



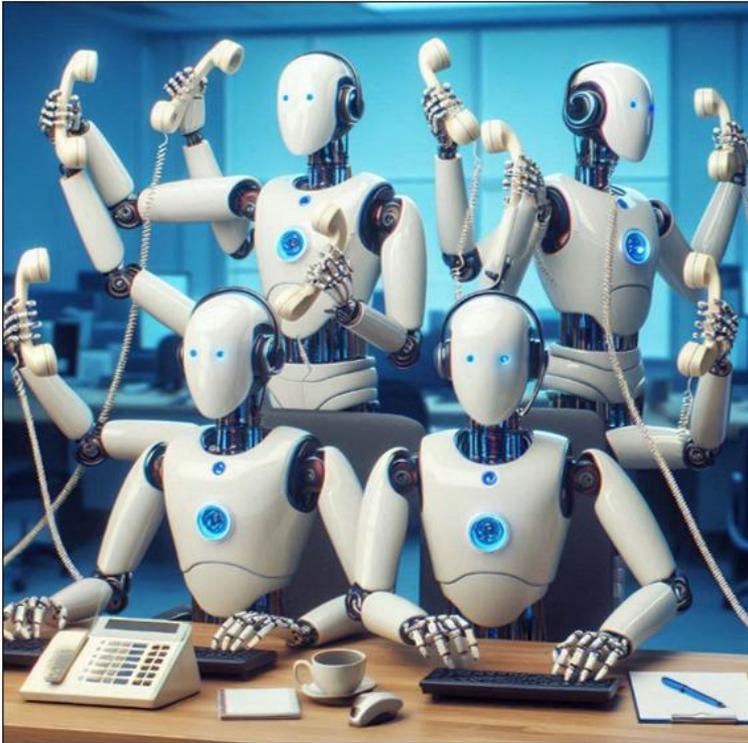
Our journey to a TEC first approach & our ambition to enable independence



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.

Self assessments and the CQC



Primary and context
People
Support
Equality

making a difference?
Priority

mitted to working alongside people to make
at the place they call home, for as long as possible
all home, maximising their independence at home
Like many other local areas, we have faced
communities, partners and our services.

ose of this document is to provide a concise
erby, alongside a summary of the impact on
ument has been prepared through collabora
d by our local insight about experiences and
e eleven.

to understanding quality, experiences and in
e impact that leaders within the local area ha
nsidered throughout this document:

- How local authorities work with people
- How local authorities provide support

fter reading this document, you would like me
the assessments of current practice and per



Derby City Council: local authority assessment

[How we assess local authorities](#)

Assessment published: 16 August 2024

About Derby City Council

Demographics

Derby City Council is a Unitary Authority in the East Midlands region of England. The population of the city is 263,490. The highest population can be found in the Normanton and Arboretum wards within Derby City. Derby has a total of 18 wards. Derby was ranked the 67th most deprived local authority in England (out of 317, 1 being the most deprived) with some pockets of very high levels of deprivation across the city. 34% of neighbourhoods in the city are within the most deprived 20% in England.

Derby has a higher proportion of people under the age of 20 years, and a lower proportion of adults aged 65 years + compared to England averages (as estimated at the 2021 census). 61% of the population was aged between 18 - 64 years old, with the latest census data indicating growth in the older adult population compared to the previous census. Between 2023 and 2043 the proportion of the population aged 65 years and over is projected to increase from 17.0% to 21.3%.

This data is reproduced at the request of the Department of Health and Social Care and has not been factored into our assessment and is presented for information purposes only.

Overall summary

Rating and score



62

Good

Other lives

nes

Adult Social Care - Improvement Plan		Derby City Council - Adult Social Care Improvement Plan	
Date of update: 31/01/2024		Priority number 3	
Action number	Detail. For all actions please consider: 1. How will this impact the workforce, and any mitigation? 2. How will this impact the adults receiving a service?	By who	By when
Priority2&3_1			Progress
Priority3_1	Implement the waiting list checklist (regional)	AA / LH / KC	Dec-23
Priority3_2	Relaunch the LAS assessment form and support plan templates	LH / KC / MS	Dec-23
Priority3_3	Create a version of Derby's eligibility assessment that aligns to (and pulls forward if possible) the initial contact form from Derby Direct to avoid duplication where DD have gathered much of the required information	LH / KC / JH	Dec-23

Please refer to the update under priority action 2 (reviews)

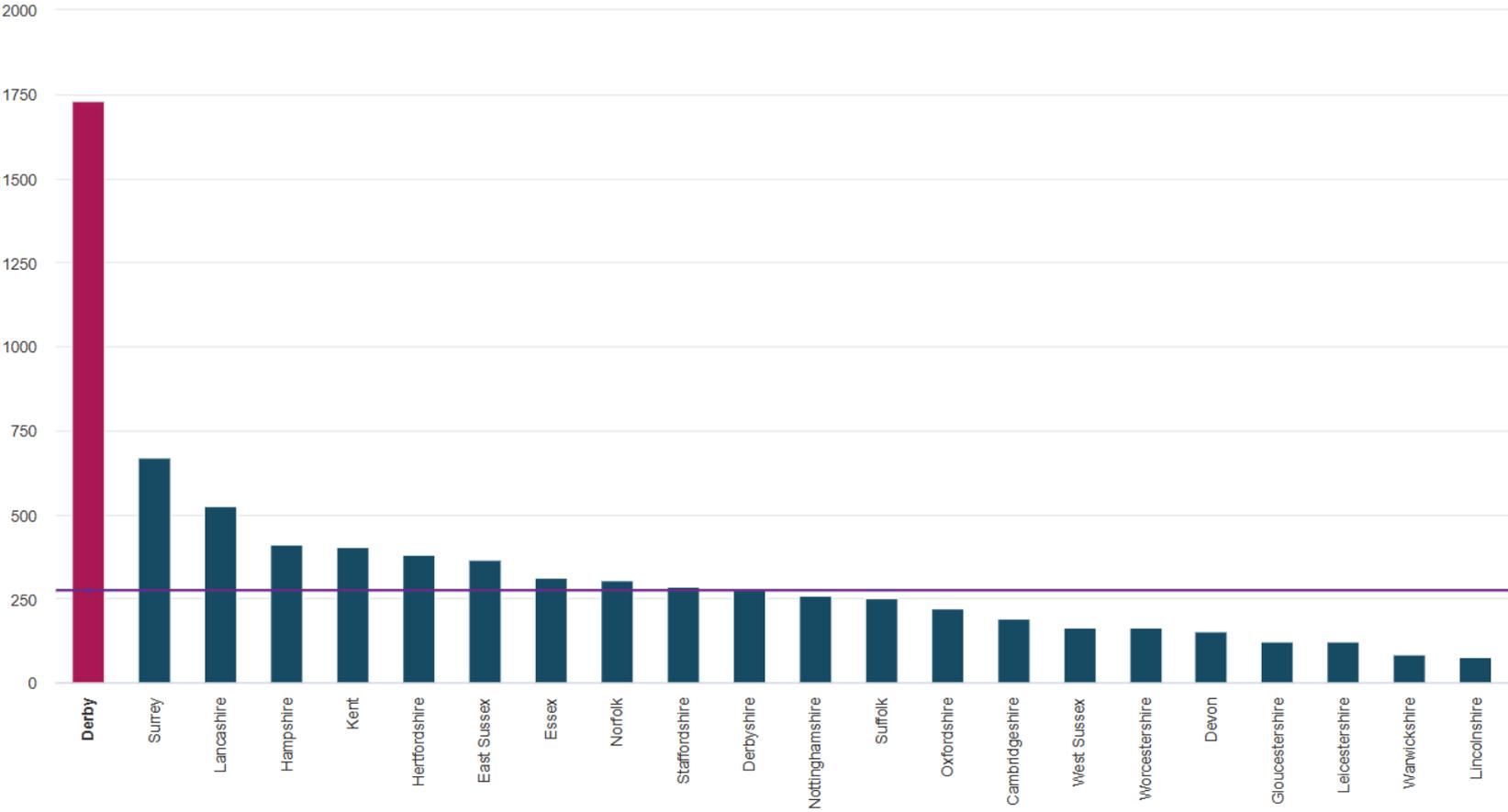
The tool has been reviewed and aligned with local processes, with work progressing to implement this (considered at the ASC Improvement Board in January 2024). It was noted that 25/01 that there were currently 71 people waiting on assessments, with the average waiting time of 28 days. 22 are high priority. It should also be noted that with Power BI reporting we now have better understanding of waiting lists and progress

Workshops hosted with key stakeholders, to review and update. This has included where possible addressing early audit findings on assessments. The form went 'live' in December 2023 and work is progressing to training, and embed.

This work is being progressed as part of the Community Data Group action log.

The stats

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

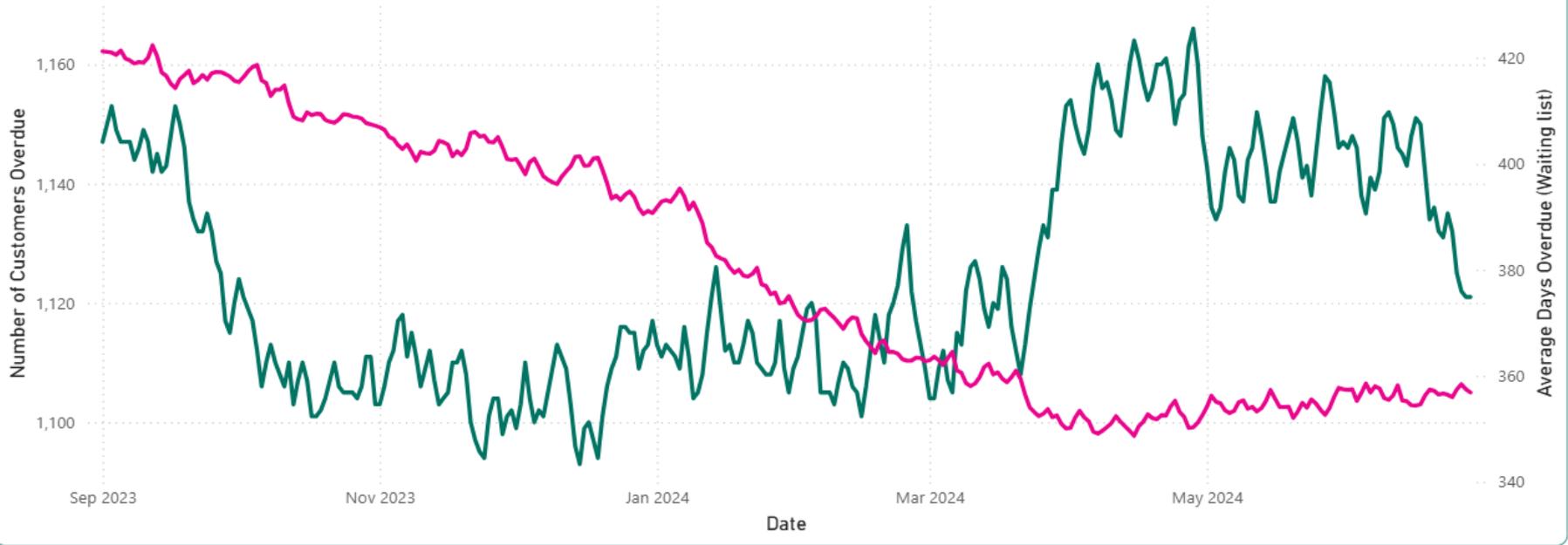


● Rate of S42 enquiries per 100,000 adults (age standardised) 2023/24
■ Mean for All English county local authorities: Rate of S42 enquiries per 100,000 adults (age standardised) 2023/24
● Derby (Lead area)

The stats (continued)

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

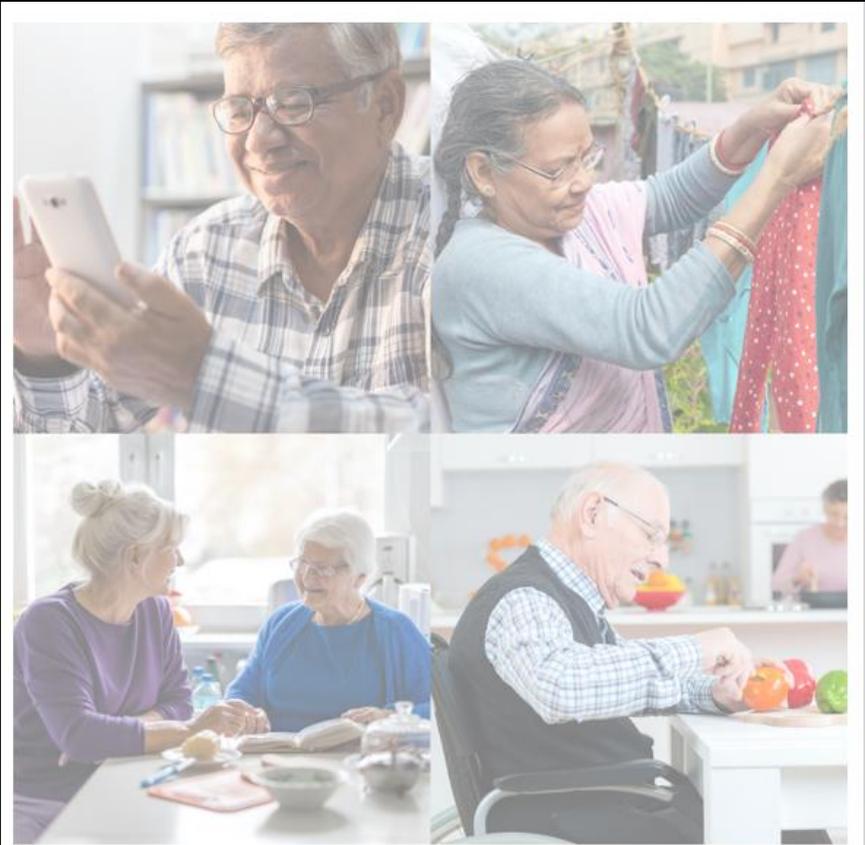
Overdue Cases ● Number of Customers Overdue ● Average Days Overdue (Waiting list)



Stronger Together



A new strategy



Stronger Together into the Future Adult Social Care in Derby

Ambitions for 2025 and beyond



The TEC Blueprint

Executive Summary

adass PARTNERSHIP WITH **TSA**
HEALTH ASSISTED SERVICES THE POWER OF PROACTIVE AND PREVENTATIVE CARE

Unlocking the Power of Proactive and Preventative Care Services

A practical blueprint for planning, implementing and scaling up

What?
ADASS and TSA have created a guide to planning, implementing and scaling proactive and preventative care services.

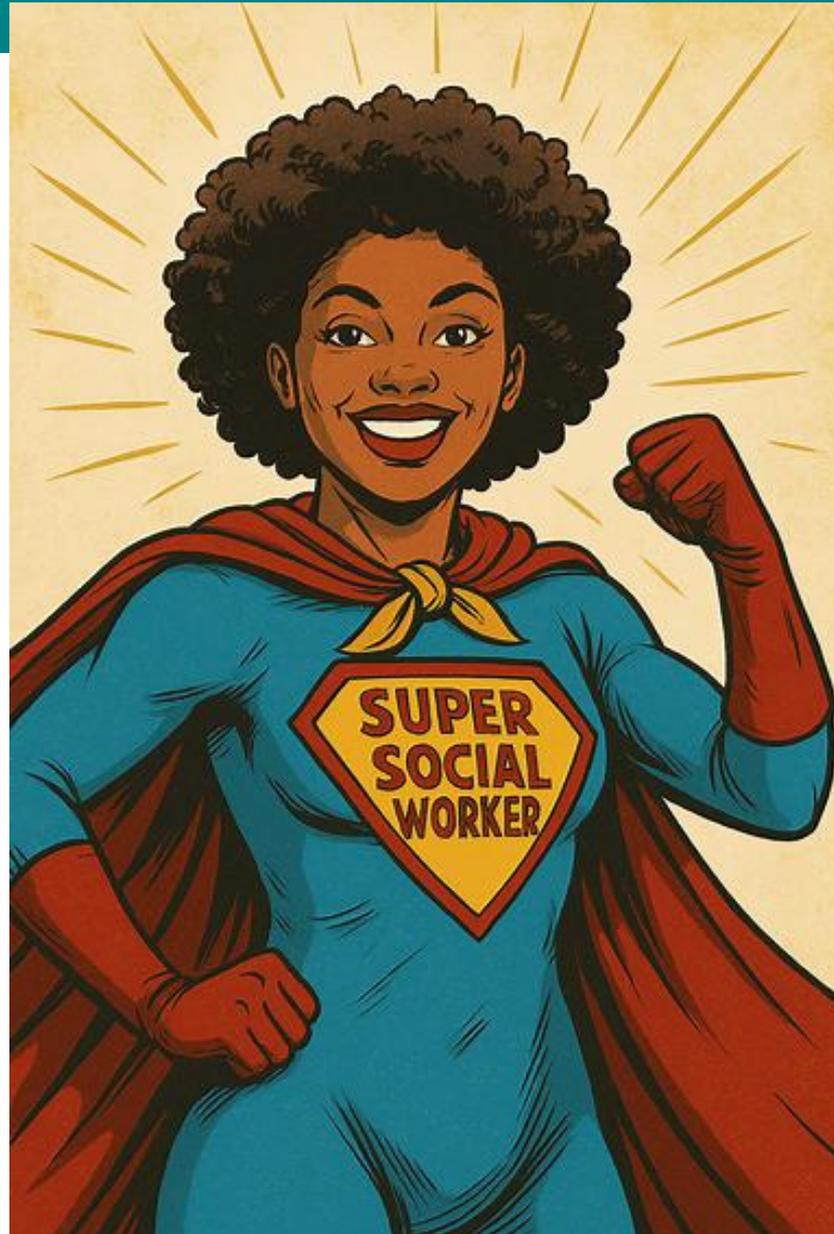
Who?
This Blueprint is for anyone planning care and support: commissioners, care providers, digital leads, social workers, occupational therapists, finance officers and more.

Proactive and preventative care services form a vital part of new hybrid models of care

The diagram shows a central elderly woman surrounded by a ring of icons representing different care roles and technologies. Clockwise from the top, the roles/technologies are: Home Carer, Neighbour, Physio, District Nurse, Connected Care Platform, Sensors, Video Device, Wearable, Wellbeing Apps, Social Worker, Family & Unpaid Carers, Occupational Therapist, Smart Speaker, Telecare Device, Community Responder, and Wellbeing Calls.

“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

