

Directorate Level Planning 2011-12

Directorate: Corporate Improvement (DIMP)

1.1 Director's Overview

The Corporate Improvement Service is directly accountable to the Chief Executive and was created in the management restructure of Spring 2010. It merges the Transformation team from the People Directorate with the Organisational Change Team from HR.

This development reflects the importance the Council places in taking a transformational approach to service delivery across the board. Our aim is to ensure that the Council's transformation plan is properly focussed, resourced and capable of delivering significant benefits clearly linked with the business planning process and financial scenario.

1.2 Directorate Objectives (NB: Maximum of six)

Directorate Objective Reference	Directorate Objective Description	Link to Corporate Objective
DIMP001	To ensure that the Council delivers against a transformation plan which is properly focussed, resourced and capable of delivering significant identified benefits aligned to our stated corporate objectives	CP-05 Being an excellent Council and working with others - to deliver for Cheshire East

Service Planning 2011-12

Service: Corporate Improvement (SIMP)

2.1 Service Overview

VISION AND PURPOSE

The Corporate Improvement Service seeks to work proactively and constructively with colleagues at all levels across the organisation, with the shared ambition of achieving better services and better value for money for our users. We aim to provide valuable advice and support which challenges the status quo but also makes a significant contribution to the delivery of benefits, once identified. Our objective is to be an indispensable part of the Council's corporate infrastructure.

OUR SERVICES

The Corporate Improvement Service is a small, specialised function operating from within the corporate centre. Transformation delivery is provided across the organisation by a mixed economy of existing resources made up of a 'virtual network' including service / project managers, external specialists, ICT Business Analysts etc, in order to provide services with a range of support from the appropriate location within the business.

The central team operates as the Council's Programme Management Office (PMO), coordinating this activity and helping to ensure the organisation is clear what is contained within its transformation programme and that it is capable of delivering this effectively

Within the central team, there is an 'account management' approach, where each Directorate will have a team member allocated to their programme. Their role will be to offer initial support and advice. There is a standard suite of documents which services are expected to complete in order to manage and report progress to CMT and Cabinet, supported and monitored by the PMO.

2.2 Service Objectives (NB: Maximum of 10)

Service Objective Reference	Service Objective Description	Link to Directorate Objective
SIMP001	To develop, maintain and contribute to the delivery of a well-managed, fully integrated and relevant corporate transformation programme	DIMP001
SIMP002	To ensure the benefits of transformation are fully realised and aligned to the corporate objectives	DIMP001
SIMP003	To stimulate the development of a culture of radical change, constructive challenge to traditional practices & processes and continual improvement, ensuring the right things happen at the right time	DIMP001
SIMP004	To ensure that the strategic purpose and operating model of the Council and its partners is continually challenged, evaluated, agreed and delivered	DIMP001
SIMP005	To develop the organisational capability to deliver continuous corporate improvement and the transformation programme	DIMP001
SIMP006	Provide a project & account management function to support and deliver key corporate programmes and projects from within the CEC transformation programme	DIMP001
