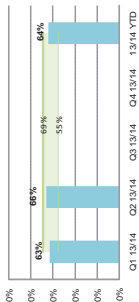


ONE COUNTY, ONE TEAM - QUARTER TWO BUSINESS REPORT 2013/14

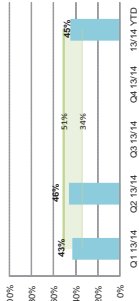
RESIDENTS / VALUE

■ = Results range of previous Council Administration (2008-13) — = Target

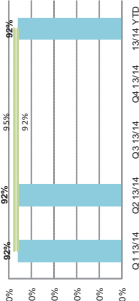
% of Residents who are satisfied with the way the Council runs things



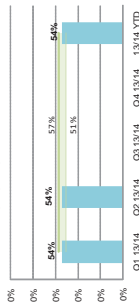
% of Residents who think the Council provides good value for money



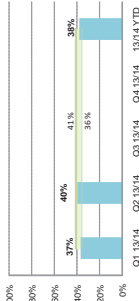
% of Residents who are satisfied with their neighbourhood as a place to live



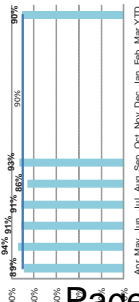
% of Residents who feel that SCC keeps people informed



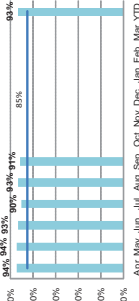
% of Residents who feel that they can influence decisions



% of stage one complaints dealt with to timescale

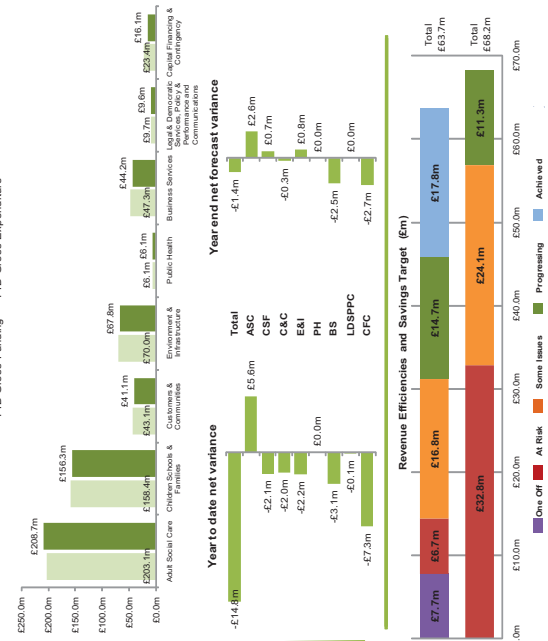


Customer satisfaction with the contact centre

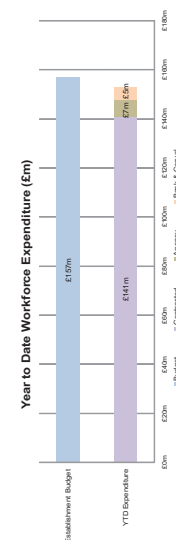


FINANCIAL STEWARDSHIP

Year to date Directorate budgets and gross expenditure - September 2013

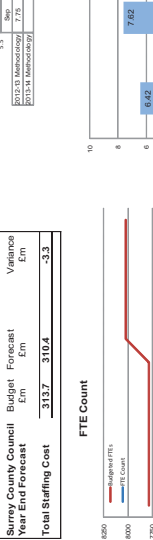


PEOPLE



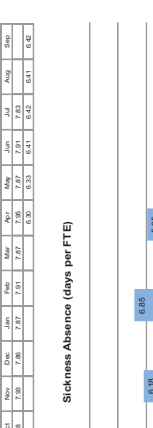
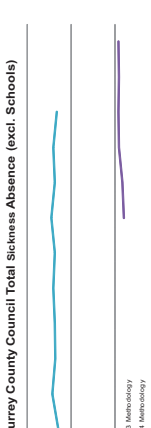
Staffing costs to end of June 2013

Surrey County Council YTD	Budget	Actual	Variance
Contracted Staff	140.8	92	48.8
Agency	6.8	5	1.8
Total Staffing Cost	156.6	152.8	-3.8



People Strategy Themes (Reported Quarterly)

Theme	Reported Quarterly
Living Our Values	3
Working and Inclusion	3
Nurturing Talent	3
Forward and Recognition	3
Resilience for Public Services	3
Small Leadership	3
One Team	3



QUALITY / PARTNERSHIPS

Customers and Communities	Adult Social Care	Enrichment and Infrastructure
Develop a Cultural Service Strategy	Grow preventative services in partnership with boroughs and districts	Repair road defects, deliver maintenance schemes and new roads
Keep libraries at the heart of the community	Help people regain skills at home, whilst recovering from a setback	Deliver the Highways Improvement Plan
Channel Shift and Customer Service Excellence	Invest in joined up health and social care services which help people regain skills at home, whilst recovering from a setback	Support economic growth by working proactively with Surrey Partners
Community Partnership - Local Engagement and Member support	Maximise social capital in localities with effective care packages	Secure external investment through Surrey Future and initiatives
Protect people and communities by ensuring timely fire attendance at incidents	Help people who fund their own care	Reduce energy costs and carbon impact
Enhance the health and well being of residents and communities through the work of trading standards	Empower people and their carers to live independently	Have more Surrey residents cycling more safely
Improve recycling and landfill diversion	Manage the SCC in-house residential homes efficiently	Construct the eco-park by 2015
Conserve and enhance Surrey's countryside together	Coordinate the Surrey care market to deliver value for money	
	Deliver the Surrey care market to deliver value for money	
	Develop a competent and courageous workforce	
	Operate efficient and effective partnership arrangements	
	Maximise productivity through simplified processes	

Chief Executive's

Business Services
Strengthen the organisation through investment in our staff
Support economic growth
Driving efficiencies and process improvement
Putting the customer at the heart of what we do
Generate new sources of income through investment and trading

Detailed results and commentary for all Directorate priorities are reported in Annex 2

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