

Derby City Council

Annual Report 2017/2018



Derby City Council

Contents

| | Page |
|--|-------------|
| Foreword from the Chief Executive | 3 |
| 2017/18 - Our achievements at a glance | 4 |
| Safe Derby | 6 |
| Strong Derby | 8 |
| Ambitious Derby | 10 |
| Resilient Council | 12 |
| 'You said, we did' | 14 |
| How our services are funded | 16 |
| Looking ahead to 2018/19 and beyond | 18 |

Foreword from the Acting Chief Executive

This is our summary annual report for 2017/18. It is designed to give you an overview of some of the things your council has been working on, and how we are working to make Derby a **Safe, Strong and Ambitious city**, with a **Resilient Council**.

Along with this report, we are publishing our Annual Performance Review. This tells you how we have performed against the priorities we set out in our Council Delivery Plan for 2017/18.

There are many areas where we have made **good progress**, delivered on our commitments, and performance has improved. I want to thank our hard-working members of staff, who continue to work with reducing resources to get the best we can for Derby, and for the people who rely on our services.

There are some areas where we still have **challenges to address**. Many of these relate to the ageing population and increasing demand for our services, both of which take up an increasing proportion of our resources. It is important that we are open and transparent about these challenges, by reporting on our performance to Council Cabinet every three months, and telling you how we plan to improve where required.

This report also tells you some basic things about where the Council's money comes from and what we spend it on. For more details on this, you can refer to our Statement of Accounts for 2017/18. For more information about how the Council is run, and how we make sure we are looking after your money properly, you can refer to our Annual Governance Statement for 2017/18.

It has been well documented that Derby has had difficulties around governance in recent years. However, in 2017/18 we have put in place a Corporate Improvement Plan and good progress is being made.

We are now working closely with the new Conservative administration to develop a new **Council Plan** for 2019 onwards, which will set out our strategic direction for the years ahead. The reality is that the financial situation for all local authorities remains challenging, and there are still difficult decisions to be made. Nevertheless, there are also great opportunities ahead of Derby, and I am confident that, by working closely with our partners and communities, we will be well placed to make the most of them.



Christine Durrant
Acting Chief Executive

2017/18 - Our achievements at a glance

Safe Derby

- Our joint working arrangements to get people out of hospital into their home or care are some of the most successful in the country, with a low level of “delayed transfers of care”.
- We expanded our network of Talking Points, giving people the chance to have a direct conversation about their care needs, without the need for complex referrals and forms.
- Homelessness fell slightly, but remains at a high level. We have renewed our partnerships and refocussed our approach to comply with new duties on preventing homelessness.
- Two Public Space Protection Orders have been introduced to tackle anti-social behaviour.
- We have improved our performance on health checks for our looked after children, which includes their dental checks and immunisations.
- 66% of our care leavers were in employment, education or training at the end of March 2018.



Strong Derby

- We have a wide offer to improve health and wellbeing including weight management, smoking cessation, and preventing falls.
- We secured improvements to 340 private rented properties through our interventions, and helped a further 692 people through our Healthy Housing Hub.
- Working with partners, we're promoting the Move More Derby campaign to get more people active, including in our 12 Green Flag parks and open spaces.
- A new approach of education, enforcement and engagement has made a big difference to the appearance of parts of Derby, and raised expectations about pride in our neighbourhoods.
- A programme of varied and affordable events is bringing Derby together, including the return of the Hannells Darley Park Concert.



Ambitious Derby

- The quality of Early Years provision in Derby has improved, with 98% of providers judged as 'good' or 'outstanding' by Ofsted, and no 'inadequate' providers in the private/voluntary sector.
- There has been a improvements in the percentage of Year 6 pupils reaching expected levels of attainment.
- The Opportunity Area strategy is supporting the education sector to make sure all children and young people benefit from the best practice, and can develop broader life skills and experience.
- Our interventions led to the creation of 1,047 jobs last year.
- 'Closing the Gap' is the shared theme of the Derby Partnership – making sure that everybody can benefit from the fantastic opportunities available in Derby.



A Resilient Council for Derby

- We published our Corporate Improvement Plan, which draws together findings from our Corporate Peer Challenge and other previous reports into a comprehensive approach to establish the highest standards of governance and transparency.
- Our Statement of Accounts for 2015/16 and 2016/17 were signed off by External Audit. We produced our 2017/18 draft accounts two months early, to ensure that the statutory deadline for completion would be met.
- We are able to resource our capital programme, to make the investments in infrastructure and facilities that the city needs to thrive and attract further investment.
- Customers benefitted from accessing services at their convenience, with a 27% increase in the number of online transactions through our website.
- Derby Jobcentre Plus moved into the Council House, providing cost savings and benefits for taxpayers.



Safe Derby

Protecting vulnerable adults

The NHS has been under huge pressure this winter, and Derby is no exception. But the investments we have made in our Home First service have kept “delayed transfers of care” among the lowest levels in England. This means fewer people are waiting in hospital when they are well enough to be discharged and that other patients spend less time in Accident & Emergency waiting for a bed to become available.

Our Hospital to Home team won a Silver Award at the National Social Work Awards in November, recognising our effective partnerships. We are continuing to focus on reducing hospital admissions, and then on getting people out of hospital as soon as they are well enough, and supporting them in the community where possible as an alternative to residential care.

We expanded the network of [Talking Points](#) for adult social care customers, giving people a direct route for a conversation about what they need, without complicated referral forms. There are now fifteen Talking Points, and we are looking to provide another one in the Spondon area.

Homelessness acceptances fell slightly, from 496 last year to 478 in 2017/18. This is still three times the level it was in 2011, and represents a challenge. Following the change to homelessness law, we have refocused our services and over 25 partners in Derby renewed their commitment to working together by signing up to the [Derby Homelessness Charter](#) this year.

Protecting children and young people

We expanded our [Early Help](#) offer in schools, supporting over 400 families. 93% of Early Help cases showed improving outcomes, and reduced the need for more formal intervention.

Despite this, we have seen a significant increase in demand for Children’s Services, with the number of children with a Child Protection Plan increasing by nearly 40%. The number of children in care has also risen by nearly 10%, which means that we need to continue to recruit more foster carers and adopters, to make sure children have a stable home as quickly as possible. We are taking part in the a regional adoption pilot, which allows us to match children with potential adopters across a larger pool.

Following the ‘Good’ rating awarded to our Children’s Services last year, we have been working to address Ofsted’s recommendations and improve services further. In March we held a “mock inspection” of our services for children in need of help and protection, looked after children, and care leavers. This confirmed that we have been making progress in all areas recommended for improvement by Ofsted in 2017.

Enforcing the law to keep the public safe from harm

Throughout the year, our Trading Standards team have worked with the Police, Her Majesty's Revenue and Customs (HMRC) and other partners to keep Derby safe from unsafe goods and food, and help people avoid falling victim to scams and rogue traders. This year, there has been a focus on illicit tobacco, which may not comply with packaging rules, may be unsafe, and defrauds the public of the tax due on it. We have assisted with the execution of warrants, seized significant amounts of tobacco and other goods, and successfully prosecuted those responsible.

We have strengthened our partnerships with the Police and Crown Prosecution Service (CPS) over the past year. We are making effective use of Community Protection Warnings and Community Protection Notices, and we also created two [Public Space Protection Orders](#). These give officers powers to disperse groups, stop street drinking and tackle a range of nuisance behaviours.

Finally, we were re-awarded the [Purple Flag](#) for 2017. This is national recognition that Derby city centre is somewhere to enjoy a safe and welcoming night out.

Summary of our priority performance measures...

- When concerns about a vulnerable adult are referred to us, we took action in all cases. In 90% of cases we were able to reduce or remove the safeguarding risk.
- 64% of children in our care are placed outside Derby and 66.2% are placed through 'independent fostering agencies', which are more costly than "in-house" fostering. Both of these figures have risen, which reflects the demand being placed on the system.
- Five of the six children's homes we operate are rated as 'Good' or 'Outstanding' by Ofsted.
- 91% of food premises have a 4 or 5 food hygiene rating – up very slightly from last year.
- We are improving our adoption timescales.



Strong Derby

Healthy and affordable homes for all

The [Healthy Housing Hub](#) have been working to make a difference to people's independence and wellbeing. 692 households received repairs, improvements, adaptations or advice, and evaluation shows that clients had a reduced level of A&E attendance and hospital stays following the intervention. You can find out more in the Hub's [online report](#).

High energy costs and affordability are a problem in Derby. In response to this, we launched Ram Energy, offering good value energy tariffs to residents, and 1,480 customers signed up in the first six months. We also relaunched the City Energy Saving Programme, helping households on lower incomes to fit energy saving measures.

We are working to continue to develop Derby. 787 new homes were completed in the year, many of them on brownfield land and in the city centre. We won £3m of Government funding to support the Castleward development, and have also been successful at the first stage of accessing significant funding to bring forward some of the major development sites in Derby. We will work up these projects over the coming year.

In order to make sure that the infrastructure is in place for our growing city, we have a capital programme to provide, among other things, new school places, improved road capacity, and an extension to Derby Bus Station, partly funded by £3.6m of Government funding.

Getting active and improving your health and wellbeing

Over 3,500 people completed programmes helping them to make a change to improve their health, whether that be managing their weight, quitting smoking, or getting more active, through [Livewell](#), [Workwell](#) and [Forever Active](#).

Along with our partners, we published our strategy and launched the [Move More Derby](#) campaign to help more people get active and take part in sport and recreation. This focuses on small, achievable changes that everyone can make to their lifestyle, but which will have benefits for their physical and mental health in the long term.

Twelve of Derby's [parks and open spaces](#) were recognised with the Green Flag award in 2017 – a credit to the hard work of all the volunteers and staff who care for the six parks (Alvaston, Arboretum, Chaddesden, Darley, Markeaton and Sunnysdale), four local nature reserves (Chaddesden Wood, Chellaston Brickworks, Darley & Nutwood, Sinfen Moor), Little Chester Allotments and Markeaton Park Walled Garden. Having safe and welcoming green spaces is really important for people to get outside, get active and enjoy our beautiful city.

A strong community

[Crowdfund Derby](#) launched in summer 2017, giving communities a way to support the local projects that will make the most difference in their area, backed by £60,000 of match funding from the Council. Several projects have already been fully funded, including a scheme to make sure children who receive free school meals do not go hungry over the summer; Home Start Derby, helping Early Years children get the best start in life; and the Hope Centre's Clothes Bank. More projects are being added to the site all the time.

The Hannells Darley Park Concert made a successful return in September 2017. We listened to feedback from people who told us how important the event was to Derby, and we were able to reinstate it using a combination of Council funding, sponsorship from the local business community, and a small ticket price.

A clean and attractive city

Feedback from residents has shown that litter, fly tipping and bins being left on streets is a major problem in some parts of Derby. In response, we resourced a team of Public Protection Officers to work intensively in the areas that had the most issues. This year, we issued over 350 fixed penalty notices for littering, dog fouling and fly tipping, over 1500 notices that require bins to be taken off the street, and prosecuted over 100 people for environmental crime.

Summary of our priority performance measures...

- We delivered 75 new affordable homes to rent or buy.
- We returned 86 empty private sector homes to use, nine more than the previous year.
- We secured improvements to 340 private rented properties through our interventions.
- 394 people took part in our programme to reduce the number of injuries through falls.
- We provided 923 NHS Health Checks to people between 40 and 74.
- We emptied 99.95% of household bins right first time.
- 36% of Derby's waste went for recycling, composting or reuse in 2017/18.
- We made 96% of dangerous potholes safe within 24 hours of them being reported.



A place where people work together, can enjoy good health and wellbeing throughout their life and feel that they belong to a thriving community

Ambitious Derby

Creating high skill jobs

Our initiatives to support job creation in Derby continued to grow, and in total these led to 1,047 jobs this year. Many of these were from loans we made through the Derby Enterprise Growth Fund, helping local enterprises to grow and remain in Derby, and many were created by companies who are part of [Connect Derby](#).

Analysis for our new [Economic Growth Strategy](#) showed that there are more jobs per head in Derby than the regional or national average, and much of the growth is being driven by science, technology and engineering associated with the city's traditional strengths in aerospace, rail, automotive and advanced manufacturing.

[Enterprise for Education](#) (e4e) is one way we connect young people with the opportunities available. This year, over 5,000 young people from Derby's schools and colleges took part in activities with local employers, both large and small. These included industry visits ("Just Imagine Working Here..."), career talks, CV writing workshops, mock interviews and individual mentoring.



A high quality education for all

"Closing the Gap" is the aim of the [Opportunity Areas action plan](#) for Derby. Led by the education sector, Opportunity Areas is based on evidence of what works, and spreading the best practice to all education settings. Dozens of Derby schools are engaged in a range of programmes, including support for phonics, reading, comprehension, mathematics, English as an additional language, secondary leadership and speech & language pilots in Early Years settings.

We know that academic results in Derby's schools don't yet meet the city's level of ambition. Nevertheless, we are making improvements. 58% of our young people achieved an English and mathematics "standard pass" at GCSE in 2017, an increase from 54% the year before, and a much bigger improvement than in comparable areas of England. Year 6 results showed an even bigger improvement, with 55% of pupils meeting the expected standard, up from 48% the year before.

High quality Early Years provision is really important to our Young People's life chances and supporting improvements and in their outcomes. We have provided termly briefings for Early Years providers, supported childminder network meetings, provided training, and worked intensively to support providers judged by Ofsted to need improvement. Five years ago, just 62% of Early Years settings were judged 'good' or 'outstanding' by Ofsted. Now, that figure is 98%, and there are no 'inadequate' settings in the private and voluntary sector in Derby.

A place where we support our children and young people to achieve their full potential, skills are valued, jobs and businesses are growing and we have the infrastructure to create a city for the future

All our historic Statements of Special Education Needs (SEN), 1,375 in total, were converted to Education and Health Care Plans (EHCPs) by the March 2018 deadline. We will review all converted statements to make sure that the new plans are of high quality and support children and young people with special needs to achieve their potential. We are realistic that this remains a challenging area for the Council, and we will work with parents and all partners to make sure that our services are meeting local needs.

As a corporate parent, we are especially ambitious for the young people leaving local authority care. We provide dedicated services for care leavers and support them well into adulthood, as recognised by Ofsted in their inspection last year. This year, we have been able to offer nine apprenticeships at the Council to care leavers. Several of our apprentices have already secured full time roles at the Council or with another employer. We also decided to make care leavers exempt from Council Tax until they are 25, making things just that little bit easier as they make the challenging transition to living independently.

Summary of our priority performance measures...

- 95% of 3 and 4 year olds take up their universal entitlement to 15 hours childcare a week.
- 4.6% of 16 and 17 year olds are not in education, employment or training ("NEET"). This is slightly better than last year, and considerably better than four years ago.
- 82% of our maintained schools had a "Good" or "Outstanding" rating from Ofsted – about the same as last year.
- Only 47% of Education and Health Care Plans were completed within 20 weeks. We are confident this will improve now that all historic SEN statements have been converted.
- We helped 14 brand new businesses to get started and supported 291 more young businesses to thrive, largely through the Connect Derby network.
- Connect Derby achieved 78% occupancy at the end of the year, up from 69% last year.



A place where we support our children and young people to achieve their full potential, skills are valued, jobs and businesses are growing and we have the infrastructure to create a city for the future

Resilient council

During 2017/18, we took significant steps to address some historic issues with the financial management and governance of the Council and put improved arrangements in place.

We drew together findings from our auditors, our employee survey, and our Corporate Peer Challenge to create our [Corporate Improvement Plan](#). This shows the steps we need to take to build a more resilient Council that is fit to meet the challenges ahead, and meets the highest standards of governance and transparency.

There were a number of achievements in this area over the last year:

- Phase 1 of the senior management restructure is underway to increase leadership capacity. A new Strategic Director of Corporate Resources post has been created, as well as new Director roles for Human Resources and Property.
- Our Statement of Accounts for 2015/16 and 2016/17 were signed off by External Audit. We produced our 2017/18 draft accounts two months early, to ensure that the statutory deadline for completion would be met.
- A new process for handling complaints about councillors was approved by Full Council.
- Over 100 staff received training from LGA on 'working in a political environment'. Councillors will undertake the LGA training over the summer.
- Risk management arrangements are being strengthened.

Our Annual Governance Statement for 2017/18 provides more detail on how we are making improvements to our governance arrangements.

Making the most of our assets

The continued reduction in Government funding means that we have had to continue doing more with less, and to seek efficiencies wherever possible. We delivered £12.5m of savings last year (90% of what was planned), making a total of £148m in savings from our annual budget over the last six years.

We have been rationalising our property for several years, and disposing of any property that we no longer need. This year, we sold four sites and generated £6.2 million, which supports our capital programme. The programme of property rationalisation will continue throughout 2018/19 and future years.

Our people

Our employees are essential to delivering value for money services. We have a three year People Strategy, which aims to attract, develop and support a modern, flexible and resilient workforce. Building on the introduction of a Counselling Service last year, we introduced a new system to manage employee sickness, putting our staff in touch with a qualified nurse to talk through their symptoms when they first call in sick, to help them get well and back to work as soon as possible. This is part of an ongoing project to continue to reduce absence levels. At 12.8 days per full time employee (excluding schools), sickness absence is still high compared to other councils, and this remains a priority for improvement.

Delivering services differently

Derby Jobcentre Plus relocated to the Council House in February, allowing us to work more closely to help vulnerable customers and provide more services in one accessible location.

Customers continued to take up online options to access our services, with a 27% rise in online transactions over the year. We implemented 'MyAccount' to help customers track the status of their requests, and launched new online options for concessionary travel and bulky waste collections. By reducing the number of routine transactions our Customer Services team is dealing with, we can use our resources more efficiently. There will always be an "offline" option available for anyone who needs it.

We continue to monitor and respond to customer feedback across our services. In 2017/18 we recorded 430 complaints on our corporate system (compared to 506 in 2016/17) and responded to 80% within our target timescale (in most cases this is 10 days, however for adult and children's services it can take longer, due to the complexity of cases). We are developing our corporate approach to proactively capture more complaints and learning during 2018/19.

Summary of our priority performance measures...

- We collected 97.8% of Council Tax within three years of it becoming due – down very slightly on last year.
- We collected 99.3% of business rates within two years of them becoming due – up very slightly on last year.
- We collected 93.5% of sundry debts in the year they were raised – our best performance on this measure for four years.
- We completed 100% of the asset valuation programme on schedule.



'You said, we did'

There are lots of ways you can get involved in the Council's work and tell us what you think.

- You can take part in public consultations.
- In some areas there are Neighbourhood Forum meetings, or in some wards you could join your local Neighbourhood Board.
- You can join one of several groups that represent the views of different people, and help us to meet our Public Sector Equality Duty (see details below).
- You can see the papers for all public meetings on our Committee Information Management System, and you can discuss Council decisions with your local councillors.
- You can contact your local councillors to discuss any suggestions or concerns.
- To report an issue, make a complaint or give us any other feedback, you can contact our Customer Services team. We welcome your feedback, as it helps us to improve services.

Public consultations

Every year we consult local residents and businesses on a wide range of subjects and issues because it helps us make informed decisions about strategies, policies and services. This year's consultations have ranged from gaining valuable feedback on Council services to informing the content of the new Public Space Protection Orders (PSPOs) in the city.

The annual budget consultation opened in November 2017. It gave local residents and stakeholders the opportunity to comment on the Council's initial budget proposals for 2018/19 and invited their feedback. Consultees raised their concerns about proposed budget cuts to the Livewell programme, with many stating their worries about the impact this could have on health and wellbeing across the city. These savings were subsequently removed from the budget in response to public concerns and the service has continued in the city.

You can find out more at www.derby.gov.uk/yourcityyoursay

Voices in Action

Voices in Action, Derby's youth forum, had a busy year, meeting each month to look at a wide range of topics such as:

- emotional health and wellbeing;
- home to school transport;
- knife crime;
- education for young people with Special Educational Needs and Disabilities (SEND);
- and a number of other issues that affect not just young people, but the whole city.

Their feedback led to some practical changes to Council plans and spending. For instance, we decided not to make any changes to the B-Line concessionary travel scheme this year, while we work to develop the offer with the funding available. And all the feedback from Voices in Action was discussed and the ideas were used when we developed documents such as our Opportunity Area Plan, and our Joint Strategic Needs Assessment for Public Health.

Children in Care Council (CiCC)

The Children in Care Council is for all children and young people aged between 10 and 21 with experience of being in care. The young people talk about the issues that are important to them and meet with managers to see how they are delivering on their promises. Their views are used to influence services to improve outcomes for children in care and care leavers.

We have welcomed lots of new members in 2017/18 and the group continues to go from strength to strength, ensuring the voice of children and young people is heard in service delivery and development. Some of the projects they have been working on this year include:

- Developing welcome packs for children and young people when they first come into care to help answer some of their questions and provide important information
- Developing a “key messages” sheet for social workers and foster carers, explaining the things that are most important to young people when moving placements.
- Completing a telephone audit of a sample of children and young people living further away from Derby to gain their views.
- Attending Corporate Parenting Committee meetings, asking questions of the services working with children and young people, and making sure that reports include a young person’s summary and are written in Plain English.

Equality Hubs

This year, we reviewed the Derby Diversity Forum. Community groups told us that it would be more effective to revert to having a separate Disability Equality Hub and a Race Equality Hub, so that is what we have done. We support these hubs along with our Older People’s Forum, Learning Differences Partnership Board and our Deaf and Hearing Impaired People’s Commitment Group, with Voices in Action (above) representing the views of young people.

We also liaise with women’s groups and with Derbyshire LGBT+, as they preferred to work this way rather than have a formal meeting.

Working with these groups to understand the needs of Derby’s diverse communities is a very important part of meeting our Public Sector Equality Duty. Just a few examples of how we have advanced equality in the last year include:

- We have worked very positively with our LGBT community on fostering and adoption, and marked LGBT Fostering and Adoption Week with lots of media coverage. We also attended and supported Derby Pride.
- We have started work on a new Access Guide for the city and are collecting information from shops and businesses in Derby, with the help of members of our Disability Equality Hub.
- We have been on the DWP’s Disability Confident Journey and have achieved the top level of Disability Confident Leader. We organised a really successful event to share our disability equality work with over 30 other employers.

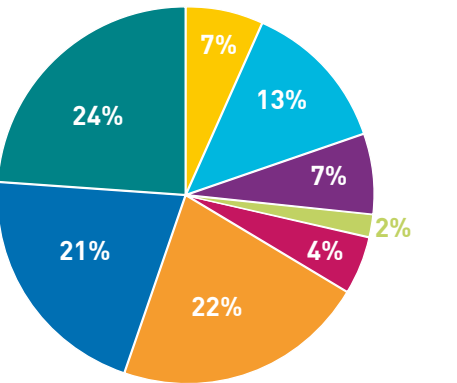
You can find out lots more about our equalities work by reading our Statutory Equality Information 2018.

How our services are funded

Income and expenditure

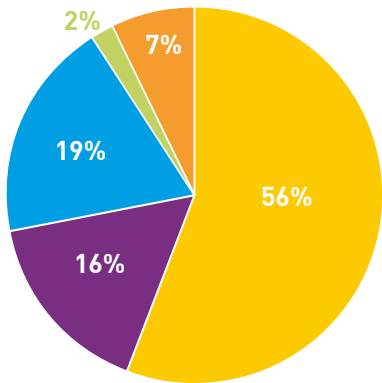
This is our **revenue** budget. It represents the money that we spend each year to run the Council and provide day-to-day services. This budget has to **balance** each year. It does not include **capital** spending (see below).

Total gross income for 2017/18 was **£673.1 million**.



- Council Tax
- Retained Business Rates
- Business Rates Retention Top Up Grant
- Revenue Support Grant
- Dedicated Schools Grant
- Specific Grant including Housing and Council Tax Benefit
- Fees, Charges and Other service income
- Core Central Government Grants

In 2017/18 we spent £673.1 million on delivering our services.

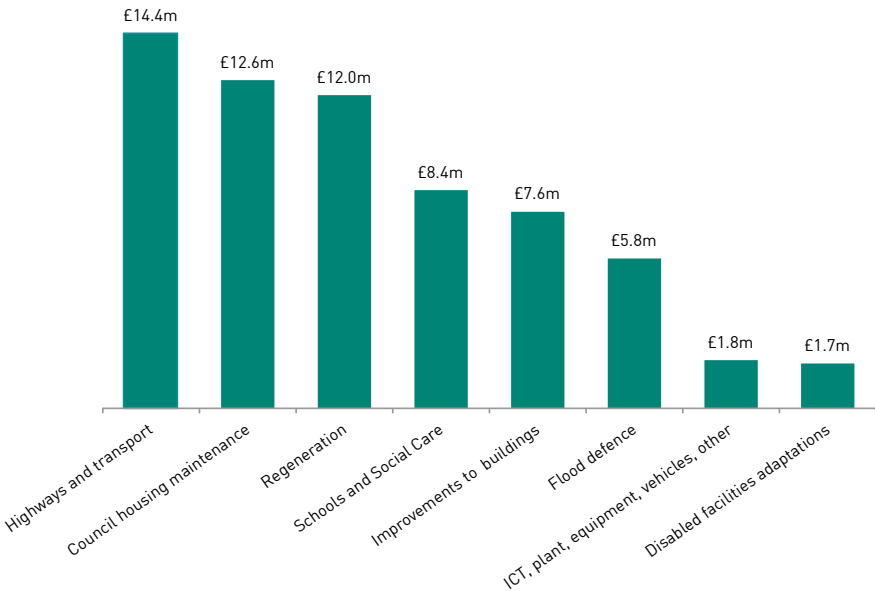


- Housing
- People Services
- Communities & Place
- Organisation & Governance
- Transfer to reserves

Capital income and expenditure

Capital spending is the money we spend to purchase, build, improve and extend the life of capital assets, such as buildings, roads, vehicles and equipment.

Capital spending is money that can only be spent once, and some of it is “ring fenced”, for example if we have received a grant for a certain project.

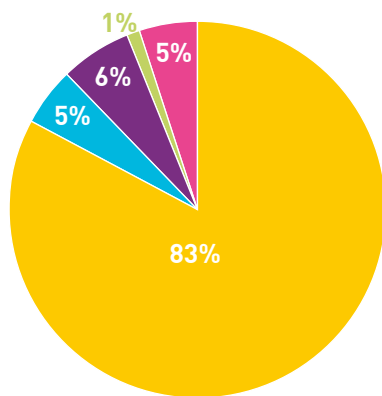


How our services are funded (continued)

Balance Sheet

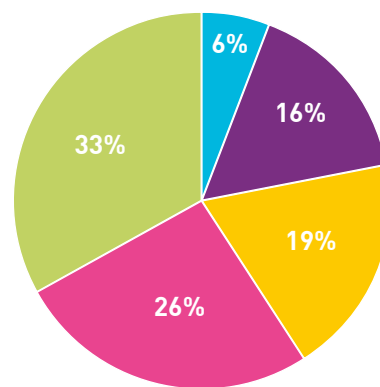
The balance sheet shows a snapshot of the value of what the council owns (assets) and what the council owes (liabilities) as at March 2018. Included in the total liabilities summary are the Council's reserves. At the end of March 2018 we held £239 million in "usable reserves", but this included ring-fenced reserves held for schools and for the Housing Revenue Account, reserves earmarked for the future capital programme (including grants we have not spent yet), and other revenue and budget risk reserves. We held £10.9m in unallocated General Fund reserves, which is the minimum level we are recommended to hold.

Assets £1,446 million



- Cash and Cash Equivalents
- Other Current Assets
- Other Non Current Assets
- Heritage Assets
- Property Plant and Equipment

Liabilities and Reserves £1,446 million



- Current Liabilities
- Useable Reserves
- Unusable Reserves
- Pension Liability
- Other Non Current Liabilities

For more information on our Statement of Accounts, please refer to our website

www.derby.gov.uk/council-and-democracy/council-budgets-and-spending/annual-accounts/

Looking ahead to 2018/19 and beyond

We have a long term vision of 'Derby 2030: a safe, strong and ambitious city'.

- **Safe** - a place where people are safe and the vulnerable are put first and supported.
- **Strong** - a place where people work together, can enjoy good health and wellbeing throughout their life and feel that they belong to a thriving community.
- **Ambitious** - a place where we support our children and young people to achieve their full potential, skills are valued, jobs and businesses are growing and we have the infrastructure to create a city for the future.

Our three year Council Plan is focussed on eight priority outcomes, which underpin the "Safe, Strong and Ambitious" vision. This Council Plan is due to be reviewed this year, which will take place in the context of changing political priorities, a financial environment that continues to be challenging, but also a number of opportunities to positively shape the city for the future.

We will publish our proposals for the new Council Plan in the Autumn, alongside our Budget. For further information, please refer to our website -

<https://www.derby.gov.uk/council-and-democracy/vision-derby/delivering/>



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

Please contact us on: 0800 0092117 Minicom: 01332 640666

Polish

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

Prosimy o kontakt: 0800 0092117 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 0800 0092117 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 0800 0092117 Minicom 01332 640666.

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 0800 0092117 پر ہم سے رابطہ کریں۔

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



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Derby City Council

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