# Our journey to a TEC first approach & our ambition to enable independence

Derby City Council

12 months ago

What have we done to date?
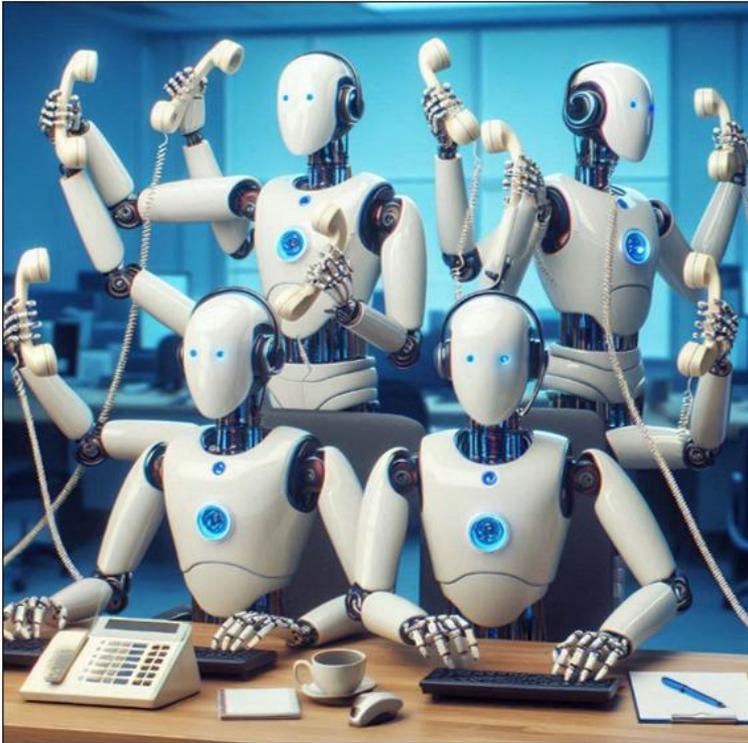
Derby City Council and Derby Homes partnered with ICS.AI in January 2023, the Council launched Darcie and Derby Homes launched Ali as web Digital Helpers, becoming the first council in the UK to replace its main switchboard with a phone-based AI Assistant proficient in Council services.

Derby City Council

Self assessments and the CQC

The stats

Rate of section 42 safeguarding enquiries per 100,000 adults (age standardised) (2023/24) for Derby & All English county local authorities

The stats (continued)

Customers in Care for 12 months or more without a Review in the last 12 months by Date

Overdue Cases ● Number of Customers Overdue ● Average Days Overdue (Waiting list)
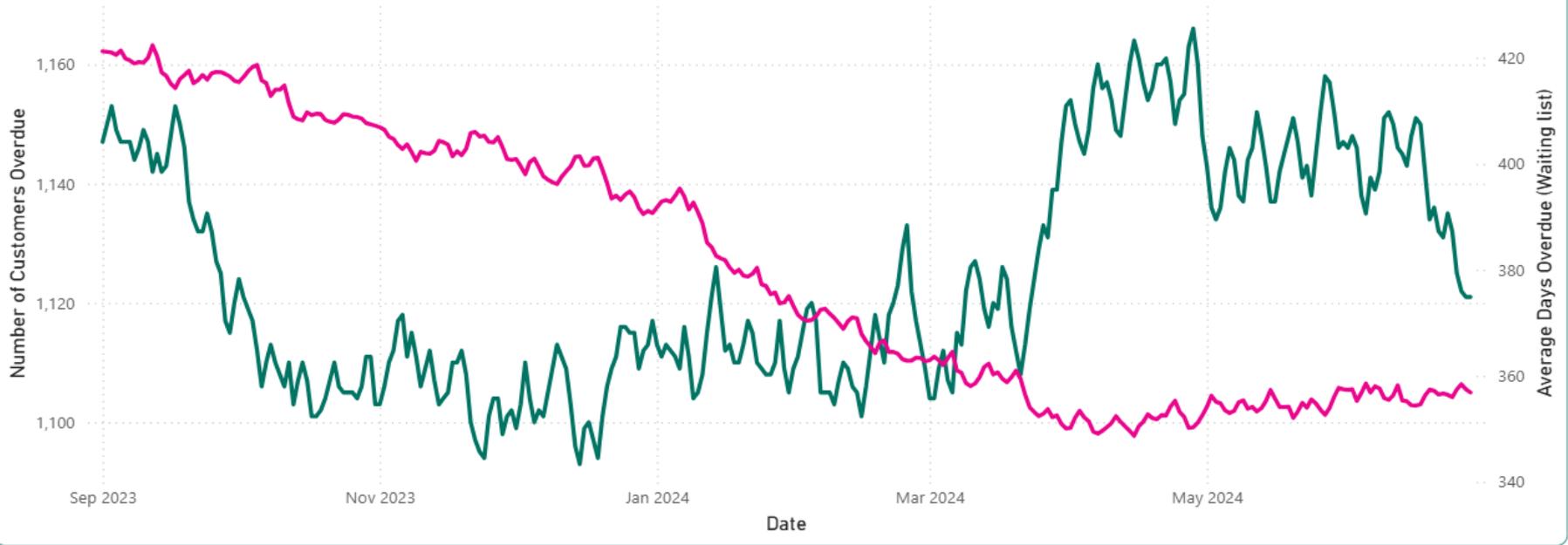
Stronger Together

A new strategy

Your Life, Your Choice
Building the care and support you need in Derby
Ambitions for 2020 and beyond
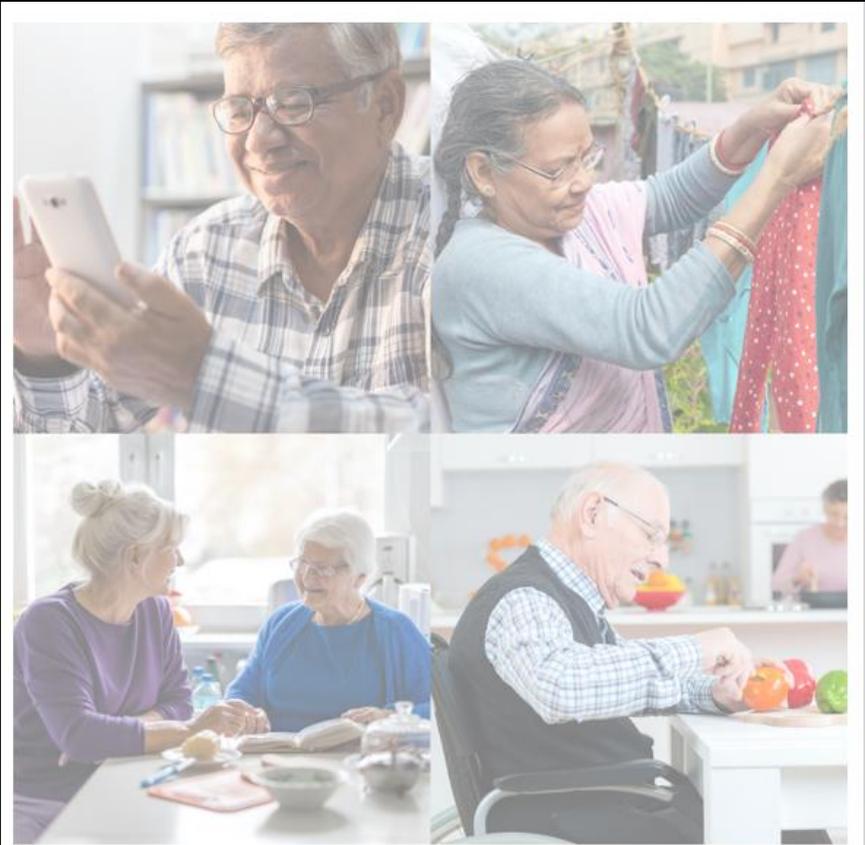
Stronger Together into the Future
Adult Social Care in Derby

Ambitions for 2025 and beyond

Derby City Council

The TEC Blueprint

"With increasing need and pressure on resources, councils need to innovate more than ever. This Blueprint provides a roadmap to help them do just that." — **Sir David Pearson**, Chair of TEC Quality and Co-chair of the Commission

AI for our workforce
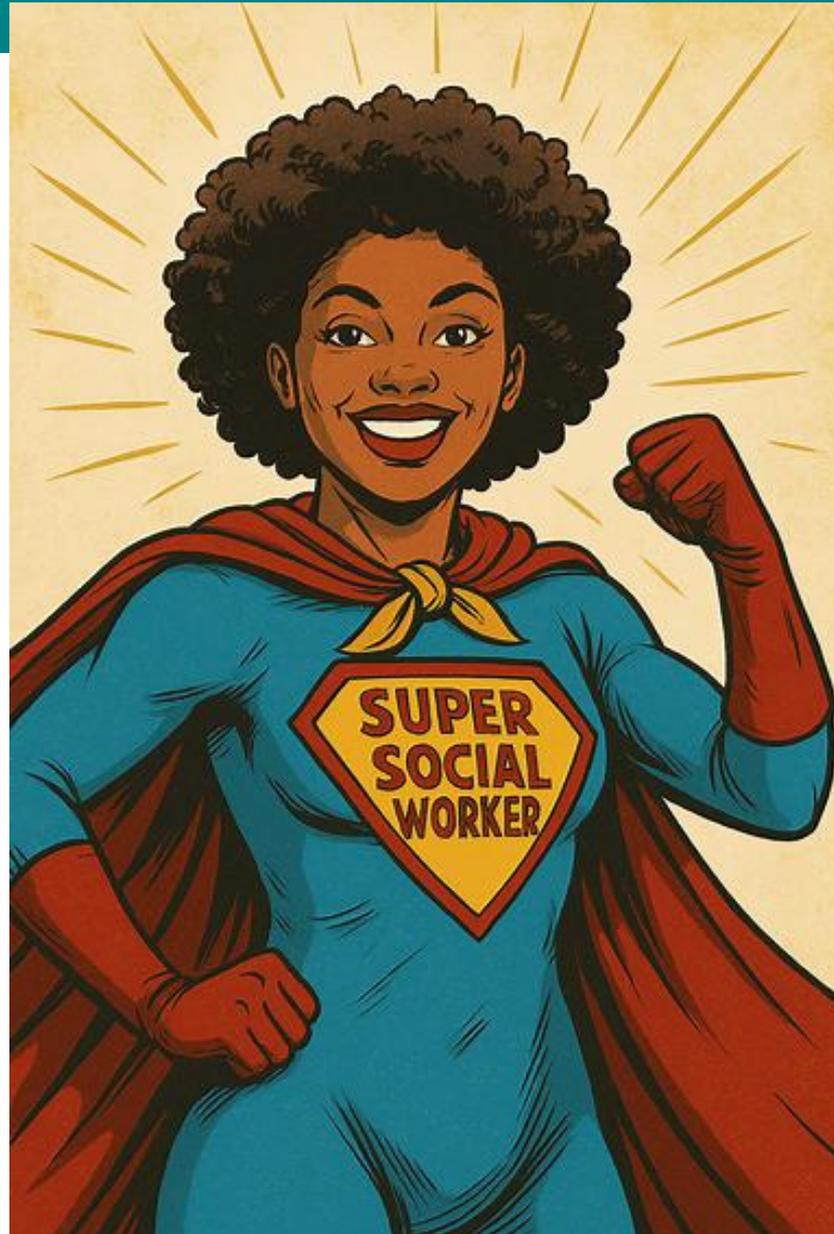
Thank you

Thank you all for giving me the opportunity to let you know what we are doing in Derby.

I am happy to answer and questions if you have them

Derby City Council