



Service Improvements & Update Grounds

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what's been changing?

leadership approach

thrive
survive

council specialism

outcome vs output

partnerships



thrive
survive

change the language

challenge the narrative

champion the future



council specialism

recruitment

redesign

retrain



outcome vs output

long term investment

disconnect survive

#teamDerby



outcome vs output

Performance	High Performance Low Trust	High Performance Medium Trust	High Performance High Trust
	✗		✚
	Medium Performance Low Trust	Medium Performance Medium Trust	Medium Performance High Trust
	✗		✚
	Low Performance Low Trust	Low Performance Medium Trust	Low Performance High Trust
	✗		⬆
	Trust		



partnerships

whole life cost

realistic boundaries

operational knowledge



what's been happening?

robotic technology

digitalisation

grass paintings

wildflower meadows

living walls

tree planting programme

employability scheme

staff development

city centre



staff development

training schedule

apprenticeships

council visits

self learning

podcasts

LinkedIn

reading

WhatsApp

personal growth



city centre



what happens next?

capture our value

keep on doing

share our story

formalise the approach

prepare



questions & feedback

