



DERBY CITY COUNCIL

Council Plan 2011 to 2014

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Derby City Council's Council Plan 2011 to 2014

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Introduction

Welcome to Derby City Council's Council Plan for 2011 to 2014.

Over the next three years we are committed to delivering improvements in our services. This will be challenging with budget pressures, however we must strive to meet customer needs using more effective and efficient ways.

We will be working with our partners to deliver six key outcomes that residents, visitors and people working in the city told us were most the important through the '3 wishes' campaign completed in the summer of 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

This document supports Derby's Plan for 2011-2026, picking up on the areas where we as a single organisation can make a real difference.

It is also important to us that our customers and staff are satisfied with the services that they receive and it is for this reason that we have worked with our elected Councillors to develop two further outcomes, which will be supported by the Council's **one Derby one council** transformation programme...

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

If, after reading this plan you would like more information on any part of our work please refer to the last page, 'How can I find out more?'

Our department business plans, service action plans and staff individual objectives contain the detail of how we will achieve our outcomes.

Our Vision

“Derby – passionate about progress”

This is an exciting time for Derby as we work with residents and partners from across the City to implement a new vision that sets out what we want to achieve over the next fifteen years.

At Derby City Council we play a key role in supporting the City’s vision. We will help the city to build on its strengths and take advantage of new opportunities, striving to make Derby a city where people choose to live, work and visit.

Underpinning the Derby Plan we remain committed to our own Council Vision...

“To create a city for all, through strong leadership and excellent customer focused services”

We value the importance of our communities, local businesses and partners and it should be acknowledged that we are all in a position to show strong leadership as we strive towards creating a city for the future.

We are passionate about developing and improving services for our customers. ‘One Derby one council’ is our internal transformation programme that will run until 2013. During this time we aim to review our services, focusing on what our customers’ value.

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

The contents of this plan and all our business and service plans support the City’s and Council’s vision. The following pages show what differences we would like to make, together with information on how we will measure if we are achieving all that we plan to do.

Derby in 2026...

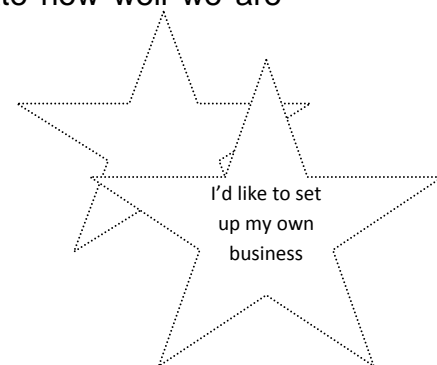
All people in Derby will enjoy...

A thriving sustainable economy...

Improving the quality of life for local people is a key priority over the next three years. We must work together with partners to support the growth of the local economy through supporting new, diverse businesses. Plans are also in place to make the city more attractive to residents, visitors and investors through better use of local facilities, with the Economic Regeneration Strategy 2011-16 setting 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 the creation of 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 that we will put in place to make a difference will include...

- Developing and extending the Making Derby work project which supports people into employment
- Working with schools to raise enterprise awareness to promote ambition and entrepreneurship
- Developing and delivering the Visitor Economy Strategy to bring all aspects of tourism together
- Raising awareness of energy efficiency through the development of a communication plan, marketing strategies and training events
- Completing the Castleward and Osmaston regeneration programmes
- Delivering the 'New Jobs' Strategy to help more people into work
- Adopting a Core Strategy and Infrastructure Plan that supports the natural and built environment, and provides good quality housing and employment sites
- *Housing action < tbc >*

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

- More visitors to the city, with an increase in the number of people staying overnight

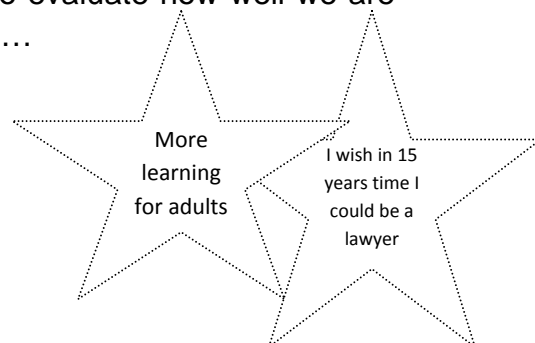
- Improved satisfaction of local people, visitors and businesses with the city
- Secured future investment through good quality funding bids
- Use of bed and breakfast accommodation for 16 and 17 year olds

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 that we will put in place to make a difference will include...

- Establishing effective Education Improvement Partnership arrangements with individual schools and clusters of schools, including the use of new models of school delivery
- Developing more effective use of data, sharing of best practice and use of local and national leaders of education
- *Something for early years <tb>*
- *Something for adult learning and family learning <tb>*

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

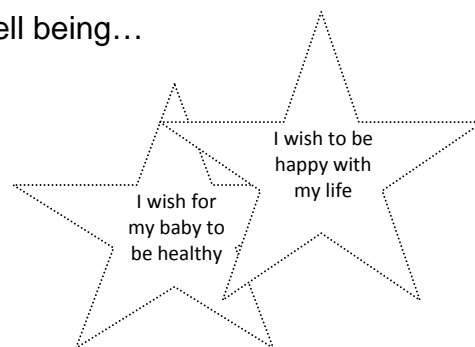
- More young people achieving 5 GCSEs at A*-C, including English and Maths
- Better standards at Early Years and Key Stage 2 levels
- More vulnerable children and young people gaining qualifications
- Better attendance at school and fewer exclusions
- Less young people not in education, employment and training (NEET)
- Number of adults supported to achieve basic skills literacy and numeracy qualifications

Good health and well-being

We are committed to making sure that everyone in Derby has the opportunity of living a healthy, active and independent life in their own community. For the duration of this plan we will move towards increased choice and control, supporting independence. We will also work with our partners to manage the change in health services minimising the impact on local people.

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 a difference will include...

- Providing health and well-being sessions in the workplace 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
- Ensuring help to people newly diagnosed with dementia and their carers through a programme of support
- Supporting more people with mental health needs to move out of accommodation based care and support services, into their own home.
- Using personal budgets to enable more people with mental health needs to take part in community leisure and sports activities.
- Increasing the number of people with mental health needs back into voluntary work and employment
- Rolling out the take up of personal budgets as the way people arrange their care and support
- Using personalisation as the way we plan for young people to make the transition to adulthood and reduce the number of out-of-city placements

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

- Number of people stopping smoking
- Reduction in workplace accidents
- Obesity amongst primary school age children in reception year (NI 55)

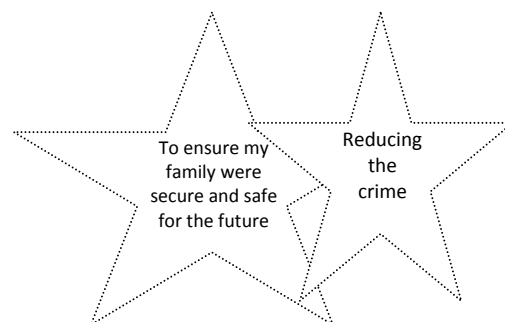
- Obesity among primary school age children in year 6 (NI 56)
- Children and young people's participation in high quality PE and sport
- Number of schools to adopt a targeted approach to mental health to increase by 20 (NI 57)
- Percentage of patients and carers who have been seen by the memory assessment service and report being satisfied with the service
- Adult mental health measure <tb>
- Number of people with a personal health budget (NI 130)
- Number of young people who stay in the city after their transition to adulthood/ reduction in the number of out of city placements
- Number of disabled children with personalised budgets

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 '3 wishes' campaign that ran in July 2010. 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 making people be 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 a difference 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 a safe and diverse place 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 on key issues including; 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, targeting 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 <tb>
- Providing intensive support to families where children and young people are on the edge of care or custody

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

- Sale of alcohol to under-age persons <measure tbc>

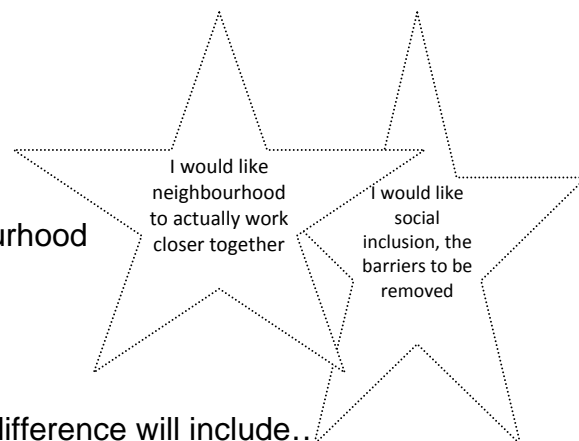
- More timely intervention and a reduction on child neglect <tb>
- Numbers of lead professionals and team around the child plans <tb>
- Reducing numbers of children with safeguarding plans and looked after children <tb>
- More children placed with family members
- <additional measures to be confirmed>

A strong community

We are proud of our diverse communities in Derby and are committed to working with residents and communities in helping to 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 a difference will include..

- Improving representation on the Neighbourhood Boards and Forums and make the nominating 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 groups and other volunteer organisations to maintain and improve parks and open spaces
- Improve our communication to promote involvement in local decisions
- Continuing to deliver Streetpride to support and engage with local communities <tbc>

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

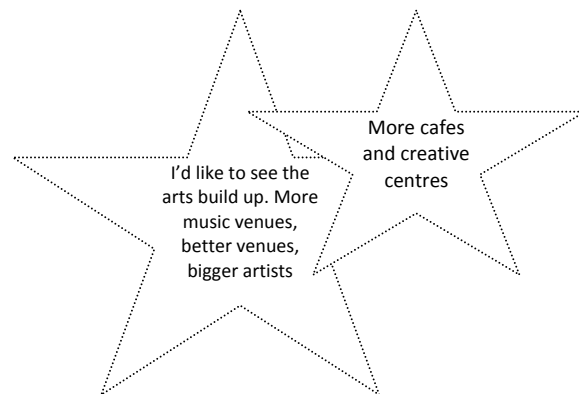
- Number of residents attending Neighbourhood Boards and Forums <tbc>
- Number of resident recommendations carried forward into Council decision making <tbc>
- Voter turn out related measure <tbc>
- Number of volunteers supporting the delivery of services <tbc>
- Consultation measure <tbc>

An active cultural life

Culture is key to the achievement of some of our commitments set out in this plan; supporting the economy, learning, health and well-being and the development and maintenance of strong communities. As a lead partner in the provision of 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 our 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 a difference will include...

- Establishing a Culture Board with responsibilities 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 to include the web portal
- Promoting theatre and arts in schools
- Increasing participation in physical activity programmes for all children and young people aged 5 -16 years
- Launching 0-11 "Active start" programme in March 2011 to promote opportunities for every child and young person to have a healthy and active start in life by having entitlement to sport and physical activity
- Restoring Markeaton park as part of regeneration project in conjunction with the heritage lottery fund
- Implementing Leisure Facilities Strategy, which will deliver 2 new leisure facilities over the next 5 years
- Delivering the Museums transformation plan
- Continue to support the Derby Live programme of festivals and events

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

- <measures to be confirmed>

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, we are continually 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 simplifying processes to improve the way customers can access and benefit from 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...

- Less complaints
- Higher levels of satisfaction with Council services
- Achieving planned savings through our 'one Derby one council' programme
- More people that feel involved in Council decision making
- More services showing improvement
- Continued compliance with the Equality Framework

Some of the actions that we will put in place to make a difference will include...

- Developing the Council's website to improve access for users and let 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 will implement their "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 and establishing a benchmarking portal to provide more accessible data to help services compare their performance
- Making sure we identify and address the equality implications of any major strategies or projects

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

- Percentage of customer service standards achieved <tbc>
- Percentage of complaints acknowledged and responded to within target <tbc>
- Percentage of users satisfied with service received <tbc>
- Number of website hits <tbc>
- Number of people engaging through neighbourhood forums and consultation forums <tbc>

- Percentage of performance measures improving after intervention (performance surgeries) <tbc>
- Equality framework actions successfully completed <tbc>
- Level of savings delivered per directorate <tbc>

A skilled and motivated workforce

We recognise that the value of our services is in our staff. The skills, direction and motivation of our workforce are essential to delivering our outcomes. We need strong and effective leadership, together with increased employee engagement.

Over the next three years we will focus on five areas to assess how well we are supporting the creation of a skilled and motivated workforce...

- Less sickness absence amongst employees
- More employees feel engaged in decision making <tb>
- Achieving the Investors in People standards
- More managers successfully completing leadership development programmes
- More employees participating in Managing Individual Performance (MIP)

Some of the actions that we will put in place to make a difference 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 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

In addition to evaluating performance against the key areas set out above we will also monitor our performance against a small number of performance measures that will inform us how well we are delivering our services...

- Percentage of managers trained in MIP <tb>
- Percentage of employees who are working flexibly <tb>
- Percentage of employees engaged in business planning processes <tb>
- Percentage of compliance with the competency framework <tb>
- Percentage of staff meeting or exceeding expectations against MIP objectives <tb>

How will we deliver change?

Partnership Working...

We cannot deliver real lasting change across the City on our own. The start of our planning is the vision from the Derby Plan.

Put simply, we can help Derby to become a '*passionate about progress*' working hand in hand with our partners from the private, public and community sectors.

The Derby Plan provides the framework for our own planning; setting out the City-wide outcomes that we want to achieve (pages 5 to 16). We must then plan actions together with our partners where we can use our resources collectively to bring about improvements in our target areas.

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

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

Council arrangements for change...

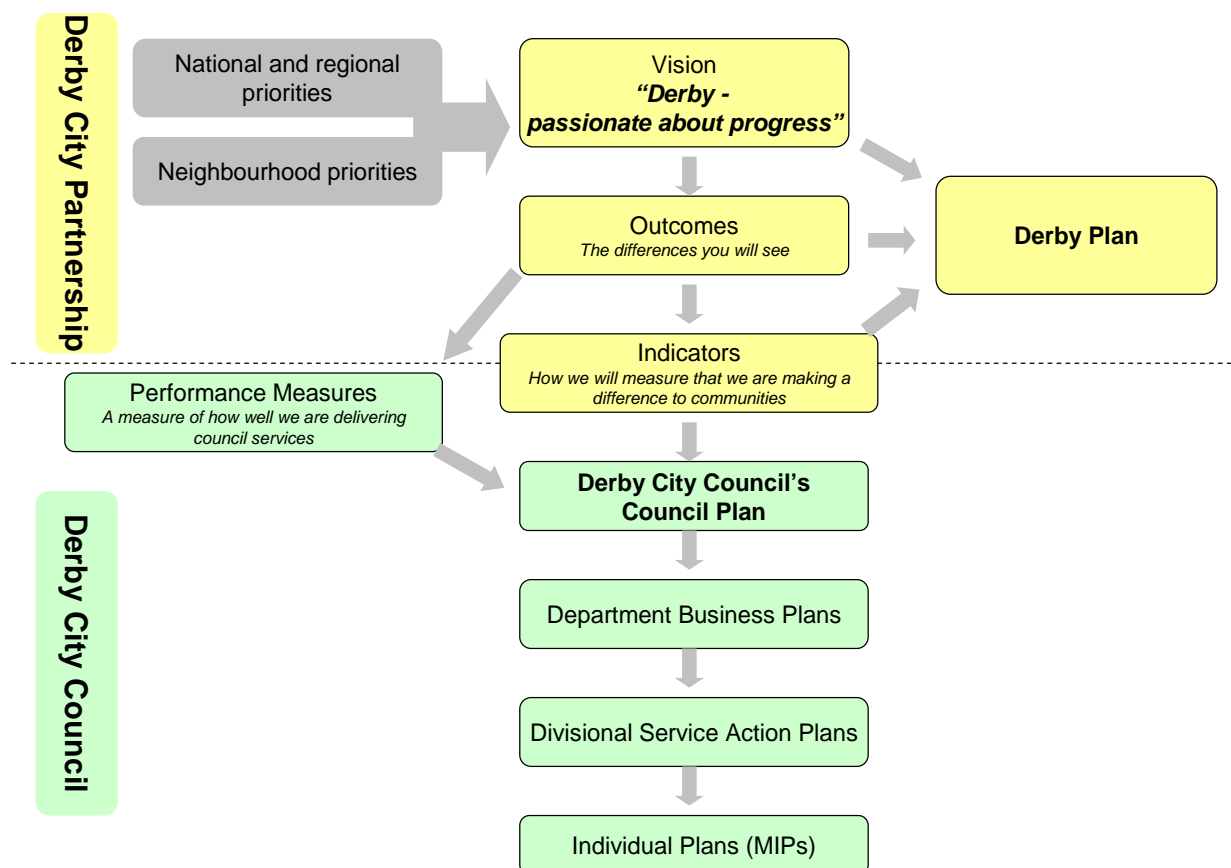
As a major contributor to the success of Derby we need to make sure that our own planning arrangements centre on delivering our key outcomes – both City-wide and Council focused.

To make sure that this is possible for 2026 we have updated our planning framework to incorporate partnership delivery plans.

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 <diagram updated>...



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...

Councillors

Derby has 51 councillors who represent 17 wards across the city. Councillors approve the vision and outcomes for the Council and the City 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.

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 outcomes 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 2011 onwards we have an outcome that focuses on our staff – we know that they are the key to our success and that we need to invest in them (more information on how we will do this is set out on page 16).

In 2010/11 the Council's Managing Individual Performance scheme was introduced which has helped employees to become more actively involved in the overall aims of the Council.

Over 150 of our employees have also volunteered to help too, by becoming 'Change Champions' in our 'one Derby, one council' transformation programme. Working in key areas such as 'Connecting with communities' and 'Partnership working', 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.

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.

Savings of £27m are required to balance the 2011/12 budget, with estimated savings of £58m over three years. The high level of savings required in the next financial year proved to be the most difficult task to balance.

Within the budget proposals for 2011/12 we have agreed to set a nil increase to council tax, which will in return be funded by central government. Increases of 2.5% for the following two years are proposed.

Savings across all directorates are proposed, including efficiency savings, reviews of how we provide services and to what level, along with the level of charges and subsidy we apply. Pressures on services to continue to cope with increasing demand have been funded through additional investment.

In addition we will support a significant capital programme in the region of £250m over the next three years in order to provide improvements to our infrastructure and to develop future growth in Derby.

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

Involving residents in setting the budget

The Council consults residents throughout the year and these consultations have a direct impact on the budget plans. In addition, the budget proposals were posted on the derby.gov.uk website during the budget consultation period asking residents for their thoughts and questions. These proposals were 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 £221m, which represents a reduction of £16m or 6.9% from the previous year. There is an additional £140m for schools.

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

Supporting our objectives

- An extra £3.4m will fund demographic and service growth in Adult Services, focusing the funding to those most in need.
- We will continue to support the Concessionary Fares scheme at previous year's levels, despite a £2.5m reduction in the level of funding provided by central government.
- We continue to identify and implement service and procurement efficiencies in order to support the Council's budget without directly impact on the service provision our customers receive.
- We have sustained a significant level of support to the corporate capital programme through effective borrowing and investment.
- We are investing £114m over the next three years to support major capital projects such as the 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 with our contact with customers.

We are committed to transforming our services to make them more customer focused and responsive. Our One Derby, One Council transformation programme helps us to do this. We also expect to deliver significant savings through improved procurement practices.

More details on the Council's budget and the Value for Money Strategy can be found on www.derby.gov.uk

Measuring our success

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

Council Plan outcomes and business plans

Each of the outcomes shown on pages 5 to 16 is supported by a set of indicators and performance measures. Indicators are used to assess success when either the 'whole City' or 'whole Council' is affected by the outcome. To support this we are using performance measures to evaluate if specific services or projects are achieving targets and supporting the overall outcome.

These are principles taken from the approach to planning – outcome based accountability, which we have tailored for Derby.

Sitting underneath our Council Plan are our Departmental Business Plans, which contain the detail of what actions will be taken to achieve our aims, as illustrated through the diagram on page 18.

Our business plans contain actions focusing on all the outcomes set out in this plan and therefore also support the Derby Plan and partnership delivery plans.

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.

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 'key corporate' areas every month and councillors and senior officers undertake a complete review of performance at least every three months.
- We have five Overview and Scrutiny Commissions that hold the Council Cabinet to account, reviewing decisions made or yet to be made and contributing to policy development.
- We hold 'Performance Surgeries' to look at why a measure is underperforming and agree actions for improvement.

- 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

We introduced a new structure on 1 April 2011. The aim of reviewing our internal arrangements and changing the organisation of our services was to operate in a more efficient and effective way, focusing on customers.

This continues to be important for 2011/12 as budget pressure continue. We will be reviewing our structures through the 'one Derby one Council' transformation programme, aiming to work more efficiently and make the best use of our resources where possible.

<Insert updated structure chart 1 April 2011 onwards>

What difference did we make in 2010/11?

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:

By 2020...	We have...
<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"> ❖ Established family visitor posts in every Children's Centre by September 2010 ❖ Increased number of parents attending evidenced based parenting courses. ❖ Exceeded our target for the number of extended schools
<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"> ❖ Increased the number of people visiting the city centre to X compared to our target of 15,778,343 (<i>tbc</i>) Established a new and expanded programme of Festivals including Feste, Format and Derby Gleam. ❖ Increased attendance Derby LIVE events to 450,000 compared to our target of 351,273 (<i>tbc</i>) ❖ Completed Connecting Derby (on track)
<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"> ❖ Established 'Streetpride' teams in all neighbourhoods ❖ A single point of access to Streetpride through Derby Direct ❖ A total of 69 neighbourhood forums have been held. ❖ All neighbourhood boards have developed plans to engage with communities. ❖ Published information on our Neighbourhood Board achievements
<i>...Derby will be a significant Cultural City that inspires, engages and celebrates diversity</i>	<ul style="list-style-type: none"> ❖ A review of museums has been completed and a transformation programme has been approved. ❖ We have increased the number of sessions for participation at Derby LIVE to 409 (<i>tbc</i>) ❖ Opened Chellaston Library in June 2010
<i>...Derby will be a Healthy City where people enjoy long, healthy and independent lives</i>	<ul style="list-style-type: none"> ❖ <i>Increased the number of new benefit entitlements (tbc)</i> ❖ Increased the number of adult social care users with a personal budget ❖ A total of 1747 carers have received specific services or advice / information (<i>tbc</i>) Increased number of vulnerable people achieving independent living ❖ Increased the number of affordable homes (<i>tbc</i>)

<p><i>...We are committed to ongoing Council Organisational Development to enable us to be at the heart of a successful city</i></p>	<ul style="list-style-type: none"> ❖ Established Corporate and Local Value for money measures ❖ A new competency framework in place for all a managers ❖ Started work to redevelop and modernise the Council House
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Further updates may be found in our annual report, due for publication 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 staff through our Managing Individual Performance employee appraisal scheme.

Residents, visitors and people working in the City are also central to us making a lasting change to Derby and achieving our vision for '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

The 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, download the nomination form, or telephone 01332 258527.

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. The Panel receive regular questionnaires and members 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 have your say on the publications we produce and to help us improve them, 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 think it is important to give everyone an opportunity to make a difference. 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 ensure that everyone is receiving high 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 are eligible to join one of the Forums as appropriate.

For more information on the Diversity Forums, please visit our website

http://www.derby.gov.uk/CouncilGovernmentDemocracy/Councils/Consultation/YCYS_DiversityForums.htm

Your City, Your Say

Find out about the latest consultations or events you can take part in at www.derby.gov.uk/yourcityyoursayderby. 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.

To get involved in any of these groups contact the Policy, Research and Engagement Unit on; 01332 643475 or email; yourcityyoursay@derby.gov.uk

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

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

To 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 Improvement Team at:

Derby City Council
Fourth Floor
Saxon House
Heritage Gate
Friary Street
Derby
DE1 1AN
Tel: 01332 643466, 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.

If you would like to make a specific comment on this document please email performance@derby.gov.uk or telephone 01332 643466.

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 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 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