



Health and Communities Department

Service Plan 2015/2016

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INTRODUCTION

Following a peer review, the Health and Wellbeing Board has reviewed its operational arrangements to ensure that it is at the heart of an effective governance system for health and social care. People are living longer, often in poor health, costs are rising and budgets are reducing, so system change is essential. The aim is to join up services so that people receive the most appropriate care in the most appropriate place, be that hospital, the community or home. The Board has refreshed the Health and Wellbeing Strategy to focus on four priorities: keeping people healthy and living independently; tackling health inequalities using the healthy communities approach; building social capital; and addressing children's mental health and emotional wellbeing.

The Public Health function is now embedded in the council and the department is leading work to drive health improvement, address health inequalities and support people in hard times through the effective use of the public health grant. The council has mandatory public health services to commission; for example, drug and alcohol treatment services and sexual health treatment services, but preventative work is crucial. The promotion of healthy lifestyles through Public Health and the Derbyshire Sports Partnership aims to increase participation in active recreation to drive down future spending pressures on the health system. At a time of deep budget cuts, the Public Health grant is supporting the retention of vital services which would otherwise be cut, but which would have a significant impact on the health of people if removed or reduced.

Crime has fallen significantly in recent years and work undertaken under the umbrella of the Safer Derbyshire Partnership has made a major contribution to a safer county, which is a council pledge. The partnership approach makes best use of available resources and avoids any potential duplication of effort. Reducing re-offending, tackling domestic and sexual abuse, and alcohol harm remain priorities within reduced resources. The department also leads on the counter terrorism strategy. The council's Emergency Planning service, which covers Derby City as well as the eight district and borough councils, ensures that plans are in place to prevent incidents and, should an incident occur, that Derbyshire is prepared to deliver an effective response and recovery.

Trading Standards help local people to get a fair deal when buying goods and services and support local businesses to prosper by ensuring that they comply with consumer protection legislation. Protecting people, especially the most vulnerable, from the potentially harmful effects of rogue traders is highlighted in the Council Plan as an important priority. We will continue to run our valued Trusted Trader scheme to help residents find local companies that provide good

services at a fair price. We will also continue to act to prevent harmful products reaching local communities and seek to ensure that our residents are confident that their food is safe. We will do this through providing information and by encouraging shoppers to buy local goods and services, thereby helping to support the local economy.

Chesterfield Library continues to be one of the most visited in the country and, last year, all our libraries, archives, museums and arts services received between them around 3 million physical visits, or 10,000 each working day. Libraries are adapting to provide greater digital access by developing services such as e-book lending and to provide greater convenience of use through self-service terminals. Library buildings also remain focal points for local communities and fulfil a wider role by offering services such as food bank collection points, access to credit unions and financial, health and advice services, to help meet the needs of existing and future generations.

The department's services and partnership arrangements will seek to ensure that the council achieves its ambitions set out in the Council Plan and despite significant cuts will utilise all opportunities to make Derbyshire a better place.

COMMUNITY SAFETY

POLICY CONTEXT

Derbyshire continues to be one of the safest counties in the country, and results from the Citizens Panel survey in 2014 and 'Have Your Say' surveys in 2013 show that people continue to feel safe. People are less worried about physical attack than they are of having things stolen from their home or car. Although overall crime has been falling for the past few years (down 15% between 2011-12 and 2013-14), the reduction plateaued during 2014. In addition, serious crimes, such as cyber-crime and human trafficking into modern slavery and sexual exploitation are still evolving issues and as such, we know that they are often unreported. Shoplifting has increased in most areas of the county, as have non-dwelling burglaries, these increases have been partly offset by reductions in other forms of stealing.

The number of domestic violence crimes has increased and now accounts for one in ten crimes in Derbyshire and over half of all violent crimes. There were 2,959 crimes of domestic violence recorded in 2013-14 in the County involving 2,550 separate victims. We have had increased referrals of high risk cases into Multi Agency Risk Assessment Conferences (MARAC) and the threshold for determining a referral to MARAC has now been reduced locally in line with national guidance. Alcohol is a factor in around one third of domestic violence cases. MARACs bring together multi agency partners to provide support and management for victims who are at the highest risk of serious harm or homicide.

The impact of abuse on children can be life-long and self-perpetuating into future families. The main risk to the younger child is of violence, primarily from the father who accounts overall for one third of offenders. As the children mature and are more independent, girls in particular are at increased risk of Child Sexual Exploitation (CSE). CSE initiated through cyber-crime is expanding as the use of the internet becomes more widespread.

Nearly three-quarters of children on the 'at risk' register live in households where domestic violence is occurring. Offenders who impact negatively on the lives of children they live with have been identified within both the Integrated Offender Management (IOM) and the Troubled Families programmes.

Overall, alcohol remains a key factor in about half of all crimes, and a high proportion of Anti Social Behaviour (ASB) reported is caused by the irresponsible consumption of alcohol. As more than a quarter of adults in England drink at

hazardous levels, the links between alcohol and the night time economy and domestic abuse continues to be a major focus.

The numbers of people in effective drug treatment continues to rise. Planned discharges and successful completions from adult drug treatment are, however, still low. There have been increases both in drug offences and seizures. Proactive enforcement activity within the night time economy has led to conditions being imposed on some licensed premises. The increasing use of new psychoactive substances (NPS) by younger adults is linked to the night time economy; this is reflected in a massive increase in on-line shops selling NPS.

Nationally, around one-third of acquisitive crime is undertaken to fund drug use. Managing offenders and their behaviour therefore remains a priority in relation to tackling acquisitive crime. For the 12 months ending June 2014, effective multi-agency cooperation and management of the Integrated Offender Management (IOM) cohort has led to a 26.2% reduction in all offences committed by this cohort in the County.

Effectively tackling Organised Crime Groups (OCGs) is a key element in protecting the vulnerable as such crime often involves drug dealing, human trafficking, cyber-crime and fraud. In 2014, there were 54 OCGs in Derbyshire, involving 694 individuals, who were managed by the Police Organised Crime Group Management Unit. The OCGs operated over a broad spectrum of criminality. There are now in place Organised Crime Partnership Boards in each of the three Force Divisions of Derby, Buxton and Chesterfield. This follows on from last year's plan to develop a robust partnership approach to tackling OCGs in Derbyshire in line with the national OCG Strategy.

In Derbyshire, Organised Immigration Crime, Human Trafficking and Exploitation (OICHTE) is an evolving threat and risk and it is clear that trafficking does not occur exclusively in urban areas. Human trafficking cases involve the movement of people into or within countries and regions that they are not familiar with. Current intelligence highlights that labour exploitation is a key issue for the County. Many of the victims are unfamiliar with and often mistrusting of authorities. A large amount of work is now planned to increase knowledge and awareness of OICHTE in Derbyshire, in line with the national Modern Slavery Strategy. This includes the establishment of a County/City wide Anti-Trafficking Partnership, the development of training and awareness raising for professionals and the wider community as well as identifying and potentially commissioning non statutory support services for victims of trafficking and exploitation. This is intended to bring perpetrators to justice and offer protection for victims by reducing the risk of serious harm, building trust and confidence and protecting them from future victimisation.

The Safer Derbyshire Partnership coordinates the County's multi-agency response to the 'Prevent' strand of the Government's counter terrorism strategy 'Contest'. This includes facilitation of an annual Counter Terrorism Local Profile, which highlights the need to continue to raise awareness of the issues with multi agency staff as well as identifying individuals at risk of radicalisation by extremists and offering appropriate interventions. The 2014 Counter Terrorism and Security Bill creates a new duty on certain bodies, including local authorities, to have due regard to the need to prevent people from being drawn into terrorism. For example, local authorities should ensure that publically owned buildings are not used to disseminate extremist views and should support schools to better understand Prevent and identify individuals at risk of radicalisation.

The Emergency Planning Team liaises with partners so that in the event of an emergency, activities are co-ordinated and the response is appropriate, efficient and timely. It provides a continuous capability to respond to emergencies and support the emergency services in order to protect people and property in Derbyshire. Nationally this area of business is overseen by the Cabinet Office, the Department for Communities and Local Government's Resilience and Emergencies Division and locally by the Local Resilience Forum (LRF).

Emergency Planning Officers undertake risk assessments to gauge the likelihood and impact of hazards, understand our capacity and capability to respond to common consequences of hazards and co-ordinate training exercises to enhance Derbyshire's emergency preparedness.

OPERATIONAL CONTEXT

Community Safety

Services are managed within the framework of the Safer Derbyshire Partnership. The County Council's Community Safety Unit has funded projects and services for a number of years to meet identified priorities. This approach has produced positive outcomes and the annual spend on these programmes is shown for approval. The Unit works across the Council to meet the requirements of Section 17 of the Crime and Disorder Act 1998 to ensure all departments consider the impact of crime, disorder, anti-social behaviour and substance misuse in the delivery of their services.

Working closely with the Police and other local authorities an annual joint strategic threat and risk assessment is undertaken to identify crime and disorder priorities. In 2014, this process identified the top nine risks, which are: Alcohol Related Harm; Domestic Abuse; Drugs; Safeguarding Adults and Children; Cyber Crime; Organised Crime Groups; Acquisitive Crime/Offender Management; and Organised Immigration Crime, Human Trafficking and Exploitation (OICHTE). Actions in relation to the priorities form the basis of the annually refreshed Community Safety Agreement, which directs partners' resources.

Although anti-social behaviour is not identified as one of the top risks, it is seen as a key area of concern for all communities and this is regularly reflected in local surveys and contact with elected members. Whilst the threat around anti-social behaviour remains, the risk has been reduced due to the level of partnership working in this area over a number of years including, most recently, the introduction of the Victims First Project across the County, which consists of an agreed joint risk assessment and a shared multi-agency case management system. It remains essential to maintain support for this priority in order to continue to mitigate the threat.

The Community Safety Unit will play the lead role in delivering Council Plan priorities under the theme 'A Safer Derbyshire', with work underway in a number of areas, specifically:

Domestic abuse/Sexual Violence

The County Council provides the majority of funding for domestic abuse support services across the county from its Public Health, Community Safety and Children and Younger Adults budgets. Some services, particularly the high risk service and the county's Sexual Assault Referral Centre are jointly commissioned and funded with partners. Virtually all services are provided by third sector specialist domestic/sexual abuse organisations, such as Women's Aid. Derbyshire is moving to an integrated approach to commissioning domestic abuse services, led by a single department, Health & Communities (Community Safety Team), with a pooled budget. This will allow for economies of scale in the budget and more flexibility for providers to respond to areas of increasing demand, as well as reduce the burden on providers to engage in a number of contract monitoring processes. The Community Safety Team will work closely with the Police & Crime Commissioner (PCC), who also has responsibilities for commissioning victim support services, to identify opportunities for joint commissioning. In addition, we will be working with our partners to deliver the wider priorities outlined in the new joint city and county Domestic Abuse & Violence and Sexual Violence Strategy 2015-18.

We are working closely with NHS England and other partners to develop an enhanced package of support through our Sexual Assault Referral Centre, which will be led by NHS England in 2016.

Victims of Crime

The County Council, together with partners, already provides a package of support for victims of crime, particularly victims of domestic and sexual abuse, hate crime and ASB. However, further work with the PCC is underway to scope the adequacy of support for victims of hate crime specifically and to understand the impact of the Care Act 2014 on our duty to support vulnerable people, including those we identify as victims of human trafficking and exploitation and what services there are to support the victims we identify.

Alcohol Related Harm

Alcohol harm remains a priority for Derbyshire. Much has been done in recent years, especially in relation to enforcement, and there is now a consistent approach across the county. We are now receiving meaningful data from our health colleagues in hospital accident and emergency departments and this data is being shared with partners through the Violence, Alcohol and Licensing Groups. The coordination of activity and consistency of messages by all partners in relation to alcohol harm (and drugs/substance misuse) is being managed through the Health & Wellbeing Board's Substance Misuse Harm Minimisation Plan.

Reducing Offending/Reoffending

Integrated Offender Management (IOM) remains one of the key elements of partnership working to successfully reduce the offending of the most prolific offenders. The County Council plays a key leading role by coordinating the project management of the IOM scheme and by funding Relate to engage with female IOM offenders to address the nature of their personal relationships, as often female offending is linked to poor relationships with offending males. In addition, the County Council has supported a third sector provider, both financially and operationally, to develop and deliver a voluntary perpetrator scheme for perpetrators of domestic abuse to support them to address their offending behaviour. Zebrared is funded by the County Council to deliver bespoke training and awareness sessions in targeted schools across the county, focusing on hate crime, challenging attitudes and showing how to prevent extremist views developing into criminal activity, including terrorism.

Emergency Planning

Our work is co-ordinated through the Local Resilience Forum (LRF), which consists of senior representatives from the emergency services, local authorities, health and the Environment Agency. The LRF and its sub-group structure are supported by the County Council's Emergency Planning Team, which also provides emergency planning services, via service level agreements, for Derby City Council and all district and borough councils in the county.

The work of Emergency Planning is determined by assessing the risks and threats in the LRF area, which is a statutory requirement under the Civil Contingencies Act 2004. Following the latest assessment the main risks for the County include flooding, severe weather, pandemic flu and loss of critical infrastructure. The service is also required to meet statutory duties to prepare plans for other risks such as hazardous sites and animal health diseases, training appropriate staff and validating plans.

In 2014/15 the LRF supported a new risk assessment process and an analysis of common consequences leading to a list of local planning assumptions, such as our capacity and capability to respond to the identified risks. Outcomes from this work will be reported in full to the LRF in April 2015. In addition, the Team, working with LRF partners, disseminates public information on emergency planning issues to Derbyshire residents.

The majority of emergency calls request assistance from the emergency services in relation to fires, potential explosions or isolated flooding incidents. Incidents can result in the evacuation of properties and rest centres being established.

PLANNED SERVICE ACTIVITY 2015/2016

The Community Safety Unit will:

- Begin the process of developing an integrated service specification for domestic abuse services to meet the needs of victims (and perpetrators), following extensive consultation and consideration of the need to protect high risk services, before re-procuring the service starting in September 2015. This will include working with the Police & Crime Commissioners Office to identify joint opportunities for commissioning services.
- Take the lead, on behalf of the Safer Communities Board, in any statutory Domestic Violence Homicide Reviews.
- Work with partners to deliver the actions outlined in the new joint city and county Domestic Abuse & Violence and Sexual Violence Strategy 2015-18.
- Work with partners to review/revise/re-launch the Integrated Offender Management Operating Protocol in light of changes, specifically to probation services, under the Transforming Rehabilitation agenda. .
- Consolidate our approach to tackling alcohol related issues by working with partners to deliver the Substance Misuse Harm Minimisation Plan, which includes on-going work to tackle alcohol issues as well as new psychoactive substances and their impact on crime/night time economy.
- Work with NHS England to transition to their lead on the re-commissioning of Sexual Assault Referral Centre services in April 2016 to ensure we maintain/enhance services in Derbyshire.
- Work with both the Adult and Children's Safeguarding Boards to identify areas of work linked to community safety issues, particularly in relation to serious case reviews, child sexual exploitation, protecting vulnerable adults and crime prevention work.
- Gain a better understanding of all forms of organised crime in Derbyshire, but particularly Organised Immigration Crime, Human Trafficking and Exploitation and develop robust partnership arrangements across the city and county to deliver an action plan, which will tackle this evolving priority.
- Deliver the new counter terrorism 'Prevent' duty working, with local partners, in line with the national guidance arising from the Counter Terrorism and Security Bill.
- Evaluate the ECINS multi agency case-management system to fully inform any potential future use for such as IOM or domestic abuse.
- Work with the PCC to develop support services for victims of hate crime and continue to deliver appropriate training to targeted organisations and staff in order raise awareness of hate crime and its impact.

The Emergency Planning Section will:

- Re-assess the County's risks to take account of changes or emerging hazards and local planning assumptions, such as our capacity and capability to respond to the identified risks in order to inform and prioritise future planning, training and resourcing.
- Ensure Derbyshire's residents are better informed about risks in the County, emergency plans that are in place, how they will be warned, proactive measures they can take and what they should do if an emergency affects them.
- Keep locally elected members informed about emergencies in their areas and how they can assist in line with the Members Guidance.
- Work with communities that are vulnerable to flooding to ensure that they better understand the flood risk to enable them to become more resilient to the impact of flooding.
- Maintain robust Business Continuity Plans to ensure that key council services are resilient to disruptions and provide advice to businesses and the voluntary sector on how to make their services more resilient to disruptions.
- Work with partner agencies, including voluntary agencies and communities, to enable them to deliver an effective response to the needs of those affected by an emergency.
- Work in partnership in relation to the 'Prepare', 'Protect' and 'Prevent' strands of the Government's counter terrorism strategy 'CONTEST'.
- Support police operations in relation to Organised Immigration Crime, Human Trafficking and Exploitation by providing temporary rest centre facilities for victims.

Community Safety Programme 2015/16

The annual Community Safety programme set out below directs funding to priority areas:

Project	Funding
Reducing Re-Offending Contribution to the funding for the PPO Prison Tracker Officer (£15k), the Police IOM Intelligence Liaison Officer post (£11k) (both based at HMP Nottingham) and the IOM Project Manager (£18,000) (based in the Safer Derbyshire Partnership) post as part of the Integrated Offender Management Scheme.	£44,000
Reducing Re-offending Provision of services via Relate Counselling Services specifically supporting female offenders managed under the Integrated Management Scheme.	£25,000
Reducing Re-offending. Arbor Project commissioned by Adult Care for the provision of accommodation for the highest risk of harm offenders. Jointly funded with the Police & Crime Commissioner and district/borough local authorities.	£41,034
Domestic Violence Continued contribution towards cost of four IDVAs (Independent Domestic Violence Advocates) to provide the MARACs (Multi Agency Risk Assessment Conferences). Funding for an IDVA to work in Chesterfield Magistrates Court IDVA. (This forms part of the IDVA contract with Derbyshire Domestic Violence and Sexual Abuse Service.)	£56,000 £40,000
Domestic Violence. Support for the MARAC Partnership Team, to enable management of increased levels of high risk domestic abuse cases.	£30,000
Domestic Violence. Contribution to the funding for medium risk outreach services for victims of domestic abuse via multiple established providers.	£33,296
Rape and Serious Sexual Violence. Part funding towards the cost of a complete support service in the County's Sexual Assault Referral Centre provided by SV2 (and cost of Derbyshire victims accessing services at St Mary's SARC in Manchester).	£50,000

Hate Crime/Prevent Contribution to projects/services related to Hate Crime, including funding for a 24-hour support telephone line provided by Stop Hate UK and delivery of hate crime awareness training in targeted areas via Zebrared.	£30,000
LCJB Support for joint working with the City Partnership, Safer Communities Board and the Local Criminal Justice Board including the PCC and including specific support for DV Homicide Reviews.	£15,000
Clean Ups/Graffiti Removal. Funding for general clean ups / graffiti removal at targeted sites related to anti-social behaviour.	£20,000
Handyvan Scheme. Funding contribution to Adult Care for the provision of security equipment to installation of security equipment to prevent burglaries, domestic violence, repeat victimisation and to reduce the fear of crime.	£50,000
Learning Disabilities Staying Safe for People with Learning Disabilities – 50% contribution towards hate crime and staying safe training and expansion of the Safe Places Scheme via Adult Care.	£7,500

PUBLIC HEALTH

POLICY CONTEXT

The overarching vision is to work towards a county with the healthiest life expectancy and with the lowest level of health inequalities in the country. Whilst health in Derbyshire is generally better than the average for England, inequalities exist across the county and those living in more deprived areas or in vulnerable households are often the worst affected by ill health. People are living longer overall. Life expectancy at birth is 83.1 years for women, and 79.3 years for men, both of which are similar to the England average. However, there is considerable variation in life expectancy across the county with differences of 7.7 years for males between the best and worst areas and 5.6 years for females.

Over the last ten years, the rates of death from all causes and the rates of early death from cancer, heart disease and stroke, respiratory diseases and diabetes have fallen; all are lower than or similar to the England rate. Long term conditions account for nearly 70% of the total health and social care spend. Each year more than 3,000 older people in Derbyshire are admitted to hospital after a fall and only 1 in 3 return to their former levels of independence, putting a strain on long term care.

About 8,400 children are born each year in Derbyshire, and teenage conceptions are significantly lower than the average for England. The proportion of mothers who smoke during pregnancy (16.3%) is worse than England at 12.0%, and breastfeeding rates are also lower at 39% compared to 47.2%.

Lifestyle is an important factor in determining health in later life. Derbyshire has levels of alcohol-related admissions to hospital similar to England, except in Chesterfield where they are higher. There has been a 14% increase in referrals into alcohol services over the past 12 months. Rates of binge drinking and high risk drinking are estimated to be similar to England. Although levels of physical activity are close to or better than the England average, the rate of excess weight in adults is significantly worse with an estimated 429,000 adults overweight or obese. The rate of acute sexually transmitted infections is better than the England average. Smoking remains the primary cause of preventable illness and premature death. Less than 18% of adults smoke in Derbyshire, but there are wide variations across districts from 23% in Bolsover to 10% in Derbyshire Dales and one-third of smokers are estimated to be unemployed. Smoking is much more prevalent in routine and manual workers with more than 25% of this group smoking. This ranges from 16% in Derbyshire Dales to 34% in Erewash.

Substance misuse impacts adversely on individual drug users, families and communities. The strategic approach to substance misuse aims to provide effective prevention measures, reduce illicit and harmful drug and alcohol use, strengthen harm reduction and increase the numbers recovering from dependence.

The Health Check programme is a mandatory responsibility for the council to identify early signs of risks of heart attacks and strokes in people aged 40-75 years leading to opportunities for early interventions. Improving take-up is important: 20% of eligible adults are invited every year. Derbyshire's performance is better than the England average.

Further information on health and wellbeing in Derbyshire is available in the [Derbyshire Observatory](#).

Public Health England identified seven national priorities in October 2014, which generally resonate with local issues. They are:

- Tackling obesity;
- Reducing smoking;
- Reducing harmful drinking;
- Ensuring every child has the best start in life;
- Reducing dementia risk;
- Tackling antimicrobial resistance;
- Reducing tuberculosis.

Public health staff will work with PHE colleagues to take forward these areas where there is an identifiable local need.

The NHS 5 year forward view for 2015/16 creates a number of opportunities to influence NHS organisations to improve the health of the people they serve. Key areas are:

- Getting serious about prevention - tackling lifestyle issues, a broad based approach to prevention working with local authorities, and a national evidence based diabetes prevention programme;
- Developing NHS services to enable people to stay in or return to work and implementing workplace health programmes;
- Improving quality and outcomes of services;
- Achieving parity for mental health service users;
- Investment in Child & Adolescent Mental Health Services;

- A more productive and efficient NHS by closing the efficiency gap and improving the focus on prevention;
- An ongoing drive for integration of services to improve outcomes for patients.

The Public Health team will provide the rationale and evidence base to implement a range of cost effective interventions to improve healthy life expectancy and increase disability free years for all ages working across a wide range of partner organisations.

Providing public health advice to the Clinical Commissioning Groups (CCGs) is a mandatory responsibility. Public health professionals will work collaboratively with the CCGs to develop and review clinical commissioning policy, to establish evidence based guidelines, pathways and protocols that meet population health need and deliver cost effective services. Tackling health inequalities is a shared aim. Health protection is an important public health obligation. There are currently robust systems in place for vaccination programmes, screening programmes, emergency planning and infection control. Joint work is ongoing with Public Health England and the Area Team of the NHS Commissioning Board to ensure resilience and to seek assurance that progress is maintained against a background of further reorganisation of these services.

OPERATIONAL CONTEXT

The responsibilities for public health have opened up opportunities to shape services to local needs and to better inform the full range of council services, which can address the wider determinants of health such as employment, education and transport. As part of the new public health system, the government published its Public Health Outcomes Framework with the vision “to improve and protect the nation’s health and wellbeing, and improve the health of the poorest fastest”. The framework identifies the outcomes that need to be achieved to deliver this and the national indicators that will be used to assess progress. The Public Health Outcomes are being monitored and have recently been revised.

The public health function is funded with a ring-fenced grant of £35.6m in 2015/16. Funding of £5m was agreed in 2014/15 through a Public Health Resource Fund to support the whole council in its role around prevention and tackling health inequalities. This has now been increased to £8m for 2015/16. A prioritisation process has been undertaken each year to enable recommendations to be made to Council around the potential retention of important services which if cut back would have a significant impact on the health and wellbeing of local people with a specific focus on tackling inequalities.

Public Health will play a lead role in delivering outcomes in relation to the Council Plan theme ‘to support people in hard times’. Progress has been made in relation to supporting school breakfast clubs, investing in community based advice services, promoting credit unions and helping families to manage their budgets. The Director of Public Health’s Annual Report 2014 has provided an additional impetus for partners to strengthen their organisational support to tackle poverty. Public Health will support “a strong economy” through the Anti-Poverty Strategy to enable people to access their entitlements to welfare and working with the Economic Partnership to strengthen the health dimension of economic development, housing, transport and planning.

Public Health will play a lead role in supporting the Council Plan priority for healthy communities around reduced health inequalities. It will do this by providing equitable access to supportive services, advising CCGs about best practice to improve and protect health, carrying out a programme of Health Equity Audits to improve access and outcomes to NHS services and working with partners on the wider issues that can support better mental and physical health. Resilient and safer communities will be supported through strengthening our approach to the excessive use of alcohol.

PLANNED SERVICE ACTIVITY 2015/2016

Public Health will:

- **Through the Health & Wellbeing Board**

Play a lead role in developing and advising the Health and Wellbeing Board to support effective delivery of improved population health outcomes through the refreshed Health & Wellbeing Strategy:

- Lead on the implementation of the World Health Organisation Healthy Communities programme jointly with all district councils;
- Support and advise on the priority to improve the mental wellbeing of children and young people;
- Provide guidance on developing a considered approach to building resilience and social capital for individuals and communities across the county and support implementation once the approach is agreed;
- Support sustainable multi-agency approaches to keep people healthy and living independently in their own home;
- Lead on the Derbyshire Tobacco Alliance Action Plan delivery through a co-ordinated approach to reducing the impact of smoking with the aim of reducing the number of people who smoke in vulnerable groups;

- Lead on the development of a joined up approach to reducing harms from liver disease by reducing levels of obesity, reducing harms from excess alcohol consumption and improving protection and treatment from viral hepatitis.
- **Lead the Joint Strategic Needs Assessment**
Ensure delivery of the Joint Strategic Needs Assessment (JSNA) through the redesigned multi-agency Joint Strategic Needs Assessment Board in order to inform the Health & Wellbeing Board. The work programme has been developed to inform the commissioning intentions and priorities of Derbyshire County Council, the Clinical Commissioning Groups, District and Borough Councils and the voluntary sector. Following publication of 'The State of Health in Derbyshire in 2014', the work programme for 2015/16 includes a number of 'The State of...' reports including 'The State of Mental Health in Derbyshire', 'The State of Housing and Health in Derbyshire' and 'The State of Cancer in Derbyshire'. These reports will provide insight into additional in-depth work required for the JSNA work programme including systematic reviews, modelling the impact of evidence-based interventions and health needs assessments.

In addition to this, a programme of Health Equity Audits will be conducted to improve fair access and outcomes to services in order to reduce inequalities. The Health Equity Audits planned in 2015/16 include NHS Health Checks and equitable access to falls services for older people.

All completed JSNA work will be available on the [Derbyshire Observatory](#).

- **On the wider determinants of health**
Work collaboratively with partners on the wider determinants that impact on health to:
 - Inform and support delivery of the Council's anti-poverty plan. Specific priorities are to increase access to affordable warmth measures for vulnerable groups, tackle child poverty, increase financial inclusion, provide support for food banks, maintain increased access to rights advice through retention of CABs in GP surgeries and Children's Centres, and develop a collaborative approach supporting people to access and maintain employment;
 - Explore the potential to develop a health framework to inform planning decisions jointly with all planning authorities across the county;
 - Make the case for the inclusion of health issues within the remit of the Derbyshire Local Economic Partnership and the Combined Authority to inform priorities and funding decisions;

- Work with social landlords to ensure that suitable housing solutions are available for people on discharge from hospital following a fall.
- **Deliver a programme of Health Impact Assessments**
Carry out health impact assessments (HIAs) of priority areas to develop knowledge and skills across departments:
 - Complete HIA of children's centres to inform future direction in cases of closure or reduced opening times;
 - Carry out HIA of new integrated domestic abuse services to inform commissioning plans;
 - Start HIA of strategic walking and cycling network to support future housing and economic growth;
 - Carry out HIA on housing and economic development on the A61 corridor;
 - Integrate HIA screening into EIA process being piloted from January to June 2015 with a view to full implementation if successful.
- **By commissioning public health services**
Implement the approved public health programme, including the commissioning and decommissioning of services in accordance with approved priorities:
 - Roll out the redesigned integrated wellbeing service.
 - Ensure effective implementation of the redesigned sexual health service from April 2015.
 - Agree implementation of the public health nursing programme and children's wellbeing services from October 2015.
 - Undertake a review of the Family Nurse Partnership that supports single first time teenage mums to ensure equitable delivery across the county.
 - Advise on options for future delivery of the child safety equipment scheme.
 - Develop a commissioning plan for public health funded parenting programmes in collaboration with other providers.
 - Review and redesign the substance misuse services with a focus on prevention and recovery including a rebalance of emphasis on people misusing alcohol. This will support the aim of reprocurring a more holistic service from April 2017.
 - Ensure effective reporting on programmes included in the Public Health Resource Fund and work with colleagues across the council to identify means of improving efficiency, effectiveness, accessibility and any improved public health outcomes from the investment.

- Ensure the quality, cost effectiveness and safety of public health commissioned services through a strengthened assurance and governance process.
- **Through mandatory services**
Develop an agreed plan for the delivery of mandatory services that are the responsibility of the authority:
 - Ensure development and effective delivery of the strategic framework and commissioning plan for sexual health and wellbeing.
 - Ensuring that the mandated elements of the Health Visitor Service are in place from October 2016 and that the National Child Measurement Programme is in place and functioning effectively.
 - Implement plans to increase the uptake of Health Checks via a new refreshed service from April 2015 with a focus on increasing equitable access and identifying benefits in relation to lifestyle changes and treatment of high risk patients.
- **Oversee health protection via the Derbyshire Health Protection Board**
 - Support the Local Resilience Forum by providing a leadership role on emergency planning systems, which impact on the health of local people and maintain an effective approach based on current good practice.
 - Provide joint delivery of the Local Health Resilience Partnership with the Area Team, PHE and local NHS organisations.
 - Provide a process of assurance around delivery, quality standards and inequalities of screening and immunisation programmes through the Derbyshire Health Protection Board.
 - Review infection control systems across the county to reduce harm and strengthen delivery against national standards.
 - Work with PHE and other stakeholders on a joint city and county TB strategy to improve surveillance, diagnosis and treatment.
 - Facilitate the councils' approach to increasing uptake of flu vaccination for eligible staff.
 - Ensure ongoing joint working arrangements for health protection with Derby City Council.
- **Provide advice to CCGs**

Agree the public health support and advice for CCGs that will make the best use of resources, advise on clinical evidence to aid decision-making and priorities that have the best potential for population health benefit through an annually agreed activity and outcome plan.

- Agree a programme of work on prevention based on the NHS 5 year vision.
 - Agree and provide support for reducing clinical variation with a key focus on primary care.
 - Continue to provide public health advice and support for the whole system integration programmes across the county. Modelling the changes needed to reduce dependency on the health and social care system to support transformational change supported by detailed analysis of existing service provision.
 - Implement a children's commissioning agenda across the county with Children and Young Adults Department, CCGs and Derby City Council to ensure an evidence based, needs led approach to meeting the needs of children and families.
 - Establish the current position in Derbyshire across the whole system of cancer services from prevention, early identification, treatment and recovery.
- Produce the **Director of Public Health's Annual Report** on population health with a focus on mental health and wellbeing.
- **Lead on healthy settings developments:**
 - Focus the children & young people's health promotion approach to help develop schools in more disadvantaged communities to become healthy schools;
 - Agree the implementation of a Healthy Communities plan with all district councils that is differentiated by local needs and priorities;
 - Deliver the healthy workplaces programme.
- **Improve mental health**
 - Work in partnership to develop a pan-Derbyshire framework for the prevention, promotion and early identification of mental health issues;
 - Establish a programme of social prescribing focussing on sub-clinical/low level mental health problems to support prevention;
 - Work with mental health commissioners to implement the findings of an equity audit on IAPT services and the development of a multi-agency framework to coordinate work on suicide prevention;

- Continue to support the Healthy Body, Healthy Mind programme to improve the physical health of people with a serious mental illness;
 - Undertake a schools survey of children's emotional health and wellbeing and ensure the findings are incorporated into a children's mental health promotion action plan for Derbyshire.
- **Support workforce development**
Continue with the programme of workforce development to support public health staff to work effectively with colleagues in the council and continue to work with Members on the public health agenda to strengthen their health role within communities.

DERBYSHIRE SPORTS PARTNERSHIP

POLICY CONTEXT

Enjoying a healthy, active and rewarding lifestyle is an essential ingredient of a good quality of life. One of the 4 priorities in the refreshed Health and Wellbeing Strategy is to adopt a healthy communities approach to localities. Sport and active recreation are key components to achieving this priority. A snapshot reveals that for Derbyshire:

- 56.1% of the adult population met the Chief Medical Officer's recommendation of completing at least 150 minutes of moderate equivalent physical activity per week in bouts of 10 minutes or more. This is just above the England average of 55.6%.
- 28.4% of the adult population do less than 30 minutes of moderate physical activity per week in bouts of 10 minutes or more. This is just below the England average of 28.9%.
- 24.1% of the population are actively involved in sport and active recreation at least 3 times per week for 30 minutes or more. This is below the England average of 24.7%.
- Whilst falling, the estimated level of adult obesity (24.7%) is significantly worse than the England average (23.0%).
- 13% of the adult population actively volunteer in sport on a weekly basis.

All 10 local authorities (including Derby City) are members of the Derbyshire Sport Partnership and there is a strong tradition of the local authorities working collaboratively with other key partners in the development of sport and active recreation. The vision for sport in Derbyshire is to make Derbyshire one of the most active and successful sporting counties by 2020. This was articulated in *Beyond 2012.... A Plan for Sport and Active Recreation in Derbyshire 2012 – 2015* which provides the strategic framework for partners' plans, particularly local authorities. Work will take place this year with partners to rewrite the Plan for Sport for 2016 onwards.

In December 2013, the Active Derbyshire Plan 2013-2016 was launched as the county action plan for physical activity to support the delivery of the Health and Wellbeing Strategy.

OPERATIONAL CONTEXT

The County Council, City Council, eight district and borough councils, University of Derby, FE colleges, schools, national sport governing bodies, the voluntary and community sector and the private sector are partners within the Derbyshire Sport Partnership and are represented on the Partnership Board. Derbyshire County Council acts as host partner, employing the staff team.

The challenge for 2015/16 is to increase the number of residents in Derbyshire who regularly participate in sport and physical activity. Whilst the percentage rates in the county have grown since the first Active People survey took place in 2005/06, the rate of increase has been slower than anticipated and Derbyshire has lost ground compared to other counties. Derbyshire is in the bottom quartile of county councils and the participation rate recorded for 13/14 has slightly declined from the rate recorded in 12/13. Significant events such as the 2012 Olympics resulted in an increase but it is proving difficult to sustain newly found enthusiasm.

Some groups participate less than others. Women participate less than men at every age. People in lower socio-economic groups participate less than those in higher groups. The participation rate for people with a long term limiting illness or disability is less than half of that of people without a long term illness or disability. This is the national picture and it is the picture in Derbyshire too. In the county, participation rates are lowest in the highest IMD areas. How we increase participation levels, what we need to do different, will be a major focus of the discussions that will take place with partners during the summer of 2015 as a precursor to the drafting of the new Plan for Sport. In turn the Plan for Sport 2016 will provide a framework for future, more localised plans of the district and borough councils and other partners.

Work is on-going by the partners involved in the Active Derbyshire Partnership to deliver the actions in the Active Derbyshire Plan 2013-2016. From April 2015, local partnership networks will be drawing down Public Health Inactivity funding to deliver activities to target sedentary groups and disadvantaged communities.

Sport England and the Department for Culture, Media and Sport (DCMS) strongly recognise the role that County Sports Partnerships (Derbyshire Sport) play in the delivery of the participation and performance agenda and of their respective strategies. Sport England has committed core funding to County Sports Partnerships up to March 2017.

Local authorities in the county and Derby City continue to be active and financial partners of Derbyshire Sport. They are facing difficult budget decisions. There are unlikely to be any significant new developments without the addition of new funding from national sources.

Funding from the council has helped secure the future of the School Sports Partnerships across the county until March 2016 and, in partnership with the University of Derby and Derby City Council, the county has jointly funded the Derbyshire Institute of Sport which is supporting talented athletes in the county.

PLANNED SERVICE ACTIVITY 2015/2016

Over the forthcoming year, Derbyshire Sport will support and encourage:

- Local networks to implement their local plans to increase the participation rates of sedentary individuals. Programmes will be based on community consultation targeting particular geographical communities and interest groups.
- More promotion of the current formal and informal opportunities available to young people and adults in the county including the Village Games programme, Return to Sport programmes, Jog Derbyshire, walking programmes, workplace challenges. This will include the development of new websites and increased and smarter use of social media to generate conversations and feedback.
- The adoption of a county wide cycling plan to improve the cycling offer in the county for residents and visitors hence increase cycling participation rates.
- A reduction in the drop-off in participation of young people aged 14 -25, notably through the setting up of new school club links, on-going support of the work of sports clubs, and the delivery of the nationally funded Sportivate programme.
- The continuation of the comprehensive schools based competition programme, across primary and secondary schools in the county, culminating in a county School Games final and an increased focus on CPD for teaching and non-teaching staff. The remit of the strategic group for young people will be widened to consider the community offer in sport and physical activity for young people as well as school activities.
- The implementation of the recommendations of the new Derbyshire Club and Volunteering Plan and an increased emphasis on how to support the volunteers organising informal activities, not linked to a club.

- Strengthening development opportunities and the leadership and coaching pathways for volunteers and coaches (paid and volunteers).
- Agreement of a strategy for the sustainable development of the Derbyshire Institute of Sport (DIS), to support a selected number of emerging performance level athletes, coaches and clubs to enhance their performance and thus the reputation of Derbyshire and offer financial support to a number of talented athletes through bursaries.
- Local authorities to produce robust core strategies following Sport England guidance.
- Raising the profile of sport within the council and the promotion of a range of participation and celebratory events including the Derbyshire Sports Awards and the Derbyshire Workplace Challenge.
- Securing of additional investment in sport from external sources.

TRADING STANDARDS

POLICY CONTEXT

The role of Trading Standards is to help local people to get a fair deal when buying goods and services. We support Derbyshire businesses to ensure that they comply with a wide range of consumer protection legislation, which is intended to ensure a fair and safe marketplace. Supporting legitimate local businesses and helping them grow is combined with tackling rogue traders who seek to gain a competitive advantage by exploiting consumers, particularly those who are vulnerable.

Since April 2012 advice to local people with consumer problems has been provided in conjunction with the Citizens Advice which runs a national consumer helpline (the Citizens Advice Consumer Service – CACS) dealing with straightforward consumer issues. Where a criminal investigation may be required, or a vulnerable person is involved, consumers are referred to Derbyshire Trading Standards for further consideration. The National Trading Standards Board was established in 2012 and sets high level priorities for Trading Standards Services. The priority areas for 2015/2016 are:

- Doorstep crime – establishing minimum standards for dealing with doorstep crime and safeguarding vulnerable adults and consumers;
- Scams - disrupting operations and reducing the exposure of consumers to scams;
- Fair trading issues - reducing incidents of bad practices and their impact on consumers;
- E-crime - disrupting trading crime perpetrated on-line (tackled by national team);
- Product safety - improving effective intervention on unsafe products, including points of entry into England and Wales;
- Illegal Money Lending – disrupting loan sharks and reducing the risk and exposure of the most vulnerable (tackled by national team);
- Intellectual Property- disrupting serious / organised counterfeiting operations.

Budget cuts have required the Trading Standards Service to prioritise tackling rogue traders that cause the most consumer detriment. There has been a consequential reduction in 'routine' market surveillance in terms of visits to local businesses and testing of products on sale in the county. There has also been a reduction in the level of assistance to

individual consumers, with a focus on vulnerable consumers requiring assistance. It is important, therefore, that the service continues to collate intelligence about rogue trading and liaise with regional and national enforcement agencies to ensure that those traders causing the most consumer detriment are targeted for priority action. Criminals who deliberately breach trading standards laws work across local and regional boundaries and so the service works closely with regional and national colleagues as well as other enforcement agencies including: the Police and Crime Commissioner's office, the Illegal Money Lending Team and local Citizens Advice colleagues to raise awareness about loan sharks.

Help for local businesses to comply with legal requirements is being supported through the government's 'Better Business' programme – now known as the 'Better Business Regulation' partnership within the D2N2 Local Enterprise Partnership (LEP) - a local partnership between businesses and regulatory services to promote growth and reduce unnecessary regulatory burdens on local business. We are also working with district council environmental health services to provide advice and support to local businesses and to improve the health and safety of people at work and will support work to encourage the adoption by business of the workplace well-being charter. The Service is also actively exploring how it can generate income by providing advice and support to local businesses on regulatory issues.

The service works with Public Health and district council environmental health services to ensure that food sold in Derbyshire complies with labelling and compositional requirements. The service also encourages healthier eating through the 'Heart of Derbyshire' scheme, which promotes healthier meal options. We are also working with local food banks to ensure the safety of food supplied to those most in need. Minimising the risk of the spread of animal disease and ensuring the integrity of the animal food chain from 'farm to fork' are key areas of trading standards activity as well as protecting animal livestock from unnecessary suffering.

OPERATIONAL CONTEXT

The Trading Standards Service went through a restructuring and reduction in staff in April 2012 in order to meet savings targets. A further reduction in establishment will be required to meet additional savings requirements. This will be off-set through additional grant funding from central government for food hygiene work; from time limited funding for tobacco control and healthy food initiatives, and other public health related initiatives. The service will also seek to develop 'Primary Authority' relationships with local businesses, which will enable charges to be made for advice provided. We will explore other income generating services to Derbyshire businesses. We will also continue to work with partners and work

innovatively such as, in conjunction with Police and Highways colleagues, exploring the use of weighing and camera technology to reduce the level of breaches of the Swarkestone Causeway weight restriction.

Reducing unnecessary regulatory burdens and ensuring that local businesses are protected from rogue traders are essential for economic growth. As well as continuing to promote local business committed to providing a good service for a fair price through the Derbyshire Trusted Trader Scheme, the service has also established good contacts with the D2N2 Local Economic Partnership and the East Midlands Chamber of Commerce and is taking a lead role with the Department of Business Innovation and Skills 'Better Business' initiative. In partnership with District Council colleagues, we have launched a free 'health and safety advice' service to local businesses as previous Chamber surveys have identified this as a burden on local businesses. We will continue to promote free advice to micro and start-up businesses through the LEP Growth Hub.

The service continues to target the minority of rogue traders that deliberately flout the law and, in particular, organised crime groups. There has been a significant increase in the sale of counterfeit and non-duty paid tobacco in 'pop-up' shops in the town centres of Derbyshire market towns. 837,740 cigarettes and 116 kg of hand-rolling tobacco have been seized by trading standards staff, as part of the disruption of the illegal trade. 12 prosecutions have been successfully concluded and six others are currently being investigated. Working closely with Derbyshire police, we understand that we are the first trading standards service to be given 'lead agency' status for 'management' of an organised crime group.

Good links have been established with Public Health colleagues to promote a healthy Derbyshire. As well as tackling under-age sales of tobacco and alcohol, we are leading a number of county-wide initiatives designed to encourage local businesses to offer healthy food. The 'Heart of Derbyshire' scheme was launched in September 2014 to encourage local people to choose healthier meal options from participating food caterers. Over 100 local businesses have joined the scheme.

Market surveillance is carried out to ensure that food and animal products comply with compositional and safety requirements. For example, we worked closely with the Food Standards Agency to ensure that food supplied in Derbyshire was free from undeclared horsemeat and will continue to work with Derbyshire School Meals Service to ensure that food supplied to Derbyshire schools complies with legal requirements. We are also responsible for ensuring that animal feeding stuffs comply with hygiene requirements. Animal disease outbreaks in the previous decade such as

BSE and foot and mouth were most likely caused by contaminated animal feed and because of the importance of free trade within the European market, the UK is subject to regular EC inspection.

Trading Standards plays a key role within the local Violence Alcohol Harm and Licensing groups to reduce the incidence of under-age sales of alcohol to young people. All applications for new or varied alcohol licences are assessed by trading standards staff and recommendations made to ensure that young people are protected from alcohol harm. We are also a key member of the Derbyshire Tobacco Alliance and have lead responsibility for reducing the harm from under-age sales of tobacco and from illicit (illegal) tobacco. The Trading Standards Division works closely with the National Illegal Money Lending Unit (IMLU), which was set up to tackle loan sharks. As well as following up intelligence about illegal money lending, the IMLU seeks to raise awareness about the potential harm from dealing with loan sharks and encourages local residents to join a credit union.

Trading Standards will continue to support local vulnerable consumers who need additional help with unsatisfactory goods or services they have bought. The Trusted Trader Scheme helps older people to live independently in their own homes by providing access to local traders committed to providing a good service. We will also ensure that partner agencies, including care providers, are aware of the help we can provide so that those most in need can be supported, and make First Contact and Safeguarding referrals when necessary.

PLANNED SERVICE ACTIVITY 2015/2016

Trading Standards will:

- Target rogue traders operating in Derbyshire and raise awareness so that local people, particularly older people – and businesses – can protect themselves;
- Continue intervention with known scam victims, including those based on referral from the National Scams Team, and continue to distribute telephone call blockers to vulnerable consumers;
- Seek to expand the Derbyshire Trusted Trader Scheme so that local residents – particularly older citizens – can access local reliable trades people committed to providing a good service for a fair price;
- Ensure through visits to cattle markets and local food and feed businesses that the risk of animal disease outbreak is minimised and the food and animal feed-chain is protected;

- Carry out food and feed sampling and visit 'Derbyshire food and feed manufacturers that pose the greatest risk to ensure that food and feed complies with compositional and labelling requirements;
- Work with Chamber and local and national regulators within D2N2, supporting local businesses to comply with regulatory requirements and remove barriers to growth as part of the Better Business Regulation initiative;
- Actively promote the Primary Authority Principle to local businesses to provide assured advice and explore other opportunities to recover costs from the private sector for trading standards advice and support;
- Support local businesses to comply with alcohol licensing requirements and work to reduce alcohol harm;
- Promote the 'Heart of Derbyshire' Scheme to local food retailers to encourage healthier meal options;
- Work in partnership with district environmental health services to support consumers and help local businesses;
- Support the Derbyshire Tobacco Alliance and take the lead on reducing illegal tobacco and underage sales;
- Work with Police and the Crime Commissioner to ensure that intelligence about the operation of illegal money lenders is provided, in confidence, to the Illegal Money Lending Team based in Birmingham.

LIBRARIES AND HERITAGE

POLICY CONTEXT

Libraries and Heritage services consist of a network of 45 static public libraries and two mobile libraries, an archives service delivered through the Derbyshire Record Office, a museums service delivered through Buxton Museum and Art Gallery which also provides support to voluntary and independent museums throughout the county; and an arts service that supports the arts in all their forms throughout the county.

In 2013/2014, these services received approximately 2.9 million physical visits a year, 2.8 million of these being made by public library users. The library service recorded 3.8 million physical issues of books and other items from a stock of one million items. The overall trend in library visits and issues is downward and this is mirrored in neighbouring authorities as well as nationally. The trend is partly accounted for by significant budget reductions, which have reduced library opening hours and staffing levels as well as the range of resources available. The 80% reduction in the size of the mobile library fleet will undoubtedly result in a further loss of visits and issues. Reductions in direct physical access are partly mitigated by a move towards remote access; customers want to access resources online and the service is focussed on improving the quality of its online offer to attract more customers. However, there is national evidence, both from other library authorities and the commercial sector, to suggest that demand for some e-resources, e.g. e-books, may have plateaued.

To meet budget cuts, significant savings have already been achieved and in September 2014 following a major consultation exercise on the future of the Mobile Library Service, Cabinet agreed a reduction in the size of the mobile library fleet from ten vehicles to two, a four-weekly rather than a fortnightly service and a corresponding reduction in the number of stops and the number of communities served. The revised service began operation with effect from 12th January 2015. It is too early to identify any key trends in usage, but it will clearly be a challenge to attract users from those communities still in receipt of a service given the frequency and location of stops compared to the previous level of provision. Proposals for budget reductions required in 2015/2016 include the balance of the saving from the mobile library service of £265,000, and savings to be made through other changes to Libraries and Heritage services of £250,000. The emphasis when trying to achieve challenging budget reduction targets has been to maximise the use of existing resources whilst seeking to minimise the impact on local communities as far as possible, however, given the scale of savings required, this is becoming increasingly difficult to achieve.

Libraries and Heritage services contribute to a number of key priorities in the Council Plan and there is a clear role for public libraries to operate as one stop shops for information and advice. As part of fulfilling this function, there are three areas where the service is playing a leading role: access to information and advice; serving as food bank collection points; and providing free access to computers for public use.

All five Derbyshire Credit Unions have been offered free use of library buildings in an attempt to make their services more accessible. Both the 2shires Credit Union, in Bolsover, and Money Spider, in South Derbyshire, are already using libraries to provide outreach services and the Erewash Credit Union is assessing the opportunities to expand its service into Derbyshire Dales with a number of local libraries being considered as potential venues. To date there has been no interest from the Credit Union serving the High Peak area to work with the library service. Derbyshire Citizens Advice has been offered libraries as venues for their surgeries. A regular service is currently being offered in Bolsover Library, which based on evidence provided by Citizens Advice, is reaching a different audience and dealing with a much more diverse range of enquiries than their conventionally located service. The possibility of extending the Bolsover service to other locations is also being considered.

According to the Office of National Statistics, 23% of Derbyshire's households lack an internet connection. Libraries offer internet access for all free of charge whenever they are open. In the vast majority of communities, they are the only locations for easily accessible internet access. Job Centres are increasingly directing their users to libraries as they cannot offer similar levels of access or support from staff and over 200 pre-booked work and benefits one-to-one sessions have taken place in libraries. Participants have reported that they feel more confident and better equipped to apply for jobs following these sessions and a number of people have subsequently found employment. Enabling use of the internet also means that people on low incomes can take advantage of online benefits such as fuel switching, use of price comparison websites etc.

In 2013 the Department for Culture, Media and Sport and the Department for Communities and Local Government jointly commissioned William Sieghart to produce an independent report on the role of public libraries in England. The report was published in late December 2014 and it made three key recommendations:

- Provision of a national digital resource for libraries, to be delivered in partnership with local authorities;
- Creation of a strategic taskforce to provide a strategic framework for libraries in England and work with local authorities to improve their services;

- Implementation through that task force of revitalised local library services.

The report also calls for unified branding for all libraries, a new recruitment drive to encourage more graduates to work in libraries and the possibility of offering nation-wide library cards. The report has a distinct focus on digital services and calls for government funding for local authorities to extend wi-fi facilities. The report does not go into detail on the scale of the financial challenges facing local authorities and the cuts many library services are facing, nor does it explicitly address library standards or user entitlement. There is also no mention of the power of intervention given to the Secretary of State under the 1964 Public Libraries and Museums Act in cases where a local authority may be failing in its duty to provide a comprehensive and efficient service. The Sieghart review is the latest in a series of government commissioned reports on the future of public library services, most of which have not delivered any significant change or impact on the public library landscape. Whether this report will have any longevity or impact is unclear. However, Derbyshire will play an active part in the implementation of the recommendations, where it is in the best interests of the service offered to Derbyshire residents.

The wider heritage sector has a key role to play in promoting Derbyshire as a destination. The range of services offered from the integrated Derbyshire Record Office and Local Studies Library has been successful in supporting local people with an interest in the history and heritage of the county but also in attracting interest from all over the world, as evidenced by actual and virtual visits. Museum staff lead the Derbyshire Museums Forum which provides a range of support to the voluntary and independent heritage sector through offering help with grant applications, disseminating best practice and sharing information about key regional and national developments, all of which contributes to improving the quality of the heritage offer in the county and the overall attractiveness of Derbyshire as a destination.

The Arts Service supports many arts businesses every year through business and professional development workshops; information, advice and guidance; and news alerts about jobs and training. Small grants to artists to support their marketing have facilitated the strengthening of new businesses. Specialist skill training, such as dance techniques, writing skills or arts and health work, has enabled people to develop new areas of their businesses. The 'artsderbyshire' website connects more than 2,000 creative businesses with the public.

OPERATIONAL CONTEXT

The council is committed to retaining its network of static libraries and it will continue to develop them as community hubs. Library, Museum and Record Office buildings have further potential to serve as key locations for delivering a range of services provided by the council and its partners to people in their own communities.

Derbyshire is the lead authority for a procurement partnership involving Derby, Nottingham and Nottinghamshire library services, which purchases library books at increased levels of discount. These authorities, along with Leicestershire and Rutland have also procured a shared Library Management System (LMS), due to be implemented in June 2015. As well as modest cost savings, the new LMS will result in better inter-authority working and present opportunities to improve the service offered to library users by providing seamless access to resources across the region such as the adoption of a single library membership card for use across the participating authorities.

Derbyshire's e-book service for local residents has become one of the most successful of its kind in the country. Despite the limited range of e-book titles available from publishers, downloading by library members continues to increase and the service has attracted widespread publicity. An ongoing national review of e-book lending began in 2013 aimed at breaking the deadlock between publishers and public libraries, which is severely limiting title availability. Derbyshire has been one of four authorities participating in a national e-book lending pilot scheme, allowing for an increase in the range of titles normally available. It is hoped that the pilot will demonstrate how public library e-book lending can coexist with the commercial market. Regardless of the outcome, there is still a risk, at least in the short term, that the newly available titles acquired through the pilot now coming to an end may have to be withdrawn from the Derbyshire catalogue, resulting in dissatisfaction among current service users.

The library service continues to work in partnership to ensure that children have the best possible start in life. Access to books and other resources is facilitated for the very youngest children and their families through the national Bookstart scheme. Sure Start Librarians support the work of children's centres, tailoring their activities to the specific needs of local communities across Derbyshire by encouraging literacy through access to books and reading support for children, their parents and carers. The provision of public computers in libraries allows children – especially those from the poorest backgrounds who may have no access to the internet at home - to use the free facilities for children and young people and benefit from the help and support of trained library staff.

The Home Library Service (HLS) plays an important role in helping people to remain independent by continuing to live in their own homes. Approximately 2,000 people currently receive books and other resources brought into their homes by staff or volunteers from the Royal Voluntary Service. Following the implementation of changes to the Mobile Library Service in January 2015 over 200 additional people have been transferred to the HLS and it is anticipated that there will be further demand on this service as a result in increased pressure on already limited resources.

The Derbyshire Record Office led a successful bid to the Heritage Lottery Fund to support its “Derbyshire Lives” project, developing activities that will run between 2014 and 2018 relating to the commemoration of the First World War. The grant funding has enabled the creation of a fixed term post that works exclusively with local communities to find appropriate ways to commemorate the War and its impact on Derbyshire. In parallel with this all Libraries and Heritage services are developing a complementary programme of activities to cover the whole of the period.

With the support and involvement of Culture Derbyshire, the Arts Service is working with a wide variety of partners on the delivery of “Derbyshire 2015” a year of cultural celebration. The Health and Wellbeing programme developed by the Arts Team demonstrates a range of benefits for service users participating in arts activities: positive social engagement; enhanced quality of life; increased self-esteem and confidence; reduced loneliness; a positive experience of care and support; development of skills and career opportunities for care workers. The programme delivers arts activities for older people in care, specialist practical training for care workers and skills training for artists to work in health care settings.

In December 2014, the Heritage Lottery Fund awarded a grant of £869,000 for developments at Buxton Museum and Art Gallery. There are three elements to the programme: working with partners to develop innovative mobile applications linking artefacts with their places in the landscape; the redevelopment and renewal of the museum’s principal gallery, the Wonders of the Peak; creation and distribution of museum content via a range of online platforms, increasing and enhancing remote access to the collections.

PLANNED SERVICE ACTIVITY 2015/2016

Libraries and Heritage will:

- Continue to promote libraries as the hub of the local community;

- Contribute to the council's Anti-Poverty Strategy by enabling the use of libraries and heritage buildings and facilities by partners to provide locally based access to a range of information, financial, health and advice services and by actively promoting the services of those partners;
- Encourage the use of credit unions through libraries;
- Open a new library in Heanor;
- Develop plans for a new library in Belper as part of the adult care development in the town;
- Replace the library management system including offering library users an upgraded online catalogue;
- Extend the library management system to the Mobile Libraries;
- Deliver targeted one-to-one Work and Benefits ICT help sessions in libraries;
- Further enhance libraries' online resources, including the development of e-book lending in line with the National Pilot recommendations;
- Monitor use of the Home Library Service by vulnerable and older people as a result of changes to the Mobile Library Service;
- Manage and deliver events and activities for the 8th Derbyshire Literature Festival, as part of 'Made in Derbyshire';
- Encourage literacy in early years by delivering Bookstart packs to all Derbyshire children aged 4 months and 3 years and promote library membership and use by children and their families;
- Promote online resources to community groups, especially those in rural parts of Derbyshire;
- Maintain the number of children starting and finishing the Summer Reading Challenge and increase the number of young people acting as peer mentors as part of this promotion;
- Further develop libraries as venues for health promotion events and activities;
- Extend work to promote the use of libraries by people with learning disabilities, working with MacIntyre and Adult Care;
- Encourage emergent adult readers by extending the reach of the 'Six Book Challenge';
- Deliver a training programme to increase community groups' skills and capacity to deliver heritage projects, as part of the Derbyshire Lives through the First World War project;
- Create a travelling exhibition commemorating the First World War for display at venues throughout the county;
- Achieve Archive Service Accreditation for the Record Office;
- Following a successful bid to the Wellcome Trust, catalogue the archive of the National Union of Mineworkers;
- Deliver and promote free online access within Derbyshire libraries to Record Office family history resources;

- Develop new audiences and commercial opportunities for Picture the Past by making content available through hand-held media and social media platforms;
- Develop the Collections in the Landscape programme at Buxton Museum and Art Gallery to improve the building, increase access to the collections through digital networks, and encourage visitors to explore the countryside;
- Support local businesses and tourist destinations to maximise their potential to enhance the visitor economy through the Derbyshire Record Office, the Museum and the Arts services;
- Support the network of museums and heritage organisations in the county to raise standards, provide a diverse, engaging and informative visitor experience and to encourage their communities to participate as volunteers and events audiences;
- Deliver the Made in Derbyshire 2015 campaign, in partnership with Culture Derbyshire;
- Deliver arts, health and wellbeing workshops and events;
- Manage and deliver the Derbyshire Poet Laureate scheme;
- Research the needs of creative businesses and identify new sources of funding to further develop the Creative Derbyshire programme.

APPENDIX A: PERFORMANCE INDICATORS

The department will monitor the following key performance indicators. Outturn figures are shown where available and are for the last two complete financial years of 2012/2013 and 2013/2014 unless otherwise stated.

INDICATOR	OUTTURN 2012/13	OUTTURN 2013/14
Community safety		
Number of recorded crimes (County)	32,460	33,112
Number of calls for service relating to anti-social behaviour (County)	32,789	30,200
Number of recorded crimes - domestic abuse (County)	3,147	3,158
Number of domestic abuse repeat perpetrators who had 2 or more incidents over 12 months	1,848 (Jan-Dec 2013)	2,220 12 months to Jan 2015)
Percentage of offenders re-offending (Derbyshire Integrated Offender Management Cohort)	N/A	59% (Jul 2013 – Jun 2014)
Public health		
Number of emergency hospital admissions for injuries due to falls in people aged 65 and over. (Health Premium Indicator)	3,152	3,163
Percentage of people that received a NHS health check of those offered	N/A	57%
Population Vaccination Coverage MMR (2 nd dose)	91.8%	93.7%
Number of people managing to stop smoking, four weeks after starting the community stop smoking programme	4,800	3,503
Number of expectant mothers who had quit smoking at time of delivery	225	188
Number of people completing a 12 week weight management programme	N/A	TBC

INDICATOR	OUTTURN 2012/13	OUTTURN 2013/14
Percentage of people undertaking alcohol treatment who complete successfully	N/A	44.3% (12 months to Dec 14)
Successful completion of drug treatment (opiate dependent drug-users) non-representation	7.2%	7.9%
Successful completion of drug treatment (non-opiate drug users) non-representation	28.9%	37.4%
Percentage of Derbyshire drug treatment clients waiting three weeks or less for first treatment intervention.	93%	94%
Number of families helped by CAB through GP practices and Children's Centres	7,196	10,000
Breastfeeding rate	N/A	39%
School Entry (National Child Measurement Programme) % overweight or obese	N/A	8.3%
Age 10-11 years (National Child Measurement Programme) % overweight or obese	N/A	17.7%
Schools receiving the 'Five60' programme per annum over academic year (Sept – July)	N/A	91%
Sport		
Percentage of adults (16+) who participate in moderate intensity sport and active recreation for a minimum of 3 sessions of 30 minutes per week (NI 8 measure)	25.7% (Oct 2012 – Oct 2013)	24.1% (Oct 2013 – Oct 2014)
Trading Standards		
Percentage of consumers who are satisfied with the service they received when employing a Derbyshire Trusted Trader	99.5% (Out of total of 11,614 rating cards received)	99.1% (Out of total of 15,921 rating cards received)
Percentage of complaints about tobacco that are investigated	100% (total of 110 complaints)	100% (total of 143 complaints)

INDICATOR	OUTTURN 2012/13	OUTTURN 2013/14
Percentage of inspections to high risk food and feed businesses	100% (79 businesses)	100% (60 businesses)
Percentage of complaints about unsolicited calls from doorstep traders that are investigated	100% (out of 275 complaints)	100% (out of 246 complaints)
Percentage of Derbyshire Traders subject to a high degree of consumer complaints against whom action is taken under the Enterprise Act	100% (43 businesses)	100% (23 businesses)
Percentage of complaints about animal welfare that are investigated	100% (223 Complaints)	100% (245 Complaints)
Number of contacts for advice by trading standards division	6,292	4,264
Libraries and Heritage		
Number of physical visits to libraries per 1,000 population	3,688 (2,852,392)	3,620 (2,809,877)
Percentage of eligible library loans checked out by library users using self-service facilities.	48%	48%
Number of people receiving a home library service per 1,000 population	2.49 (1,889)	2.61 (2,024)
Number of museum visits at Buxton Museum and Art Gallery	35,720	33,912
Number of book issues and renewals per 1,000 population	4,843 (3,727,918)	4,549 (3,530,932)
Use of e-library resources and facilities – number of transactions:	1,318,816	1,336,216

INDICATOR	OUTTURN 2012/13	OUTTURN 2013/14
• E-book loans	28,573	34,822
• E-audiobook loans	0	3,110
• Online reference resource accesses	51,822	85,362
• Online stock suggestions	653	735
• Online requests	39,088	16,763
• Online renewals	418,110	374,985
• Call Centre renewals	124,162	92,401
• Self-service checkouts	656,408	728,038
Internal management indicators		
Staff turnover	N/A	10.7%
Absence levels	N/A	3.33%
Agency spend	£134,323	£119,358
Relief Spend	932,007	£1,006,495
MyPlan - percentage completed.	N/A	96%

APPENDIX B: BUDGET INFORMATION 2015-2016

SERVICE	Employees	Premises	Transport	Supplies & Services	Transfer payments	Agency & Contracted Services	Support Service Recharges	Unallocated budget	Misc	Total Expenditure	Income	Grants	Net Expenditure
	£	£	£	£	£	£	£	£	£	£	£	£	£
Public Health	3,189,975	700	52,075	30,889,582				2,572,067		36,704,399	-1,142,099	-35,562,300	0
Community Safety	480,179		6,010	190,092	512,738					1,189,019	-20,442		1,168,577
Emergency Planning	621,133		20,383	57,596			5,270			704,382	-302,524		401,858
Libraries and Heritage	7,100,438	1,008,511	88,874	1,851,375			-67,719	-222,280		9,759,199	-1,098,385		8,660,814
Trading Standards	1,291,230	458	33,534	231,703			16,285	-28,574		1,544,636	-110,963		1,433,673
Derbyshire Sport	0			825	83,232			71,375		155,432			155,432
Other	358,413		1,000					-492,976		-133,563			-133,563
TOTALS	13,041,368	1,009,669	201,876	33,221,173	595,970	0	-46,164	1,899,612	0	49,923,504	-2,674,413	-35,562,300	11,686,791

Routine and Consumables

In delivering its services, the Department will incur expenditure on routine and consumable items for the activities identified in the Service Plan. Where the purchase is beyond those identified in the Plan advice will be sought from the Director of Finance or reference will be made to additional guidance in the Financial Regulations.