



DERBY CITY COUNCIL

Corporate Plan 2010/11



*"Creating a city for all,
through strong leadership
and excellent customer focused services"*

one Derby one council

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Richard, Park Ranger

What part do I play?

Introduction

Introduction from Councillor Hilary Jones, Leader of the Council and Adam Wilkinson, Chief Executive

This Corporate Plan 2010/11 outlines the key objectives at Derby City Council for the coming year, beginning in April 2010.

Our aim is to support the priorities of Derby's Sustainable Community Strategy, SCS. The SCS, developed by all the organisations working together in Derby City Partnership outlines the vision of how Derby will look by 2020.



As a leading contributor to the SCS, we want all our objectives to align with one of the five priority areas of the SCS, or with our own sixth priority of Council Organisational Development.

By April 2011 a new SCS will have been developed for Derby. For this reason the objectives and outcomes highlighted in this plan are focused on the next twelve months. They may be developed further, along with introducing new objectives, as we prepare our next Corporate Plan to support the new SCS from April 2011 onwards.

Every councillor and employee across the Council has been given a summary of this Corporate Plan as we recognise how important it is that everyone is able to contribute to the future success of Derby as a city.

If, after reading it you would like more information on any part of our work please refer to the last page of this plan, 'How can I find out more?' Our department business plans, service plans and ultimately individual objectives contain the detail explaining how we will complete the objectives and achieve the outcomes highlighted in this plan.

Our Council Vision

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

...what does this mean for you?



To create a city for all

At Derby City Council we have a key role to play in supporting Derby's Sustainable Community Strategy 2009-2011. The over-riding aim for all partners across the Derby City Partnership is that by 2020 *'Derby will be a place where people of all ages and from all walks of life will feel they belong to Derby and that Derby offers them everything they need – for work, education, housing, leisure and a safe and healthy lifestyle.'*

through strong leadership

As a major contributor to the success of Derby we are all in a position to show strong leadership as we strive towards our vision and work towards our objectives. And we should all expect to be led by strong leaders, giving clear direction to all that we do.

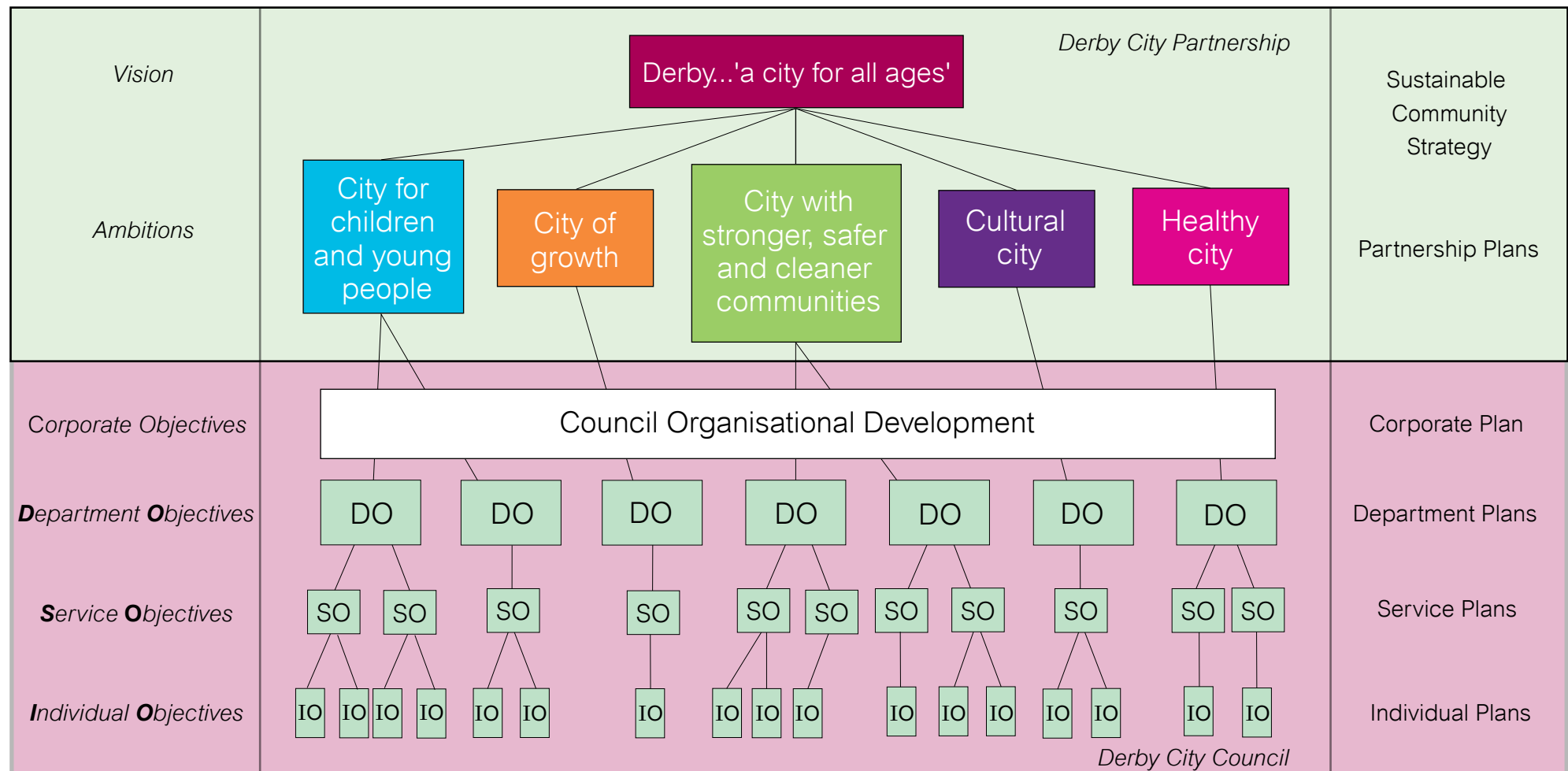
and excellent customer focused services

Our role, wherever we work for the Council is to deliver excellent customer focused services. Our customer may be one of the citizens of Derby or be a colleague at Derby City Council who we need to support in delivering their own service. Wherever we work we have a responsibility to focus all we do on meeting our customers' needs.



Alex, Designer

Our Priorities - How do our plans fit together?



... and how do our objectives support the vision of Derby ...'a city for all ages'?



Derby... 'a city
for all ages'

The starting point for all of our planning is the vision of Derby's Sustainable Community Strategy, SCS. Put simply, we want to help create – **'a city for all ages'**, working hand in hand with our partners from the public, private, voluntary and community sectors. Our Council vision, 'Creating a city for all, through strong leadership and excellent customer focused services' reflects our part in this overall vision.

To bring our vision to reality we have decided to make the five ambitions of the SCS our priorities too. These are shown on the diagram on page 6 opposite. A sixth priority, unique to the Council, is to focus on Council Organisational Development, aiming to improve our services and offer greater value for money. All of our objectives should support one or more of these priorities.

The following pages show our main objectives for 2010/11 against each of these priorities together with some of the milestones we expect to achieve. These main objectives are in turn supported by department objectives, service objectives and in the end, supported by every employee's individual objectives.

With everyone across the Council working towards the same vision we can achieve our aim to help establish **Derby... 'a city for all ages'** by 2020.

Luke, Press Officer



John, General Assistant

By 2020 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.

*Supporting
parents*
CYP1

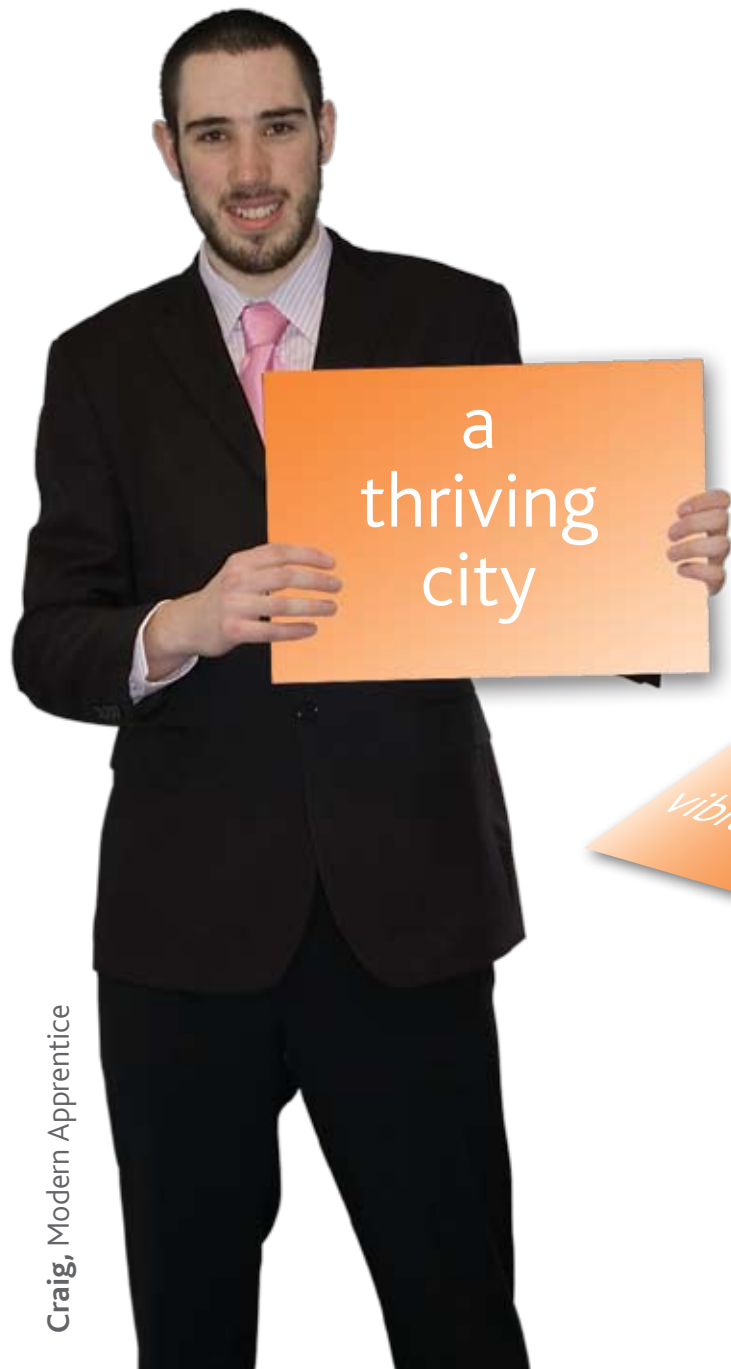
*Building
ambition*
CYP2

*Ensuring well-
being and
safeguarding*
CYP3

*Safeguarding
and belonging
to the
community*
CYP4

City for Children and Young People

Our objectives		outcomes:	milestones for achievement in 2010/11:
CYP1	To ensure that all parents who need support know where to turn to and benefit from a range of appropriate and accessible services.	<ul style="list-style-type: none"> Derby has positive, caring and responsible parents, who enable children and young people to meet the five outcomes; to be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic wellbeing. 	<ul style="list-style-type: none"> Establish family visitor posts in every Children's Centre by September 2010. Increase the number of parents attending evidenced based parenting courses by March 2011. Secondary schools to take up an additional module on sexual health by March 2011.
CYP2	To build ambition, aspiration and achievement.	<ul style="list-style-type: none"> Children and young people are supported to achieve, develop their full potential, maintain positive relationships and have access to new opportunities. 	<ul style="list-style-type: none"> Improve attainment results across all ages. Reduce the number of under performing schools Achievement of vulnerable groups increasing at a faster rate than the average of all groups. Reduce the rate of permanent exclusions from school. Provide new NVQ training places.
CYP3	To ensure the physical, emotional well-being and safe choices.	<ul style="list-style-type: none"> Children, young people and their families are supported to understand risk and how to make safe choices. 	<ul style="list-style-type: none"> Improve the percentage of children that have good relations with their family and friends as reported in the 'Tell us' School Survey. Improve the emotional and behavioural health of looked after children as reported through the primary carer survey.
CYP4	To ensure safety, belonging and being valued in the community.	<ul style="list-style-type: none"> To ensure all children and young people are safe, feel valued and are able to participate in decision-making within their local communities. 	<ul style="list-style-type: none"> Develop a locality service development plan and performance framework by September 2010. Set up multi-disciplinary accommodation bases in localities with management arrangements in place by April 2011. Positive result of Ofsted unannounced inspection and Safeguarding assessment.



Craig, Modern Apprentice

By 2020 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.



City Growth

Our objectives:		outcomes:	milestones for achievement in 2010/11:
CG1	To help create a healthy, vibrant economy with the physical and educational infrastructure to sustain the prosperity of business and citizens.	<ul style="list-style-type: none"> The attraction of appropriate investment, the provision of the necessary infrastructure and the equipping of our workforce to take up the jobs that result. 	<ul style="list-style-type: none"> Increase city centre footfall. One or more companies deciding to relocate to Derby by March 2011.
CG2	To continue to develop and deliver integrated land use and transport strategies for the city.	<ul style="list-style-type: none"> The provision of a robust strategic planning framework to guide the city's future investment and development. 	<ul style="list-style-type: none"> Submit a core strategy by December 2010. Complete a local transport plan by March 2011. Development of partnership led infrastructure delivery plans by March 2011. Deliver the annual Highways and Transport work programme by March 2011. Complete Connecting Derby by March 2011.
CG3	To regenerate Derby's neighbourhoods	<ul style="list-style-type: none"> Reduction of gaps in training and skills provision and the targeting of new jobs and investment for our disadvantaged groups in target neighbourhoods. 	<ul style="list-style-type: none"> Produce a succession strategy by March 2011 to ensure that the benefits of the New Deal for Communities programme in Derwent continue into the future. Deliver an Osmaston area based regeneration plan by March 2011.
CG4	To use Derby's cultural offer as a driver for regeneration and prosperity.	<ul style="list-style-type: none"> Increased tourism, greater capacity in creative industries and city economic growth. 	<ul style="list-style-type: none"> Establish a new and expanded programme of festivals including Feste and Format by March 2011. Increase attendance at expanded programme of Derby LIVE events. Increase number of visitors to city museums. Establish partnerships and strategy for approach to UK City of Culture 2017 competition by March 2011.
CG5	To contribute to reducing the effects of climate change in Derby	<ul style="list-style-type: none"> Reduced carbon emissions arising from the Council's own services and, through community leadership, the city as a whole. 	<ul style="list-style-type: none"> Reduce Council emissions by 10%. Reduce city emissions by 3.3%. Develop a robust approach to respond positively to the emerging water and flood risk management agenda by March 2011.



safe and
confident

By 2020 Derby will be a City with Stronger, Safer and Cleaner Communities where everyone feels safe and confident in their daily lives.

*Promoting active
citizenship*

SSC1

*Building confident,
safe and clean
communities*

SSC2

Kiran, Pay Assistant

City for Stronger, Safer and Cleaner Communities

Our objectives:		outcomes:	milestones for achievement in 2010/11:
SSC1	To promote local democracy and active citizenship.	<ul style="list-style-type: none"> Wider local representation and involvement in local decision-making. 	<ul style="list-style-type: none"> Make, publicise and comply with a scheme for handling petitions by March 2011. Publish information on the Council's democratic arrangements for the public by March 2011.
SSC2	To improve levels of safety and cleanliness and to develop confidence and pride across our communities and neighbourhoods.	<ul style="list-style-type: none"> Improved levels of community safety. For local communities to have improved levels of confidence in the work of the partners and their ability to deal with community safety issues. Improved community engagement across a wider range of local people and a move towards real ownership of neighbourhood by local people. Increased responsiveness of all public services to neighbourhood priorities. 	<ul style="list-style-type: none"> Maintain reductions in crime levels experienced over the last seven years. Establish area based 'Streetpride' teams in all neighbourhoods by March 2011. Reduce incidents of enviro-crime (fly tipping, graffiti). Reduce the percentage of residents who feel that anti-social behaviour is an issue in their local area. Answer 100% of customer calls for 'Streetpride' services within 50 seconds. Develop Neighbourhood Board engagement plans by ward, by March 2011. Promote Neighbourhood Board achievements, by March 2011 Submit neighbourhood priorities as part of the annual planning cycle, to inform future service delivery plans / priorities by December 2010. Administer delegated budgets through Neighbourhood Boards by March 2011. Review how services work with Neighbourhood Boards by March 2011. Deliver a minimum of four neighbourhood forums per ward by March 2011. Complete the outstanding routine highway maintenance project by autumn 2010.

By 2020 Derby will be a significant Cultural City that inspires, engages and celebrates diversity.

celebrating
diversity

*Improving
cultural
opportunities*

CC1

*Increasing
participation
and celebrating
diversity*

CC2

Chloe, Clerical Officer

Cultural City

Our objectives:		outcomes:	milestones for achievement in 2010/11:
CC1	To improve the range and quality of Derby's cultural and leisure opportunities and facilities.	<ul style="list-style-type: none"> Improved tourism and economic growth. Improved health aspirations and general quality of life. Increased levels of participation in sport and physical activity. 	<ul style="list-style-type: none"> Increase tourism and visitor spend. Launch new sport and physical activity strategy by October 2010. Agree site locations for new indoor and outdoor sports facility hubs by July 2010. Agree plan for developing sport and physical activity in our parks by March 2011. Open Chellaston Library by June 2010. Establish revised governance and support arrangements for Derwent Valley Mills World Heritage Site by March 2011. Complete museum review and proposals for the development of the museum buildings by December 2010.
CC2	To celebrate diversity and ensure everyone has the opportunity to take part in cultural and leisure activities.	<ul style="list-style-type: none"> Improved mental and physical wellbeing. Increased social cohesion. Increased aspirations and skills. 	<ul style="list-style-type: none"> Increase number of sessions for participation at Derby LIVE. Launch pilot e-books service via library service by July 2010. Greater inclusion of diverse communities in festivals programme by March 2011.



By 2020 Derby will be a Healthy City where people enjoy long, healthy and independent lives.

long,
healthy
lives

*Supporting
independent
living*

HC1

*Tackling health
inequalities*

HC3

*Improving adult
social care*

HC2

*Delivering
housing services*

HC4

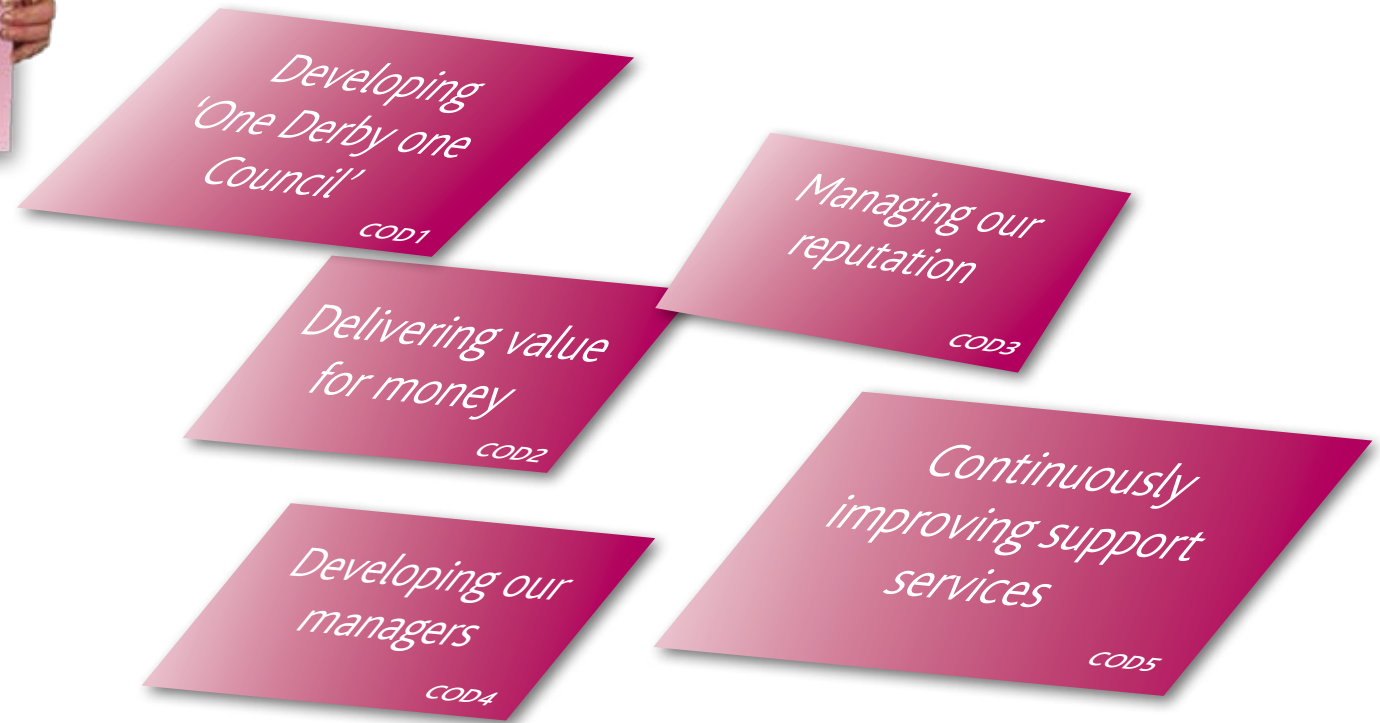
Healthy City

Our objectives:		outcomes:	milestones for achievement in 2010/11:
HC1	To increase choice and control to support independence.	<ul style="list-style-type: none"> Increased customer satisfaction in using adult social care services. More carers feeling valued and supported. 	<ul style="list-style-type: none"> Increase number of adult social care service users having a personal budget. Increase number of people reporting they are able to influence their support plans. Reduce rate of increase of people requiring longer term social care support. Increase number of carers where both assessment and support services are provided.
HC2	To increase the range and quality of regulated and non-regulated adult social care services.	<ul style="list-style-type: none"> Increased satisfaction for people using regulated services. Increased dignity and respect – reported user experience. 	<ul style="list-style-type: none"> Develop and implement a strategic workforce plan across the adult social care sector by March 2011. Deliver training in Self-Directed Support to all adult social care staff by October 2010. Increase number of residential care providers judged as 'good' or 'excellent'.
HC3	To improve well being, and tackle health inequalities through the development of programmes and facilities that promote active recreation, participation and sport.	<ul style="list-style-type: none"> Improved quality of life by people having healthier lifestyles. Reduced health inequalities. Reduced adult and childhood obesity. Reducing the number of early deaths from cardiovascular disease (CVD). 	<ul style="list-style-type: none"> Establish adult treatment programme for CVD based on physical activity and lifestyle interventions by March 2011. Establish adult and children obesity treatment programme by March 2011. Increase number of over 16s participating in physical activity. Deliver the annual Cycle Derby strategy by March 2011. Secure the NHS funding and start to deliver the lifestyle service in pilot priority areas of the city by March 2011.
HC4	To deliver accessible, high quality, inclusive Housing and Advice services.	<ul style="list-style-type: none"> Increase in customers accessing affordable housing. Improve the quality and range of support and advice services to vulnerable adults. Improve living conditions for those living in the most unsatisfactory housing. Enable more people to live independently. 	<ul style="list-style-type: none"> Reduce the number of households living in temporary accommodation. Reduce the number of rough sleepers.



Cath, Catering Manager

We are committed to ongoing Council Organisational Development to enable us to be at the heart of a successful city.



Council Organisational Development

Our objectives:		outcomes:	milestones for achievement in 2010/11:
COD1	To create a modern, efficient and effective organisation through the 'one Derby one council' transformation programme.	<ul style="list-style-type: none"> A more efficient organisation that focuses on front line service delivery. A restructured organisation that meets the emerging pressures on the Council both financial and operational. A reduction in the amount of city centre office space required for Council employees. 	<ul style="list-style-type: none"> Agree improvement programme by September 2010. Complete Council restructure by October 2010. Adopt new operating design model for Council by June 2010.
COD2	To deliver value for money across all services.	<ul style="list-style-type: none"> Delivery of well above average services at well below average cost. 	<ul style="list-style-type: none"> Establish Corporate and Local Value for money measures by June 2010. Achieve efficiency savings. Carry out effective base budget reviews of all service areas before March 2011.
COD3	To effectively manage the Council's reputation.	<ul style="list-style-type: none"> Increased customer satisfaction with the way the council runs things. Local people feel more informed about council services. More local people feel they can influence decisions. More employees feel informed about council decisions. 	<ul style="list-style-type: none"> Repeat Place Survey by December 2010. Carry out Pulse and Reach In employee surveys regularly throughout 2010/11. Collate all customer insight data by March 2011 Launch 'You said, We did' marketing campaign by June 2011.
COD4	To ensure managers are trained in order to develop the skills and competencies to lead and manage an effective service.	<ul style="list-style-type: none"> Better equipped, more effective managers. 	<ul style="list-style-type: none"> New competency framework in place for all managers by June 2010. Achieve excellence in the new Equality Framework for Local Government by March 2011. Establish new Council health and safety management system by March 2011.
COD5	To continuously improve support services across the Council to facilitate the delivery of excellent customer-focused services.	<ul style="list-style-type: none"> Greater customer focus across all services in order to meet/exceed front line service delivery expectations. 	<ul style="list-style-type: none"> Review customer service standards by March 2011. Fully establish new performance system, DORIS, by March 2011.

What part do we all play...

The Council cannot achieve its vision alone. We recognise that working together is the only way to deliver our plans to improve services and meet customers' needs.

Our partners

We work with our partners through Derby City Partnership, DCP, to achieve the ambitions contained in the Sustainable Community Strategy.

Derby City Partnership



DCP is an alliance of over 200 organisations representing the public sector, local businesses, community and voluntary groups as well as individuals who live or work in the city. The DCP is structured into five 'city' groups which oversee the work of different organisations in relation to the five ambitions.

If you would like more information visit www.derbycitypartnership.co.uk

Our Members

Derby has 51 councillors who represent 17 wards across the city. Councillors approve the vision and objectives for the Council and make decisions to allocate resources to priority areas. Councillors also challenge the progress we make in delivering improvements, for example through the work of Scrutiny Commissions.



...in achieving our vision

Our local community

Whether you live or work in Derby, local people play a vital role in delivering our vision. There are various ways to get involved – setting local priorities through Neighbourhood Boards or Forums (which exist in each of the 17 wards across the city), or providing feedback on our services through our Pointer Panel or 'Your City, Your Say' scheme. We will only achieve our objectives with the help of local people.

Our employees

Derby City Council employs over 12,000 full and part time staff and each employee plays a key role in helping to deliver our plans. From 2010/11 our new process, Managing Individual Performance, MIP, will help all employees to become more actively involved in the overall aims of the Council. MIP is outlined in more detail on the next page.

Over 150 of our employees have volunteered to help too, by becoming 'Change Champions' in our 'one Derby one council' programme. Working in key areas such as 'Connecting with communities' and 'Providing value for money', they are playing their part in 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.



Managing Individual Performance



All our employees at Derby City Council have a key role to play in bringing about the success of our plans. Our new Managing Individual Performance, MIP, process will enable each employee to identify how their individual objectives link through to the overall vision of the Sustainable Community Strategy to establish Derby... **'a city for all ages.'**

So whether we deliver personal care to service users, collect refuse, design bridges or make far-reaching strategic decisions everyone will be able to see how what they do is important and directly contributes to the success of their team, service, department, Council and ultimately the success of Derby as a city.



... as employees, what part do we play in achieving our vision?



During 2010 every employee will have at least two meetings with their manager to discuss their performance. These will be opportunities to talk together about progress against objectives and personal development planning. There is the opportunity for everyone to record their own comments as well.

Performance isn't just about individual results though, it is about working together, either leading or being a member of a team, to achieve the very best. That's why the MIP process also looks at the leadership principles for managers and employee behaviours for team members. During the next twelve months we will be developing these further using a competency framework.

To find out more please refer to the last page of this plan, 'How can I find out more?'

Our Budget ...

Funding our priorities

The Council ensures it has sufficient resources to develop the city and deliver the objectives contained in this plan. Each year the Council sets its budget based on a 'budget strategy' approved by all councillors.

In a time when the national economy is slowly coming out of recession, and with public sector funding certain to be reduced in the years ahead, councillors were made aware that the Council faces an estimated budget shortfall of £8 million by 2012/13.

Councillors agreed that:

- Council Tax will increase by 2.5% each year for the next three years
- a thorough examination will be made of all departmental budgets, investments and priorities in order to meet the forecasted funding gaps over the next 3 years.

The Council's Cabinet used this budget strategy to establish its detailed budget plans.

Involving residents in setting the budget

The Council consults Derby residents throughout the year and these consultations have a direct impact on the budget plans. For instance, 'focus groups' made up of Derby residents have been asked about their satisfaction with a whole range of Council services – and as a result, the Council has listened and is spending more on bus services, highways maintenance and children's services.

Budget highlights

The budget and Council Tax for 2010/11 were approved by Full Council on 1 March 2010. The 2010/2011 revenue budget is £367 million, including schools.

Council Tax has been increased by 2.5%, which represents a rise of only 35p per week for most tax payers. The Council Tax charge for residents living in Band A, which is over 52% of the total residents for Derby City Council services will be £751.47. Together with the Council Taxes set by the Police and Fire authorities the total increase is X%. The total Band A for Derby residents is £XX.



... how will we fund our objectives for 2010/11?

Supporting our objectives

- An extra £2.7 million will be spent over the next three years on our adult social care services. covering dementia care, carer support and services for adults with learning disabilities.
- An extra £2.2 million will be spent over the next three years on our Children and Young People services, including extra help to support pupil attainment, social care services and fostering and adoption.
- An extra £1 million will be spent on the repair and maintenance of Council buildings.
- Other changes include an extra £900,000 to be spent on highways maintenance and £600,000 to support the principle of creating £10 million regeneration in the city.
- We are also investing £392 million over the next three years to support capital projects such as Building Schools for the Future, leisure facilities, housing and Council accommodation.

Improving value for money

We are working to provide the same or better quality of services for the same or less cost. The budget includes a number of reductions in the amount the Council needs to spend, for example...

- We are committed to transforming our services and making them more customer focused and responsive. A review looking at how efficiently the Council works has identified savings of £12.7 million by 2012/13 – these savings will be made through a new transformation programme called 'one Derby, one council' where the number of Council employees is expected to reduce by 465 over the next three years, with no impact on front line services for customers.
- We also expect to achieve further savings of £2.1 million from a review of all council budgets by 2012/13.

More details on the Council's budget and the value for money strategy can be found on www.derby.gov.uk

How have we performed?

To reflect the continuing work of the Council in contributing to the success of Derby here are some of our key achievements from 2009/10, linked to our priorities from our previous Corporate Plan 2008-2011:

Further updates may be found in our annual report, due for publication in July 2010.

Priority 1: Making us proud of our neighbourhoods

- We opened Allenton library in May 2009 with three more libraries planned in Chellaston, Mackworth and Chaddesden.
- Our Neighbourhood Environmental Action Teams removed 1,700 pieces of graffiti and responded to nearly 3,000 street litter incidents.
- We have supported investment in local priorities - over £440,000 has been invested in projects by neighbourhood boards and forums.



Priority 2: Creating a 21st Century city centre

- A wireless network is being extended across the city centre.
- More people are cycling in the city, making use of our improved cycle networks, helping to reduce traffic congestion.
- Our Derby Live programme has staged 745 productions attended by 292,000 people, including outdoor theatre at the newly refurbished Cathedral Green.



Priority 3: Leading Derby towards a better environment

- The 'Warm and Well' scheme, advising the over 60's on energy efficiency, has helped 339 residents to install new energy efficient measures such as boilers and loft installation.
- With your help, we recycled 44% of household waste, further reducing the amount that has to go to landfill.
- The Council agreed a plan to reduce carbon emissions by 25%, 10% in 2010/11.



... a review of 2009/10

Priority 4: Supporting everyone in learning and achieving

- The 'Building Schools for the Future', BSF project has been paving the way for £230 million worth of investment in new and refurbished secondary school buildings.
- Whilst our attainment results in GCSE and Key Stage levels fell slightly in 2009, we are continuing to provide targeted improvement support to the most at risk schools.
- Despite the recession we have helped to reduce the percentage of young people not in education, employment and training. Compared to similar authorities this is the second best performance across the country.



Priority 5: Helping us all to be healthy, active and independent

- We are providing better support and advice to carers across the city and helped to launch a new Derbyshire wide carers' support network and helpline.
- 87% of Derby schools have achieved the National Healthy Schools Standard. We have been recognised nationally for our work in this area.
- We are continuing to deliver local support to children, young people and their families through an improved network of children's centres – we now have 18 open across the city.



Priority 6: Giving you excellent services and value for money

- The Council has launched 'one Derby, one council' focusing on areas we need to improve such as customer service, communications and equalities.
- We are developing our employees through a new programme for 'Managing Individual Performance'.
- We achieved savings of £10 million to help us balance the budget and keep Council Tax increases low.



In many areas our work is continuing. This is reflected in our priorities and objectives for this year's Corporate Plan 2010/11. The Council and its services are also externally assessed every year by the Audit Commission as part of 'Oneplace'. Along with its partners Derby City Council has been judged to provide "a good quality of life for many" with no weaknesses in the public services we all deliver. Specifically the Council were found to be "working well and improving things that matter to local people". More details of the findings may be found on the Council's website, www.derby.gov.uk and on the 'Oneplace' website www.direct.gov.uk/oneplace.

How will we measure our performance in 2010/11?



At Derby City Council we are keen to measure how well we are performing. That might be measuring the number of households taken out of fuel poverty or how we're getting on with building the new library at Chellaston. We call these measures and how we use them 'Performance Management'.

We measure the following aspects of our performance...

Corporate Plan objectives

Each of the objectives shown in the plan on pages 8 to 19 is supported by actions and measures that help us to track progress. We set ourselves targets to help us improve, for example, reducing Council carbon emissions by 10%.

National targets

We also have 188 performance measures we are required to monitor by Central Government. We have agreed 35 specific stretched targets with Government in what's called our 'Local Area Agreement'. This includes targets on local priorities from our Sustainable Community Strategy, such as reducing teenage pregnancies, improving the health of local people and cutting crime.

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 for as little cost as possible.

We have begun to use 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.

...and what will our measures be?

Of course there's no point in measuring anything unless we do something about it. Our Councillors and senior officers review performance at least every three months. Sometimes we hold 'Performance Surgeries' to look at why one objective or measure is behind schedule and agree actions for improvement. Our staff use measures too, to help them improve the way they do their everyday jobs.

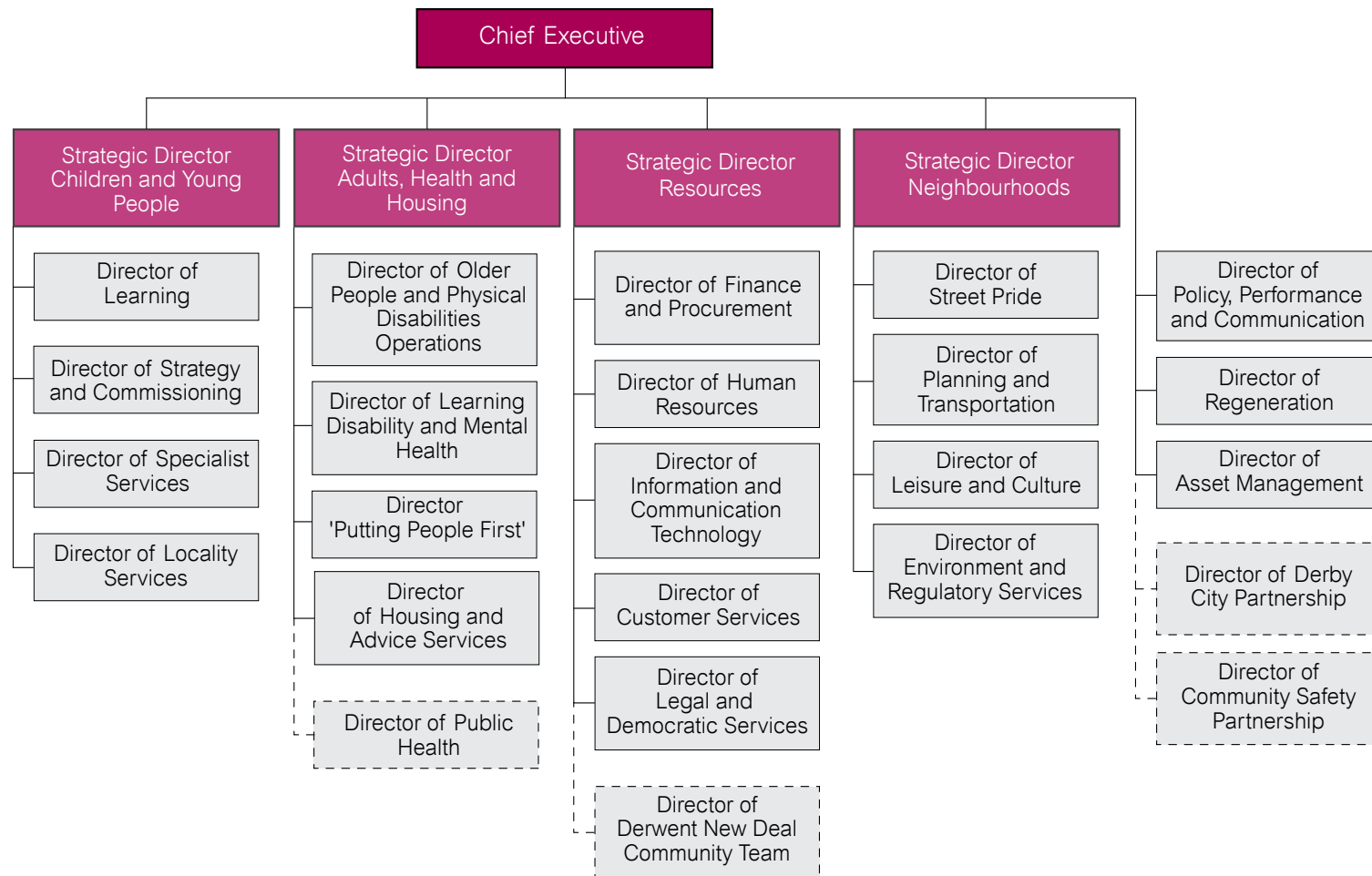
Performance results in all areas are published every July in our Annual Report. This also includes new targets for the coming year. We publish regular performance updates in the 'Your Derby' residents' magazine and quarterly performance results are published on the Performance pages of our website, **www.derby.gov.uk**

If you would like more information on how we measure our performance, please contact **performance@derby.gov.uk**



Council Organisation

To help us to achieve our vision the organisation of the Council is changing from 1 May 2010:



Our new structure will help us to operate more efficiently and to deliver excellent customer focused services in all areas.

How can I find out more?

There are several different ways you can find out more about what we're doing and how we're performing:

- View this plan on our website at www.derby.gov.uk
- Contact the Council's Performance and Planning Team at:

Derby City Council
PO Box 6291
Derby
DE1 2YL

Tel: (01332) 255560, Minicom: (01332) 256666
Email: performance@derby.gov.uk

As an employee, you can also:

- talk to your line manager
- refer to your Department Plan which supports the objectives in the Corporate Plan
- access 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 any feedback you would like to give.

We print approximately 300 copies of this plan in standard English text for circulation to councillors, partners, and residents on request at a total cost of approximately £800, that's about £2.70 per 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 255560, Minicom 01332 256666.

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 256666
منی کام 01332 255560 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 255560 Tel. tekstowy: 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 255560 ਮਿਨੀਕਮ 01332 256666 'ਤੇ ਸੰਪਰਕ ਕਰੋ।