

Annual Report

2015

Welcome to Derby City Council's 2015 Annual Report. The purpose of this document is to highlight some of our achievements over the last 12 months and to tell you how we have spent the money that we have received.

If after reading this document you would like more information there are a number of ways that you can contact us...



Voices in Action
for 11-19 year olds



Live Consultation



Volunteering



Forums



Meet the Leader

You can also visit www.derby.gov.uk/yourcityyoursay or email intouch@derby.gov.uk



Derby City Council



Introduction

During **2014/15** we have been working together with our communities and partners to deliver improved outcomes in five key areas...

- An inspiring start in life.
- Inspiring working life.
- An inspiring place to live.
- Better outcomes for our communities.
- Improved value for money for our customers

We have also been working to provide:

- more efficient and effective processes
- a skilled and motivated workforce.

Facts about Derby City...

- The Council serves a local population of 250,600 people (66,487 children and young people, 151,817 people aged 18 to 64 and 40,296 people over the age of 65 years).
- The Council budget was £671.1 million for 2014/15.
- The city is divided into 17 wards across the city which is represented by 51 councillors, and elections are held 3 out of 4 years on a rotation basis.
- We are ranked as the 88th most deprived authority in England.

Over the last year we have faced many challenges. The main driver for change for us has been our reducing budgets. Derby City Council has seen a 40 per cent reduction in its budget over the last four years, which has meant that we have had to make some very difficult decisions about how we spend our money. With further savings of £69 million to deliver by the end of March 2018, we must focus on the things that matter the most.

We remain committed to communities and will focus on safeguarding vulnerable children, young people and adults over the forthcoming years alongside innovative service delivery in areas where we have less money.

Despite our current challenging circumstances we have achieved some excellent outcomes for our communities and this report aims to highlight some of our achievements alongside areas we would like to improve further with the money that we have available.



Cllr Ranjit Banwait,
Leader of the Council



Cllr Martin Rawson,
Deputy Leader



Derby City Council



Some of our key achievements in 2014/15...

At the end of March 2015 performance had improved in **51%** of our priority performance measures when compared to 2013/14 results and **76%** of our Council Plan priority actions for 2014/15 were achieved...

An inspiring start in life

- The percentage of young people achieving a good level development in early years has improved.
- Achievement at level 4 or above in both English and Maths at Key Stage 2 has increased to 77%.
- 96% of 3 and 4 year olds accessed funded early education places in Derby.
- The New Communities and Achievement Team supported over 300 families that have recently arrived.



Inspiring working life

- The percentage of young people aged 16-19 years who are not in education, employment or training is now at 6%, in line with our comparator authorities.
- The percentage of adults with learning disability in work is now 7.6%, the best result in 5 years.

An inspiring place to live

- 99 new social housing homes have been built (in partnership with Derby Homes).
- Now 78% of adults with learning disabilities live independently, the best result for 5 years.
- A new City-wide Events Strategy saw over 316,000 people attending 'Derby Live' events in 2014/15.



Better outcomes for our communities

- Households living in temporary accommodation remain within target and below national averages. Nearly 5,000 people have joined the Livewell programme, 59% of whom achieved their 5% weight loss goal.
- Now 98% of social care customers and carers receive self-directed support, the best result in 5 years.

More efficient and effective processes

- Household bin collections (99.9%) continue on time and street cleansing incidents (98.7%) are dealt with in service standard timescales.
- 68% of all care homes are fully compliant on all inspected standards, above the 65% national threshold further compliance work continues.
- More customers are using self-service options making things quicker, easier and cheaper.
- Work is on track to deliver the increased occupancy in the Council House and all staff based here can work more flexibly.

Improved value for money for our customers

- A legally balanced budget was delivered and approved by Full Council in March 2015.
- Council tax (98%), business rates (99%) and due rent (100%) were collected within target timescales; with performance steady compared to previous years.
- Neighbourhood Boards focused devolved budgets on local issues.

A skilled and motivated workforce

- Action has been taken to reduce sickness absence (8.4 days)
- Council health and safety incidents fell to 23 from 30 last year.
- A successful Stonewall event was held in September 2014.





Spotlight on services for children and young people

Children's Services in Derby City have been focusing on **four** key objectives over the last year...

- Supporting all children in the city to achieve positive outcomes and good health and well-being.
- Promoting school improvement and closing the gaps.
- Safeguarding and assuring permanence for all vulnerable children and young people in the city.
- Responding to change and managing demand.

Key achievements

Helping 16 to 19 year olds with training and work

In 2014/15 Derby's secondary schools, training providers and the voluntary sector helped the Council to make sure some of the "hardest to reach" young people from inner city areas successfully moved into education, work or training. One of the young people helped was Chloe who completed a six month traineeship in child care while improving her literacy and numeracy skills through a four week National Citizenship course.

A single mum's story on the impact of our early help services

A single mum and victim of domestic abuse who'd had her eldest children removed into care, was helped by attending a Freedom Programme with other victims. The perpetrator had control over her and the family with the remaining child starting to show signs of abusive behaviour. The Freedom Programme helped her to understand the impact of domestic violence on her and the family including the resulting low social skills, low self-esteem and confidence. The course provided her with emotional support to deal with low confidence and legal advice to secure a restraining order. She was able to deal with the perpetrator, to talk about her experience and build relationships. She continues to seek legal advice, is dealing with the child's behavioural issues and is still working with other professionals in a positive way.

Adopters and Foster Carer Stories:

<http://www.derby.gov.uk/health-and-social-care/adoption/adopters-stories/>

<http://www.derby.gov.uk/health-and-social-care/fostering/foster-carer-stories/>

Summary of our priority performance measures...

- ✓ As well as the development in early years and KS2 level 4 attainment in Maths and English, the achievement gap at Key Stage 4 has improved this year between pupils eligible for free school meals and their peers (although overall rates have fallen).
- ✓ Children in care who had their statutory health checks in target timescales rose to 86%, the stability of their placement rose to 73% and the average time from entering care to moving to an adoptive family fell.
- ✓ The percentage of inspected children's services judged good or outstanding rose to 71% for Residential Children's Homes and 75% for Early Year's settings.
- ✓ The Priority Families project achieved the target number of referrals for Phase 1 and Government has now allowed Derby to roll out Phase 2 early, with payment by results being received for 100% of families supported in Phase 1 (*provisional*).

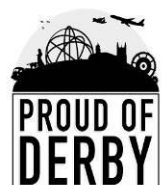
For further information on our achievements in 2014/15 please visit our webpages –

<http://www.derby.gov.uk/education-and-learning/>

<http://www.derby.gov.uk/health-and-social-care/>



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Spotlight on adult services

Adult Services in Derby City have been focusing on **eight** key objectives over the last year...

- To improve people's health and well-being and reduce health inequalities.
- To improve the resilience of individuals, families and communities and promote self-help.
- To improve our information and advice so people can make good choices for their well-being and to promote financial inclusion.
- To build more affordable homes and bring empty housing back into use.
- To put recovery, independence and control at the heart of what we do.
- To support people to live in their own home and lead "ordinary lives", with opportunities for education, employment and an active cultural and social life.
- To support carers and sustain them in their caring role.
- To safeguard adults at risk.

Summary of our priority performance measures...

- ✓ We have maintained strong performance in the Adult Social Care Outcomes Framework for customers and carers with measures including; personal budgets and direct payments, new permanent care home admissions, settled accommodation and employment for adults with learning disabilities and mental health, safe and secure services with quality of life, access to information, consultation and satisfaction are all on / above targets and ahead of peers.
- ✓ Local Area Coordination expanded from two to seven workers, still supporting real outcomes for vulnerable families and communities.
- ✓ 305 affordable homes were delivered and 143 private sector homes were returned to occupation or demolished. Grant funding from the Homes and Communities Agency helped the development of 129 new homes.
- ✓ We met our target for successful exits from drug treatment.

Key achievements

Derby is delivering **best value** with evidence of **good progress** in adult social care, it's "very self-aware, well led and very well run with savings made in most areas whilst quality had been maintained in many services". (LGA Use of Resources Peer Challenge Report May 2015).

"Loneliness and social isolation is a real problem for some older people in our community. The Council, in developing schemes such as '**Shared Lives**', the use of **Local Area Coordinators** - that are now being rolled out across the city - and **inter-generational initiatives** such as those in Darley ward where University of Derby students are involved. We will make good progress over the coming months to improve some people's lives." (Cllr Martin Repton Cabinet Member for Integrated Health and Care - Social Isolation Cabinet report 28/5/2015).

Umar's Story

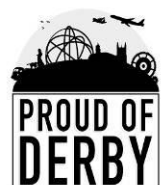
Umar was an anxious, confused and unhappy elderly man because his care agency was not offering a culturally appropriate care and support service. Then his Social Care worker suggested he employ two care assistants who would provide support more sensitive to his cultural needs through a personal budget. Umar could not manage the paperwork due to his mental health so an independent organisation was engaged to do this on his behalf. Feeling happier and in control of his life, he now enjoys the company of his assistants and has regular Caribbean food which is something that he values.

For more adult social care customer stories please visit our website: <http://www.derby.gov.uk/health-and-social-care/your-life-your-choice/customer-stories/>

For further information on our achievements in 2014/15 please visit our webpages <http://www.derby.gov.uk/health-and-social-care/>



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Spotlight on communities and place

Services for communities and places in Derby

City have been focusing on **five** key objectives over the last year...

- Improving the quality of life for people in Derby through effective health, community and neighbourhood management.
- Improving the quality of life for people by contributing to making Derby an attractive and vibrant place to live, work and visit.
- Protecting and improving the health, safety and well-being of the people of Derby.
- Leading and supporting the infrastructure and the natural and built environment of the city.
- Effectively managing the interaction and impact of society on the environment through efficient waste and carbon management.

Key achievements

- Derby Arena opened in March 2015 with a 1,700 seat multi sports and 5,500 seat concert capacity. Many events including; Revolution series, Derby Sports Awards, Summer Netball and Tae Kwondo championships are going to be taking place. The feedback from residents has been very positive...

*"It's amazing and I didn't think it would be anywhere near as good as this. **It's good for the city** because we don't have anything with such a mixture of sports here. I will bring my kids because there's so much for them to do." (Local Resident, 38 years of age).*

- Derby Enterprise Growth Fund (DEGF) celebrated achieving its target of providing over £20million of grant and loan funding to local businesses, with 132 businesses benefitting so far. This funding has already created over 600 new jobs with contracts in place to create over 1000 more over coming years.
- Progress has been made with the key stakeholders and partners in developing a citywide approach to sport and physical activity and a framework is being developed with stakeholders such as; the University of Derby, Derby County Football Club, Sporting Futures, Derby College and Connected Derby.
- Community First funding has been allocated to seven wards, demonstrating partnership working and development of leadership within the community.

Summary of our priority performance measures...

- ✓ As well as our success in bin collections and street cleansing, so far this year all offensive graffiti reported has been removed within one working day.
- ✓ 83% of major planning applications have been processed within target timescales compared to 65% at this time last year.
- ✓ Derby Live audience figures based on box office actuals and estimates of footfall and attendance at non ticketed events show 10% more people attended that had been expected.
- ✓ An estimated 38,500 people saw some element of the Derby Festé that took place throughout the City Centre in September 2014.
- ✓ 85 new homes were built as part of the Osmaston project, with a further five due to be built by the end of June 2015. 44 new homes have been created within the Castleward Urban Village, with the first properties released to the market in February 2015.
- ✓ Enhancement to the St Peter's Cross area were successfully delivered in October 2014. This space used to be a place where people just moved through. It is now a place where people meet, dwell and on occasion be entertained with organised music events.

For further information on our achievements in 2014/15 please visit our webpages;

<http://www.derby.gov.uk/community-and-living/>
<http://www.derby.gov.uk/environment-and-planning/>
<http://www.derby.gov.uk/leisure-and-culture/>
<http://www.derby.gov.uk/transport-and-streets/>



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Better services for Children and Young People through meeting your needs in 2014/15



| 'What you told us / we found you needed' | 'What we did / are doing to meet your needs' |
|---|---|
| Mental Health: Schools and Colleges Students and young people were asked "What support works really well? What needs to improve? What skills would you want teachers/support workers to have?" | ✓ One of the next priorities of the Behaviour Pathway is to work with schools to look at what a 'good school model on mental health looks like'. Your comments will help us to do this. We will ask teachers to talk to schools councils about this too. |
| Mental Health; What makes a good GP and school nurse? The key themes were; <i>Positive and approachable personality, Time, flexibility and choice, Trustworthy, good listener, non-judgemental and understanding, Knowledgeable, experienced and professional.</i> | ✓ We shared these comments with school nurses and doctors in early 2015 so that they can learn about what matters to young people and plan how to improve services. |
| Mental Health: Views on Self Harm What support could prevent self-harm from happening? The key themes were: support groups for young people from Year 9, peer to peer support, counseling, awareness risks, awareness of services, use of social media/online and teacher training. | ✓ Reducing self-harm is a priority for the Commissioning Team. The self-harm pathway for Derby City and Derbyshire is being updated based on the feedback we have received. ✓ From helping young people preventing self-harm to improving access to care in an emergency, the views we received will help us develop the pathway, particularly in our work with schools. |
| Mental Health: Self Harm DVD They were impressed with the Safeguarding Board's DVD made by young people and wanted it used by schools. <i>'It's changed my views as self-harm is not just about your own stress it's also about other people's situations and how that could affect you'.</i> | ✓ We fed back your comments to producers of the DVD – they were very pleased with your feedback. ✓ The Safeguarding Board are considering putting the DVD on their website so that it can be used for staff training and in lessons at school. This would be easy for teachers to download. |
| Employment Voice in Action Youth Council highlighted employment as a key theme to the Derby Renaissance Board and Skills Board and the work experience presentation to the Leader of the Council and Cabinet Members for Children's Services, Housing, Finance and Welfare and Senior Council Officers. | ✓ Education Service delivered 1500 mock interviews to year 10 and 11 students by real employers. ✓ Princes Trust funds helped the organisation SCAPE to get vulnerable young people work ready through work experience. On-going support matches young people's aspirations to employer needs through student and business link ups. |
| E safety Young people were asked: What could be done to help young people stay safe online in Derby? Their concerns, comments and ideas on safe use of online services including social media were noted. | ✓ As a result of young people's views on e-safety Derby's Safeguarding Children's Board have put together an e-safety action plan. |
| Teenage Relationships When asked about information on positive teenage relationships, key themes such as trust, honesty, love, vulnerability, respect, freedom, equality, loyalty, understanding, kindness, commitment and caring were highlighted. | ✓ A young people's focus group, in consultation with Voices in Action Youth Council helped to design statements for a poster to raise awareness on positive relationships. |



Derby City Council



Better services for Adults through meeting your needs in 2014/15



| 'What you told us / we found you needed' | 'What we did / are doing to meet your needs' |
|---|--|
| <p>Intermediate care Reducing the time older people spend in hospital that can be costly and supporting more independence for vulnerable older people.</p> | <p>In January 2015, as a winter resilience measure, six beds in Perth House previously used for short term care, were allocated to the Home First service. The key objectives of the beds was to support quick discharge from hospital, or prevent admission of vulnerable older people medically fit but requiring further assessment or confidence building to return home. Outcomes are positive...</p> <p>Mr. P was admitted for a leg operation, he lived in an upstairs flat and since his operation has become a wheelchair user.</p> <ul style="list-style-type: none"> ✓ He was discharged to a Perth House Assessment bed. ✓ Within 3 weeks he was rehoused, suitable equipment provided and his assessed need identified after Home First input for one call daily to support him. <p>Mr. F had been in an NHS Nursing Bed for several weeks.</p> <ul style="list-style-type: none"> ✓ He was transferred to a Perth House Assessment bed for social care assessment which took 8 days. After which he went home with Home First support. ✓ Tele-care equipment was provided and he initially had four calls daily, gradually reducing over a short period of time resulting in him not requiring any ongoing support because staff had helped him to achieve his independence. |
| <p>Employment for older people and adults with learning disabilities Work placements were needed for older people and young people with learning disabilities to promote independence supporting better health and well being and to increase their chances of employment (where appropriate).</p> | <p>Six young people with learning disabilities have been supported by the T2 project into employment and volunteering opportunities;</p> <ul style="list-style-type: none"> ✓ SR has been helping in the office and moved up from shredding paper, to inputting invoices into the computer system and has now graduated from the T2 project with increased skills and confidence. ✓ ZS and MP worked in the kitchen at Warwick House and can now travel to and from Warwick on their own. ✓ JH, a young man with autism, entertains residents at Warwick House with weekly classical music performances and CL assists with weekly hairdressing, nail painting, and exercise sessions all through the T2 project. |
| <p>Employment, volunteering and coaching Direct Services highlighted the need for increasing community links and customer involvement through use of work placements, student placements, and volunteers.</p> | <p>We have worked to promote more opportunities for people with good outcomes...</p> <ul style="list-style-type: none"> ✓ Getting help through an employment coach BE is now starting work in the kitchen at Raynesway View and also volunteering. ✓ YMCA learners now link in with care homes. ✓ The employment service support now provides help with gardening at Morleston Centre. |
| <p>Adult learning Derby Adult Learning needs to be better promoted amongst minority communities to increase take-up.</p> | <p>Derby City Adult Learning Service now holds events in community centres and make sure that more centres are included in course brochures.</p> |



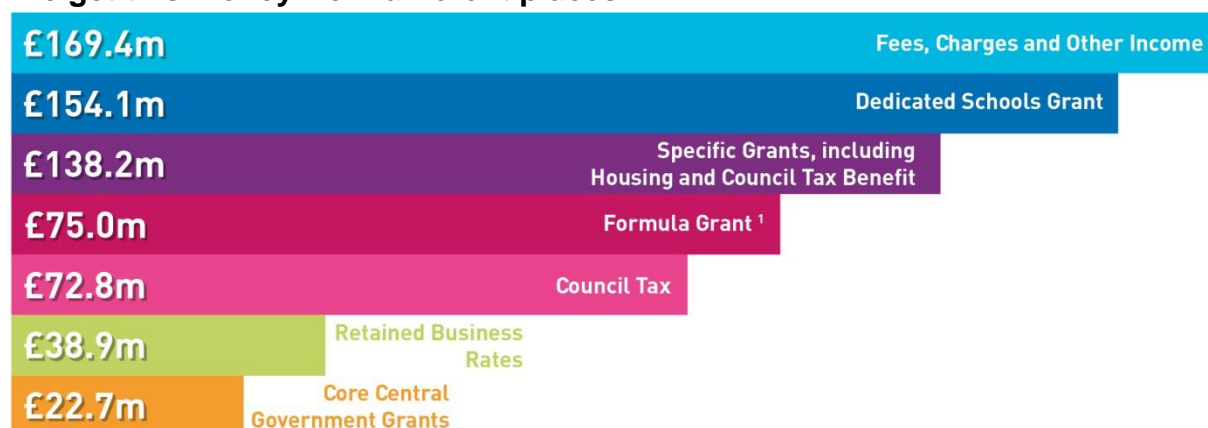
Derby City Council



Funding our services during 2014/15

Set out below is a full summary of where our money comes from and how it was spent over the last year....

We get this money from different places...



¹ The formula grant consists of the main revenue support grant provided by Central Government and redistributed business rates. This funding is not ring fenced to any specific areas.

When we review our performance we also review how much is being spent on services provided for you. This helps us to work out if we are providing 'good value for money' – getting the most for every tax payers' pound that we spend. Total gross income for 2014/15 was £671.1million.

How the money is spent...



In 2014/15 £655.8million was spent on delivering our services and £15.3million was held in reserves for future expenditure.



Derby City Council



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



Looking ahead to 2015/16 and beyond...

In line with both our statutory duties and the commitments we have made with our partners for 'Derby 2030', our **pledges** for Derby City Council over the next three years are:

- a **safe** and pleasant environment for you to live and work.
- a **strong** community where residents feel empowered and businesses are supported to grow
- an **ambitious** and forward looking city with good prospects for everyone.
- a **resilient Council**, focusing on how we as a Council can deliver our services going forward.

Some of our key priorities for improvement will include:

- safe...supporting children and young people and adults to remain safely within their communities and protecting consumers and the local economy from rogue traders.
- strong...extending local area coordination to ten city wards, improving community cohesion and integration and improving the opportunities for young people who are preparing for adulthood.
- ambitious...raising attainment at all levels, helping people for all ages and abilities into work, supporting regeneration and increasing affordable housing.
- resilient...delivering a balanced budget, providing value for money, improving emergency planning and business continuity and improving our information offer to people who may have support needs.

For further information on our priorities for 2015 – 2018 is available in our Council Plan. A copy of this is available on our website: www.derby.gov.uk



Derby City Council



**We can give you this information in any other way,
style or language that will help you access it.**

Please contact us on: 01332 293111

Minicom: 01332 640666

Polish

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

Prosimy o kontakt: 01332 293111

Tel. tekstowy: 01332 640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ,
ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ
01332 293111 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।


Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں بھیج سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم
01332 293111 منی کام 01332 640666 پر ہم سے رابطہ کریں۔



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