

ANNUAL REPORT

2024/2025



Derby City Council

Together with



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INTRODUCTION

Like you, we want Derby to be a city we're proud of. A place we can all enjoy, with vibrant attractions, quality services, and a greener future. In 2024/25, we took significant strides towards this vision.

The past year has seen successes delivered across all our five priority themes: Green, Growth, Resilient, Vibrant and Working Smarter. From greener transport schemes and new entertainment venues to the shift towards exciting technologies, our city has felt the benefits of our and all our partners' efforts.

Partnership working has been key and we have worked closely to deliver the best outcomes for you, the people of Derby. This approach has been embodied in the launch of the Derby Promise, where we joined partners in making a commitment to Derby's children and young people, and their families, to raise aspirations and achievements for the future.

This report will give you an insight into our performance, funding, and expenditure, and you will be able to see how we've continued to deliver our services in the face of continued financial pressures and changing demands.

We've seen a lot of good things this year, and we have plenty to be optimistic about for the coming months as we continue to deliver a Derby we can all be proud of.



2024/25 AT A GLANCE



APRIL

Green city

Transport improvements around Derby Railway station were completed, providing improved access for all road users and pedestrians from the station to the city centre.



MAY

City of growth

Derby City Council signed up to the Derby Promise, which aims to expand opportunities, raise aspirations, and promote the wellbeing of the next generation by working with businesses, education and cultural organisations.



JUNE

Resilient city

Derby City Council published its Public Health Annual Report, making several recommendations for action in relation to gambling in the city.



JULY

Working smarter

A new employee health and wellbeing strategy and offer was launched for Council staff. It provides a confidential service offering support that may affect staff health and wellbeing.



AUGUST

Vibrant city

The Darley Park weekender attracted healthy audiences on all three nights, with a total of 11,546 tickets sold. The event saw household names from the 80s and 90s travel to Derby to entertain the crowds.



SEPTEMBER

Resilient city

A pioneering and award-winning programme was launched, which transforms the delivery of foster care. Mockingbird constellations were established in every local authority fostering service across the Local Enterprise Partnership.



OCTOBER

Working smarter

A new internal Performance and Risk System was launched, which will enhance performance management and reporting arrangements.



NOVEMBER

Green city

Work began to create a new sustainable travel hub at the University of Derby's Kedleston Road site. It will offer electric vehicle (EV) charge points, Real Time Information (RTI) travel screens and secure cycle parking.



DECEMBER

Vibrant city

Festive Derby brought the Christmas Lights Switch-On, live entertainment, ice-skating, festive food and family activities. Cinderella at Derby Arena was Derby's highest grossing and best-attended panto.



JANUARY

City of growth

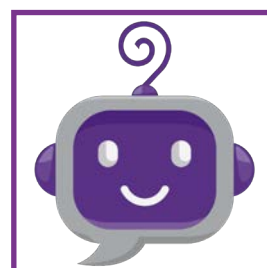
Works on Victoria Street, Albert Street and Corporation Street were completed. Resurfacing took place and planters installed, bringing a greener feel to the area.



FEBRUARY

Green city

Derby's Our City, Our River (OCOR) project was awarded a £35 million boost by the Government, with the allocation of Flood Defence Grant-in-Aid to deliver the next phase of the scheme.



MARCH

Working smarter

Over 60% of all queries can now be answered 24/7, in several languages, as Derby City Council launched an upgraded version of its digital helper, Darcie.

2024/25 PERFORMANCE HIGHLIGHTS

Over the last year, through working with our partners, we:

- Returned into occupation or demolished 88 private sector empty homes, making sure we maximise the city's housing (a rise on the 75 delivered in 2023/24).
- Recycled, composted or reused approximately 38.6% of household waste.
- Processed 91.7% of non-major planning applications within eight weeks, an improvement of 3.2% compared to last year.
- Helped 97% of families who accessed support to improved outcomes through the delivery of our early help services, a 3% improvement from the end of March 2024.
- Have 127 active approved fostering households (120 mainstream and 7 supported lodgings), the highest position recorded since pre-COVID.
- Have created and/or safeguarded 340 jobs following business and organisation support provided by Derby City Council, either directly or through working with partners.
- Completed 178 Disabled Facilities Grant adaptations to support people to remain independent at home.
- Completed over 900 cases through our Handyperson service helping people to live safely, and healthily in their own homes.
- Responded to over 500,000 Customer Services Transactions (Digital/Phone/Face to Face).
- Responded to 1012 complaints (944 stage 1 complaints and 68 stage 2 complaints).

Delivering our Council Delivery Plan 2024/25

57%

of priority measures achieved target

93%

of actions were assessed as 'on track' or 'completed'

84%

of priority projects were assessed as either 'green' or 'amber/green'

Green

Growth

Resilient

Vibrant

Working smarter



MAKING A DIFFERENCE FOR DERBY

GREEN CITY

Over the last 12 months, we have remained committed to taking actions to minimise our impact on, and protect, our environment.

The Derby Sustainability Board has continued to provide leadership across the city, which formed part of the East Midlands Chamber Sustainability Summit in September 2024.

Our Climate Change action plan was refreshed and approved in November 2024, which will provide an on-going focus for our colleagues in our work up to 2028. A few key achievements:

- 5,560 streetlights upgraded to energy-efficient LEDs, saving an estimated 329 tonnes of carbon emissions each year.
- 23 energy surveys completed at the Council's highest consuming energy sites allowing us to identify low and no-cost ways to reduce energy use.
- Further embedding our Climate Change Impact Assessment Tool, helping us consider climate impacts when making decisions.

Since April 2024, we have also started to see many of our projects under the mobility programme of work coming to completion, allowing more active travel, improved transport options and public realm areas...

- Improvements to several cycle routes to enhance the experience and increase usage.
- Centralised traffic light priority (TLP) at the Pentagon Roundabout to enhance journey quality and reliability, alongside using more energy efficient LED's to reduce energy consumption.
- The installation of electronic information kiosks in the bus station, creating easy access to interactive journey planning, encouraging more use.

In addition to this, a new sustainable travel hub at the University of Derby's Kedleston Road site opened in March 2025, giving students and staff greater choice when deciding how to travel.

Derby continues to retain green flag status for six parks in the city (Alvaston Park, Chaddesden Park, Darley Park, Markeaton Park, Sunnydale Park, Local Nature Reserve, Derby Arboretum) alongside the Green Flag Community Award, which recognises excellence at sites managed by community groups and volunteers. In Derby, seven sites received this award. For the fourth time, Derby Arboretum has also been awarded Green Heritage Site Accreditation, supported by Historic England, for the management of its historic features.



93.4% of urgent street cleansing incidents were dealt with in line with agreed timescales (12.4% more than 2023/24)



Working with Derbyshire Wildlife Trust (DWT), Cattle have been returned to three of our green spaces in the winter months to improve biodiversity and maintain our parks



Local businesses, partners and volunteers took part in the Great British Spring Clean across the city centre and our open spaces, with over 40 bags of rubbish cleared

 **Vaillant**
LIVE



Except
cycles

We

A CITY OF GROWTH

Over the last 12-months, we have continued to work collaboratively to support a thriving, sustainable economy and business community. The current UK Shared Prosperity Fund (SPF) has been supporting local businesses to develop new products or processes or improve their businesses. We have delivered the Derby Jobs Programme (also UK SPF funded) via job fairs and wider recruitment/employment support, with a total of 761 businesses benefitting from support from the City Council through Council supported programmes, SPF investments and other funding secured for business support in Derby.

The social enterprise pilot project that was delivered via Social Ventures finished at the end of December 2024. Funded by Derby City Council, it sought to create a thriving social enterprise ecosystem where social entrepreneurs can develop the skills and knowledge they need to flourish and connect with other people working on similar projects. The pilot programme supported 26 social enterprises, of which 15 were start-ups, and held eight events/workshops which were collectively attended by 84 people.

The completion of the new 3,500 capacity performance venue (Valliant Live) is contributing to the creation of more local jobs, with up to 130 full and part time roles expected in total.

Working with the East Midlands Mayor and the Great British Railway Transitions Team (GBRTT), we also developed a shared vision for a Rail Campus Derby at a conference in October 2024, moving forward plans for the Derby based HQ, boosting the rail sector and local economy.

Seeking to broaden horizons and ensure all our young people are ready for work, we have progressed work on the Derby Promise. In November 2024, children from across Derby joined a special event to explore climate action.

With a continued focus on lifelong learning, to boost opportunities, employment and growth, over 3,100 individuals enrolled in Education and Skills Funded Agency community programmes and skills programmes from the start of August 2024 to the end of March 2025. Whilst there are some delays in receiving confirmation of results, 96.5% of learners have achieved passes so far.

Recognising the importance of housing in aiding growth, we have also sought to deliver the Housing Strategy to provide decent, affordable and climate responsible homes, whilst finding innovative solutions to meet the housing challenges in the city. This has included an increase in the number of affordable new homes delivered from 172 in 2023/24, to 216 in 2024/25.



£30.7 million of investments were generated in Derby as a direct result of Council interventions



112 jobs filled following business and organisation support provided by Derby City Council



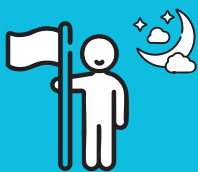
298 homes and shared houses were improved to meet the decent homes standard



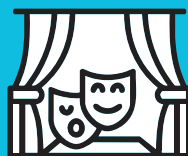
VIBRANT CITY

2024/25 has been a key year for Derby in the delivery of a number of city centre projects...

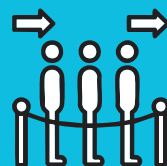
- Becketwell has been a significant, comprehensive city centre regeneration scheme being delivered by St James Securities, alongside Derby City Council. In Phase 1, 259 build to rent apartments were developed, alongside a new public square. In Phase 2, the new 3,500 capacity performance venue (Valliant Live) was completed with the first events taking place from April 2025 onwards.
- Work has commenced over the last year, following the selection of VINCI Developments UK and ION Developments as our preferred strategic development partner to develop their vision and design for the regeneration of the city centre.
- The refurbishment of the Market Hall has progressed and it opened, as scheduled, in May 2025. The Market Hall is expected to play a key role in attracting people to the city centre and is forecasted to generate £3.64 million for the local economy every year going forward.
- To promote visitors to Derby our work with the Visit Peak District, Derbyshire and Derby Local Visitor Economy Partnership (LVEP) has been focused on the development of an East Midlands Tourism Strategy, working alongside the East Midlands Combined County Authority.
- Over the last 12-months, Derby Live have collaborated with various partners across the year to support the delivery of over 600 events across parks and urban spaces in the city, including:
 - A Saint George's Day event that utilised a series of local partners to create a day's activity across the city centre.
 - Darley Park Weekender that had a record-breaking income and attendance and generated over £1m in economic activity for the city.
 - A Festive Offer that included an Ice Rink, Tipi Bar, programmed activities and a light trail throughout the City Centre, in partnership with the Business Improvement Districts, as well as the production of materials to advertise the work of the cultural partners across the city, which also generated over £1m of economic activity.
 - A lighting display on the Guildhall Theatre in collaboration with the County and Shine a Light.



We have retained our Purple Flag status for the evening and night-time economy, for over the last ten years



Over 375,000 people attended the Derby Live produced, presented and supported events and performances



Over 120,000 people attended events at Derby Arena between April 2024 and March 2025, over 1000 more than in 2023/24



RESILIENT CITY

Working with our communities to improve health, wealth and opportunities has remained an on-going area of focus over the last year. Within the area of resilient we have worked to reduce the inequalities gaps and reduce the need for statutory interventions.

Our Family Hubs were originally launched in 2022/23, offering a range of support for families in Derby and over the last year have:

- Increased footfall to 45,000 (from 38,000 in 2023).
- Trained 510 professionals in 19 different evidenced based programmes (including Solihull).
- Hosted over 50 parents/carers each week at Hub Clubs.

274 sessions were delivered for SEND (special educational needs and disabilities) parents engaging 1,657 parents in 2024.

We have been able to work across the city with our partners to reduce the number of families assessed as 'child in need', with the numbers of children in care also reducing over the last year.

Over the last year, we have been able to support more younger and older adults to remain safely within the place that they call home...

- 86.6% of adults with learning disabilities were living in their own homes or with family.
- 91.6% of adults in contact with secondary mental health services were living independently, with or without support.
- 79.5% of older people (65 and over) were still at home 91 days after discharge from hospital into reablement/rehabilitation service.
- 18.46 per 100,000 adults, aged 18-64 years, long-term needs were met through placements into residential or nursing care, fewer than 2023/24.
- 546.40 per 100,000 adults, aged 65 and over, long-term care needs were met through residential or nursing care, also reduced from 2023/24.

Targeted programmes, such as our falls prevention work has seen 966 individuals participating, aiding independence, alongside the work of our Local Area Coordinators who will be more focused on known areas of demands in 2025/26.



At the end of March 2024 547 children and young people were in our care, a decline from 598 in 2023/24, as we support families to stay safely together



869 NHS health checks were completed by the Livewell Service



85% of Council tenants reported that they were satisfied with the overall service provided



WORKING SMARTER

The Local Government Sector has continued to face financial pressures over the last year, however in February 2025 Council approved a balanced budget, which included commitments in line with our priority themes:

- Funding for waste minimisation as part of our commitment to 'green', and in line with national reforms to waste collection.
- Local Plan Officer position funded.
- £250,000 into our cultural recovery fund, with a dedicated Neighbourhood Manager for the City Centre.
- An additional £200,000 to the Council Tax Hardship Fund to support households who are experiencing extreme financial hardship.

Colleagues have worked to implement the new Procurement Act 2023, which came into force in February 2024, bringing significant changes to how we procure goods, services and works. The aim of this is to simplify procurement processes, while ensuring greater transparency, fairness, and efficiency in how public funds are spent.

In our commitment to working smarter, we have also developed and launched a new Performance and Risk System in 2024/25, which is helping us to be even more insight led in the decisions that we make.

In addition to the above, Darcie, our digital assistance was upgraded over the last

year as part of our Artificial Intelligence programme of work. This has made the technology more accessible and now it understands more complex questions and can respond with more detailed answers on a range of Council services. Since their launch, Darcie and Ali have handled more than 1.8million routine enquiries, resolving 44% of enquiries without input from our colleagues – freeing them to focus on more complex cases.

Recognising the importance of our workforce, we also launched a new wellbeing offer in 2024/25, enabling colleagues to access a wider range of interventions and bespoke support, all aimed at improving health and wellbeing, supporting our colleagues to remain well at work. In 2024/25:

- There were 777 bookings through the Wellbeing timetable to date, with colleagues accessing one of the 250+ resources made available each month, with over 1,800 views on the site.
- 142 workshops were carried out across services to focus on health and wellbeing.

Whilst we work to understand the overall impact of our interventions on the total number of working days lost to sickness absence, we have seen a decline in the percentage of absences due to stress/anxiety - 19.5% in 2024/25 compared to 26.3% in 2019/20 (pre-covid).



**We are responsible for 1,405
Property and Land Assets**



**We employ 2,885 colleagues,
excluding school staff**



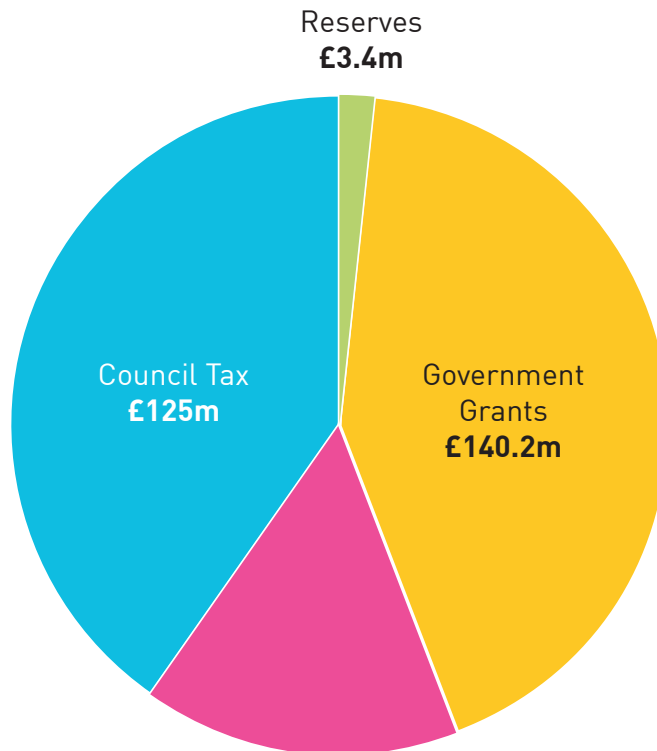
**97% of Local Land Charge
Surveys were issued within
eight working days**



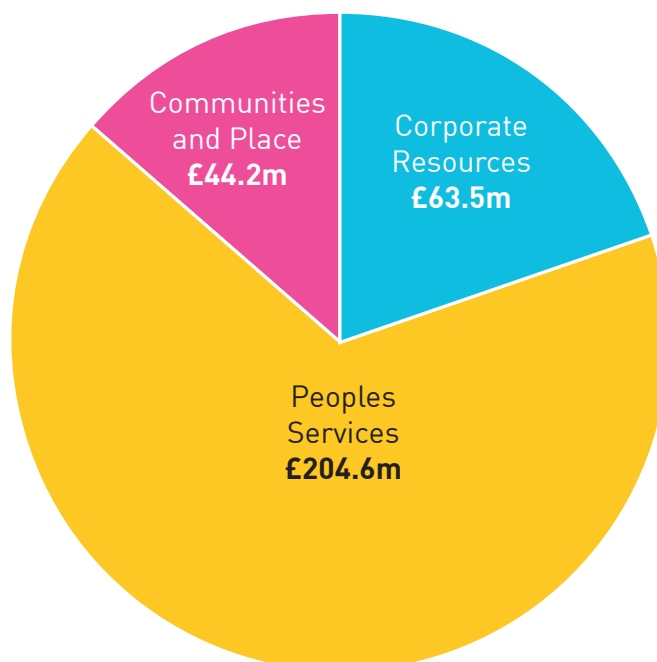
USE OF RESOURCES

The Council's net spend during 2024/25 was £312.271 million. The general fund revenue outturn position is a balanced position when compared to the revenue budget for 2024/25. The balanced position is achieved after utilising the £3.442m of reserves at out-turn to fund final pressures. In addition, 100% of the Council's savings target of £8.121m for 2024/25 has been achieved.

Corporate Funding 2024/25



Net Expenditure by Directorate 2024/25

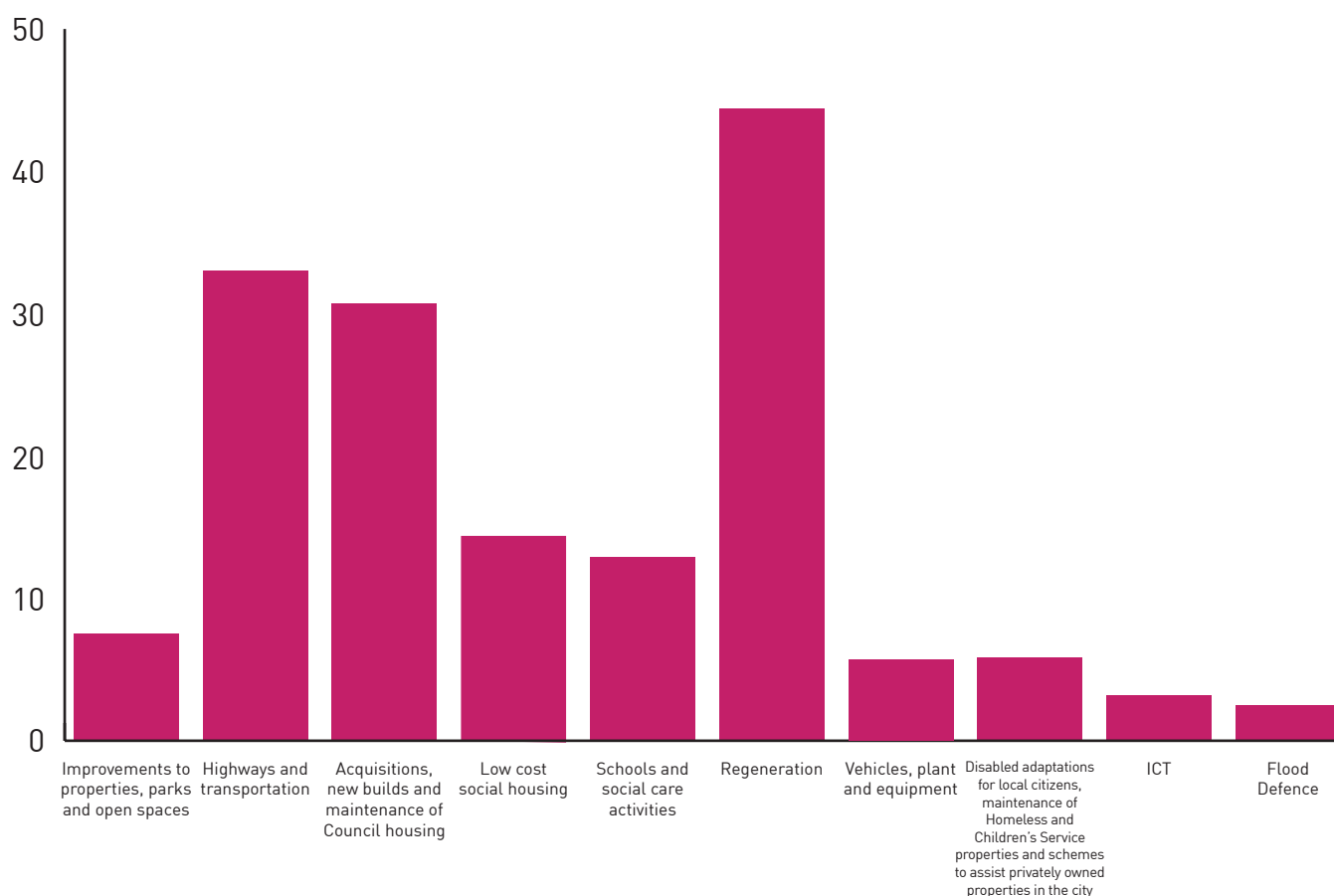




CAPITAL SPENDING

During 2024/25, the Council spent £156.581 million on capital schemes. As a city we have worked to deliver our services within the resources that we have available.

Major areas of Capital Spend in 2024/25
£m





RISK MANAGEMENT

Risk is an inevitable part of service delivery for all organisations. A robust and embedded risk management framework aids effective and informed decision-making, by identifying and managing risks. It is essential that for significant organisational risks, or strategic risks, that we understand the effectiveness of our controls in the desired treatment of the risk – how assured are we that risks are accurately identified, in a timely way, and are being well-managed?

Our Strategic Risk Register is reported to Cabinet every quarter, with the Audit and Governance Committee receiving six-monthly updates on assurance activities relating to our risks. Over the last year we have collaborated with Councillors and Officers to continue to embed our Risk Management Strategy and supporting Handbook. Key developments that have been made include:

- The Risk Management Strategy and Handbook has been updated in line with its review cycle, and approved by the Audit and Governance Committee in March 2025.
- Our risk maturity self-assessment has been reviewed and updated as part of the risk strategy and handbook refresh.

- There has been more targeted work on department risk registers, with the Assurance Team working with colleagues to record them in a centralised log aligned to business plans.
- Derby's risk appetite statements have been updated with the Corporate Risk Management Group, Corporate Leadership Team and Cabinet to inform the refresh of the Risk Management Strategy and Handbook, aiding our decision making when faced with both threats and opportunities.
- Our emerging risk log circulation continues monthly to Directors and Heads of Service, supporting effective risk identification.

Our Corporate Risk Management Group provides advice and guidance on risks as both threats and opportunities, supporting senior leaders in the identification, management and assurance of risk.

For further information on our strategic risks, please refer to our quarterly performance monitoring reports considered by Cabinet, with risk management framework assurance reports presented to our Audit and Governance Committee every six months, also available.



LOOKING AHEAD TO 2025/26 AND BEYOND

At the end of 2024/25, we reviewed and refreshed our Council Plan. The 2025-2028 plan builds on the foundations that have been laid in recent years, and refreshes our mission statement and priorities, to reflect the latest needs and ambitions for Derby.

The Council cannot achieve our aspirations for the city without the vital support of its communities and partners. This Council Plan outlines the role that everyone can play in fulfilling our huge ambitions - together we're building a Derby to be proud of.

The Council Plan sits alongside our Medium-Term Financial Strategy, setting out how we are going to use our resources to achieve outcomes for the city. Our Strategic Risk Register sets out the threats that we have identified that could stop us from achieving our goals if not mitigated, alongside any opportunities that we may seek to take.

We will monitor progress against priorities and must do's at least every three months, through performance reports presented to Council Cabinet.

Our themes are:

INCLUSIVE CITY

Putting people at the heart of everything we do

GREEN CITY

Promoting a sustainable Derby for future generations

CITY OF GROWTH

Creating a modern city, with jobs, skills and homes for the future

VIBRANT CITY

Reimagining our city with culture and diversity at its heart

CONNECTED COUNCIL

Collaborating to deliver efficient, integrated and accessible services

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 640767** or **derby.gov.uk/signing-service**

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 ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 640767** ਜਾਂ **derby.gov.uk/signing-service**

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 640767** lub **derby.gov.uk/signing-service**

Slovak

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosím, kontaktujte nás na tel. č.: **01332 640767** alebo na stránke **derby.gov.uk/signing-service**

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 640767** یا **derby.gov.uk/signing-service** پر ہم سے رابطہ کریں



Derby City Council

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