery Mechanism

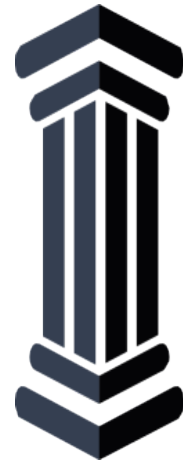
- Challenge the use of the assets through an Asset Challenge Framework.
- Rationalise and reduce the number of buildings and areas of land where possible and appropriate, considering potential long- and medium-term needs, and ensuring assets are held for a clear purpose and provide best value.
- Working with Services Areas in the development of their Service Plans to ensure consideration in relation to asset requirements.



3. Working with Partners and Communities to Promote Efficient and Effective Service Delivery



**Asset and
accommodation**



SAMP Objectives

- To enable transfer of management / ownership of the asset where it can provide a benefit to service delivery and demonstrate longer term benefit.
- Maximise efficient use of our assets through collaborative working with partners.
- Improve efficient and effective asset use and value to the community.
- Maximise the use of government available grants.

Delivery Mechanism

- Agree and adopt Community Asset Transfer and Disposal Policies, identifying assets that local communities or not for profit organisations could be better positioned to deliver. eg.
 - Community Halls
 - Public Conveniences
 - Open Spaces
- Enhanced collaboration with partners, including our One Public Estate partners to identify innovation, efficiencies and maximise asset usage.



4. To Reduce the Environmental Impact of Council Assets



**Asset and
accommodation**



SAMP Objectives

- Champion reduction in the Environmental impact of occupation, use, travel and waste.
- Protect our climate, coast and natural world.
- The council to promote the target for net zero carbon for the benefit of our residents.
- Identify areas of support or grants from external private or public sources.
- Eliminate or reduce the use of fossil fuel systems and seek to improve thermal efficiency across the estate.

Delivery Mechanism

- Ensuring our assets are appropriately located to serve the Service and community needs.
- Ensure new assets meet Climate Emergency pledges and reduce the consumption of embodied carbon in new build and refurbishment projects.
- Proactively monitor performance of the portfolio and identify efficiency opportunities.
- Explore the opportunities to use our land and buildings to generate renewable energy.



5. To Support Economic Growth, Regeneration and Prosperity



**Asset and
accommodation**



SAMP Objectives

- Support our business base and economic centres to thrive and grow.
- Support economic growth and regeneration across NFDC.
- Revitalise town centres through /regeneration repurposing with a modern offering which fosters greater social interaction, community spirit, local identity and heritage.
- We will manage our commercial portfolio effectively, balancing regeneration needs, job creation and income generation.

Delivery Mechanism

- Acquire sites that meets our needs, invest wisely in our towns and communities, help drive sustainable growth and attract wider private sector investments.
- Dispose of assets that do not align to our requirements / priorities, are a liability, or will not generate a return on investment.



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Thank you for your time

