



DERBY CITY COUNCIL

# **Council Plan 2011 to 2014**

## ***DRAFT 11***

*February 2011*

## Derby City Council's Council Plan 2011 to 2014

### CONTENTS

Our vision .....	4
Derby in 2026 .....	5
How we aim to deliver change .....	18
Partnership working... ..	18
What we will do to change... ..	18
How all our plans fit together... ..	19
Our employees .....	19
Councillors .....	20
The public's involvement in our work .....	20
Council Organisation .....	21
Funding our key outcomes .....	22
Involving residents in setting the budget .....	22
Budget highlights .....	22
Supporting our objectives .....	23
Improving value for money.....	23
Measuring our success .....	24
Council Plan outcomes and business plans.....	24
Budgets.....	24
Get involved – help us to make a difference .....	28
To find out more .....	30

## Welcome to the Council Plan for 2011 to 2014.

Over the next three years we are committed to improving services. This will be challenging in the face of budget pressures but we will do our best to meet customer needs more effectively and efficiently.

We will be working with our partners to support 'The Derby Plan' for 2011 to 2026 and deliver the city's vision...

### *'Derby – passionate about progress'*

We will focus on **six**, key outcomes that are based on feedback received from residents, visitors and businesses through the '3 wishes consultation campaign' completed in 2010.

Our aim is to work together so that all people in Derby will enjoy...

- A thriving sustainable economy.
- Achieving their learning potential.
- Good health and well-being.
- Being safe and feeling safe.
- A strong community.
- An active cultural life.

The content of this document supports 'The Derby's Plan' and focuses on the areas where we, as a local authority, can make a difference.

It is important to us that our customers and employees are satisfied with the services they receive. For this reason, we have worked with our Councillors to develop **two** extra outcomes, which will be supported by our '**one Derby, one council**' transformation programme...

- Good-quality services that meet local needs.
- A skilled and motivated workforce.

Our department business plans and service action plans outline more information how we will achieve our outcomes.

If, after reading this Plan, you would like more information on any part of our work please see, **how can I find out more?** on page x

## **Our vision**

*‘To create a city for all, through strong leadership and excellent customer-focused services’*

The Council plays a key role in supporting the city. We will strive to help Derby to build on its strengths and take advantage of new opportunities, aiming to make it a city that people choose to live, work and visit.

We value our communities, local businesses and partners and we should all try to show strong leadership as we progress towards creating a city for the future.

We are passionate about developing and improving services for our customers. The ‘one Derby, one council’ is our internal transformation programme that will run until 2013. Through the programme, we aim to review our services and focus on what our customer’s value.

Change can create uncertainty and we know that the next three years will not be easy. Although we may be delivering services in a different way, we remain passionate about providing excellent customer-focused services, and we will continue to work with our employees, residents and partners to achieve this.

This Plan, and all our business and service plans, support the city’s and Council’s vision. It shows the areas we will focus on, the improvements we aim to make and how we will measure these improvements.

## Derby in 2026

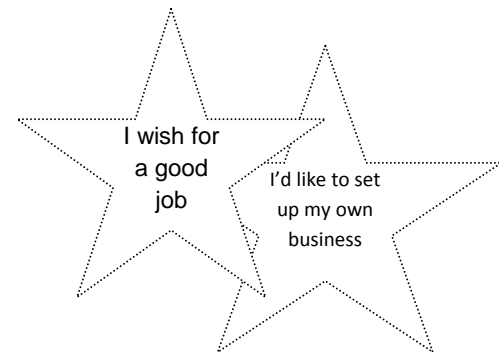
### All people in Derby will enjoy...

#### ...a thriving sustainable economy

Improving the quality of life for local people is a key priority over the next three years and beyond. We will work with partners to promote a strong local economy through supporting new and diverse businesses. Plans are also in place to make the city more attractive to residents, visitors and investors through better use of local facilities. The Economic Regeneration Strategy 2011-16 will set a clear framework for future investment and economic development across the city.

Over the next three years, we will focus on **six areas** to evaluate how well we are supporting a thriving sustainable economy...

- More new businesses.
- More people with jobs.
- More hi-tech businesses.
- More use of shopping, leisure and tourist facilities.
- Less carbon emissions from industry and transport.
- More good quality and affordable housing.



Some of the actions we will put in place to make improvements in these areas will include...

- Extending the Making Derby work project that helps people to find work.
- Working with schools to increase their 'enterprise awareness' to promote ambition and entrepreneurialism.
- Developing and delivering our Visitor Economy Strategy to bring all aspects of tourism together.
- Raising awareness of energy efficiency through campaigns and training events.
- Completing the Castleward and Osmaston regeneration programmes.
- Delivering the New Jobs Strategy to help more people find work.
- Adopting a Core Strategy and Infrastructure Plan that supports the natural and built environment, and provides good-quality housing and work sites.
- Working with partners to maximise the opportunities for more good-quality and affordable housing, which will include an 'Extra Care' programme.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

- More visitors to the city and more people staying overnight.

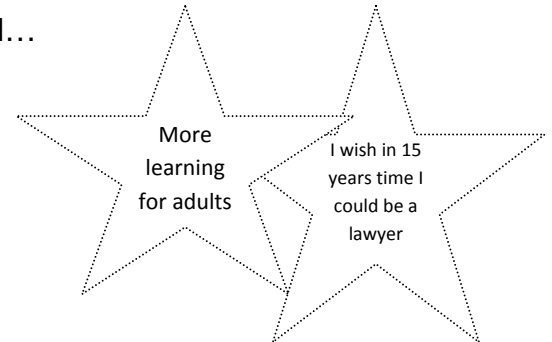
- Improved satisfaction levels with the city among local people, visitors and businesses.
- Secured future investment through good-quality funding bids.
- Less use of bed and breakfast accommodation as a temporary solution to homelessness.

## Achieving their learning potential

We recognise the strength of the city is linked to the education and skills of all individuals, the motivation of people to learn throughout life, and the commitment of employers and learning providers. We are working with partners to promote learning as a lifelong process, striving to involve everyone and raising the self-esteem of individuals and the whole community.

Over the next three years, we will focus on **three areas** to evaluate how well we are supporting individuals in achieving their learning potential...

- More adults learning.
- Better results in primary schools.
- Better qualifications among adults.



Some of the actions we will put in place to make improvements in these areas will include...

- Setting up effective Education Improvement Partnership arrangements with individual schools and clusters of schools, including using new models of school delivery.
- Developing more effective use of information, sharing best practice and using local and national leaders of education.
- Targeting and supporting vulnerable children from birth to five years, based on information collected from nurseries, schools and other settings to help prevent under-achievement in learning.
- Increasing participation in adult learning amongst under represented groups and vulnerable adults.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

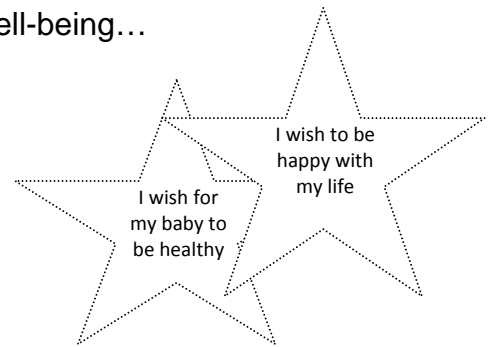
- More young people achieving five GCSEs at A\* to C grades, including English and maths.
- Better standards at Early Years and Key Stage 2 levels.
- More vulnerable children and young people gaining qualifications.
- Better attendance at school and fewer exclusions.
- Fewer young people not in education, employment and training (NEET).
- More adults supported to achieve basic skills literacy, and numeracy qualifications.
- A higher number of learners engaged in family learning.

## Good health and well-being

We are committed to making sure that everyone in Derby has the opportunity to live a healthy, active and independent life in their own community. For the life of this Plan, we will move towards giving people more choice and control to support their independence. We will also work with our partners to manage the change in health services to keep the impact on local people to a minimum.

Over the next three years, we will focus on **four areas** to evaluate how well we are supporting all people in Derby to enjoy good health and well-being...

- More people living longer in better health.
- Better health at work.
- Better mental health and well-being.
- More choice and control over services.



Some of the actions that we will put in place to make improvements in these areas will include...

- Providing health and well-being sessions whilst people are at work to give advice and support on quitting smoking and to offer screening for high blood pressure and cholesterol.
- Working with local businesses and employees to promote better workplace health and reduce accidents.
- Rolling out the target approach to mental health in schools.
- Making sure we help people who are diagnosed with dementia and their carers through a support programme.
- Supporting more people with mental health needs who want to move out of accommodation-based care and support services into their own home.
- Increasing the take up of Personal Budgets as the way for people to tailor and arrange their own care and support.
- Using Personal Budgets as the way we plan for young people to make the transition to adulthood easier and reduce the number of out-of-city placements.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

- Number of people who stop smoking.
- Fewer accidents at work.
- 20 more schools to adopt a targeted approach to mental health.
- More patients and carers having access to support following the diagnosis of dementia.



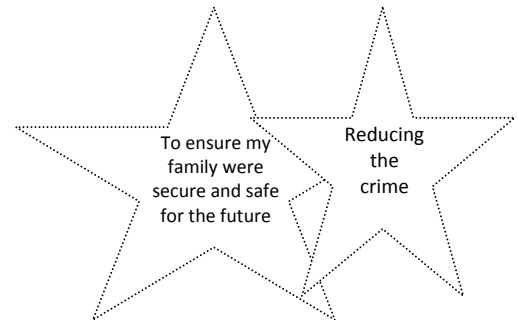
- More people with mental health needs supported to move from registered care to their own home.
- More people with a personal health budget.
- More vulnerable people supported to live independently.
- More young people supported to stay in the city after their transition to adulthood, reducing the number of placements outside of the city.

## Being safe and feeling safe

We know that crime - and the fear of crime - continue to be key issues for local people, with nearly 800 people stating that it was a priority for them in the 2010 '3 wishes campaign'. With our key partners in the city, we are committed to tackling all types of crime.

Over the next three years, we will focus on **four areas** to evaluate how well we are doing at make people safe and feel safe...

- Less harm caused by alcohol.
- Less crime.
- Less fear of crime and anti-social behaviour.
- Less injuries and harm to children and adults.



Some of the actions that we will put in place to make improvements in these areas will include...

- Introducing a new, uniformed, response service to tackle noise, nuisances and 'environmental crime'.
- Protecting local residents from 'rogue traders' by introducing a 'Buy with Confidence Scheme' and by extending the 'No Cold Calling Zones' in high risk areas.
- Improving our responses to alcohol-related crime and anti-social behaviour, making the city centre and neighbourhoods safe and diverse places to be.
- Developing a new model of service delivery for drugs and alcohol services with an emphasis on more community-based access.
- Working with schools to raise awareness of alcohol-related harm and the consequences of involvement in gangs, crime and anti-social behaviour.
- Working with partners from probation, the police and other agencies to stop re-offending.
- Increasing home security measures and crime prevention in neighbourhoods to reduce house break-ins and reduce the fear of crime.
- Working with local communities, especially those most at risk, to address their fear of crime.
- Working across Council services and with our partners to deliver early intervention and prevention services for those most vulnerable in our communities.
- Improving the safety of roads across the city and reducing the number of accidents and road casualties.
- Providing intensive support to families where children and young people are at risk of care or custody.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

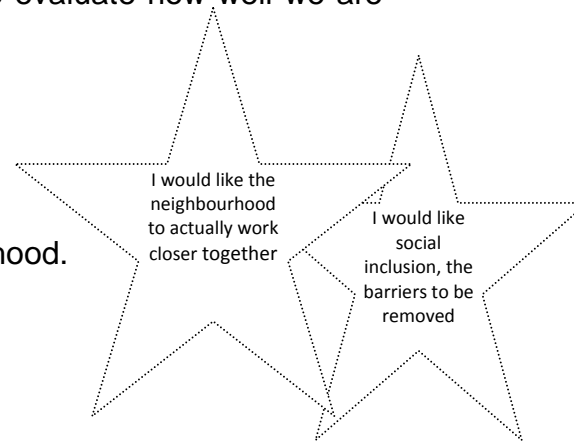
- Fewer sales of alcohol to under-age persons.
- Fewer convictions amongst those re-offenders who have participated in the Integrated Offender Management (IOM) programme.
- Fewer repeat burglaries.
- More timely intervention and reducing child neglect.
- More lead professionals and teams around the child plans.
- Fewer children with safeguarding plans and fewer looked after children.
- More children placed with family members, rather than placing them in care.

## A strong community

We are proud of our diverse communities in Derby and are committed to working with residents and communities to help them shape their local areas and be involved in decision-making.

Over the next three years, we will focus on **five areas** to evaluate how well we are supporting local people to build strong communities...

- More people volunteering.
- More people influencing local decisions.
- More people feeling they belong to their neighbourhood.
- More people feeling that people from different backgrounds get on well together.
- Less household carbon emissions.



Some of the actions that we will put in place to make improvements in these areas will include...

- Improving representation on the Neighbourhood Boards and Forums and making the nomination process easier and more transparent with longer notice periods.
- Increasing the number and range of local community celebrations.
- Devolving budgets to local communities.
- Developing the profiles for each neighbourhood to identify drivers for a sense of belonging.
- Developing shared, welcoming public spaces to encourage people to get together.
- Work with 'friends of; groups' and other voluntary organisations to maintain and improve parks and open spaces.
- Improve our communication to promote involvement in local decisions.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

- More residents attending Neighbourhood Boards and Forums <tb>.
- More people getting involved in decision-making about local services or issues, through attending Council consultation groups and completing Council questionnaires.
- More people involved in 'direct' decision making about local services or issues, including the number of people registered to vote and the level of voter turn out.

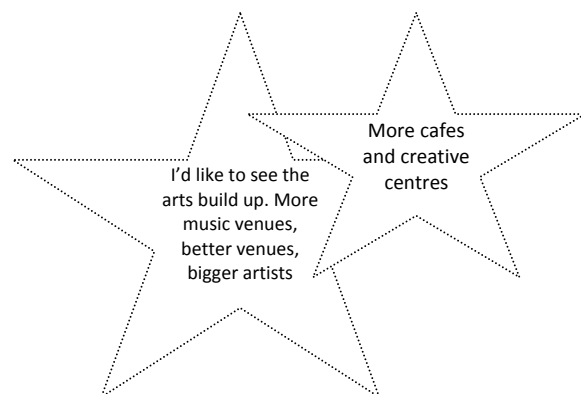
## An active cultural life

Culture is key to achieving some of our commitments set out in this Plan; it supports the local economy, learning, health and well-being and it can also help to develop and maintain strong communities.

As a lead partner in providing sport, leisure and cultural facilities, we are committed to giving residents and visitors a high-quality experience in our sports centres, parks, community centres, libraries, museums and at events.

Over the next three years, we will focus on **two areas** to evaluate how well we are helping people to enjoy an active cultural life...

- More people taking part in cultural activities.
- More people taking part in physical activity.



Some of the actions that we will put in place to make improvements in these areas will include...

- Setting up a Culture Board to be responsible for identifying new approaches to funding.
- Delivering the Year of Culture 2015 in partnership with Derbyshire.
- Developing and implementing a joint marketing strategy for culture, including an online gateway to all cultural activity.
- Promoting theatre and arts in schools.
- Extending programmes in physical activity to promote opportunities for young people to have a healthy and active life including the 'Active Start' programme.
- Restoring Markeaton Park as part of regeneration project with the Heritage Lottery Fund.
- Implementing our Leisure Facilities Strategy, which will deliver two new leisure facilities over the next five years.
- Delivering the Museums Transformation Plan.
- Continuing to support the Derby LIVE programme of festivals and events.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

- Less obesity among primary school age children in reception year.
- Less obesity among primary school age children in year 6.

- More children and young people participating in high-quality PE and sport.
- More people satisfied with museums, libraries and leisure facilities.

## Good-quality services that meet local needs

Delivering good-quality services has been a long-standing priority for the Council. We want local people to be clear about the standards they can expect from their Council.

Given the reducing level of resources over the period of this Plan, we need to continue looking at new ways to deliver services that meet local needs in a more efficient way. One way we will do this is through our transformation programme 'one Derby, one council', which is about simplifying and standardising our business processes to improve the way customers can get to our services.

Over the next three years, we will focus on **six areas** to assess how well we are meeting customer expectations and delivering good-quality services...

- Better levels of satisfaction with Council services.
- Fewer complaints.
- Achieving planned savings through our 'one Derby one council' programme.
- More people who feel involved in Council decision-making.
- More services showing improvement.
- Achieving 'Excellence' against the Equality Framework.

Some of the actions that we will put in place to make improvements in these areas will include...

- Developing the Council's website to improve access for users and letting people know how we are performing against our service standards.
- Putting in place clearer processes for dealing with customers using the new customer relationship management system.
- Each directorate implementing its 'one Derby, one council' transformation action plan to make savings and improve or maintain services.
- Improving the processes for recording and responding to complaints and making changes to services in response to feedback.
- Responding to the feedback provided by residents in the 2010 'One Derby Survey'.
- Challenging levels of performance, providing more access to benchmarking information that will help services to compare their performance.
- Making sure we identify and address the equality implications of any major strategies or projects.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

- The percentage of customer service standards achieved <tb>.
- The percentage of complaints acknowledged and responded to within target.

- The percentage of users satisfied with the service they have received.
- The number of website hits.
- More people getting involved in decision-making about local services or issues, through attending Council consultation groups and completing Council questionnaires.
- The percentage of performance measures improving after intervention (performance surgeries).
- More equality framework actions successfully completed <tb>.
- The levels of savings delivered for each directorate as committed to in the 'one Derby, one council' department transformation action plans.



## A skilled and motivated workforce

We recognise that our employees are key to providing good-quality services. The skills, direction and motivation of our workforce are essential to delivering our outcomes. We need strong and effective managers and more employees to be involved in improving services.

Over the next three years, we will focus on **five areas** to assess how well we are working towards having a skilled and motivated workforce...

- Raising levels of engagement among employees.
- Maintaining good levels of employee attendance.
- All managers successfully completing leadership development programmes.
- All employees participating in Managing Individual Performance (MIP).

Some of the actions that we will put in place to make improvements in these areas will include...

- Delivering the 'one Derby, one council' transformation programme and supporting more flexible working.
- Developing a competency framework to cover the whole workforce.
- Better aligning of learning and development resources to deliver the skills that we need.
- Responding to the Investors in People (IIP) review recommendations.
- Developing our Leadership Academy.
- Continuing to support equality and diversity within our workforce.
- Developing better ways of involving employees in decision making.

We will also monitor our performance against a small number of measures that will tell us how well we are delivering our services...

- A more diverse workforce.
- More employees able to work in different ways, including home-working and 'hot-desking'.
- The percentage of employees engaged in the business planning processes.
- The number of staff meeting 'behavioural' standards assessed through Managing Individual Performance.
- The number of managers achieving qualifications through the Leadership Academy.
- The percentage of staff meeting or exceeding expectations against Managing Individual Performance objectives.

## How we aim to deliver change

### Partnership working...

We cannot deliver real and lasting change across the city on our own. We will only achieve it – and our aim to make Derby *‘passionate about progress’* – by working hand-in-hand with our partners from the private, public and voluntary sectors.

The foundation on which we base this Plan is the vision in ‘The Derby Plan’. This sets out the city-wide outcomes that we and our partners want to achieve (see pages x to x)

We then need to plan actions with our partners using resources in the most efficient and effective way to bring about improvements in our key areas.

We do this through ‘delivery plans’, drafted and owned by Derby City Partnership, they set out over the next three years what actions each partner has committed to delivering.

If you would like more information on ‘The Derby Plan’ or how we work with our partners visit: **[www.derbycitypartnership.co.uk](http://www.derbycitypartnership.co.uk)**

### What we will do to change...

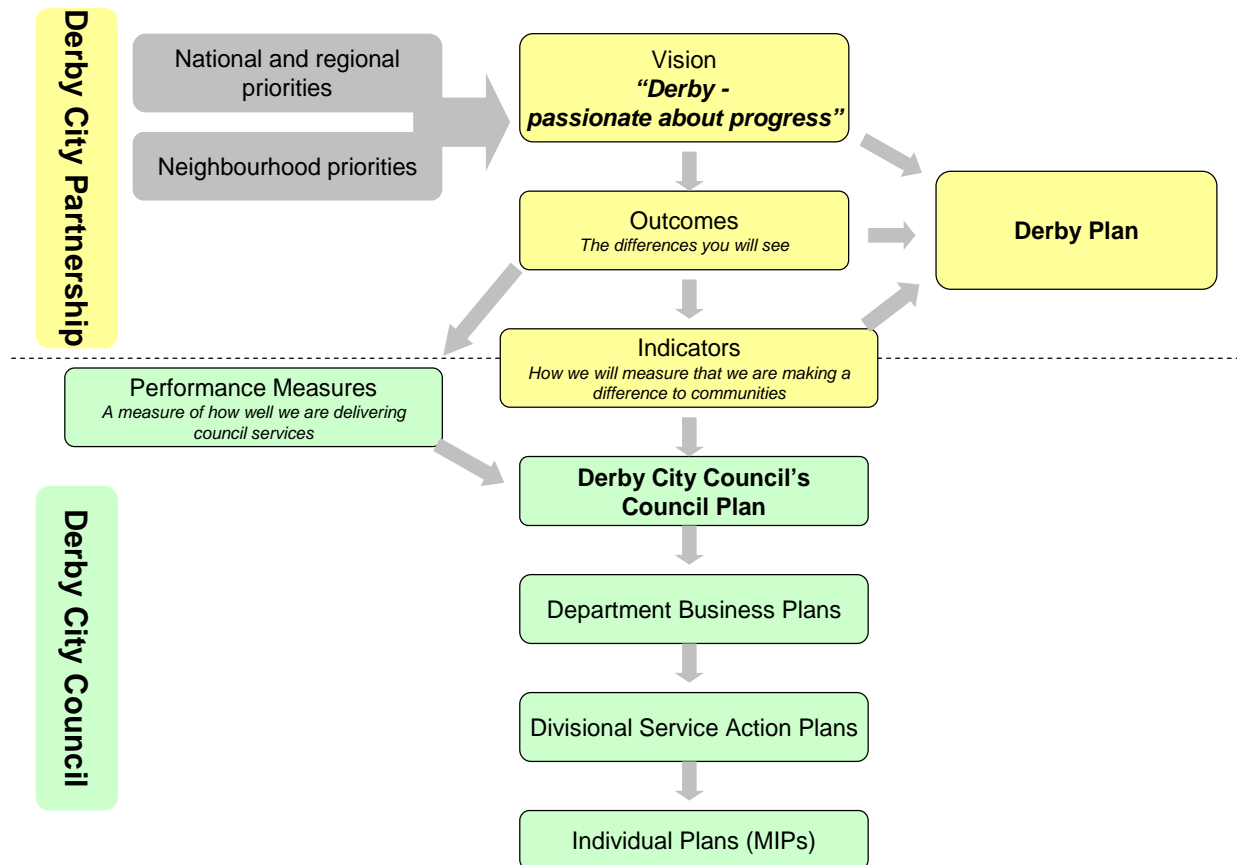
As a major contributor to Derby City Partnership we need to make sure that our Plan delivers both city-wide and organisation-focused key outcomes.

To make sure that this is possible we have updated our planning framework to incorporate the delivery plans of Derby City Partnership.

We also have our internal transformation programme, ‘one Derby, one council’, which over the next three years is aiming to...

*...‘make us more efficient, more effective at serving our customers by ensuring that we work in a more simple, standard and shared way’*

## How all our plans fit together...



At the heart of our planning framework is the idea that everyone in the council has a role to play in achieving the outcomes for the city...

### Our employees

We employ over **12,000** full- and part-time people who all play a key role in helping to deliver our plans.

From 2011 onwards, one of our key outcomes focuses on our employees. We know that they are the key to our success and that we need to invest in them (see page x for more information on how we will do this).

In 2010/11, we introduced the Managing Individual Performance scheme (MIP), which helps employees to become more actively involved in the overall aims of the Council.

Over **150** of our employees have also volunteered to become 'Change Champions' in our 'one Derby, one council' transformation programme. Working in key areas such as 'Connecting with communities' and 'Partnership working', they are helping to

shape the future of the Council. The results of their work will be used throughout the year to continually improve all that we do.

### **Councillors**

Derby has 51 councillors who are elected to represent the 17 wards across the city. Councillors approve our vision and outcomes, and make decisions about which resources should be allocated to which priorities. Councillors also challenge the progress we make in delivering improvements, for example through the work of Scrutiny Commissions.

### **The public's involvement in our work**

We will only achieve our outcomes with the help of local people. Whether people live or work in Derby, they can play a vital role in delivering our vision. There are various ways to get on involved from attending local Neighbourhood Forum meetings to becoming a member of one of our consultation panels (see pages x to x for more information on the different ways local people can get involved in decision making).

## **Council Organisation**

We introduced a new organisational structure on 1 April 2011. The aim of doing this was to make sure we operate in a more efficient and effective way that focuses on customers.

We will continue to review our structures through our 'one Derby, one council' transformation programme, to make sure we make the best use of our employees, their skills and our resources.

<Insert updated structure chart 1 April 2011 onwards>

## **Funding our key outcomes**

In a time of severe austerity measures, with significant reductions in the funding received by the Council to provide services, the development of a sustainable balanced budget has been more difficult and complex than ever before.

We need to make savings of £27 million to balance the 2011-12 budget, with estimated savings of £58 million over three years. The high level of savings required in the next financial year proved to be the most difficult to balance.

Within the budget proposals for 2011-12, there will be a freeze on Council Tax funded by central government. We are suggesting increases of 2.5% for the following two years.

We are proposing to make savings across all directorates through efficiency savings, and reviews of how we provide services and to what level (looking also at the level of charges and subsidy we apply). Pressures on services to continue to cope with increasing demand have been funded through additional investment.

We also support a major capital programme in the region of £250 million over the next three years to provide improvements to our infrastructure and to develop future growth in Derby.

These proposals will allow the Council to continue to support services for the most vulnerable people, and will allow a strong focus on the services we continue to provide.

## **Involving residents in setting the budget**

The Council consults with residents throughout the year on various issues, and feedback we receive has a direct impact on budget plans. The budget proposals were available on the Council website during the budget consultation period. Residents were asked for their response to the budget proposals and their feedback was considered before the budget was approved by Council.

## **Budget highlights**

The budget and Council Tax for 2011-12 were approved by Full Council on 2 March 2011. The 2011-12 net revenue budget is £221 million, which represents a reduction of £16 million or 6.9% from the previous year. There is however an extra £140 million for schools.

The capital programme for 2011-14 is £250 million, including £45 million for the Housing Revenue Account programme.

## Supporting our objectives

- An extra £3.4 million will fund the growing need for Adult Services, focusing the funding on those most in need.
- We will continue to support the Concessionary Fares scheme at previous levels, despite a £2.5 million reduction in the level of funding provided by central government.
- We will continue to identify what we can do to make services more efficient and operate within budget – without impacting on the services we provide to our customers.
- We have sustained a significant level of support to the corporate capital programme through effective borrowing and investment.
- We will invest £114 million over the next three years to support major capital projects such as our Accommodation Strategy, Leisure Strategy, Waste Strategy and our transformation programme – ‘one Derby, one council’.

## Improving value for money

We are working to provide better levels of service with the funding we have available, through delivering efficiencies in the way we work, and through our contact with customers.

We are committed to transforming our services to make them more customer-focused and responsive to customer needs. Our ‘one Derby, one council’ transformation programme will help us to do this. We also expect to deliver major savings through improved procurement practices.

You can find more details on the Council’s budget and our Value for Money Strategy at: [www.derby.gov.uk](http://www.derby.gov.uk)

## Measuring our success

At Derby City Council, we measure these aspects of our performance...

### Council Plan outcomes and business plans

We have 'indicators' and 'performance measures' to show the results for each of the eight key outcomes on pages x to x.

We use:

- indicators to assess how well we have done when the outcome affects the 'whole city' or 'whole Council'
- and
- performance measures to monitor if specific services or projects are achieving targets and supporting the overall outcome.

These are principles taken from our approach to planning – called 'outcome-based accountability', which we have been tailored to meet the needs of Derby.

Sitting under the Council Plan are departmental business plans, which include actions that focus on all the outcomes set out in this Plan, supporting **The Derby Plan** and partnership delivery plans (see page X for how this works).

### Budgets

We also monitor the amount of money we are spending in each area. This helps us assess whether the Council is delivering value for money – good-quality services for users that cost as little as possible.

At the end of 2009/10, we introduced a new performance management system called DORIS, (Data for Outcomes that Really Improve Services) to monitor our performance. This is where we record and analyse all our measures. We can also show how they link to our plans to keep track of how we are progressing. DORIS is one of the tools we use to manage our information – to make sure decisions are based on accurate, reliable and timely data.

Of course, there's no point in measuring anything unless we do something about it...

- Senior officers review performance against 'priority areas' areas every month and councillors and senior officers carry out a complete review of performance at least every three months.
- We have five Overview and Scrutiny Commissions that hold the Council Cabinet to account: they review decisions made or yet to be made and contributing to policy development.



- We hold 'performance surgeries' to look at why we are underperforming and agree actions for improvement.
- We publish performance results in all areas every July in our Annual Report: this includes new targets for the coming year.
- We publish regular performance updates in 'Your Derby' our magazine for residents, and we give quarterly performance results on the our website.

If you would like more information on how we measure our performance, contact:  
[performance@derby.gov.uk](mailto:performance@derby.gov.uk)

## What difference did we make in 2010-11?

Here are some of our key achievements from 2010-11, linked to our Corporate Plan 2010-11...

<b>By 2020...</b>	<b>We have:</b>
<i>...Derby will be a City that builds a brighter future for Children and Young People who enjoy a healthy, safe and happy childhood, with the opportunity to meet their full potential</i>	<ul style="list-style-type: none"> <li>❖ put family visitor posts in place in every Children's Centre by September 2010</li> <li>❖ increased the number of parents attending evidenced based parenting courses to over 200</li> <li>❖ exceeded our target for the number of schools offering an extended programme</li> </ul>
<i>...Derby will be a City of Growth, opportunity and innovation, a thriving and attractive city for all, with an environment that we will sustain and protect for future generations</i>	<ul style="list-style-type: none"> <li>❖ increased the number of people visiting the city centre meeting our target of <b>15,778,343</b></li> <li>❖ established a new city-wide programme of Festivals, including Feste, Format and Derby Gleam</li> <li>❖ increased attendance at Derby LIVE events to <b>450,000</b> compared to our target of <b>351,273</b></li> <li>❖ completed planned work in our Connecting Derby project</li> </ul>
<i>...Derby will be a City with Stronger, Safer and Cleaner Communities where everyone feels safe and confident in their daily lives</i>	<ul style="list-style-type: none"> <li>❖ established 'Streetpride' teams in all neighbourhoods</li> <li>❖ created a single point of access to Streetpride through Derby Direct</li> <li>❖ Held <b>69</b> Neighbourhood Forums</li> <li>❖ supported all Neighbourhood Boards to develop plans to engage with communities</li> <li>❖ published information on Neighbourhood Board achievements</li> </ul>
<i>...Derby will be a significant Cultural City that inspires, engages and celebrates diversity</i>	<ul style="list-style-type: none"> <li>❖ completed a review of museums and approved a transformation programme for the future</li> <li>❖ increased the number of sessions for participation at Derby LIVE to <b>409</b></li> <li>❖ opened Chellaston Library in June 2010</li> </ul>
<i>...Derby will be a Healthy City where people enjoy long, healthy and independent lives</i>	<ul style="list-style-type: none"> <li>❖ increased the number of new benefit entitlements to over <b>2,500</b></li> <li>❖ increased the number of adult social care users with a Personal Budget</li> <li>❖ helped a total of <b>1747</b> carers have received specific services or advice / information</li> <li>❖ increased number of vulnerable people achieving independent living to over <b>78%</b></li> <li>❖ increased the number of affordable homes by <b>240</b></li> </ul>

<i>...We are committed to ongoing Council Organisational Development to enable us to be at the heart of a successful city</i>	<ul style="list-style-type: none"> <li>❖ established corporate and local value-for-money measures</li> <li>❖ put in place a new competency framework in place for all a managers</li> <li>❖ started work to redevelop and modernise the Council House.</li> </ul>
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More information can be found in our annual report, due to be published in July 2011.

## **Get involved – help us to make a difference**

We know that we cannot deliver change on our own. We are working with partners through The Derby Plan and with staff through our Managing Individual Performance employee scheme.

Residents, visitors and people working in the city are also central to us making a lasting change to Derby and achieving our vision 'Derby – passionate about progress'.

There are a number of ways that people can get involved and work together with us and our partners to achieve our outcomes...

### **Neighbourhood Boards**

Neighbourhood Boards are made up of local councillors, residents, organisations and service providers. They agree priorities for the neighbourhood and influence decisions that reflect the views of local residents.

Board representatives are reviewed each year. If you are interested in joining your local Board, please contact 01332 258527, email [neighbourhoods@derby.gov.uk](mailto:neighbourhoods@derby.gov.uk), or download the nomination form at [www.derby.gov.uk](http://www.derby.gov.uk).

### **Reach Out Panel**

The Council set up the Panel in 1998 to involve local people in the Council's decision-making process. The Panel is made up of 1,200 local people aged 16 and over who are representative of the local population by age, gender, ethnicity and area. Panel members receive regular questionnaires and are invited to attend focus groups on specific topics.

### **Plain Talking Group**

The Plain Talking Group is made up of local people aged 16 and over. It gives you the chance to help us improve our key publications, so they are easier for everyone to understand.

### **Derby Snapshot Online Panel**

Derby Snapshot is the quick and easy way for you to have your say. The Panel is made up of local people, aged 16 and over, who give us their views on various issues that affect them through short online surveys.

## **Email Group**

The Email Group is made up of local people, aged 16 and over, who receive regular email alerts from the Council about consultations or events they can take part in.

## **Making sure that everyone's voice is heard**

Derby is a diverse city and we need to give everyone an opportunity to get involved in the work of the Council. Different communities and groups have their own views and experiences and we take these into account when making decisions and providing services.

The main way we do this is through a number of forums for ...

- Disabled people.
- Gender and sexuality.
- Minority communities.
- Young people.
- Older people.

A key role of the forums is to make sure that everyone is receiving good-quality services and that specific needs are met. The Forums are chaired by councillors and supported by senior Council officers.

Community groups/organisations representing diverse communities qualify to join one of the Forum(s).

For more information on the Diversity Forums visit:

[http://www.derby.gov.uk/CouncilGovernmentDemocracy/Councils/Consultation/YCYS\\_DiversityForums.htm](http://www.derby.gov.uk/CouncilGovernmentDemocracy/Councils/Consultation/YCYS_DiversityForums.htm)

## **Your City, Your Say**

Your City, Your Say is an online consultation information page for residents where you can register to get email alerts about specific consultations that interest you.

Find out about the latest consultations or events you can take part in at:

[www.derby.gov.uk/yourcityyoursayderby](http://www.derby.gov.uk/yourcityyoursayderby).

To get involved in any of these groups, contact the Policy, Research and Engagement Unit on 01332 643475 or email: [yourcityyoursay@derby.gov.uk](mailto:yourcityyoursay@derby.gov.uk)

For information on attending Council meetings or how to get in touch with your local councillor, visit:

<http://www.derby.gov.uk/CouncilGovernmentDemocracy/DemocraticProcessesEvents/councillors.htm>

## To find out more

You can find out more about what we're doing and how we are performing by:

- contacting the Council's Performance and Improvement Team at:

Derby City Council  
Saxon House  
Friary Street  
Derby DE1 1AN  
Tel: 01332 643466, Minicom: 01332 256666  
Email: [performance@derby.gov.uk](mailto:performance@derby.gov.uk)

As an **employee**, you can:

- talk to your line manager
- refer to your Department Business Plan, which supports the outcomes in this Council Plan
- get a working copy of our plans or information about Managing Individual Performance on Derbynet.

As a **citizen**, you can also:

- speak to your local councillor.

As with every service at the Council, we are continually looking to improve the way we present our plans to you. We would welcome your feedback on this document. Please contact the Performance and Improvement Team.

We print approximately 300 copies of this plan to circulate to councillors, partners, and residents on request. This costs about £800 - that's about £2.70 a copy.

If you would like this information in any other way, style or language that will help you access it please let us know. You can contact us on 01332 643466, Minicom 01332 256666.



### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ,  
ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ  
01332 643466 ਮਿਨੀਕਮ 01332 256666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Urdu

01332 643466 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  
منی کام 01332 256666 پر ہم سے رابطہ کریں۔

### Polish

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

Prosimy o kontakt: 01332 643466 Tel. tekstowy: 01332 256666