

Working for us

What you need to know

Handbook for applicants
2018/19

CONTENTS

Applying for a job with Derbyshire County Council

Your application form.....	1
Ways to Apply.....	2

General Information

Equality and Diversity	5
Confidentiality and Information Security	5
Trade Unions.....	5
Code of Conduct.....	5
Environmental Policy	5
Job Families	6
Flexible Working	6

Our terms and conditions

Your Pay and Grade.....	8
Travel and Expenses.....	9
Overtime and Allowances.....	9
Your Pension.....	10
Flexitime, time off and leave.....	10
Our working relationship.....	12
Colleague benefits.....	13

About the Council

Our Services.....	14
Adult Care.....	15
Children's Services.....	17
Commissioning, Communities and Policy	21
Economy, Transport and Environment	24

The information in this document is correct at the time of printing.

Last updated: August 2018

Working for Derbyshire County Council

We're pleased you're considering applying for a job with us. We work hard to be an excellent employer and in return we expect our employees to give of their best so that we can deliver high quality services to the people of Derbyshire. As an enterprising council we put value for money at the heart of everything we do so that we work as effectively as possible to get the best results for our residents and our employees.

This booklet gives you some useful information about applying for our jobs, outlines some background information about us and our departments and briefly explains the main terms and conditions which apply to our staff.

It will give you some idea of what it would be like to work with us. It doesn't cover every issue affecting every job, but it will give you some useful information about the main things you need to know at this stage.

You can find out more in the working for us section of our website.

We hope you will go on to apply for a job with us and wish you all the best for your future career.

Your application

The application form plays a key part in our decision whether or not to invite you for interview, so it is important that you complete it as fully and as accurately as possible.

The shortlisting panel will decide who to interview on the basis of the information provided in the application form. They will measure this against the person profile (or person specification as it is sometimes called). This is a document which lists qualities such as skills, knowledge, experience and qualifications which are essential to do the job, and those which are desirable. Your application form should therefore show how closely you can meet the requirements for the job, as set out in the job and person profile.

Remember to complete all parts of the application form. If you think some parts don't apply, please write 'not applicable' or 'N/A' in the spaces provided. Make sure the information you provide is clear, accurate and appropriate to the job you are applying for. We will not make any assumptions about you or your skills and abilities, so if you don't tell us about them, we won't know.

Don't refer us to your current job description or think that you can leave it until the interview to give us details about why you can do the job. You need to show on the application form precisely what you have done and when you did it. Remember to include all the relevant information about your skills, knowledge or experience, such as voluntary work or unpaid work. Don't worry if you have gained your qualification overseas, as if relevant it will be taken into account.

If you're submitting an offline application, take a copy of your application before you submit it.

Make sure your application gets to us by the closing date. Applications received after the closing date will not normally be considered.

Referees

Check with your referees that they're happy to support your application before you apply. If possible, please provide an email address for your referees as this will speed things up if you're successful. Please nominate **two** referees (unless stated otherwise in the details of the post). If you are working at the moment, one referee must be your present employer. If the job you are applying for is working with children, and you are not working with children at the moment but have done so in the past, please indicate the name of that last employer as one of your referees. Referees will be asked for information on disciplinary issues, sickness absence, etc. References will not be accepted from relatives or from people writing solely in the capacity of a friend.

Types of application form

There are three different application forms, depending on the type of job you are

applying for. Many of our jobs require you to fill in the standard version, but there are some jobs, for example, cleaners, caretakers, catering assistants, care workers, school crossing patrols and road workers for which a shortened form is used. Teaching posts also have their own version of the form.

Curriculum Vitae (CVs)

We don't normally accept CVs as we require a fully completed application form. If CVs are welcome, this will be clearly indicated in the job advert and you must ensure that your CV contains enough detailed information to demonstrate that you meet the requirements of the role.

Medical Questionnaire

All appointments are subject to medical clearance. If you're successful at interview, you will be asked to complete a confidential medical questionnaire.

Right to work in the UK

The Immigration, Asylum and Nationality Act 2006 requires employers to check your documents to establish your eligibility to work in the UK before you start work with us. We ask all candidates to bring proof of their right to work to their interview. If you're successful at interview, copies of this documentation will be kept on your personnel file.

Disclosure of criminal records

As part of your job application we'll ask you to give us details of any criminal convictions or investigations. We'll only take them into account if we consider them relevant to the job for which you have applied. If you're successful in applying for a post which has access to children or vulnerable adults, you'll be required to undertake a Disclosure and Barring Service check. Having a criminal record will not necessarily prevent you from obtaining a post. All cases are judged individually according to the nature of the role and information provided.

How you can help us

Applying for a job can sometimes be a long process and if you're the successful candidate we are keen to enable you to take up your post as soon as possible. We ask you to respond to us as soon as you can, for example if you need to fill in a DBS application, or arrange a medical examination, and when signing and returning your contract.

Ways to Apply

On-line applications

We encourage you to apply for our job vacancies on-line. There are a number of benefits for you from applying in this way which include:-

- The information you give us when you register on the job site and before you apply for a job e.g. in the Employment History section is automatically included in your on-line application, saving your time. You can update the information held in these sections whenever you need to.
- You can part complete an application form, save it and come back to it and work on it and submit it later or another day. You can also print off a copy at home.
- Applying online gives you access to your application form, advert and any other recruitment documents all the way through the recruitment process, even after the job has closed.
- You can track the progress of your application on-line, for example, to see if you have been shortlisted.
- You'll receive communications about the recruitment process more quickly, by email rather than letter, including any invitations to interview.
- You'll be able to view any communication as soon as it is sent to you by logging into your account.
- You can search for specific types of jobs and then set up a job alert which will ensure you receive an email any time similar posts are advertised

In view of these benefits it is recommended if at all possible that you apply on-line.

Alternative ways to apply

There are still alternative way to apply if you are unable to do so on-line.

If you do apply off-line please provide your email address if you have one, as this will ensure we send you any communication by email so you receive it as quickly as possible.

You can download a pdf or Word version of our application form from the related documents section of our website at:

http://www.derbyshire.gov.uk/working_for_us/jobs/alternative-ways-to-apply/

This form can be printed out, completed by you and then sent by post to:

Derbyshire County Council
 Shared Services Centre
 Dale Road
 Matlock
 Derbyshire
 DE4 3RD

or

Completed as a Word document and emailed to jobs@derbyshire.gov.uk

If applying in one of the above ways by post or email, please ensure that the vacancy reference number is entered on the form and also that we receive your application before the advertised closing date.

You can request an application pack by telephone

You can also request an application pack by contacting **Call Derbyshire on 01629 533190** quoting the reference number of the vacancy. The application pack will contain the same information as is available on our website.

Please make sure that there is enough time between your requesting an application pack and the closing date as it will take a minimum of two working days to receive your pack through the post.

Completed applications should be returned to the address above.

Help if you are disabled

We are a Disability Confident Employer. If you're disabled and looking for employment with us, we are keen to hear from you. If you meet the essential criteria for a job, we guarantee to give you an interview.

If you need advice or support with your application or need the recruitment documents in another format such as audio, easy read, or braille, or wish to discuss related issues, please contact the Disability Employment team on 01629 532451 They can offer general help with job searches, applications and reasonable adjustments.

<https://www.derbyshire.gov.uk/working-for-us/equal-opportunities/disability-confident/disability-confident.aspx>

http://www.derbyshire.gov.uk/working_for_us/equal_opportunities/disability_employment_service/default.asp

Our terms and conditions

We expect everyone who works for us to be committed to providing high quality and efficient services to the people of Derbyshire. In return, we have a range of benefits for employees which make Derbyshire a great place to work.

This booklet gives you a summary of our terms and conditions including pay rates. Our new starters booklet which has more detail is made available to all new employees and is also available on-line.

<https://www.derbyshire.gov.uk/working-for-us/jobs/our-terms-and-conditions/our-terms-and-conditions.aspx>

Equality and Diversity

As one of the largest employers and providers of services in Derbyshire, what we do affects everyone who lives, visits or works in the county. We recognise that discrimination can take many forms and we will do everything we can to both prevent and eliminate discrimination wherever it may exist within the organisation.

We aim to ensure that everyone who works for or who wishes to work for us, and those who receive our services, are treated fairly, without prejudice or discrimination on grounds of their age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief or sexual orientation.

Our equality and diversity policy has the wholehearted support of the recognised trade unions, and all our employees are responsible for its implementation, whatever their job.

If you are disabled, and meet the essential criteria for a vacancy that you are applying for, you will be guaranteed an interview because we are a Disability Confident Employer. We have established network groups for disabled, black and minority ethnic and lesbian, gay, bisexual and transgender employees.

If we appoint you and you are disabled, we will try to provide facilities, where appropriate, to help you undertake the job. We encourage you to identify any needs to help us meet our duties under the Equality Act.

Confidentiality and Information Security

We require employees to maintain confidentiality and the security of information at all times. It is the responsibility of employees who hold personal or confidential information to protect it.

Trade Unions

We encourage trade union membership.

Code of Conduct

Our code of conduct applies to all our employees and aims to help us to maintain and improve standards. It also protects our employees from misunderstandings or false criticism. It may be supplemented by further requirements in certain areas of work.

Environmental Policy

As a decision-maker, major employer, provider of services and agent for economic development, we recognise the significant impact we have on the environment. We also recognise that our employees have an important contribution to make in carrying out our environmental policy. With that in mind, we encourage you and will expect you, when carrying out your duties and responsibilities, to be conscious

of the environmental impact of your actions. Wherever possible our employees should work to reduce resource and energy use and minimise waste.

We have a travel plan that seeks to reduce the social and environmental impacts of road vehicles caused by our business. This includes a voluntary car share scheme for employees at certain work bases, including County Hall.

Job Families

Our jobs are organised into job families; this helps us be more flexible in the way we respond to changing service needs and pressures by deploying employees flexibly to meet service demands.

Work is described by 'role profiles' which give examples of the key accountabilities, typical skills and competencies for each grade in the job family. The 'role profiles' allow us to see how jobs are organised within each grade in the job family and the potential career paths. We also use them in considering training and development plans.

If you are successful in your application, the work that you do will be based upon the expectations in your role profile. In practice, you will regularly meet with your manager to agree the focus of your work for an agreed period of time. This may change over time as our service priorities change to meet the needs of our customers. Any changes will be discussed with you and will remain consistent with the expectations of your role profile.

To help you in your induction, the job profile you used to apply for the job will help shape the early expectations. It will help you and your manager to agree and review your performance and identify any support you need in your new role.

Flexible Working

We have a number of options to allow our employees to work flexibly.

Part time Working

We're keen to increase the opportunities for people who want to work fewer than full time hours at all levels of the organisation. We welcome applications from people who want to work part-time, including for jobs which are advertised as full-time. There are a number of ways in which this can be facilitated so if this applies to you, please discuss the options with the recruiting managers. We also advertise some jobs on a relief basis which means there are no guaranteed contractual hours and you are under no obligation to accept any of the hours we do offer.

Flexitime Scheme

Some jobs are suitable for flexitime working, which means you can have some

flexibility in when you work your hours. This must not impact on the needs of the job and when you work flexibly, there must be adequate cover for your absence.

Leave

We have a number of methods of assisting employees to balance their work and other commitments. These include varied work patterns including part-time or relief working, term-time contracts, annualised hours, compressed working weeks/fortnights, together with annual, flexi, special leave and maternity, paternity, adoption and parental leave options.

Unpaid Leave

If you'd like time off beyond your annual leave entitlement for domestic responsibilities, perhaps, or an extended holiday, you may ask for unpaid leave. We'll consider each request on its own merit and subject to the needs of the service.

General Conditions of Service for employees

Your pay and grade

Every job has a grade which has up to four pay points. These pay rates are subject to review and may change.

Grade	Pay point	Salary	Hourly Rate	Grade	Pay point	Salary	Hourly Rate
1 & 2	3	£16,396	£8.50	10	32	£27,367	£14.19
	4	£16,486	£8.55		33	£28,368	£14.70
3	5	£16,574	£8.59		34	£29,370	£15.22
	6	£16,654	£8.63		35	£30,373	£15.74
4	7	£16,757	£8.69	11	36	£31,404	£16.28
	8	£16,832	£8.72		37	£32,435	£16.81
	9	£16,923	£8.77		38	£33,466	£17.35
	10	£17,011	£8.82		39	£34,497	£17.88
5	11	£17,095	£8.86	12	40	£35,555	£18.43
	12	£17,189	£8.91		41	£36,612	£18.98
	13	£17,302	£8.97		42	£37,671	£19.53
	14	£17,516	£9.08		43	£38,728	£20.07
6	15	£17,780	£9.22	13	44	£39,867	£20.67
	16	£18,073	£9.37		45	£41,005	£21.26
	17	£18,418	£9.55		46	£42,143	£21.85
	18	£18,770	£9.73		47	£43,282	£22.44
7	19	£19,222	£9.96	14	48	£45,018	£23.34
	20	£19,795	£10.26		49	£46,753	£24.23
	21	£20,393	£10.57		50	£48,489	£25.13
	22	£20,990	£10.88		51	£50,226	£26.03
8	23	£21,587	£11.19	15	52	£51,960	£26.93
	24	£22,184	£11.50		53	£53,696	£27.83
	25	£22,781	£11.81		54	£55,432	£28.73
	26	£23,379	£12.12		55	£57,167	£29.63
9	27	£23,975	£12.43	16	56	£58,958	£30.56
	28	£24,573	£12.74		57	£60,749	£31.49
	29	£25,170	£13.05		58	£62,538	£32.42
	30	£25,767	£13.36		59	£64,328	£33.34
	31	£26,363	£13.67				

Generally you start at the bottom of a grade and you go up one pay point when you have worked for us for 12 months and every 12 months after that until you reach the top of your grade.

All our employees are paid monthly on the 25th of the month or the previous working day.

These pay scales apply to Local Government Service employees other than some Schools employees appointed by the Governing Body and some employees paid

on Soulbury pay grades.

Job adverts contain details of the salary which applies in each case.

Travel and expenses

Travel

We will reimburse you if you use your own car for your job. The current rates are:-

Per mile first 10,000	45p
Per mile after 10,000	25p

You cannot claim mileage to and from your home. Different arrangements apply for some groups of staff.

Expenses

As a general rule, we do not pay meal costs whether you are at your normal workplace or working away. If you need to stay overnight, the costs of accommodation and meals can be claimed with prior approval from your manager.

Excess travel

If we need to change your work base to somewhere more than five miles away from your current one and which is further from home, we will pay an excess travel time allowance and expenses, in accordance with our scheme, for up to three years.

Overtime and allowances

Overtime

The standard working week for full time workers is 37 hours. If required, after 37 hours per week you will be paid at time and a third and double time for bank holidays, if you are graded below band 14. There are different arrangements if you work banked or average hours.

Weekend work and enhanced hours

Some jobs have a working pattern which includes weekends. In these jobs, if you work overnight (7pm to 7am) enhanced rates of pay ($1\frac{1}{3}$) will apply. If your working pattern does not include weekends and you have to work overnight or at weekends, enhanced rates of pay ($1\frac{1}{3}$) will apply to these times.

Bank holidays

There are eight statutory bank holidays to which our staff are entitled: New

Year's Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday Monday, August Bank Holiday Monday, Christmas Day and Boxing Day.

If you have to work on a bank holiday, arrangements will be made to recompense you for this. If you work part-time your bank holiday entitlement reduces according to the number of hours you work ('pro rata').

Standby and Sleep-in duty

If your job means that you have to be available for response outside normal hours, or you have to sleep on work premises, you will be paid a set amount (currently £25.27). Any additional hours worked will be paid at the appropriate rate for the day/time of day.

Please note:

- You can only get allowances and enhancements when you actually do the activity (for example sleeping in) or you work the hours. Allowances and enhancements are not paid if you are off sick or for other absences except for annual leave, bank holidays and compensatory rest when they are paid according to your normal work pattern. If you are on maternity leave, your occupational maternity pay will include an average of allowances and enhancements paid to you in the three months prior to you commencing maternity leave.
- As a general rule you get only one enhanced rate for the hours you work. We do not pay multiple enhancements for the same hour worked. So, for example, overtime at the weekend between 7pm and 7am is paid at time and a third, not time and two thirds.

Your Pension

You can join the Local Government Pension Scheme (LGPS) any time before your **75th** birthday. It doesn't matter whether you are full time or part time, permanent or temporary, you can join, no matter how long your contract is for.

Under the Scheme's rules, in most cases you will be brought into the scheme automatically as soon as you start work for the Council. This is generally the case unless your contract is for less than three months or is on a casual/relief basis, in which case you can ask to join.

Detailed information about the Local Government Pension Scheme is available at www.derbyshire.gov.uk/pensions.

Flexitime, time off and leave

All of the following leave allowances are based on full-time work of 37 hours per week. If you are part-time your leave allowance will be reduced according to the hours you work ('pro rata').

Flexitime

Some jobs are suitable for flexitime working. Flexitime means that you can work your hours between 7am and 7pm according to the needs of the service. If you work enough hours over a four-week period, you may take up to two days or four half days flexi leave.

Payment during absences

Except for annual leave, bank holidays and maternity leave, your pay during an absence will be at plain time rates. You will not be paid enhancements such as allowances for unsocial hours or a sleep-in duty or standby. Standard leave entitlement for the various categories listed is based on contracted hours.

Annual leave

Annual leave allowances start on April 1 each year and are:

Grades 1 to 9:	25 days rising to 30 after 5 years' continuous service
Grades 10 to 13:	27 days rising to 32 after 5 years' continuous service
Grades 14 and above:	34 days with no increase

Sick leave

If you have time off for illness, you will be paid at plain time rates, including on bank holidays.

How long you get sick pay depends on your length of service:

First year of service	1 month on full pay and after 4 months service 2 months on half pay.
Second year of service	2 months on full pay and 2 months on half pay
Third year of service	4 months on full pay and 4 months on half pay
Fourth and fifth year of service	5 months on full pay and 5 months on half pay
After five years' service	6 months on full pay and 6 months on half pay

Special leave

Up to 5 days paid and 5 days unpaid leave – covering bereavement, urgent domestic and dependent leave – is available in a rolling 12 month period.

Maternity, paternity, adoption, parental and foster care leave

If you qualify for any of the above, you have various rights and entitlements which will be applied appropriately.

Leave for public duties

We encourage you to play an active part in the life of your community. Paid time off for public service is available in certain circumstances.

Trade union time off

We have arrangements for paid time off for trade union duties and unpaid release for certain trade union activities.

Medical appointments

You should take all medical appointments in your own time. The only exceptions are appointments for occupational health, antenatal, conditions covered by the Equality Act and hospital appointments which cannot be arranged outside your working hours for which you are entitled to paid time off. You can also have a certain amount of paid time off for health screening, immunisation and donor activities. Individuals employed on standard hours can usually make arrangements with their manager to work the hours back to avoid any deductions in pay.

Our working relationship

We have written policies and procedures which help us to make sure that all our staff are treated fairly and equally. Our disciplinary, grievance, harassment and bullying, attendance management, ill health capability and performance capability procedures apply to all staff along with a range of other policies covering working arrangements.

Notice

If you want to leave your job you must give us the following notice:

Grade	Notice
1 to 9	1 month
10 to 13	2 months
14 & above	3 months

If we give you notice, the minimum period of notice you are entitled to receive is as detailed above or one week for each year of continuous service, up to a maximum of 12 weeks, whichever is the greater.

Development and training

We want to ensure that all our employees develop to their full potential and are fully qualified to provide the best service to local people and we provide supervision and training accordingly.

Political restriction

Some jobs in local government are politically restricted which means the job holders are not allowed to have any active political role. If your job is politically restricted, you cannot stand for election, canvas or address political meetings either at work or outside the workplace.

Colleague benefits

Derbyshire County Council is a great place to work and there are many benefits you can enjoy throughout your career, which could make your life easier and more rewarding. The list of current benefits in addition to your pay and pension includes occupational health services, a counselling service, physiotherapy, eye tests for those who work with display screen equipment, childcare vouchers, cycle to work scheme, and several others.

About the Council

Our services reach everyone who lives in or visits Derbyshire, which is why we believe in working in partnership with our communities to ensure we meet their needs and expectations. This includes their families, their environment, their education, their job prospects and their social needs.

Our commitment to local people is reflected in our investment in our workforce. Hundreds of people call on us every day for help, information or advice. Around 30,000 people work for us in places throughout the county each with their own individual talents and abilities. We value this contribution and look to provide the resources and development our employees need to deliver the best possible service to the people of Derbyshire, whilst furthering their careers.

Derbyshire is a county of opportunity. It is a beautiful place to live, to work and to grow and we are justly proud of our services. We believe in investing in the future so all Derbyshire people have the chance to live full and productive lives.

Our Services

There are four strategic directorates which are responsible for the following areas:

Our **Adult Care Department** provides care and support services for vulnerable adults and carers. The aim is to support people to live independently for as long as possible. Adult Care provides some residential care homes, home care services and day care directly. We also commission services from partner agencies such as the NHS, district councils, and many voluntary organisations. Public Health is also located within the Care Directorate.

Our **Children's Services Department** is committed to delivering life-long learning opportunities for everyone in the county, supporting schools, teachers, parents and students from nursery age to adulthood. It also provides services directly to protect and support children and young adults.

Our **Commissioning, Communities and Policy Department** has responsibility for implementing a strategic commissioning framework, leading on a customer and community focussed approach to service planning and delivery, developing policies and stakeholder communication strategies. We deliver community based services and initiatives across Derbyshire, including libraries and heritage services, community safety and trading standards. We also provide essential support to the council through our financial, ICT, human resources, property and legal services.

Our **Economy, Transport and Environment Department** is responsible for developing a strong local economy and generating growth while protecting and enhancing the natural and built environment for the people of Derbyshire.

More detailed information about each department can be found below.

Adult Care

Adult Care has a responsibility to support the wellbeing of all people within Derbyshire. This means that we must do what we can to support local people to stay healthy and remain independent for as long as possible. We provide a large number of **prevention** services which support people in their communities and aim to defer, delay or prevent their need for more formal care.

In addition, Adult Care provides a range of care and support for people over 18 who are vulnerable. This includes older people, disabled people, people with a learning disability, people with mental health needs and carers.

We also provide social work services for these people. This involves working with a person to identify the strengths and supports they have plus identifying whether they have any unmet needs that are eligible under the Care Act 2014. A support plan is then developed that details how these needs can best be met. This may involve provision of a budget and/ or provision of statutory support.

Adult Care provides a personalised service for its clients. This means that we appreciate everybody's individuality and the fact that what matters to one person may not be so important to another.

Adult Care provides some care services directly. We have a number of residential care homes for older people and specialist Community Care Centres which provide specialist support for people with complex needs including dementia. We also directly provide home care services that enable people to live in the community by providing help with daily living tasks such as washing, dressing, eating, etc. There are also a number of day opportunities that can be made available.

Adult Care has a statutory safeguarding responsibility for vulnerable adults. This means we work with partners to investigate and address any issues of abuse or neglect.

As an employer, the Council wants to recruit and retain a workforce which is not only flexible, adaptable and well trained, but one where employees are prepared to go that extra mile in delivering care as they would like it to be delivered to them. We have a first class reputation for training and developing our workforce, coupled with high standards and expectations.

The above activities are reflected in the following organisational work areas:

Social work – Providing a full range of generic and specialist social work activities for clients across all adult care groups. Services are geographically located across the county. Social workers assess clients and develop support plans and care packages.

Mental Health – Providing social work support to clients with mental health problems. This includes assessing people under the Mental Health Act and providing on-going recovery support.

Direct Care – Providing in-house re-ablement services, home care services, day services and residential care homes offering short and long term care.

Prevention – Delivering on a number of key projects that support people in the community to remain as independent as possible. Work includes supporting the county wide 50+forums, managing the Safe Places project, First Contact Signposting, and Timeswap, providing the Adult Care Information and Advice service, developing intergeneration projects and providing a Local Area Coordinator service.

Commissioning - In addition to services provided directly by Adult Care, services are commissioned from other partner organisations. Unmet need is identified and work undertaken with colleagues in other statutory and voluntary organisations to set up new services. This includes housing related support services such as telecare and warden services and specialist supported housing for clients with various needs such as mental health issues, drug and alcohol problems, ex-offenders and people fleeing domestic abuse.

Contracting and Compliance – Establishing and managing the departmental contracts that we have with the providers and suppliers that work in partnership with us. Procurement of new services, setting up framework agreements, negotiating service level agreements and contracts, and monitoring performance and outcomes are also undertaken.

Business services - Providing many internal support functions ensuring the highest possible quality of service. Business Services operate in all the different teams to support their work. This includes HR, Management Information, IT, finance etc. They also manage a number of department initiatives such as the Blue Badges service and Tell Us Once service.

Performance – Producing and reviewing policies and procedures, implementing quality assurance systems and managing data security.

Management Information – Providing reports on all aspects of departmental performance and data needed for government statistical returns.

Finance – Overseeing the finances for the department, carrying out client financial assessments and collecting charges for services.

Consultation and engagement – Working with local people and service recipients to ensure their views are considered as services are shaped and developed. A number of stakeholder engagement groups are run such as the Learning Disability Partnership Board and formal surveys and consultation exercises are undertaken.

Disability Employment - Providing advice and support to disabled people who need assistance with finding employment.

Welfare Rights - Providing income maximisation checks to ensure local people are receiving any welfare benefits that they are entitled to, supporting people to appeal against benefit decisions and providing a Discretionary Fund that people in severe financial hardship can apply for.

Brokerage – Delivering a service to people who are looking for care and support services in their area. The service is available to self-funders as well as people with an adult care personal budget.

Call Derbyshire Adult Care - Dealing with the many requests for Adult Care intervention that come into the Call Derbyshire contact centre, providing information and advice to callers, providing simple equipment to support people in their own homes, taking referrals from health colleagues, the police, ambulance service and dealing with initial safeguarding concerns.

Public Health

We have a key role in delivering our and our partners' aim to improve the health and wellbeing of everyone in the county, with a particular emphasis on those who are most vulnerable and who have the poorest health.

We are responsible for the commissioning of public health services on behalf of local residents. These services focus on preventing ill health, and are aimed at tackling the wider determinants of health and wellbeing such as employment, education, housing, access, income and the environment.

Children's Services

Our Children's Services Department is one of the largest in the country and is responsible for education, social care, early years and a range of support services for children, young people and their families. Children and young people are at the heart of everything we do and our aim is to be the best we can be and deliver the highest quality of services to the people of Derbyshire.

There are three areas of service within the department which are responsible for delivering the Council's objectives for children and young people.

Early Help and Safeguarding:

- Responsible for managing our safeguarding responsibilities for all children in Derbyshire. This includes services for disabled children, adoption, fostering and residential children's homes.

Early Help & Safeguarding also deliver the support services for children and their families and the youth offending service.

Schools and Learning:

- Responsible for supporting the delivery of the Journey to Excellence strategy for all Derbyshire schools. Our children's education services are delivered across 8 nursery schools, 61 infant, 238 primary, 51 junior, 45 secondary schools and 10 special schools.

Within schools and learning we also have nationally recognised expertise in areas such as school improvement; special educational needs; behaviour support; adult community education; school catering; governor support; out of school tuition; alternative provision music services, educational psychology, outdoor and residential education and early years.

The department also has a virtual school head teacher and team who are responsible for improving the educational achievements for children in care.

Performance, Quality & Commissioning:

- Responsible for the commissioning of individual placements for children and young people in care and in independent and non-maintained special schools, the quality assurance and performance management of these placements and for supporting the commissioning of services including procurement processes where required.
- The department also has a Traded Services team who are part of the Council's Services for Schools traded offer which helps schools achieve their aspirations for Derbyshire children and young people.

The Council's ambition is for our Children's Services to achieve sustained positive outcomes for children and young people and to improve their physical, social and emotional well-being and safety so that all children and young people are able to realise their potential.

To achieve this we aim to secure high quality tailored support for whole populations and targeted groups, characterised by;

- Ambitious strategic leadership
- A skilled, confident and qualified workforce
- Working collaboratively and responsively to children and families' needs.
- Well-embedded partnership working
- Effective systems and practice
- A culture of continuous learning and improvement.

Our vision is:

'Working creatively together to inspire and empower children, young people and their families and communities to be the best they can be: safe, healthy, happy, learning and working'

In order to achieve this vision, the Children's Service department has identified a number of overarching priorities:

- **Service Improvement:**
 - Continuing to explore and introduce new and innovative models of support, working in partnership with children and young people, their families and communities so that together we can achieve the best possible outcomes from the resources available.
 - Making sure that young people's participation in service design and delivery is meaningful and leads to measurable change and improvement.
 - Embedding a strong performance and quality assurance culture across the Department, with robust performance information that supports continual improvement.

- **Schools and Learning:**
 - To be ambitious for all schools, including academies, to be good or outstanding.
 - To work with head teachers, governing bodies, parent and community groups to support a coherent school system and avoid fragmentation as a result of the continuing changing education landscape.
 - To work with the Derbyshire Education Improvement Partnership Board to support closing gaps and driving up standards for all children.
 - To work with all schools and Teaching School Alliances to ensure a comprehensive and robust school improvement offer is available.
 - To provide effective, rigorous and robust quality assurance and challenge to all schools.
 - To implement the 30-hour free entitlement and improve the number of 2 year olds accessing funded education.

- **Localities:**
 - Reshaping our locality structures and partnerships to maximise the use of our resources and support community resilience.
 - Supporting and developing Locality partnerships to co-produce local services
 - Supporting and developing Locality partnerships to work collaboratively to deliver early help services with pooled budgets

- **Workforce:**
 - Develop a fit for purpose workforce strategy and action plan that identifies the current and future workforce requirements
 - Strengthen resilience and leadership capabilities across the workforce
 - Develop the skills of the workforce to ensure they are able to respond to the changing landscape of Children's Services and the Council

- Ensure any staffing restructures are managed in a consistent and sensitive way
- Improve staff recruitment and retention and strengthen workforce succession planning
- Develop and implement a workforce communication and engagement strategy
- **Wellbeing:**
 - Improving Children and Young People's emotional health and wellbeing
 - Delivery of the Future in Mind Long Term Plan with Health partners and Derby City Council
- **Budget and Resource Management:**
 - Ensuring our resources strategy supports the delivery of our priorities and is reflective of our future needs
 - Enhancing income streams through robust and effective commercialisation opportunities.
 - Ensuring effective budget management by supporting managers to ensure support is delivered within budget and savings are delivered in line with agreed plans and timescales.
 - Supporting managers to commission services effectively and in line with the Council's financial regulations.
 - Supporting schools to develop new models of working to reduce overall costs
 - To identify new ways of working to reduce demand for more direct or expensive services/intervention.
- **Vulnerable Young People:**
 - Improving support for children and young people with learning disabilities/autism and behaviour that challenges, to enable more children and young people to continue to live at home and reduce reliance on residential placements
 - Strengthening community resilience and improving our range of support for young people so they can remain with their families
 - Working collaboratively with communities to provide effective and timely responses to emerging need at local levels
 - Supporting the achievement of positive outcomes through the effective assessment and care planning for children in need and children at risk of harm
 - Improving our range of support for children and young people on the edge of care
 - Continuing to implement our Child Sexual Exploitation Strategy (CSE) including impact/scrutiny and challenge
 - Delivering our sufficiency projects to ensure we have the right support and range of placements/services to meet the individual needs of our children and young people to ensure we are able to care for them in Derbyshire by Derbyshire.

- Providing effective targeted interventions for those who are particularly vulnerable including those who are not in education, employment or training
- Working collaboratively with our partners and communities to develop effective support for young people experiencing emotional distress.
- Strengthening our Corporate Parenting role to achieve good outcomes for our Children in Care and Care Leavers.
- Strengthen the role of Derbyshire Adult Community Education Service (DACES) in supporting access to education, employment and training for those communities and individuals who are most disadvantaged.
- Working collaborative with our partners and communities to secure ambitious career opportunities for all our young people and particularly our vulnerable groups

Commissioning, Communities & Policy

Finance and ICT

We deal with all the complexities around the council's financial workings. We have a teams of specialist accountants and technical officers who look after our corporate budget, accountancy and financial strategy, insurance and risk management, cash flow and debt management, VAT administration and advice, pension fund investments and administration, and an exchequer service. The division also runs an internal audit service and liaises with our council's external auditors.

In addition we have a team of procurement officers who tender for a range of goods and services used across the Council. The team also manage contracts with the Council's suppliers and look after procurement strategy, policy and advice.

Our ICT team ensures that we make the best use of information and communications technology. We support the Council's entire computer infrastructure including servers, computer networks and telephony systems and a range of corporate and departmental applications. We manage an externalised email and internet service and also manage security and disaster recovery services. We also offer a traded ICT service to Derbyshire schools and other partners.

Organisational Development & Policy

Human Resource (HR) and Organisational Development (OD)

Our workforce is at the heart of what we do. HR and OD provides direction and leadership to the Council on HR strategy, policy and best practice as a single employer to a workforce of approximately 30,000, including schools, playing a key role in facilitating and co-ordinating the Council's employee relations framework

and in ensuring statutory requirement and good practice are observed ensuring the Council is a great place to work.

We lead on the development of a range of important employment practices including leave and flexible working, performance and attendance management, pay and grading, equalities and diversity, employee engagement, organisational development, employee wellbeing and learning and development. We provide support, guidance, advice and training to managers in line with employment law and the Council's policies and procedures. We also provide transactional HR services, including payroll and recruitment, both internally and externally to the Council, through our Shared Service Centre (HR) team.

Policy & Research

We develop policies, corporate plans and strategies which support the ambitions of the authority and the achievement of priorities outlined in the council plan. We lead on a range of corporate projects, such as Thriving Communities, Enterprising Council approach and customer segmentation. We also undertake a number of corporate functions which include performance management, partnership working, research and information, community involvement and engagement, corporate consultation, equalities and diversity, and sustainability programmes.

Communications

We improve mutual understanding and trust between us, our employees, local people and key partners through the development and coordination of our internal and external communication strategies and provide support to departments to instil a culture of good communication practice in all our employees. We develop and produce corporate publications and communications campaigns to engage stakeholders. We are also responsible for delivery and development of the Call Derbyshire multi-channel contact centre as well as providing media relations, crisis communications service and the management and development of the Council's websites and digital presence.

Legal Services

We ensure the Council always work in ways that comply with the law through a team of specialist solicitors and other legal professionals. We employ specialists in many disciplines from children's services and land and property transactions to debt collection.

Democratic Services

We provide professional support to Council meetings both at County Hall and elsewhere in Derbyshire, producing minutes of Cabinet meetings and many other committees and groups. In addition we have an Improvement and Scrutiny team who work closely with councillors and service departments to conduct reviews into the effectiveness of our policies, services, leading to proposals for service improvements. We also deliver the County Registration Service recording births, death and marriages across Derbyshire.

Leadership Support Services

We provide a professional business support function to the council leader, elected members, strategic directors and directors across a range of support and technical functions. Our team advises on the implementation of our policies, procedures, practices and systems. We also support the Council to change and improve to ensure it is in a position to continue to deliver excellent services in light of current and any further changes faced.

Property Services

We look after the council's property and land. This involves construction work, cleaning and caretaking, building design and adaptation and the buying, selling and leasing of land and buildings. The services offered range from the complete design and construction of multi-million pound new schools, to routine buildings and grounds maintenance. We also manage factory units, development sites and small business centres, helping to create new jobs for local people. Additionally, we sometimes sell land on the authority's behalf with planning permission and infrastructure in place to encourage industries to set up in Derbyshire.

Communities

Libraries and Heritage

We operate a network of 45 branch and two mobile libraries throughout Derbyshire and all branch libraries offer free internet and Wi-Fi access. The library management service offers remote access to the full range of library resources, over one million items, including internet-based information resources and free internet or Wi-Fi access in all libraries. We also operate a home library service which delivers books and other items to people who are unable to visit a library themselves due to ill health or disability.

We are responsible for the Derbyshire Record Office, also the location for the county's major Local Studies Library, which preserves archival records for the county of Derbyshire, Derby City and the Diocese of Derby. We are also responsible for Buxton Museum and Art Gallery which holds important archaeological and geological collections relating to the Peak District, a significant art collection, including many Derbyshire images, and Buxton specific material. Our Arts Service works countywide supporting and delivering arts activities in libraries and other community venues.

Community Safety

We ensure that local residents and visitors are safe at home, work and when travelling around the county. We achieved this through a wide variety of community safety campaigns, initiatives aimed at reducing crime and vulnerability as well as through the commissioning of support services for victims of crime. We are also part of the multi-agency Safer Derbyshire Partnership which aims to collectively tackle crime and disorder priorities across the County. As a result of the Community Safety team's continued work. Derbyshire remains one of the safest counties in the country.

Trading Standards

We are responsible for ensuring that businesses operating in Derbyshire comply with a wide range of legal requirements so that local consumers can get a fair deal. We deliver our service through three specialist teams; the Fair Trading team investigate allegations into fraudulent trading practices, false and misleading claims and business scams. Our Safety and Business Support team enforce rules to prevent retailers selling potentially harmful products to consumers and also ensure the safe storage of high risk substances, for example fireworks and petroleum. Whilst our Standards and Animal Health team is responsible for making sure that the food products supplied by businesses in Derbyshire, for both humans and animals, are safe and comply with composition and labelling requirements.

Economy, Transport and Environment

We provide a wide range of services within the community which have a direct impact on the lives of Derbyshire people.

Supporting the local economy of Derbyshire is an important consideration in all aspects of the Department's work, whether through supporting local businesses, providing a well maintained highway network and efficient transport system, supporting sustainable mineral extraction planning decisions or promoting the countryside that is rich and diverse both in its landscape and also its wildlife.

The Department is made up of four divisions:

Economy and Regeneration Division strives to make Derbyshire a more prosperous, better connected county that creates and sustains jobs, provides a skilled and confident workforce, attracts investment and supports the Council priority of unlocking economic growth, improving the quality of life for all Derbyshire residents. We spearhead the strategic direction and delivery of economic development and regeneration across Derbyshire, working with regional and local partners are responsible for delivering flagship regeneration projects such as Markham Vale. We also provide expert advice on natural and built heritage assets and environmental education and lead the Derwent Valley Mills World Heritage Site Partnership.

We work with the bus companies to enable some 28 million passenger journeys to be made each year and promote more active, smarter modes of travel to businesses, schools and the wider community. In addition we arrange transport to help older and disabled people get to day care and for young people to get to school.

Highways Division manages the county's highway assets and maintains approximately 3,280 miles of roads, 2,800 miles of footways, 91,200 street lights, 1,080 bridges, 578 miles of retaining walls, 400 traffic signals and 6,900 illuminated street signs. In addition, we have responsibility for providing a winter service and clear over 1,500 miles of road equating to nearly 50% of the total road

network. Road safety education and civil parking enforcement are also functions we undertake. The responsibility for Emergency Planning also sits within the Division and we work with partners to provide tried and tested emergency response and capability plans in order to be able to respond effectively to threats of terrorism and other incidents.

Environment Division has responsibility for protecting and enhancing Derbyshire's 2,625km² of natural and built environment. We manage a variety of countryside assets including 3,200 miles of rights of way, 16 km of canals, 400km of Greenways, 8 sites of special scientific interest, 10 nature reserves and 1,000 hectares of woodland and 23 former landfill sites. We provide 9 household waste recycling centres and manage the disposal of 400,000 tonnes of local authority collected waste per year through a variety of waste contracts. Another key part of our work is to reduce the level of flood risk to the residents of Derbyshire.

Resources and Improvement Division provides leadership and support on a wide range of departmental functions including finance, human resources (including personnel, learning and development and health and safety), performance and quality management, customer service and engagement, Fleet and Vehicle Management, School Crossing Patrol Service, ICT business relationship management and business services.

Each year the Division deals with in excess of 90,000 service enquiries, undertakes approximately 10,000 highway searches and investigates over 1,200 highway insurance claims.