



Derby City Council

**Council Meeting
Monday 5 March 2012**

**Public and Member Questions and
Responses**

**COUNCIL – 5 MARCH 2012
PUBLIC AND COUNCILLOR QUESTIONS**

Questioner	Respondent	Subject
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Public Questions

A	Dorothy Skrytek	Councillor Poulter	FareShare Scheme
B	David Gale	Councillor Hickson	IT and Transformation Programme
C	David Gale	Councillor Hickson	Customer Relationship Management IT System
D	Dorothy Skrytek	Councillor Skelton	Derby Furniture Project

Councillor Questions

E	Councillor Repton	Councillor Skelton	Social Care Provision
F	Councillor Shanker	Councillor Poulter	Black Bin Waste
G	Councillor Redfern	Councillor Holmes	Inner City Green Open Spaces
H	Councillor Repton	Councillor Williams	Disabled Children and Mainstream Schools
I	Councillor Shanker	Councillor Poulter	Sinfin Waste Treatment Plant Enquiry

a. Question from Dorothy Skrytek to Councillor Poulter

Why is there no Fareshare scheme in Derby, yet Nottingham and Leicester have them and are thus able to use supermarket or other retail food, close to its sell-by date, to re-distribute to the growing numbers of the poorest people?

FareShare is a national UK independent charity supporting communities to relieve food poverty. It has been in operation since 2004 and currently works in 17 locations throughout the UK.

FareShare looks at food poverty and food waste in the UK with particular focus on the vulnerable groups in our society such as children, homeless and the elderly. The charity addresses these issues by re-distributing 'fit for purpose' food products from the food industry and by providing training and advice on food and nutrition within the community.

At a local level these schemes are run by charities and/or voluntary groups. For example, the scheme to which you refer in Leicester is run by the Diocese of Leicester. Local authorities in these areas will provide advice and support but are not normally directly involved in the running of the schemes.

I do not know why no group has come forward to operate such a scheme in Derby, although I am aware that some food retailers and caterers have provided food for distribution to disadvantaged groups from time-to-time. If a Fareshare scheme was established in the city the Council would provide advice and support to the organizing body.

b. Question from David Gale to Councillor Hickson

With regard to the IT enabled component of the transformation programme, specifically how many back office / front office integrations have been completed between 2007-2011 and what savings have been made as a result, measured against the council's previous target, set in 2006, of twelve (12) process integrations per year or cumulative savings of £600,000 per year (totalling £9million by end of 2011)?

Due to the fact that the previous CRM system required significant work to integrate to back office systems and was innately unsuitable due to the cost of integration, only two systems were integrated – Exor and Civica. The costs and complexity involved in integrating the previous CRM system to back office systems resulted in no savings being achieved and resulted in savings having to be achieved by other means. The complexity of integration and the issues with the previous CRM system led the Council to look for an alternative CRM system.

The Council is now implementing a Lagan CRM system. The new Lagan system will replace a significant number of back office systems without the need for integration. The Lagan CRM system will be used by both front and back office teams so that all data is held in one system which will enable efficiencies and improve the ability to share information across the Council in a secure and managed way.

The new Lagan system has already replaced the use of the Civica back office system in Waste Management and work is progressing to replace Civica in Environmental and Regulatory Services. A phased programme of works is in place to utilise the new CRM system so that an overall reduction in IT systems can be achieved year on year. Through retiring back office systems there will be an ongoing reduction in licensing and maintenance costs associated with an overall reduction of core IT systems.

As a core IT system the new Lagan CRM system will enable the transformation of services to take place, reducing waste, improving service delivery and streamlining processes. This will enable departments to deliver services to customers with less employees which has become essential with the recent reductions in Local Authority budgets.

c. Question from David Gale to Councillor Hickson

Can the council confirm that because of the innate unsuitability of the newly implemented Lagan Customer Relationship Management (CRM) IT system, key applications cannot now be integrated to realise the previously anticipated efficiency savings?

The new Lagan CRM system is not innately unsuitable. The main aim of the new Lagan CRM system is to replace back office systems and reduce the need for integration and the associated costs of doing so. The following are some examples of core IT systems, which Derby has, that have been integrated with or replaced by Lagan CRM in several local authorities nationally...

- Academy (Revs & Bens, Housing) – Windsor, West Lothian and Maidenhead Councils
- Northgate Social Care System (Adult Social Care System includes ICS, AIS, Business Objects and InfoView) – Hampshire County Council
- Northgate Information at Work (document imaging) – Stockton on Tees Council
- Oracle (financial system) – Bolton City Council
- Civica (used in housing and environmental services) – Bradford City Council
- Exor (highways system) – Dorset County Council

The new CRM system will become part of the Councils long term master data management strategy. By collating and sharing data in a reduced number of key core IT systems, teams will have access to and share the same data; increasing efficiencies and improving service delivery. The investment in the new Lagan CRM system will enable this change.

Work is already underway with the Environmental and Regulatory Services teams to use Lagan instead of Civica. The teams in Waste Management have already replaced the use of Civica with Lagan. This means that both front and back office teams dealing with waste management are using one system which has removed the need for costly integration.

d. Question from Dorothy Skrytek to Councillor Skelton

Councillor Hickson has said that the Furniture Project did not meet service requirements and thus had its funding cut, after 25 years of serving over 38,000 of the poorest people in the city. Yet how how did the City Council know it did not meet service requirements, if 'knowledge of the service provided by the Furniture Project was not in the City Council's area of responsibility'?

The Cabinet report and its predecessor referred to by Councillor Hickson, contain a statement that the application submitted by the Derby Furniture project did not meet the new service specifications, and this was the basis for the recommendation to cease funding. The reports do not refer to existing services. We are fully aware that this organisation provided a good source of low cost furniture and white goods for low income households in Derby during its operation. However, there are a number of alternative sources for obtaining such items in the city now that do not require Council funding.

It needs to be remembered that it was Derby Furniture Project itself that decided to close down, for reasons best known to themselves. This happened before the Cabinet met on 21st February.

e. Councillor Repton to Councillor Skelton

The City Council have made major cuts in Social Care provision, partly by using voluntary and compulsory redundancies to reduce the number of staff. Will the Council be directly consulting those clients whose opportunity for independence is being limited by the cuts and ensuring their needs are met?

The savings made in adult social care have not limited anyone's opportunity for independence as the Council retains a legal responsibility to meet people's eligible care needs which it is fulfilling.

The majority of redundancies have been in back office staff and a small number in social work teams where we have changed the skill mix.

Adult social care has achieved significant savings through effective procurement, that is, getting better value for money for Derby Council tax payers, whilst maintaining service quality and through changing models of care to those that promote recovery, rehabilitation and self-directed support.

Wherever service changes are planned, there has been consultation with a range of stakeholders.

f. Councillor Shanker to Councillor Poulter

Early in 2011 we were told that a revised plan will be produced to deal with the Councils black bin waste, this was not available when you decided not to opt out the current waste contract but was anticipated to be available in July 2011. Can you therefore explain why in February 2012 this plan has still not been produced?

The draft revised project plan that is currently being developed considers the possible alternative sites and technologies to the current proposal for a waste treatment facility at Sinfin, in the event that this is not able to go ahead. As part of the above exercise, work has been undertaken that demonstrates that the current proposals at Sinfin continue to be financially viable. It is not anticipated that the draft revised project plan will be completed prior to the end of the forthcoming public enquiry.

g. Councillor Redfern to Councillor Holmes

Could you reassure the residents of inner city wards like Derwent that have very few green open spaces, these spaces will be protected under the proposed new changes to planning regulations and not be required to be built on?

Green space within communities greatly enhance communities, whether they are Outer Suburbs or Inner City areas.

The current administration's focus in the City remains on Brownfield development and regeneration.

Any planning application that was submitted for development on green open spaces would be subject to compliance with the adopted planning policies at the time. These are currently contained in the adopted City of Derby Local Plan Review and seek to preserve and protect such areas from development.

During 2012, local people across the City will soon be encouraged to help steer our core strategy that will cover many aspects of planning, regeneration and development, green and open spaces which we hope to be in a position to formally adopt later this year.

The government's localism bill also signals a significant shift to enable local communities to both steer and have significant influence upon planning matters and future development of their areas in the future.

h. Councillor Repton to Councillor Williams

Through redundancies, the City Council have cut back on services that support disabled children – for example, those children with physical or sensory difficulties, or with autistic spectrum disorder – who attend mainstream schools. It is clear that this will have an impact on those children, their families as well as other children and families in the City. Will the Council undertake an assessment on the consequences of these cuts for these children and families?

There has been a 0.4 reduction following the voluntary redundancy of a part-time member of staff in the specialist support service for deaf children and young people.

However, there has also been some considerable enhancement to the service, particularly for children and young people with Autistic Spectrum Disorder. As you will know if you have read September 2011 Cabinet papers, Cabinet have approved £1.3 million capital funding to provide additional accommodation and facilities for a primary phase enhanced resources unit for ASD pupils. Consultation on this proposal has now ended and a report is scheduled for the next Cabinet meeting on 13th March to move to the next phase of the process.

This proposal is part of a longer term strategy to increase ASD provision within Derby thus reducing the need to place children at independent schools. This proposal will provide 12 enhanced resource places for pupils with Autistic Spectrum Disorder at one of our City Primary Schools. The proposal is for the school to have a purpose built support area linked closely to the mainstream school.

Of our other teaching staff there is currently 2.6 full time equivalent fully qualified teachers of the deaf in the service. One of the Teachers of the Deaf is also partially qualified as an Educational Audiologist.

Whilst the Local Authority is facing significant budget pressures, there is no intention to further reduce the specialist support services for deaf children and young people.

The Specialist Teachers and Educational Psychology Service (STePS) support children with disabilities and special educational needs and is currently undertaking a review of the work of its sensory teams (visual impairments, physical impairments, hearing impairments, autistic spectrum disorder). This review has been triggered by proposed changes to national SEN and other national legislation.

STePS are currently consulting with stakeholders in schools and parents of children with sensory impairments to elicit their views on the services they value and what they think will be useful in the future. The consultation will be completed by the end of March. After which a report will be presented to Cabinet with recommendations made to change or improve the service.

i. Councillor Shanker to Councillor Poulter

Can you confirm who is paying the costs for the 2nd Planning Enquiry into the proposed Incinerator on Sinfin Lane and exactly what costs are being incurred by Derby City Council in relation to this enquiry?

Resource Recovery Solutions (Derbyshire) Ltd have undertaken to pay the costs for the second planning enquiry.