



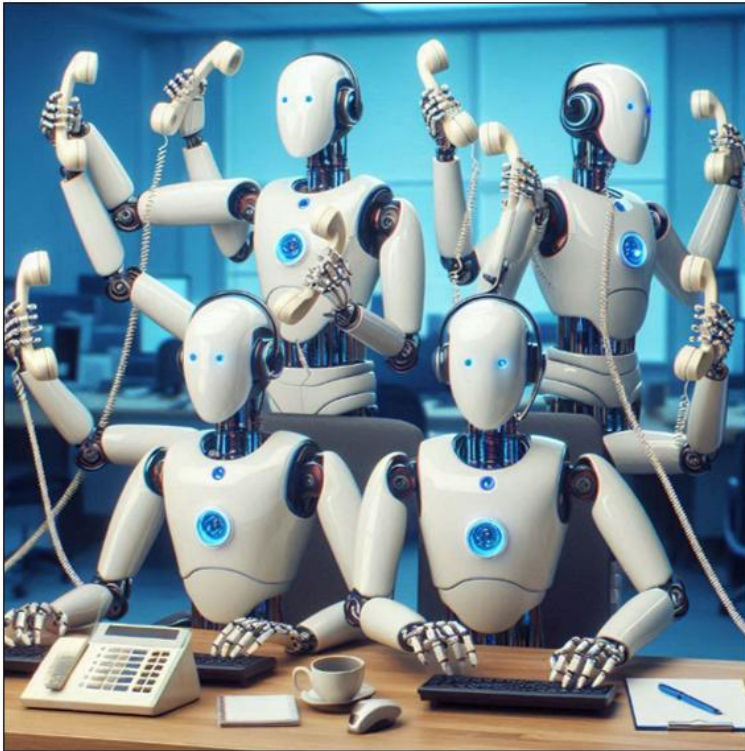
Our journey to a TEC first approach & our ambition to enable independence



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



Summary and context
People
Support
Priority
ing a difference?
nt priorities

mitted to working alongside people to make
at the place they call home, for as long as pos
all home, maximising their independence at e
Like many other local areas, we have faced
communities, partners and our services.
ose of this document is to provide a concise
Derby, alongside a summary of the impact on
ment has been prepared through collabora
d by our local insight about experiences and
e eleven.
to understanding quality, experiences and in
ie impact that leaders within the local area ha
nsidered throughout this document:
How local authorities work with people
How local authorities provide support
after 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



Improvement

Good

Outstanding

Notes

Further lives

Notes

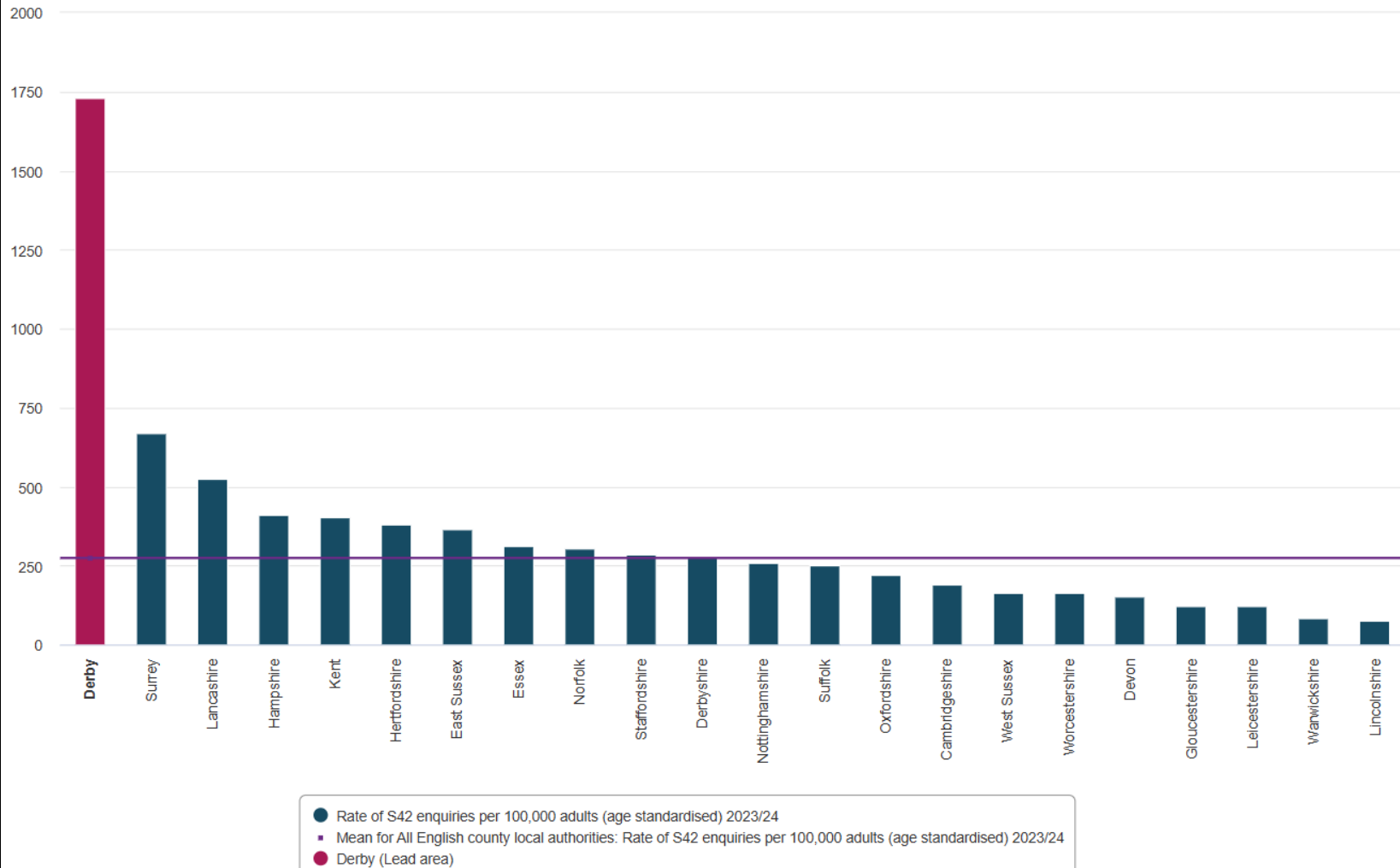
Adult Social Care - Improvement Plan				Derby City Council - Adult Social Care Improvement Plan			
Date of update: 31/01/2024				Priority number 3			
Action number	Detail. For all actions please consider: 1. How will this impact the workforce, and any mitigation? 2. How will this impact the adults receiving a service?	By who	By when	Progress	Please refer to the update under priority action 2 (reviews)		
Priority2&3_1	Implement the waiting list checklist (regional)	AA / LH / KC	Dec-23	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	In progress		
Priority2&3_2	Relaunch the LAS assessment form and support plan templates	LH / KC / MS	Dec-23	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.	Not commenced yet		
Priority3_1	Create an 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	Refer to the CD action log	This work is being progressed as part of the Community Data Group action log.			



Derby City Council

The stats

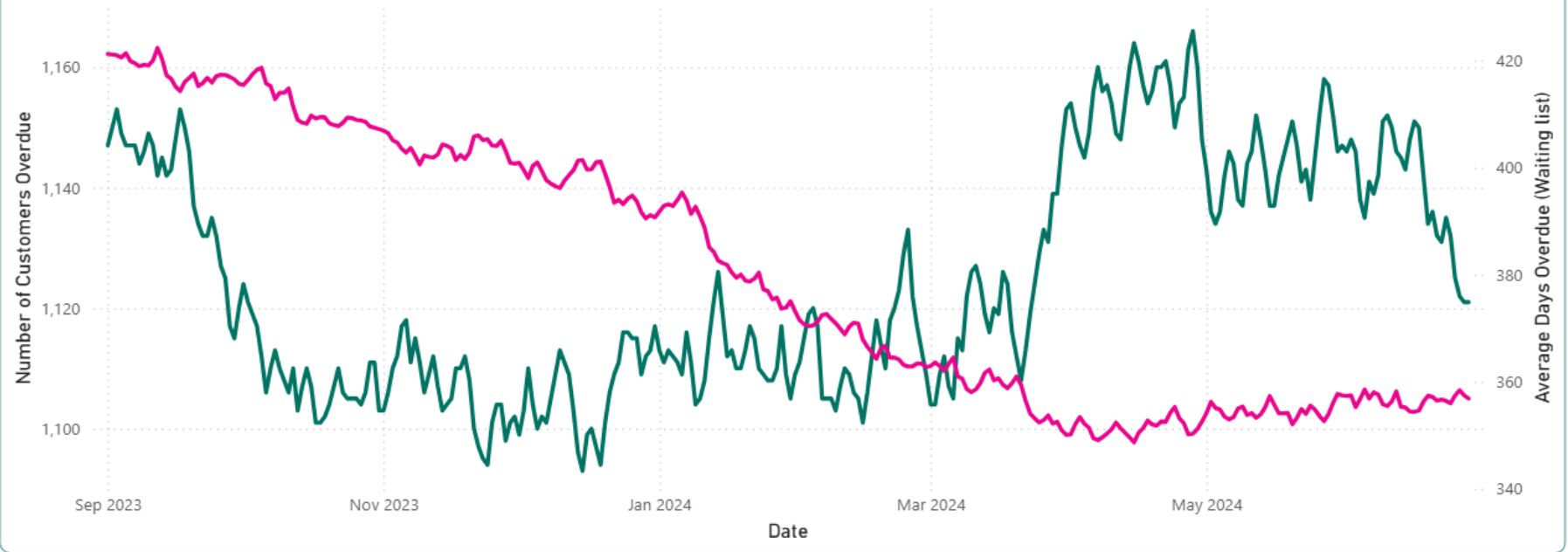
Rate of section 42 safeguarding enquiries per 100,000 adults (age standardised) (2023/24) for Derby & All English county local authorities



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



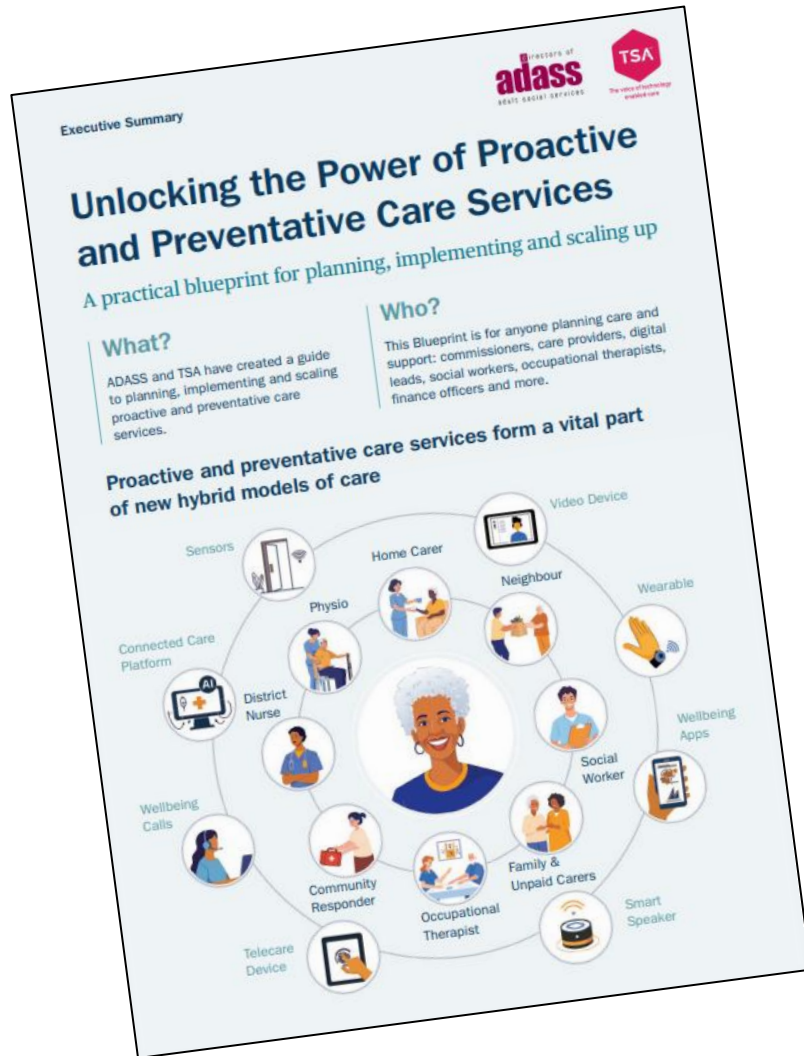
A new strategy



Stronger Together into the Future Adult Social Care in Derby

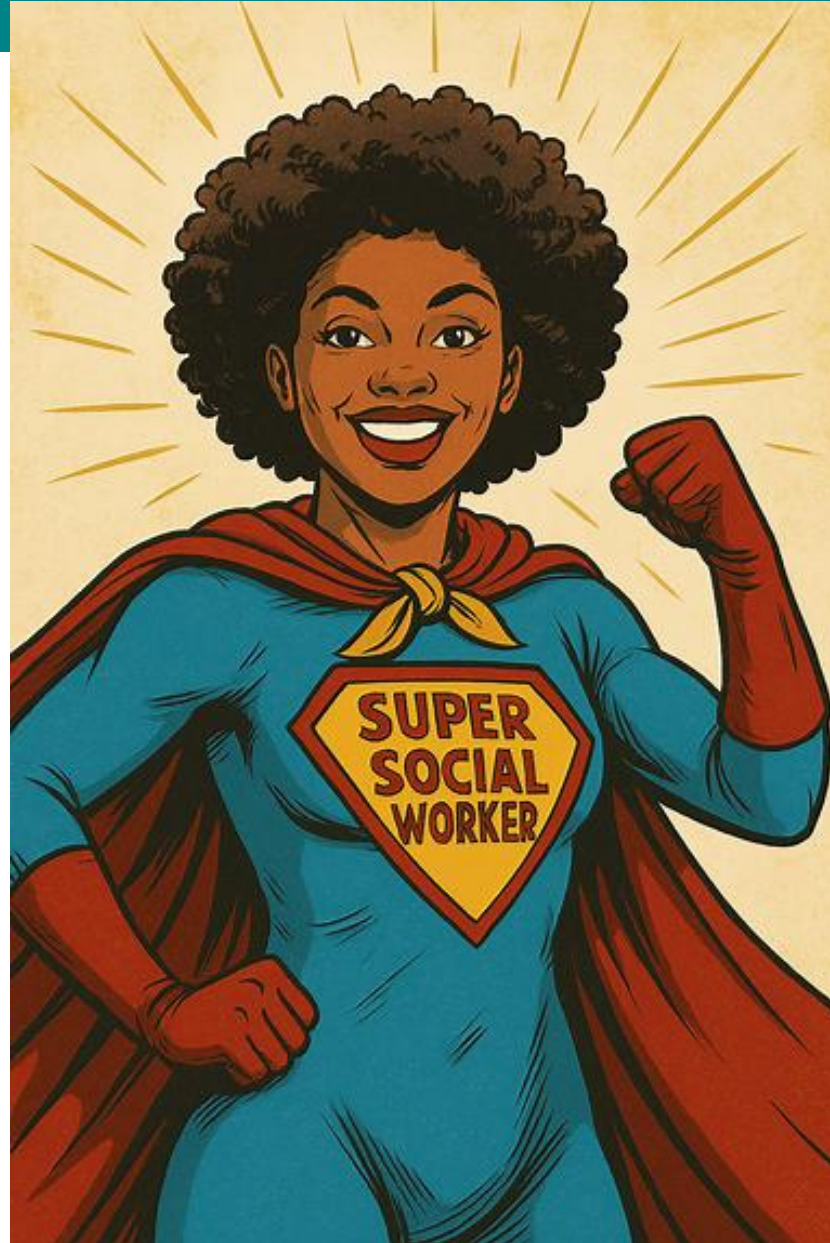
Ambitions for 2025 and beyond

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

