

Derby City Council Annual Report 2013/2014



Welcome to Derby's Annual Report for 2013/14

The Council plays a key role in supporting the city. Over the past twelve months we have been working hard towards our vision 'to create a city for all, through strong leadership and excellent customer focused services'.

The purpose of our annual report is to provide you, as local residents and Council Tax payers, with information on the Council's priorities and budget, overall performance, key achievements and service improvements that we have made from April 2013 to March 2014.

Our priorities

For 2011-2014, our aim is to work together so that all people in Derby will enjoy:

- **A thriving sustainable economy** – Page 6
- **Achieving learning potential** – Page 10
- **Good health and well-being** – Page 13
- **Being safe and feeling safe** – Page 17
- **A strong community** – Page 20
- **An active cultural life** – Page 24

We also aim to provide:

- **Good quality services that meet local needs** – Page 29
- **A skilled and motivated workforce** – Page 33

The Council Plan sets out how the Council will deliver on its priorities in terms of actions, performance measures and resources. The plan is monitored throughout the year and progress is reported through this document. The Council Plan can be found on the Council's website www.derby.gov.uk

Context

Like many local authorities, the Council has faced significant financial challenges over the last few years. In 2012, the Council set arguably the most difficult two-year budget in the Council's history, in the context of significant Government cuts. The big reductions in budget, combined with increased demand for our services, means the Council has to manage its resources and plan its priorities as carefully as ever. ***A statement from the Leader and Deputy Leader can be found on Page 4.***

Ultimately we know that Derby City Council will be judged on our outcomes for local people. Despite making £67 million of savings since 2012, we have made significant changes in the way we deliver services. Two thirds of our priority areas have improved over the last 12 months – including better educational attainment, more jobs, and a safer city. In the next section of this report, we present highlights from each of our priorities to demonstrate the progress the Council has made. **More information on the Council's budget and use of resources can be found on Page 37.**

Key facts about Derby City Council

- The Council serves a local population of 250,600 people.
- The Council budget is £630.5million (for 2013/14).
- The city is divided into 17 wards across the city which is represented by 51 councillors, and elections are held 3 out of 4 years on a rotation basis.
- The Council is led by a Council Leader and their Cabinet of portfolio holders who focus on different areas of Council services.
- At the end of March 2014, the Council employed 8780 staff who work across five directorates – Adults Health & Housing, Children & Young People, Neighbourhoods, Resources and Chief Executive's Office.

Governance Framework

The Annual Report is a fundamental part of the Council's governance framework. Corporate governance is about doing the right things in the right way. It's about demonstrating valid reasons for our actions and decisions. The Council is responsible for ensuring that our business is conducted in accordance with the law and proper standards, that public money is safeguarded and properly accounted for, and is used economically, efficiently and effectively. It requires the Council to have robust systems and processes, effective leadership and high standards of behaviour, a culture based on openness and honesty and an external focus on the needs of service users and the public.

In addition to this Annual report, you can find other documents that help you, as local residents and Council Tax payers, to see how the Council has managed its affairs and resources, including Annual Governance Statement, Annual Accounts and Performance results. For further details, refer to <http://www.derby.gov.uk/council-and-democracy/vision-values-priorities/annual-report/>

Looking ahead

The Council has approved a new Council Plan for 2014/15 with updated priorities.

We want people in Derby to have an:

- **inspiring start in life by improving educational attainment**
- **inspiring working life by improving skills and creating jobs**
- **inspiring place to live by improving inner city areas.**

As a Council we acknowledge the challenges faced by our communities, partners, businesses, workers and visitors to the city. We will work together in partnership with our communities, through strong leadership to deliver good quality services that meet local needs by having:

- **better outcomes for our communities**
- **improved value for money for our customers**
- **more efficient and effective processes**
- **a skilled and motivated workforce.**

Please see <http://www.derby.gov.uk/council-and-democracy/vision-values-priorities/our-priorities/> for more information.

Annual Report Leader and Deputy Statement



Cllr, Ranjit Banwait, Leader of the Council



Cllr Martin Rawson, Deputy Leader

For Derby City Council, 2013/14 presented a testing set of circumstances as cuts to services have started to take full effect. Nevertheless, the Labour-led administration has strived to deliver the best possible outcomes for the people of Derby.

Derby City Council is delivering on jobs and growth. The Derby Enterprise Growth Fund has funded projects that will create over 1,300 jobs. We have doubled the number of apprenticeships on offer and have supported residents to gain the skills and experience they need to succeed in our local economy.

The neighbourhood agenda the administration has pursued from the outset is producing results. Since May 2013, more than 3000 issues have been dealt with by our neighbourhood officers. Community budgets are making a real difference to our most deprived areas and engaging residents with local services.

We are driving up standards in schools, giving our young people the education they deserve. In 2013/14, 72 per cent of Derby schools were rated as either 'good' or 'outstanding' compared to just 50 per cent in 2011/12. While we are delighted to celebrate such significant improvement, we are open and frank about the scale of the challenge we still face. We are neither complacent nor satisfied with meeting national averages. We want to excel.

In adult social care, the Council is committed to placing the individual at the heart of how services are designed and delivered, re-aligning spending on adult care so our resources can go further at a time when budgets are under enormous pressure.

Elsewhere, the Labour-led administration protected hundreds of the Council's lowest paid workers by introducing a minimum hourly pay rate of £7.71 which is in excess of the Living Wage, saved residents money on their household bills via 'Ready to Switch' and helped first-time buyers get on the property ladder through the Local Authority Mortgage Scheme.

In the year ahead, the city can look forward to the opening of the Derby Arena, a multi-million pound investment of regional significance that seeks to capitalise on a sector of the leisure market worth £3 billion per year. While our leisure centres, museums and parks may not be statutory services, they

make for happier and healthier residents. That is why the council will continue to invest in them despite the current financial climate.

Across our departments and services, we are making difficult choices but that does not mean the council should stop investing in our city and our residents. As an administration, we must strive to get maximum value for every pound we spend and continue to campaign for a fair deal for Derby on our public finances.

We will never forget who is ultimately responsible for the ideological assault on local communities, but we cannot use Government cuts as an excuse for failure. We must be pragmatic, leaving no stone unturned as we consider how to balance the books.

Now more than ever, the council must engage in a dialogue with residents over the shape of services and the priorities for communities. That's why we have launched the Big Conversation, where everyone can contribute to our vision for Derby. As city leaders, we must protect our most valuable services, while re-structuring those that are not deemed a priority.

The Labour-led administration wants to give everyone who has a stake in our city the opportunity to guide policy in the years to come – those who have given us our democratic mandate can shape the future of their Council.

The success, health and wellbeing of our residents are the greatest measures of our status as a city and our achievements as a council. We both believe that despite a challenging financial situation, Derby City Council is providing the framework within which our residents can thrive.

A thriving sustainable economy

Derby is a modern, vibrant city that is a centre for hi-tech transport engineering and plays host to global companies, welcoming over a million visitors every year. Partners through the Derby Renaissance Board have ambitious plans to transform the city through regeneration – promoting jobs, growth and affordable housing. The Council has invested in significant development projects such as Riverlights, the Sports Arena and Castleward and attracted external investment to support local businesses and create employment opportunities. The Council and its partners are encouraging small and medium-sized businesses through the Connect Derby project, which is providing high-quality office space for creative and professional start-ups at the newly refurbished Sadler Bridge Studios and the former Magistrates Court.

Achievements

- The Derby Enterprise Growth Fund has generated a **total investment of £58 million in the city, creating over 1,500 jobs**. Employment in the city has risen by 15.8%.
- The Tourism team launched their 'Discover Derby' website in June 2013 with the aim of inspiring more visitors to the city. **Visitor numbers to the city increased from 7.1 million to 7.7 million** and the economic impact of visitors to the city has increased by 30% since 2009.
- Derby was named as a leading European city in 2013 by fDi Intelligence, part of the Financial Times. **Derby was ranked in the 'Top 25 European Cities Overall'**, placing it alongside major cities such as London (1st) Berlin (8th) and Paris (16th). Derby was positioned 23rd out of the 25 cities, and was one of only eight UK cities to make the list. It also came third out of ten in the 'Top Ten Small European Cities' list and was the first UK city on the list.
- The Council has made **improvements to Derby's rail station**, making it more accessible for passengers with a new transport interchange for buses and taxis.
- The Citywide Climate Change Strategy has engaged partners from all sectors to reduce Derby's environmental impact, as we look to become more resource efficient. We have also taken the lead in the 'Our City, Our River' scheme and have **secured £36.3 million to begin flood defence works** from Darley Abbey Mills to the city centre.
- The Council has delivered **303 affordable dwellings** and we have recently completed development of 48 new homes, with further 109 expected shortly.
- The **'Ready to Switch' auction scheme** allowed hundreds of residents to secure better deals with their energy suppliers, making savings of up to £412 per year.

More Jobs Created...

Since April 2013 the Derby Enterprise Growth Fund (DEGF) has funded projects that have created over 1,500 jobs in almost 120 businesses in Derby. The DEGF is part of the £40 million awarded to Derby City Council from the Regional Growth Fund and is now regarded as one of the best performing funds of its type anywhere in the country.

To date over £20million has been allocated to projects with a total investment value of £58 million. The first funding awards in 2013 were worth a total of £1.3million and directly created over 150 new jobs. Local companies from sectors including engineering, media, textile manufacturing and material testing applied for loans and grants of between £10,000 and £200,000. They used their awards for a variety of projects, from building, extending, updating or moving to new premises to acquiring new

equipment and machinery and. One of the local companies that were supported is Bowler Motorsport. This small company out-performs the likes of Subaru and Toyota in the specialist field of high performance off-road races like the Paris Dakar. With the Council's assistance the company has relocated to a larger factory and is expected to create another 40 local jobs in the near future.



Image - Bowler Motorsport

Encsite...

Recognising Derby's engineering strengths, this project involved forming a unique partnership called Encsite between three leading Universities – Aston, Cranfield and Derby. Encsite supports companies operating in the transport engineering sector to maximise their full potential by sharing intelligence about market opportunities, embedding best practice and creating a cluster of innovation. It also delivers business improvement programmes and offers technology grants to smaller companies. In the first 6 months of the project, Encsite has already helped to create 51 jobs and assisted 34 businesses, thus boosting productivity and the local economy by £3.6m.

Castleward redevelopment sustainability award...

The £100 million Castleward redevelopment scheme received accreditation from the building research organisation BRE in 2013. The redevelopment of brownfield land between the train station and Intu shopping centre was only the second community project in the country to scoop accreditation from BRE for its sustainability. Castleward achieved a 'good' certification following a voluntary assessment which measured the economic, social and environmental sustainability of the large-scale development.



Image - Castleward

Derby Coaching for Success...

Derby Coaching for Success (DCFS) is a £800,000 project to support existing companies in Derby to achieve their growth ambitions and create jobs. The project is funded by the European Regional Development Fund. It offers a hub for free business advice through a dedicated phone line, master classes and business briefings as well as a suite of subsidised coaching support which can be tailored to individual business needs. Business coaching has been proven to help companies to grow by tackling specific issues that are causing a blockage for the business. The businesses accessing the DCFS project receive coaching from one of the project's specialist coaches. Around 100 companies engaged with the project during 2013/14.

New homes in Osmaston...

Work started on the new housing development in the Osmaston area of the city where 95 new homes are being built to meet the high housing demand in this popular area of the city. The project is the largest Community Led development to be part funded by the Homes and Community agency and is the first of its kind in Derby.

The Council are working with OSCAR (Osmaston Community Association of Residents) and Derby Homes on the project that will see 55 homes offered for sale and 40 homes for affordable rent. There will be a mix of bungalows, two bedroomed houses, one bedroomed homes and two four bedroomed houses. The housing project will cost around £7 million in total with the affordable housing costs approximately £2.7 million. The project is supported by a £1 million Homes and Community Association grant. Work on the development will take 18 months to complete, with handovers taking place in September 2014 and March 2015.

The project picked up a national award for the 'Most Effective Partnership' Award from the National Federation of ALMOs (NFA) for their joint work in the regeneration of the Osmaston area.



Image - Osmaston Community Led development

Derby's Working Project...

Launched in early 2014, over 30 local businesses signed up to take part in the 'Derby's Working' project. The project which was the first of its kind successfully encouraged local employers from a range of sectors to provide employment opportunities funded through the Local Assistance Scheme. 'Derby's Working' is an employment opportunity project designed to up skill a group of 40 local

residents by offering them work with local Derby companies and was open to city residents in receipt of Job Seekers Allowance. The successful candidates received the living wage whilst developing their skills, undertaking training and received references towards the end of the six-month period. The Derby's Working team hope that the participants will secure long term sustainable employment with their host employer or develop key skills to take to a new employer.

BESPOKE...

Business Energy Support Promoting Opportunities and Knowledge for Energy Efficiency (BESPOKE) is a Derby City project part-funded by the European Regional Development Fund. Free advice and grants of up to £5,000 are available for businesses to help to pay for measures that cut costs, save energy and reduce carbon dioxide (CO2) emissions.

The BESPOKE project team have worked with over 100 small and medium sized businesses to reduce their energy costs through a mixture of practical advice and grants to make improvements to the efficiency of their equipment and buildings. CPL Print Ltd worked with BESPOKE to install more efficient LED lights. This will create annual electricity savings of approximately £620 and 2,745kg of carbon, saving around 41 tonnes of carbon across the lifetime of the lights. CPL's premises now have near-daylight lighting levels, vital for the production of high-quality print, with minimal environmental impact.



Image - CPL Print Ltd

Achieving learning potential

The Council, working with its partners, has made good progress in improving Derby's schools, while continuing to deliver the services that children and young people deserve. The Council is open and frank about the scale of the challenge faced by Derby's schools and we are not satisfied with simply meeting national average. We want our pupils' achievement to exceed national levels. We are striving to make further improvements, promoting wider opportunities and skills for young people and adults alike.

We have continued to provide high quality learning opportunities for adults across the city and have increased the range and numbers of courses available.

Achievements

- In 2013/14, **72% of Derby's schools were rated either 'good' or 'outstanding' by OFSTED**, compared to just 50% in 2011/12.
- Derby schools achieved their **best ever GCSE results in 2013** against a national decline in average GCSE figures. Overall, 55% of the city's students achieved five or more A* to Cs. Four secondary schools improved on their 2012 results, with Allestree Woodlands seeing a 13% improvement and da Vinci a 9% rise.
- Adult learning supported **over 3,000 qualifications** in 2013/14 – its target was 1,000.

Derby schools improving...

Derby schools have once again shown a marked improvement in Standards Assessment Tests (SAT's) results. The percentage of children attaining at least a Level 4 qualification in Reading, Writing and Mathematics has improved to 72% of pupils. This is a gain of 2% compared to comparable results from 2012.

The results have shown some schools have made a significant improvement.

- Arboretum Primary, Normanton – Increase by 17% in reading and by 15% in writing
- Breadsall Hill Top Junior, Breadsall – Increase by 15% in reading and by 18% in writing and in mathematics
- Oakwood Junior, Alvaston – Increase by 12% in reading and in writing
- Reigate Primary, Mackworth. – Increase by 12% in reading, by 16% in writing and by 22% in mathematics

Two schools achieved 100% performance attainment levels:

- Grampian Primary, – Increase by 3% in reading, by 14% in writing and by 7% in mathematics
- Griffie Field Primary School, Littleover – Increase by 3% in reading, by 2% in writing and by 5% in mathematics

SAT's are designed to evaluate a pupils' progress in Reading, Writing and Mathematics, ahead of them leaving secondary school. The Government has this year decided to make substantial changes to the data contained in the tables. It will no longer report an overall English level, instead breaking the data down into separate reading and writing results. Therefore, the overall percentage of pupils gaining level four or above will be based on reading, writing and maths.

‘Equal People Derby’ funding success ...

The Council’s Adult Learning Service team secured funding of £23,000 from the Skills Funding Agency, to help adults with learning difficulties find work. ‘Equal People Derby’ is an innovative new project to advance equality, diversity and inclusion for adults with learning difficulties who are looking for work. The project, a partnership between our ‘I Want to Work’ team, Mencap Employment Services, Jobcentre Plus and local employers including Derby Theatre, aims to provide opportunities for long term unemployed people aged over 24 years with learning difficulties and/or disabilities. Participants gain work experience alongside vocational training and employability skills training in order to gain paid or voluntary work. It is anticipated that this model will be rolled out to other groups by the Adult Learning Service and other providers.

The Derby and Derbyshire Skills Festival...

Each September Derby City Council supports the Derby and Derbyshire Skills Festival which aims to increase the number of young people participating in education and training. This is a post 16 opportunities fair looking to provide young people and their parents with the necessary information, advice and guidance on the options available at 16 years of age. This year, over the two days, 10,000 people attended the event which was held at the iPro Stadium. Around 60 post 16 colleges, training providers, 6th forms and employers have stands to help young people make the right decisions about their next steps in education or training.

Community learning...

Derby was selected as one of 15 Community Learning Trust pilot areas in 2013. The trust in Derby was a partnership between the Adult Learning Service and Derbyshire Learning and Development Consortium. The trust increased the number and range of learning opportunities available for adults including a Festival of Learning which involved eight different organisations. The number of enrolments onto community learning courses increased by 10%.

Encouraging skills and employment through apprenticeships...

In July 2013 Derby City Council led a collaborative group of apprenticeship training providers to hold an apprenticeships job fair. This attracted over 600 young people. At the event young people were given the opportunity to have their CV checked, register themselves on the apprenticeships vacancy website, go through a mock interview, speak to employers about their current vacancies and receive information, advice and guidance on being a successful apprentice. The event was such a success that it has been scheduled again for the summer 2014.



Image – Adult Learning Service

Derby City Council has increased the number of apprenticeship places it offers to young people. The apprentices study NVQ qualifications with the Adult Learning Service and the achievement rate in 2013/14 was 97%. Many gain employment with Derby City Council and other find jobs with other employers of progress into higher education.

James joined the council as an apprentice and worked at the Derby Multicultural Centre, where he learnt how to work within a team, manage a reception area and also gain phone skills. He said *“I was made to feel part of the team and they were a pleasure to work with. The level of support was always high from the NVQ tutor or from colleagues in the building and I benefited from my apprenticeship by gaining a part time job within Derby City Council. I would recommend it to others, but you must be determined and focused throughout to complete and succeed”*.



Image – DCC Apprentices

Good health and well-being

With people living longer and rightly expecting the highest standard of care in their old age, adult social care services are under increasing pressure. In 2013/14, Derby City Council has taken significant steps in ensuring our services are more directly aligned with the needs of each resident. We are committed to delivering sustainable social care through the 'Your Life, Your Choice' strategy, which places the individual at the centre of how services are designed and delivered, with a focus on personalisation, self-directed support and strong communities.

Together with our partners on the Health and Well-being Board, we continue to look at ways to reduce health inequalities through prevention with a particular emphasis on early years, vulnerable children and adults, obesity and smoking cessation, mental health and substance abuse.

Achievements

- **2,000 people have participated in the Council's Livewell programme** and early indicators show that the service will enable 3,000 Derby residents to lose at least 5% of their bodyweight or stop smoking.
- We have also developed a **short-break service for adults with learning disabilities**, providing invaluable respite for loved ones and carers.
- The **Light House secured the CQC's highest inspection award for the second year in a row.** The Community Support and Home Care Aide team, which supports families with disabled children and young people, providing family support and community activities, achieved 'Compliance in All Areas' in 2012 and achieved the award again in November 2013. CQC received glowing feedback from parents, saying that staff have good relationships with their children, they found the service useful and the children looked forward to their visits.
- We are investing in services that provide short-term residential care, with **£1 million of funding secured to improve facilities at both Arboretum House and Perth House.**

Livewell...

Livewell is a healthy lifestyle service for people registered with a doctor in Derby and is run by Derby City Council and funded by Public Health. It offers free 12-month programmes to help adults and children improve their health and wellbeing.

As well as weight management it incorporates a variety of different programmes including healthy pregnancy, stop smoking, child weight management and men's health. Livewell was recognised nationally in a LGA publication, "Public health transformation nine months on - bedding in and reaching out" as leading the way on Public Health integration. The healthy living project, which officially launched in 2013, is helping the people of Derby to live more healthily and happily. So far, over 2,000 people have participated in the programme and early indicators show that the service will enable 3,000 Derby residents to lose at least 5% of their bodyweight or stop smoking.

Outcomes to date include:

- A 55% success rate for smoking quits compared to 29% nationally
- 75% of clients have increased their physical activity to the Chief Medical Officer guidelines
- 68% of clients have achieved a 5% weight loss

- 79% of clients have increased their fruit and vegetable intake



Targeting Mental Health in Schools (TaMHS)...



Derby City Targeted Mental Health In Schools (TaMHS)

Funding from Public Health has meant the continuation of the targeted Mental Health in Schools (TaMHS) Project. The team work closely with schools to identify, intervene early and support those pupils who are at risk of developing mental health difficulties such as anxiety, depressive symptoms, isolation and low self-esteem. The aims in Derby include meeting the public health outcomes of self-reported well-being, emotional well-being of looked after children and pupil absence.

Outcomes to date include:

- Decrease in behaviour incidents at school
- Increase in children's confidence
- Children demonstrating greater respect for one another
- Reduction in poor attendance
- Increase in academic achievement in writing, speaking and listening

The team have worked with cohorts of ten schools every year and feedback from pupils and staff has been very positive.

"It's been brilliant, excellent guidance and regular progress meetings have kept us focused on the task in hand"

"All of it has been good, wish, we'd got involved sooner. As a new coordinator it's helped me get up to speed with mental health and emotional health and wellbeing."



Image - Targeted Mental Health in Schools (TaMHS) Project.

Shared Lives Scheme...

CARING families in Derby are offering new lives to vulnerable adults who could otherwise be in expensive residential care and saving taxpayers' cash. People with learning disabilities are starting new, stable lives in the city. In a new and commended approach the Council are enabling adults to move to independent living with carers who are paid a daily care rate for the facility. There are now plans for the scheme to be expanded to include older adults and those with mental health needs.

'Shared Lives' has already helped Kylie Wallis, 23, who has severe learning difficulties and curvature of the spine. She moved in to Helen Eggett's home who said she had become "like family". Helen has created a sensory room for Kylie complete with coloured lights, bubble tubes and bean bags. She has also found her a new college and been on holiday with her to Turkey. Helen works as a Carer and added "Kylie is really sociable. It's opened the minds of some people who I'm friends with who don't have anything to do with people with learning disabilities. They are just people, like we are. They are fun to be around."

The scheme is helping Derby achieve good performance by avoiding unnecessary residential care for younger adults and maintaining independent living. By March 2014 the Scheme had helped a total of 72 people of which 14 were long term customers and 58 having short breaks.



Image – Shared Lives

Support for Carers...

Carers are now getting a better quality of life by getting more choice of how they can get their social care support. Tania Akers is a carer for her daughter who has Autism and also cares for her parents who both have dementia. Recently she received a carer's assessment and emergency planning from Derbyshire Carers Association. Tania said; *"the service was wonderful, having someone to listen to my concerns and support me was really helpful"*. The carer's assessment resulted in a 'one- off' cash payment which was used to employ a gardener. *"I also received invaluable advice and support through a difficult time"*, she added.

Healthy Housing Hub...

The Council's Healthy Housing Service works in close partnership with health, social care and housing professionals to help identify what can prevent, delay or reduce potential health issues for our most vulnerable and older people enabling them to stay in their homes for longer. The service helps vulnerable people with organising low cost repairs or improvements that may prevent ill health or

accidents in the home such as repairing a boiler to help them keep warm or repairing a floor or installing a handrail to help prevent a fall and have dealt with:

- 1,211 jobs completed by the Handyman service for the installation of minor adaptations
- 129 vulnerable people received 'Healthy Housing Minor Works Assistance' which enabled them to remain living independently at home in greater safety and comfort.
- Over 276 direct referrals from GPs, Community Matrons and Occupational Therapists
- Healthy Housing clients saw a reduction of 39.5% and 53.8% in A&E attendance and emergency hospital admission respectively
- Survey of 150 Healthy Housing clients found that 86.3% considered 'their health and wellbeing, anxiety, peace of mind, security and confidence at home had benefited from the assistance provided by the Healthy Housing Hub'

The team were finalists at the national LGC Awards for Front Line Team of the Year, and were 'highly commended' at the national final of the MJ Awards for Innovation in Social care.

Raising awareness...

Public Health has worked in partnership with Community centres and diverse community groups to promote health and wellbeing. Local people have been trained as health champions to support the delivery of health events at the Derby West Indian Community Association raising awareness about diabetes, cancer, heart disease and mental health. 50 people have been trained as 'cancer champions' to facilitate cancer awareness workshops in partnership with Macmillan Cancer Support. Over 200 people have participated in these workshops focusing on the national 'Be Clear On Cancer' campaigns and they commented:

"I've learnt so much – I can't wait to tell other people".

"I am glad I had this opportunity to attend the cancer awareness workshop. Before this workshop I was totally ignorant about cancer" and,

"After the workshop I feel less fearful and more knowledgeable about cancer and now aware that if any signs and symptoms that are persistent, i.e. Cough, mole, bleeding then you should consult a Doctor".



Image - Derby West Indian Community Association Workshop

Being safe and feeling safe

Safeguarding remains a key priority for partners in Derby and the Council plays a pivotal role working to reduce the risk of harm for children and adults through locality based multi-agency and safeguarding teams. In 2012 the Authority received a 'Good' assessment from Ofsted for its child protection services and we have continued to improve our quality and evaluation processes. Standards across Derby's residential care homes have also risen and safeguarding procedures were commended in a recent peer review.

We work closely with partners such as Derbyshire Constabulary to tackle crime and protect our most vulnerable residents, such as victims of sexual and domestic violence, and together with partners the Council continue to implement programmes which address extremism, hate crime and risks to help safeguard young people.

Achievements

- A newly designed team **supported 15 children to safely exit care** and assessments are underway with a further 15 children. To the end of March 2014 the cost savings in placements alone for the children who have exited care have exceeded £600,000 and the team were shortlisted as 'Team of The Year' in Derby's annual employee awards scheme (Values in Practice, VIPs).
- **Standards in the city's adult care homes have risen** - 87.5% of Council run care homes and 84% of independent care homes meet nationally required Care Quality Commission standards.
- 129 vulnerable people received 'Healthy Housing Minor Works Assistance' which enabled them to remain living independently at home in greater safety and comfort. A survey of 150 Healthy Housing clients found that **86.3% considered 'their health and wellbeing, anxiety, peace of mind, security and confidence at home had improved** due to the assistance of the team.
- 243 **completed Disabled Facilities Grants** allowing people to remain in their homes safely.
- **Healthy Housing clients saw a reduction of 39.5% and 53.8% in A&E attendance** and emergency hospital admissions respectively
- The redesigned **Oakvale House** opened in November 2013 as Rose Homes. It incorporates modern, safe and affordable one and two bed flats for older people, and is one of the first to have domestic sprinklers.

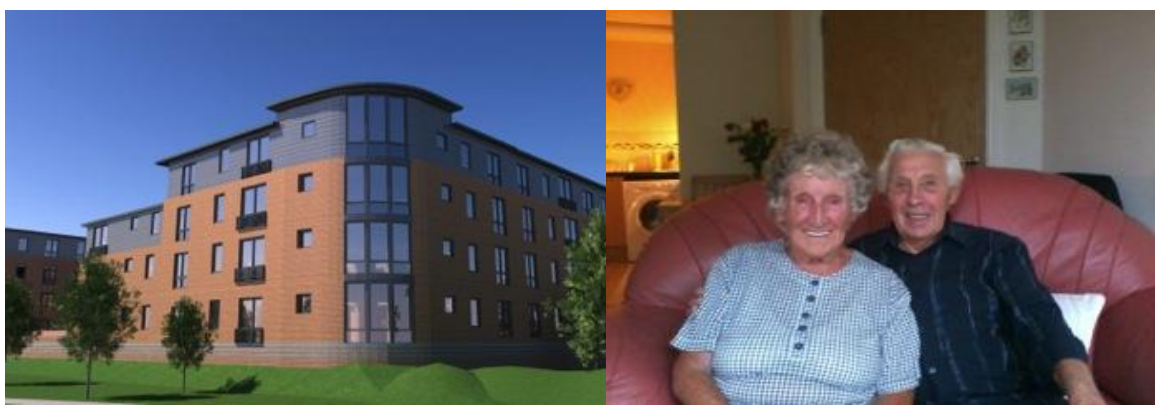
New hub established to tackle rough sleeping...

A new housing service aimed at reducing rough sleeping in Derby and the county was launched in partnership with Riverside English Churches Housing Association. The service is called 'No Second Night Out' (NSNO) and provides a 24-hour dedicated hub and phone line offering a fast response to helping people off the streets. The Hub is based at Centenary House in Derby, where new rough sleepers coming onto the streets can be seen quickly, assessed and referred into temporary accommodation.

Extra Care Housing Schemes ...

Extra Care Schemes are designed with the needs of the elderly in mind. They are developments of self-contained homes, bungalows or apartments, with access to care and support allowing older people to live independently for as long as possible. Extra Care properties can be owned, part owned or rented from private companies, Registered Providers or Local Authorities.

With our partners the Council has completed two successful Extra Care Schemes in the city; Handyside Court in Alvaston with Housing & Care 21, and Greenwich Gardens in Mackworth with Sanctuary. In 2013 two further schemes were approved and are currently being built. Parkland View, on the former Bath Street Mills site will provide 82 new apartments at Parkland in partnership with Radleigh Home and Sunnyfield will provide 70 apartments with 24 hour on-site care and support and a range of communal facilities. 35 homes will be rented and 35 will be shared ownership and they will be ready to move into early 2015.



Images - Parkland View Extra Care Scheme and residents John & Doris (Extra Care Greenwich Gardens)

“If you’d told me, just over a year ago that I’d have left my home of 55 years to come and live here, I would have said ‘No way’ but now I’d recommend it!” stated Doris, 86 living at Greenwich Gardens, the Extra Care Scheme in Mackworth. Doris and her husband John, 84 who is registered blind, downsized freeing up a large family council house with an established garden in order to continue and maintain their safe, secure and independent lifestyle.

Integrated Offender Management....

The Derby City Integrated Offender Management (IOM) scheme started in 2013 to improve the way partners share information and work together to control, manage and supervise a small, targeted group of offenders who are assessed as being highly likely to re-offend. Agencies such as Probation, Police, Drug and Alcohol agencies, housing, education, employment and mentoring services work in partnership with the Council to focus on changing the behaviour of the most problematic offenders.

Information is shared and plans are in place to make sure that prisoners have a package of support on release to break the cycle of homelessness, substance abuse, and offending. This also allows agencies to share when offenders aren’t engaging, and swift action can be taken to break this cycle.

The Council are increasingly supportive and strengthened the success of the IOM Scheme by providing an additional £10,000 of funding to provide a GPS tracking ‘tag’ named Buddi Tracker to provide continuous monitoring of IOM offenders for police and probation.

In Derby City there are 250 people targeted to reduce crime and in the last 4 years there has been a consistent 20-25% reduction in the number of offences committed by this group. This reduction in the number of victims of crime means the public are now better protected, quality of life is improving and the city is a safer place.

Priority Families Project...

The Priority Families Project (nationally known as the 'troubled family's initiative') was launched in 2012 and helps families who have problems and cause problems to the community around them by working with them to turn their lives around and ensuring that the children in these families have a chance of a better life by:

- getting children back into school
- reducing youth crime and anti-social behaviour
- putting adults on a path back to work, and
- reducing the high costs these families place on the public sector each year

Evidence has shown that by working with key partners and joining up local services and dealing with each family's problems as a whole rather than responding to each problem, or person individually is a more effective approach.

By the end of March 2014 over 600 families have been identified for support, with payment by results being claimed for approximately 37% of these (this means we have achieved good outcomes).

One parent commented - "In the three short months we have had priority family's support I feel that we have made more progress as a family than we have in the last 3 years. Priority Families offers an invaluable and much needed service to struggling families such as mine and I am in a much better place because of that support".

Remand Fostering...

In partnership with Nottingham City and Nottinghamshire a remand fostering scheme was piloted for 6 months as an alternative to custody. Since February 2014 Derby has made full use of the 2 placements provided by Fostering Solutions, which has achieved savings of approximately £2,000 per week. The scheme is being reviewed through the Children in Care (CIC) Commissioning Group as this is a priority area for the council and helps us deliver better outcomes and value for money.

Supporting emotional health and wellbeing for children and young people...

Supporting 'good' emotional health and well-being of children and young people across the City was identified as a priority area for improvement for both the Local Authority and health colleagues in Derby City and Derbyshire County Council in March 2013. Over the last year we have worked in partnership to understand what services young people need and how best to deliver these, involving targeted groups of young people in all appropriate stages to make sure we are 'getting it right for them'. During the next 12-months we will continue to work to improve access to services through the implementation of a 'single point of access' and evaluate any changes that we have made in partnership with young people.

A strong community

Neighbourhood working and community cohesion is at the heart of how we operate as a Council through engagement tools such as 'Citizens on Patrol' (COPs), Councillors and Senior Officers are in regular dialogue with residents, while attendance at Neighbourhood Forums is as popular as ever. Community budgets are making a real difference to the areas with the most challenging social problems, while the Inner City Renewal Partnership brings residents, community organisations and service providers together to make long term improvements to their areas.

Building strong communities is about inclusion and Derby has a proud history of diversity, tolerance and respect. The New Communities Strategy integrates those arriving in our city, by supporting them to access employment, education and health services.

Achievements

- **Over 3,222 issues and problems** have been referred and dealt with by neighbourhood officers during 2013/14 and attendances at the Neighbourhood Forums also increased.
- The annual **Inspiring Derby week** took place in June 2013. The aim of the week was to showcase Derby's people and places and make people feel more proud of their city. The week was a real success with over 90 events and 100% of people enjoyed the event they attended and said they felt more proud of Derby.
- The first **Youth Mayor for Derby** will be elected by ViA Youth Council in the summer of 2014 to raise awareness of the positive contribution young people make to our city and make sure their voices are heard.

Neighbourhood working...

Derby's new area based Neighbourhood Working approach commenced in April 2013 and introduced Neighbourhood Officers to each of the city's 17 wards. Each of the 4 areas of the city also have a neighbourhood manager to support and co-ordinate the neighbourhood officers and to look for ways of improving services to neighbourhoods across the city. This new approach builds on the success of the previous neighbourhood management model with the Neighbourhood officers engaging with local residents to improve the environment where they live and build pride within our communities. By working with partners such as Derby Homes and the Police, Neighbourhood Working supports ward councillors and residents to tackle local issues and strengthen local communities.

Children make their views count...

Young people from the Council's Children in Care Council (CICC) made sure that the voices of looked-after children and care leavers were heard by Government, by raising their concerns to politicians at an event in Birmingham. Representatives of CICC, a group for children and young people who are in care, or leaving care, attended a Passport to Parliament session on 31st May 2013 run by the Who Cares? Trust. They met with 30 other looked-after children and care leavers from across England to discuss key national issues, and shared their views with local MPs and other politicians.

Voices in Action (ViA) Youth Council is a representative group of young people aged 11 to 19, and up to 25 for disabled young people. The young people represent Secondary Schools, Voluntary and

Community Sector Organisations, youth projects and support making recommendations to improve services for young people in Derby. In 2013/14 ViA Youth Council were involved in helping to develop the new sustainable transport website 'Connected', the regeneration of the St. Peter's Cross area, Parks and Play Facilities Strategy, Sexual Health Strategy, Safeguarding information about online safety and domestic abuse amongst young people, and increasing apprenticeships within Derby City Council.

Camp Street Garden project...

The Camp Street Garden project is an example of the 'Adopt- a-Street' initiative which encourages local volunteers to take care of their area by volunteering to carry out extra work. Residents were clear from the start that the Camp Street Garden was to be planned, delivered and maintained by local residents and on-going care of the garden would come from local people. Work on the project started in January 2014 with residents removing the turf and existing shrubs, this was particularly heavy work and the weather at times was very cold. Once the ground was prepared residents were then able to put in a range of new plants, including hydrangeas and lavender shrubs. The project was supported by the Neighbourhood Officer and the garden was completed in early springtime, just in time for many plants to start flowering.

Funding for the project was provided by the Darley Neighbourhood Board and residents are now planning phase two of the project. After securing additional funding from the Neighbourhood Board they are planning to increase the size of the garden by planting fruit trees and establishing a seating area.



Image – Camp Street Garden Project

“Don’t Blame the Dog” Campaign...

The “Don’t Blame the Dog” campaign was launched in the North East of the city to reduce dog fouling complaints and incidents and also to target and raise awareness of irresponsible dog walkers. As part of the campaign the project team contacted local vets for information on the health aspects of dog fouling, contacted local businesses for free dog bags and obtained spray paint and stencils from

Streetpride. The team also worked closely with local Councillors, Parks Team, Environmental Health and with children from the local schools who helped design the posters for the campaign.

The campaign was promoted on Twitter, Facebook and reported in the Derby Evening Telegraph and Radio Derby. Free dog bags and information sheets were given out to dog walkers, posters were put up and Hotspot areas were stencilled.

The campaign was a big success and the project team have applied for additional funding from the Neighbourhood Board to continue the campaign.

Before the campaign 84% thought that dog fouling was a problem in their area but following the campaign this reduced to 36% with 77% of residents saying that the campaign had a positive impact on dog fouling in their area. Also before the campaign only 18% knew how to report dog fouling to the council using the on-line service but this has increased to 88% after the campaign.

One resident commented *"Well done and keep it up. I would complain if I saw it now whereas before I would have thought, why bother?"*

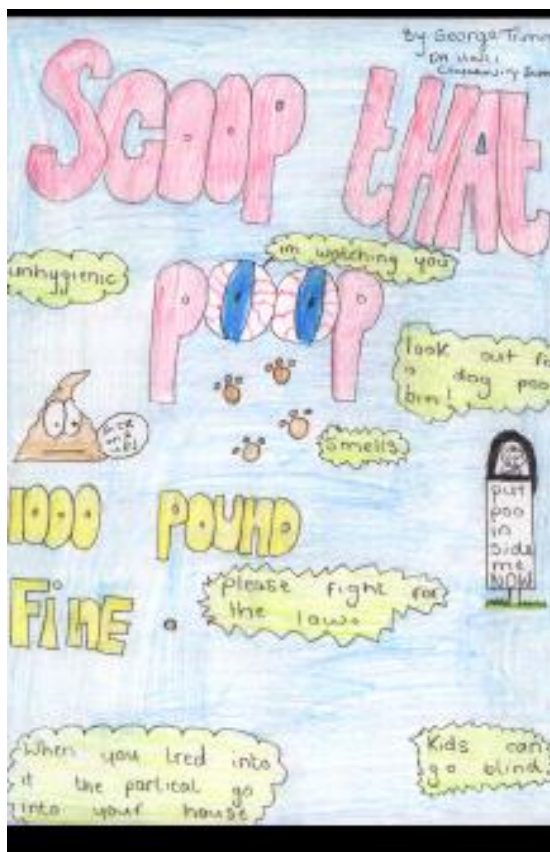


Image - Winning poster School competition

Support for new communities...

Derby has an increasingly diverse population and to make to make sure the Council are able to support families with English the New Communities Achievement Team provide bilingual family liaison to children and young people from new communities to aid community cohesion and the early acquisition of language.

Over the last year the Team have; supported in the completion of school applications, translated information for children, young people and their families / carers and supported an improvement in attendance rates through a variety of initiatives including; breakfast and homework clubs hosted both within schools and in communities.

One of the parents that have been supported stated *“I am very happy with their support and help. They not only provided support with inductions to schools for my children but they also helped me with the provision of school uniforms. Two of my older children attended the Language Centre at the Bemrose School which I was pleased with as it helped them to improve their English. I am very pleased with all the schools my children attend and I always get promptly contacted by NCAT when schools need to speak to me”*.

The Council supported the delivery of Youth provision for Roma children and helped to train a number of older Roma Youth to act as youth leaders. We also engaged with Roma Community Care to provide an advice and advocacy service for Roma migrants and supported the development of a Roma Leadership group.

An active cultural life

The scale of the financial challenge facing Derby City Council means that cuts to non-statutory services are challenging. Nevertheless, we are continuing to promote healthier lifestyles and provide a rich and varied cultural offer to residents and visitors alike. Visitor numbers to our leisure centres and Derby Live programme continue to increase. We are also investing in facilities such as the new sports arena, BMX track and swimming pool, which will create a positive legacy for the city.

Achievements

- The Council is delivering **the Derby Arena on time and on budget**, as we seek to capitalise on the Olympic legacy and a sector of the leisure market worth more than £3 billion per year to the UK economy.
- Our **museums and galleries are a tremendous asset to the city** and we continue to invest in Derby's cultural facilities. A re-fit of the ground floor of the Silk Mill was designed and implemented with help from 'citizen curators', while a £10 million Heritage Lottery Fund bid has been submitted to refurbish the remainder of the building.
- The city has **award winning green spaces across the city**, with four of Derby's parks being awarded a prestigious Green Flag in the last year.
- We have modernised the **Mundy Play Centre as part of a £2.5 million re-development of Markeaton Park**, while the council has reached an agreement with conservation volunteers to undertake a two year programme of environmental projects in our parks, with involvement from Derby College and the University of Derby.

Osmaston BMX track opens...

A new BMX track opened in February 2014 in Osmaston. The course, named 'Oscar Tracks', is on land between Cotton Lane and Russell Street and was developed by the Cycle Derby team, OSCAR, Derby Homes and youth charity Enthusiasm. The project came together after calls from local young people for more opportunities to get active. Cycle Derby and youth workers from Enthusiasm offer BMX coaching sessions and activities. Cycle Derby will use the track to help get more young people cycling and will d will running coaching sessions and Bikeability lessons, alongside activities and a volunteer programme coordinated by youth charity

Derby Festé...

Derby Festé took place in September 2013 and included fire juggling in the River Garden and Wired Aerial Theatre's production, 'As The World Tipped' plus live music and entertainment. The event was attended by approximately 35, 000 people and involved 160 artists.

Green Flags for Derby Parks...

The Green Flag Award scheme recognises and rewards the best green spaces in the country, setting a benchmark of excellence. In 2013/14 Derby achieved 3 Green Flag Awards – for Arboretum Park, Alvaston Park and Chaddesden Park – and one Green Flag Community Award – for the Darley Park Hydrangea Garden.

The Community Award recognises high quality green spaces managed by voluntary and community groups. The National Collection of Hydrangeas is maintained by the Friends of Darley Open Spaces (FoDOS) in partnership with the Council. The collection is the largest in Britain, now holding over 400 different types.



Image - Green Flag Award

Library offer to jobseekers...

Derby City Libraries has well established job clubs in three of the wards in Derby with the highest levels of deprivation and unemployment. Jobseekers who attend the clubs at Central, Sinfin and Alvaston Libraries get support with registering on Universal Jobmatch, writing CVs and searching and applying for jobs online. There is also free use of computers and printing, essential for jobseekers with the government's "digital by default" as the preferred way to access its services.

The job clubs are run by library staff and experienced volunteers, with expert advice from partners. The local job centres refer and sometimes mandate jobseekers to attend in order to complete specific tasks. In the year 2013/14 there were over 2700 attendances across the three clubs. Libraries aim to support jobseekers in a friendly, welcoming and non-judgmental environment.

Active Choices wins national Sports Industry Award...

The Active Choices Scheme won the Community Programme Award at the BT Sport Industry Awards 2013, beating nationwide programmes from the likes of BSkyB and the Cricket Foundation. Active Choices, a partnership between the council's Livewell team, Derby County FC, NHS Derby City and Phoenix Futures, supported over 150 individuals receiving drug treatment to make positive changes to their life through sport and leisure activities as well as mainstream treatment. In April 2012, Derby was ranked 76th nationally in terms of successful exits from drug treatment by 2013, Derby was ranked 26th, placing it within the top quartile of national performance and the second best performer within the East Midlands/Yorkshire and Humber region.

Derby Arena ...

Work has continued on Derby's iconic multi use sport's arena during 2013/14. The futuristic 14,500m² (156,000sqft) Arena is being built next to Derby's Ipro Stadium and will include fitness and wellbeing facilities, a sports infield the size of 12 badminton courts surrounded by a national standards 250 metre indoor cycling track as well as a 1.5km outdoor closed cycle circuit. The Arena is the first

element of Derby's Leisure Strategy and is planned to be finished and opened to the public in January 2015.

Sport England's Chair, Richard Lewis, said: *"There will be a fantastic sporting experience on offer for everyone at the Arena. No project has received a larger investment from our Olympic and Paralympic legacy fund and I'm confident this facility will be a source of pride for the region where local people will be inspired to develop a sporting habit for life."*



Image – Derby Arena interior

Conservation work in Derby Parks...

20 days of practical task work were delivered at various Parks and Local Nature Reserves (LNR's) within Derby during 2013. The work was completed by The Conservation Volunteers (TCV) in partnership with the Council's Parks team. The tasks included dead hedge construction, pond management, path construction, grassland management, invasive species and bramble removal and woodland management. In total, 222 volunteer days were delivered along with a number of other benefits, including training and learning opportunities for volunteers, Practical improvements to green spaces, and physical and mental health benefits that arise from "green gym" activity.



Image – Conservation Volunteers

Derby LIVE's Christmas cheer spreads to over 67,000 people....

Christmas 2013 was another successful festive period for Derby LIVE with over 67,000 visiting Jack and the Beanstalk in the Great Hall, The Christmas Chocolate Shop for younger audiences in the Guildhall, or those taking a spin on the Derby Christmas Ice Rink.

Numbers for the Derby LIVE Guildhall Christmas show doubled on the previous year, The Christmas Chocolate Shop, which was a co-production with Derbyshire-based theatre company, The Babbling Vagabonds, was both a financial and critical success with over 7000 people visiting the Grade II Listed Theatre to enjoy the magical production.

During the year, Derby LIVE launched a new easy to navigate website alongside a fully mobile version for customers to use on the go, to meet the growing demand for online booking. This has resulted in a huge increase in audiences booking online from an average of 20% to over 50%, with 32% of visits to the site coming via a mobile or tablet.

Derby running...

Moorways Stadium's athletics track-and-field facilities re-opened in June 2013 following a full refurbishment programme. The stadium hosted a British Athletics event which saw Team GB Olympic athlete Adam Gemili win the 100 metres in a stunning 10.3 seconds. The event saw around 1,000 athletes, coaches and supporters enjoying the refurbished facilities. This marks the completion of the first stage of the Leisure Facilities Strategy for the city.

The Sport & Active Recreation Team working with Parks, parkrun and local volunteers established Derby's first parkrun at Darley Park. The event takes place every Saturday at 9am in Darley Park and people of every ability take part; from juniors and those taking their first steps in running to those with more experience. The event has grown and grown since the start in April 2013 with 212 runners taking part at its peak. So far over 58 parkrun events have taken place with an average of 122 runners per week covering a total distance of 35,515km between them. There are now plans to roll parkrun out across Derby with the next planned for Markeaton Park with the development of a Junior parkrun.

New Health and Fitness Offer at Springwood Leisure Centre...

On the 25 January 2014 Springwood re launched its new health and fitness suite by hosting an open day for new and existing customers. Over the course of the day members of the public could come and try the new facilities and equipment at the Leisure Centre as well as trying new activities provided at the centre or by the many sports clubs that are based at the centre. Over 1000 people visited the leisure centre and received information on the new look leisure centre and the new programmes on offer.



Image – Springwood Leisure Centre

Good quality services that meet local needs

The Council has continued to transform its services, making them more accessible and efficient, utilising technology where possible and enabling significant savings to be made without impacting too heavily on outcomes. This has been recognised through a number of awards.

Achievements

- Around 600 small and medium sized Derby businesses have benefitted from around £1.4 million of funding from a new broadband scheme launched in December 2013. The scheme, part of **the Superconnected Cities Programme** has been designed to help local businesses to access high-grade broadband and wireless connectivity. Derby is one of 22 'superconnected' cities to be awarded the funding.
- The Council continues to **perform well in priority areas** despite significant budget reductions – for example, jobs created across the city, number of children adopted and proportion of social care customers receiving self-directed support. We continue to challenge areas that need to improve such as sickness absence.
- 65% of residents said they are very or fairly satisfied with Council services.
- A key objective of the Council is to **encourage local suppliers to bid for Council contracts**. Over the last two years, the number of local suppliers winning contracts has increased from 39% in 2011 to 55% in 2013.

Derby delivers success....

At the Local Government Chronicle Awards in March 2014, the Council was awarded the Efficiency Award. This is national recognition of the efforts of all our staff and our corporate value of 'can do' which they have demonstrated. It is the third year in a row that the Council has won one of these prestigious awards and during that time we have saved £67 million through re-designing our services and becoming more efficient. The council's drive for efficiency has been underpinned by an ambitious programme of transformation and improvement and for the past three years it has also achieved a 'green' value for money judgement from external auditors.



Decent and Safe Homes Services (DASH) is a Derby City Council inspired joint-working initiative between Local Authorities, property owners, landlords and tenants. DASH delivers services aimed at improving housing conditions in the private sector, with particular emphasis on the private rented sector and operates at no cost to the council as it is funded through grants, LA member subscriptions and training & consultancy fee income generation. It works successfully across the East Midlands region and beyond and provides a valuable low cost professional service to over 40 Local Authorities.

Their award winning Landlord Accreditation Scheme, gives landlords access to a region-wide accreditation scheme recognising the efforts of better performing landlords and provides them with property survey expertise, guidance, training & events. This then allows the council's enforcement

teams to focus on the very worst landlords and helps to improve housing standards in the city. This joined-up approach gained national recognition, with DASH being shortlisted finalist at the 2013/2014 'Landlords & Letting Awards' for its innovative approach and work on a kite mark accreditation scheme.

Customer feedback:

"DASH is a great asset; it continues to be at the forefront of promoting housing standards."

"DASH services are easily accessible, and the content is knowledgeable and it helps us to share our experiences with others."

Minimising impact of welfare reform....

The Welfare Reform Act 2012 signalled the biggest shake up of the Welfare System for 60 years affecting thousands of households across the City. In 2013/14, the Housing Benefit team re-designed the Council's Discretionary Housing Payment (DHP) scheme, making it easier for households to claim and they also carried out substantial take up work to maximise the number of households who received help. Some outcomes of this positive work were:

- 2,522 claims received, a huge increase from 531 in the previous year
- 1,501 families receiving extra financial help in paying their rent
- £649,548.45 spent, including an extra £90,000 bid from the Government

The Council is also working with 85 partners to minimise impact from the introduction of Universal Credit through coordinating information and advice, developing affordable and ethical loans and banking products in the city and supporting people back in to work

Paul Brookhouse from the Hope Centre; *"Over the past 18 months we have worked very closely with Derby City Council (especially the Local Assistance and LSSF Teams) to share best practise in helping those residents in Derby who have been impacted by the recent changes in the Welfare system. This has resulted in innovative co-operative schemes between ourselves, other third sector organisations and DCC".*

CredAbility Award for Council House ...

In 2013, Derby's state of the art Council House building was recognised with a third prestigious award, this time for its disabled access for staff and visitors. Derby is the first local authority in the country to be awarded the CredAbility Access Award for a Council building by Nimbus – a disability and equality consultancy that is led and managed by disabled people.

Helping you to access services...

The Council continued to make outstanding progress with helping our customers move to self-service options, and in the continued implementation of the Council's Channel Shift Strategy during 2013/14.

All of our self-service enquiries are automatically directed to the relevant department which helps us save money but more importantly gives our Customer Services Advisors more time to deal with our more vulnerable customers.

Results for 2013/14 included:

- 60,871 self-service contacts in year - 9% increase

- 42,527 self-service payment transactions - 6.3% increase
- 18,344 self-service forms submitted - 158% increase
- 18,802 self-service forms were submitted during opening hours, when other contact channels were available - 158% increase

Kerbside recycling service...

During 2013/14 new stricter national standards for compost were introduced to ensure that the compost produced was of the highest quality. This meant that cardboard could no longer be collected mixed with garden or food waste. This policy change resulted in the introduction of a fully co-mingled city-wide kerbside recycling service.

In June 2013 over 80,000 larger blue wheelie bins were delivered to homes ready for the new service to begin.

As a result of the change, dry recycling in the city has been boosted by 20% from the previous year by making it easier with the introduction of the larger blue wheelie bin. The new bins have been very popular with the public compared to the previous more complex system of bins and bags and the overall budget savings are expected to be around £500,000 per year.

Learning from customer feedback...

Derby City Council's approach to dealing with customer feedback complaints handling goes beyond putting things right for individual customers. We have processes in place to make sure that each complaint helps us understand what went wrong, and leads to changes in the way we deliver services.

During 2013/14, we received 408 complaints and 78% were investigated and responded to within 10 days. Our target is 80% and so we recognise that there are further improvements to be made. 57 complaints were taken to the Local Government Ombudsman (LGO), and after investigations they ruled that the Council were at fault on 9 cases.

The main reasons for people complaining in 2013/14 were:

- Not happy with the service or poor service
- Lack of communication
- Delay in service
- Staff conduct
- Decision on assessments

We encourage our customers to provide feedback and know that to be effective and deliver service improvements we need to be a listening, learning and flexible organisation. We regularly review all of the feedback we receive and some of the changes that we made during the year to our processes and policies following customer feedback were:

You said: We weren't doing anything about bins left on the street
We did: We recruited extra staff to deal with this issue

You said: We had given misinformation regarding the complaints policy
We did: We apologised and extra staff training was organised and rolled out to all staff

You said: Some of our lockers needed repairing at one of our leisure centres and raised concerns about overcrowding at one of our swimming pools

We did: The holiday programme was reviewed, staff training was delivered through team meetings and the maintenance of the lockers was added to the scheduled work programme

You said: The noise nuisance diary sheets provided by our Environmental Health team were difficult to complete

We did: We asked customers and our Equalities Team to help us review and simplify the diary sheets

Skilled and motivated workforce

The Council's greatest asset are the staff who provide services 24 hours a day to support local residents and service users. The Council's Values help us to outline what behaviour and attitude we expect of our leaders and employees at all levels of the organisation. Our Values are Being the Best, Brilliant Customer Service, Can Do and Honesty and Respect.

Achievements

- Municipal Journal (MJ) Awards – The Council won the Senior Management Team of the Year Award, Workforce Transformation Award, and were highly commended in the UK Digital City Award
- Local Government Chronicle Awards–The Council were awarded the Efficiency Award
- 227 staff nominated for a VIP award, with 33 nominations from external customers
- Tracey Fletcher, Project Officer for Schools and Clubs was crowned National Cyclocross Champion following the veteran's women's race at Moorways in January 2014
- Chloe Insley, Accountancy Officer won the Gold Medal in the national 2013 WorldSkills UK Accounting final and joined other winners at an awards ceremony in the Houses of Parliament
- Paul Randle, Customer Service Assistant at Alvaston Park won the Volunteer of the Year Award at the 2013 Derbyshire County FA Community Awards for his work with New Boulton Athletic football Club
- Tony Briggs, Empty Homes Manager, won the Empty Homes Practitioner of the Year 2013 award from the Empty Homes Network
- The Council's Regeneration team, Derby Homes and the OSCAR residents association won the Most Effective Partnership Award from the National Federation of ALMOs (NFA) for their joint work in the regeneration of the Osmaston area of the city

VIP Awards...

Our annual Values in Practice (VIP) Awards celebrate individuals and teams who have demonstrated our values to an exceptional level over the last year. The awards this year included...

Team of the year...

Welfare Reform Team

The welfare reform board worked across all council departments and with external third sector organisations to implement the new local assistance scheme for vulnerable residents struggling to meet their needs in a crisis. As local assistance funding was not guaranteed after 2014/15 the team designed a scheme that has enabled the council to continue to support residents.



Employees of the year...

Safia Iqbal

Safia's lead role in the Healthy Housing Hub has seen the project go from strength to strength. 2013 saw the Hub recognised at the National MJ Awards where it was 'Highly Commended' for Innovation in Social Care category and shortlisted National Finalist for Frontline Team of the Year 2013 at the LGC Awards. Safia's strengths in networking and skills in communication have contributed to genuine closer integration of housing, care, public health and health services in Derby City. Safia also led the team in delivering Derby's 'Stay Warm + Healthy' partnership winter programme. Her drive and commitment to get help for as many of Derby's older and vulnerable people as possible has been exemplary and set the standard for customer centred service.



Image - Safia Iqbal

Ben Smyth

Ben completed his Social Work training in 2012 and has consistently provided quality services to children and their families across the city ensuring children are safeguarded from harm and families are supported to provide safe care where ever possible. Ben's work is appreciated by so many but more importantly it is the difference his work has made to the safety of children and to keeping children within their families that is inspirational. Ben's commitment to his work and the respect he shows the profession, the department and to service users has enabled him to be recognised as the true professional he is.



Image – Ben Smyth

New ways of working...

The refurbishment of the Council House has created a new environment in which over 2,000 Council staff now work. Open plan offices with shared desks and a new IT platform have enabled over 80% of staff to now work flexibly. This new way of working means that staff can work from home and in many cases anywhere with an internet connection using a council laptop and VPN connection. As the next phase of Derby Workstyle progresses with the locality based Children's staff, virtually all office based staff will be able work flexibly yet still deliver high quality services to the people of Derby. In doing so the Council is able to reduce its property portfolio thus reducing costs.

Bringing Highways Maintenance Back to the Council ...

The maintenance of our roads and pavements is vital to keep Derby moving. In August 2013, the Highways Maintenance service was brought back to the Council. For the first time in 16 years, Derby's roads and pavements were maintained by the Council's own dedicated workforce. The team work closely with Highways Inspectors and colleagues in Streetpride to repair potholes, grit the city's roads in winter and deliver highways projects up to the value of £1 million.

The results so far have been excellent, costs have reduced by a third, productivity has doubled and the quality of work has improved considerably. We now have a dedicated and highly skilled workforce who are increasing how efficient they are and the range of work and services they can offer.

E-learning....

To meet statutory Inspection requirements from the Information Commissioner, Equality and Diversity, Health and Safety and Ofsted, the Council launched an innovative e-learning portal in January 2014 for all staff to study and accept key Council policies and procedures. With a library of mandatory and non-mandatory learning available, uptake has been extremely positive. Staff have also been given the opportunity of completing the non-mandatory courses to aid their own self-development. This new way of learning further enhances the Council's commitment for having a skilled and motivated workforce.

This any time any place concept of learning coupled with the new My Development page on our internal intranet now provides a cost effective, blended approach to learning while helping to offset the budgetary pressures of delivering the more expensive traditional classroom based training.

The Light House... Beacon of Excellence

The Light House was judged to be good with areas of outstanding practice by the Care Quality Council (CQC) following their unannounced inspection in November 2013. The Community Support and Home Care Aide team supports families with disabled children and young people and provides family support and community activities.

Inspectors found that the quality of care was outstanding and stated in their report that, 'staff and young people have very positive relationships which enhances their enjoyment.' Praise was also given to the excellent collaboration with parents. Inspectors spoke to parents during their visit and received glowing feedback, including comments that the 'staff are fantastic; and that 'they resolve issues'.

Mother Goose – cracking time for charity...

The cast of Mother Goose celebrated the news that their pantomime raised £13,295 for the Mayors Charity Fund. Mother Goose played to five packed houses with over 1000 people enjoying the show that starred Derby City Council staff and councillors. The cast had been rehearsing in their spare time since October and their reward after all that hard work was rapturous applause and the satisfaction of raising over £13,000 for the Mayor's Charity Fund. On top of that a proportion of the tickets were donated to groups of people who would not normally be able to afford a trip to a pantomime.

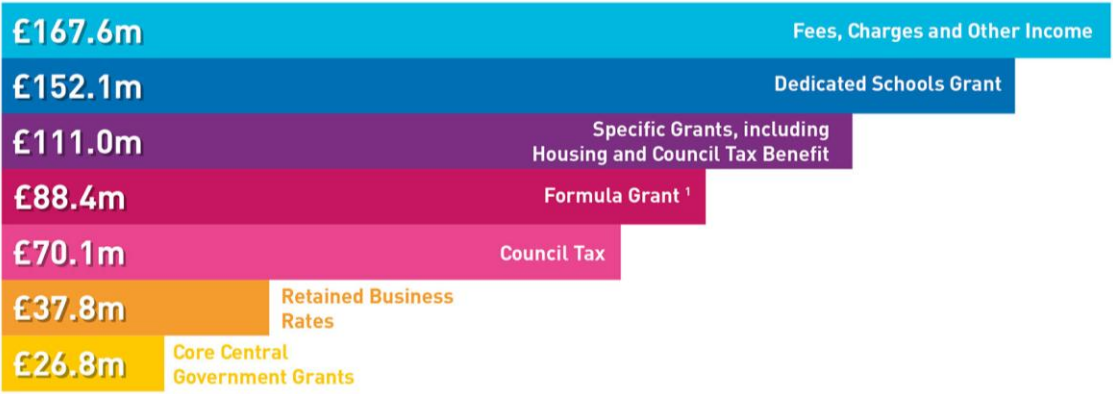


WHERE OUR MONEY COMES FROM AND HOW IT IS SPENT...

Derby City Council
Annual Report 2014

When we review our performance we also look at how much is being spent on the services that we provide for you. This helps us to work out if we are providing good 'value for money' – getting the most for every pound of taxpayers' money that we spend. Total gross income for 2013/14 was £653.8 million.

We get this money from different places ...

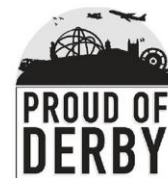
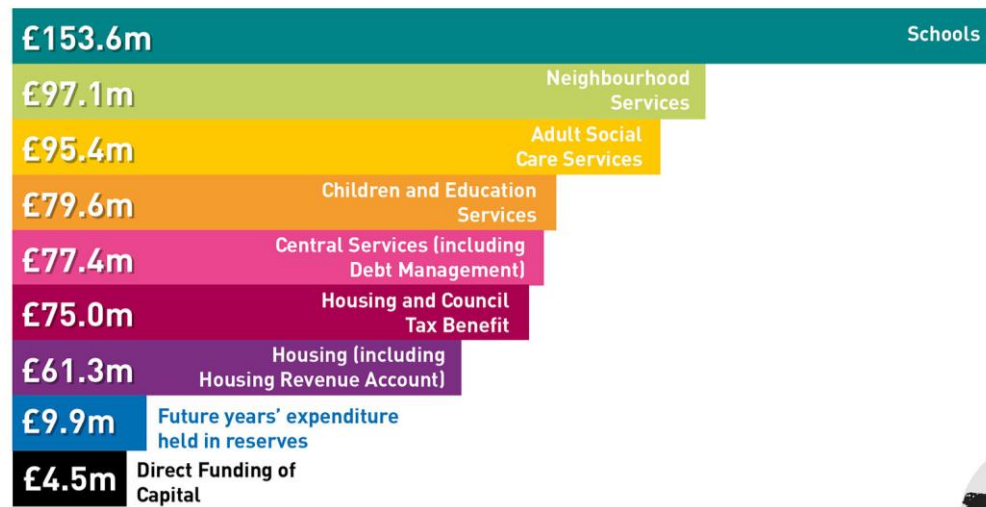


¹ Formula Grant consists of the main Revenue Support Grant provided by Central Government and redistributed business rates. This funding is not ring-fenced to any specific areas.



In 2013/14, £643.9 million was spent on delivering our services and £9.9 million was held in reserves for future expenditure.

How the money is spent ...



We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 640767
Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 640767 Tel. tekstowy: 01332 640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਥ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 640767 ਮਿਲੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 640767 پر ہم سے رابطہ کریں۔



Derby City Council

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