

Annual Plan for Local Committee and Community Support Team for Woking 2003-2004

Surrey County Council Key Priorities	Specifics for Woking
Ensure individual and community concerns are listened to and acted upon, and be more responsive locally	<ul style="list-style-type: none"> • Prioritise activities that implement the Woking Community Plan • Hold public question times (if pilot succeeds) and ensure action follows questions • Set up community engagement meetings of the Local Committee • Engage a wider diversity of people in Local Committee • Influence Surrey County Council Corporate Plan to meet Woking's needs • Monitor extent to which Surrey County Council services meet Woking's needs • Focus on meeting needs of deprived communities (both geographic and communities of interest); update the Woking profile using census results, hold a workshop that addresses cultural diversity, encourage services to change to meet needs better • Build relations with "active citizens"
Enable easy access to information advice and services	<ul style="list-style-type: none"> • Train Community Support Team members to know who's who in Surrey County Council • Disseminate up-to-date information about ourselves through leaflet, S-Net, monthly reports, annual review and Woking Briefings • Give partners direct access to Surrey County Council Contact Centre database • Make everything produced by Community Support Team available electronically
Help communities to be safe and feel safe	<ul style="list-style-type: none"> • Continue to support domestic violence outreach project • Local Support Officer to support Community Safety Officer • Link community safety objectives into all Surrey County Council services • "Feeling safe" to be a PR priority
Provide community leadership and promote successful communities	<ul style="list-style-type: none"> • Prioritise activities that implement the Woking Community Plan • Find a solution and start to implement it on various community problems, including Structure Plan (especially the need for infrastructure to accompany new housing), Knaphill library service, Byfleet library and youth provision, and Monument Hill School playing fields

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Be effective and efficient	<ul style="list-style-type: none"> • Never hold a meeting, send an email or take a report to the Local Committee without being clear about the purpose
Work better with partners	<ul style="list-style-type: none"> • Prioritise Surrey County Council activities that implement the Woking Community Plan • Play an active role in Local Strategic Partnership and ensure that it adds value • Encourage attendance of Woking Borough Council Members and senior officers at non-transportation Local Committee meetings. • Further improve relation between Surrey County Council and Woking Borough Council
Improve engagement with public and staff	<ul style="list-style-type: none"> • Set up community engagement meetings of the Local Committee • Set up targeted “marketing” of different subjects • Ensure that Local Committee is involved in consultation exercises initiated at County Hall, such as transport, or the Structure Plan • Work with the Local Strategic Partnership to achieve two-way communication with the communities of Woking • Support the Primary Care Trust planning and consultation processes • Implement Communication Plan section on community engagement
Integrate activities	<ul style="list-style-type: none"> • Strengthen joint working with Woking Borough Council for benefit of local people; joint projects; Local Committee to meet Woking Borough Council Executive twice a year • Strengthen Community Support Team relations with service heads, and create a virtual network • Prioritise activities which improve Social Care

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Focus on key priorities	<ul style="list-style-type: none"> • Judge potential activities before deciding to act: <ol style="list-style-type: none"> 1. Will our contribution make a difference? in particular, will it unblock a problem, unlock resources, or improve integration to improve services? 2. Does this matter to Woking people / implement the Woking Community Plan? 3. Is there someone else who could do it instead equally well or more effectively? 4. If the answers to 1-3 are “no”, are we buying good will? • Allocate funding to further Surrey County Council and Woking Community Plan priorities
Innovation	<ul style="list-style-type: none"> • Be prepared to consider unexpected options – especially to solve community service problems
Promote and project a positive image of SCC	<ul style="list-style-type: none"> • Produce more PR outputs for Woking and implement the Communications Plan sections on information & promotional materials; media activities • Create proactive PR about roadworks • Produce monthly Woking Briefing • Disseminate up-to-date information about ourselves through leaflet, S-Net, monthly reports, annual review and Woking Briefings
Ensure the budgets for projects are properly set	
Invest in prevention	<ul style="list-style-type: none"> • Save Woking Welfare Rights Service from closure • Make sure the County’s Self-Reliance Strategy produces concrete improvements in Woking
Maximise external funding	<ul style="list-style-type: none"> • Bring more funding into Woking • Get a PSA on welfare rights
Spend within budget.	<ul style="list-style-type: none"> • Monitor expenditure and take remedial action

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Optimise effective and efficient use of resources	<ul style="list-style-type: none"> • Ensure that the Committee’s views about best use of available land and property in Woking contribute to Surrey County Council decisions • Never hold a meeting, send an email or report to Local Committee without being clear about the purpose • Streamline how the Local Committee manages its business (details in appendix) • Create permanent staff team and induct new employees • Share tasks across Community Support Team to maximise enthusiasm and minimise overlaps • Make everything we produce accessible electronically
Import and share learning and expertise	<ul style="list-style-type: none"> • Learn from other Local Committees and Community Support Teams
Live the People First Values	<ul style="list-style-type: none"> • Members and staff to bear these in mind, and remind ourselves of these at our Awaydays
Enhance motivation	<ul style="list-style-type: none"> • Share tasks across Community Support Team to maximise enthusiasm • Learn from other Local Committees and Community Support Teams • Focus on key priorities
Implement effective performance	<ul style="list-style-type: none"> • Keep office systems up-to-date • Monitor our performance quarterly against this plan
Ensure Members are better supported	<ul style="list-style-type: none"> • Implement this report • Get a Management Trainee to carry out projects • Streamline how the Local Committee manages its business (details in appendix)