Directorate Level Planning 2011-12

Directorate: Policy & Performance (DPOL)

1.1 Director's Overview

The overarching vision of Policy and Performance is that we want to give customers an excellent service, we want to protect, enhance and develop the Council's reputation, and we want to provide the right services to the right people in the right way, based on reliable evidence.

The Policy and Performance Directorate, within Performance and Capacity, delivers a number of services, with the overriding aim of providing support to the whole Council in order that it can achieve its ambitions. The focus is on value for money and delivering services to the appropriate standard, driven by what matters to the people of Cheshire East.

The Directorate provides wide ranging services that help shape Cheshire
East, identify priorities, support strategic management, transform services, promote good governance and enhance and protect the reputation, integrity and
effectiveness of the Council. The customer experience is at the heart of everything that we do.

The Directorate plays a central role in helping the Council achieve its vision of "working together to improve community life" and its five Corporate Objectives – in particular, the objective "To be an excellent Council and working with others to deliver for Cheshire East." It is split into four distinct services:

• Communications and Marketing
• Customer Services
• Internal Audit and Compliance
• Performance and Partnerships

Each service has very different individual objectives. However, these all contribute to the aim of ensuring Cheshire East is well positioned nationally and is able to interpret and influence national policy, as well as supporti

1.2 Directorate Objectives (NB: Maximum of six)

Directorate Objective Reference	Directorate Objective Description	Link to Corporate Objective
DPOL001	To lead on embedding a culture focused on localism, excellent customer service, effective performance management and equality across the Council.	CP-05 Being an excellent Council and working with others to deliver for Cheshire East
DPOL002	To source, collate, interpret and use intelligence to drive and inform Council Strategy, service design and delivery to meet local needs.	CP-05 Being an excellent Council and working with others to deliver for Cheshire East
DPOL003	To work with our partners to make best use of our resources, focus effort on areas of need and use and enhance existing networks to encourage neighbourhood action.	CP-05 Being an excellent Council and working with others to deliver for Cheshire East
DPOL004	To promote, support, monitor and report on the transparency, accountability and ethical standards of the authority to ensure effective governance and relevant statutory arrangements are maintained and developed.	CP-05 Being an excellent Council and working with others to deliver for Cheshire East

DPOL005	To lead the protection, enhancement and development of the reputation and positioning of Cheshire East Council to maximise its positive influence, raise awareness of key messages and change behaviour.	CP-05 Being an excellent Council and working with others to deliver for Cheshire East
DPOL006	To deliver high standards of customer service and diversify access channels to maximise efficiency and encourage the adoption of innovative technology.	CP-05 Being an excellent Council and working with others to deliver for Cheshire East

Service Planning 2011-12

Service:	Internal Audit (SIAU)

2.1 Service Overview

• To support managers in effectively fulfilling their responsibilities in internal control, risk management and governance.
• To protect and enhance the reputation of the organisation by shaping standards and ethics and promoting transparency and accountability.
• To promote the economic, effective and efficient use of resources, and improve service delivery and the customer experience by recognising and promoting best practice, raising awareness of key messages and challenging and recommending areas for improvement.

2.2 Service Objectives (NB: Maximum of 10)

Service Objective Reference	Service Objective Description	Link to Directorate Objective
SIAU001	To provide and implement an effective framework for the management and fulfilment of FOI and DP requests, and RIPA applications, and promote best practice in and adherence to FOI, DP and RIPA guidelines, so that the Council fully complies with the relevant legislation	DPOL004
SIAU002	To provide and implement an effective framework for the management of customer complaints across the organisation, in order to improve customer satisfaction, make recommendations for improvements in service delivery and reduce subsequent avoidable customer contact.	DPOL005
SIAU003	To embed and demonstrate an effective business continuity management framework, at all levels and in all areas in order to ensure that all services have effective business continuity plans.	DPOL003
SIAU004	To embed and demonstrate an effective risk management framework, at all levels and in all areas, such that risks and opportunities are managed to acceptable levels, within the Council's control.	DPOL004
SIAU005	To provide a high quality, effective internal audit service that meets the needs of the stakeholders.	DPOL004
SIAU006	To promote best practice in corporate governance.	DPOL004

SIAU007	To promote effective counter fraud arrangements.	DPOL004
SIAU008	To provide assurance on the internal control environment and make recommendations to address areas for improvement.	DPOL004