

## LOCAL DECISION MAKING IMPROVEMENT PLAN

Service: Policy, Research and Engagement Unit, Chief Executive's Office

Key survey results	Planned policy/service improvement	Responsible person	Target date
<p>There was no significant difference in the number of respondents who 'agreed/disagreed' they could influence decisions affecting their local area. 50.1% (257) of respondents 'definitely/tend to agree' compared to 49.9% (256) of respondents who 'disagree'.</p> <p>* results exclude 'don't know'</p>	<p>A review of engagement in Derby is being carried out by the Derby City Partnership. This will cover the cost and outcomes of engagement. The recommendations of this review will be incorporated into the division's business plan.</p> <p>The Council is currently reviewing its diversity forums.</p>	Head of Policy, Research and Engagement.	<p>February 2011</p> <p>January 2011</p>
<p>43.3% (256) of respondents were 'very/fairly satisfied' with the opportunities for participation in local decision making provided by Derby City Council.</p> <p>36.1% (214) were 'neither satisfied/dissatisfied' and only 13.6% (80) were 'fairly/very dissatisfied'.</p>	<p>A review of engagement in Derby is being carried out by the Derby City Partnership. This will cover the cost and outcomes of engagement. The recommendations of this review will be incorporated into the division's business plan.</p> <p>The Council is currently reviewing its diversity forums.</p> <p>In line with recommendations of the Consultation Change Champions Group, The Policy, Research and Engagement division is now improving communication of opportunities. This includes an article in the next edition of the 'your derby' magazine.</p>	Head of Policy, Research and Engagement.	<p>February 2011</p> <p>January 2011</p> <p>October 2010</p>

## COUNCIL TAX PAYMENTS IMPROVEMENT PLAN

Service: Exchequer Services, Resources Directorate

Key survey results	Planned policy/service improvement	Responsible person	Target date
<p>The main reasons given why respondents don't pay by Direct Debit were:</p> <ul style="list-style-type: none"> <li>• 'I don't trust Direct Debit' (17%/55)</li> <li>• 'I am worried the Council will make a mistake' (13.9%/45).</li> </ul>	<p>Continue to emphasise the Direct Debit guarantee and the protection that offers customers in all Direct Debit literature and mailings.</p> <p>Ensure that procedures for Direct Debit processing remain effective so that the number of errors made continue to be very low. Investigate any errors and communicate issues to the customer and make service improvements if appropriate.</p>	Head of Exchequer Services	Ongoing
<p>20.1% (65) of respondents said the current Direct Debit dates did not suit their budget and 20 respondents (6.2%) said they would rather pay weekly or two weekly.</p>	<p>Number of monthly instalment dates offered for Direct Debit to be increased to five and also weekly Direct Debit to be introduced. Once the new dates are set up they will be promoted through the 'lets talk direct debit' initiative and on relevant council tax documentation.</p>	Head of Exchequer Services	September 2010
<p>Council Tax payments, unless paid by direct Debit, are due on the 1<sup>st</sup> of the month. 11.2% (23) of respondents said they did not pay on the first of the month because it did not suit their budget.</p>	<p>Continue to promote Direct Debit as preferred pay method, emphasising that multiple instalment dates are available and going forwards weekly payment dates to suit most budgets.</p>	Head of Exchequer Services	Ongoing

## DERBY ADULT LEARNING SERVICE IMPROVEMENT PLAN

Service area: Derby Adult Learning Service – Adult, Health and Housing Directorate

Key survey results	Planned policy/service improvement	Responsible person	Target date
<p>Overall, 69.1% (391) of respondents said 'leaflets delivered to their home' was the best way to tell them about courses.</p> <p>10.7% (48) of respondents stated that 'they can't find out what courses are available'</p>	<p>The Adult Learning Service will extend the delivery of the Autumn 2010 Programme brochure to homes in all areas of the city through the free Express Newspaper. The leaflet drop will be followed by an Express 'wrap around' listing courses and will be delivered to all areas of the city.</p> <p>This will lead to all areas of Derby receiving information about the availability of adult learning courses and should address the issues raised by respondents about not being able to find out what courses are available.</p> <p>Budget permitting, we plan to monitor awareness of the Adult Learning Service in future panel surveys.</p>	Senior Operation Manager	September 2010
<p>One of the main reasons given why respondents don't attend courses was 'too expensive' 27.4% (123).</p>	<p>The fee structure for 2010/11 was agreed in the Cabinet paper of 20/4/10. This included a reduction to £1 per hour for First Step courses.</p> <p>Whilst the service cannot reduce the hourly cost of courses we plan to offer shorter courses as part of our provision in addition to the traditional course lengths of 10, 12, 20 or 30 weeks, which we hope will bring some affordable learning within reach of everyone.</p>	Senior Curriculum Manager	September 2010
<p>Another reason why 20.9% (94) of respondents don't attend courses was 'doesn't fit in with my hours of work'.</p>	<p>Although the service is already offering courses in the morning, afternoon and evenings and some courses on Saturdays, these are mostly the traditional two hour a week courses. From September 2010, we plan to offer a range of times and courses lengths, including roll-on, roll-off drop in sessions to suit shift workers.</p>	Senior Curriculum Manager	September 2010

## STREET CLEANING AND WASTE MANAGEMENT IMPROVEMENT PLAN

**Service: Street Cleaning and Waste Management, Environmental Services**

Key survey results	Planned policy/service improvement	Responsible person	Target date
Respondents said 'clean streets' in their area were 'worse' (21%/127), 'stayed the same' (63%/378). Only 16% (94) said they had got 'better'.	Street Cleansing services to be managed in local areas with local managers being accountable for performance. Streetpride Area Co-ordinators to engage with the local community and form partnerships with other organisations to improve street cleaning standards locally.	Grounds Maintenance Manager/ Policy Strategy Manager	October 2010
Overall, 78.5% (470) of respondents were 'very/fairly satisfied' with the waste collection service.	Monitor missed collections at a 'Round' level and identify any ongoing themes. Introduce 'Round' improvement plans and develop local accountability with the allocated managers/supervisors.	Head of Waste Management / Policy Strategy Manager.	October 2010
77% (459) of respondents were 'very/fairly satisfied' with the doorstep recycling collection service.	Obtain opinions on refuse collection and doorstep recycling issues from Area Forums and Boards, respond to these and feedback resolutions at future meeting using the 'you said, we did' process.		
Overall, 64% (375) of respondents were 'very/fairly satisfied' with the local recycling facilities.	Obtain opinions on local recycling facilities from Area Forums and Boards, respond to these and feedback resolutions at future meeting using the 'you said, we did, process. Review the Household Waste and Recycling Centre at Raynesway under the terms of the new contract which came into force on 1 April 2010.	Head of Waste Management/Policy Strategy Manager  Head of Waste Management /Waste Contracts and Project Manager.	October 2010  October 2010