

# Confident in our future

Surrey County Council is performing strongly. We are working as “one team” with our partners to ensure Surrey residents receive high quality and value for money services. We are making a positive difference to people’s lives every day. Yet there is no complacency. Our job continues to get tougher as demand increases while resources reduce.

We are confident about Surrey’s future. By continuing to build on our strengths and working together with residents and partners, we will find solutions to meet the challenge we face.

## The challenge ahead

The challenge facing us is stark. We cannot afford to continue delivering the services needed in the way we deliver them today. There are ever growing demands for our existing services, in particular for school places and services for older people. There are new responsibilities that we have to meet. At the same time our resources in real terms will continue to reduce.

We must find sustainable answers so we can continue to support those residents who need us most and play our part in working with others to secure strong economic growth in Surrey.

## Staying strong: developing innovative solutions

Many councils will respond to the challenge ahead by reducing their capacity and capability. We will not. We will continue to build on our strengths so we can achieve our priorities and long term goals for Surrey. There are more than 50 examples from the last year of how we have improved the value we provide for residents and businesses. We will continue to do this by working together as one team with residents and partners, and investing in our staff so they can provide excellent service.

Staying strong won’t mean standing still. We will continue to focus on developing innovative solutions, adapting the way we work and seizing opportunities that will improve services and value for residents.

Everything we do will be focussed on ensuring all Surrey’s residents remain healthy, safe and confident about their future.

This short document sets out our vision for 2019 and the steps we will take over the next five years to achieve it. We hope you understand our approach. If you have any comments please contact us at [david.hodge@surreycc.gov.uk](mailto:david.hodge@surreycc.gov.uk) or [david.mcNulty@surreycc.gov.uk](mailto:david.mcNulty@surreycc.gov.uk)

### Key actions

Over the next five years we will invest:

- £200m in improving roads and easing congestion
- £198m additional funds to ensure vulnerable children and adults are supported
- £327m in providing over 13,000 additional school places

We will reduce our costs by more than £200m over the next five years

We will continue to involve service users in designing and delivering innovative and effective services

We will continue to develop effective partnerships to reduce costs and improve services

## How will we make this happen?

There are a series of more detailed Strategies and plans that link this high level Corporate Strategy to the specific actions that teams and individuals will take to make it happen.

We will continue to engage with residents as we implement our Strategy. We will regularly review our progress and will publish updates against the goals we have set.

Please see our online Strategy Bookcase for more details.

## What difference will this make?

The changes and improvements we will make over the next five years are all designed to achieve better outcomes for Surrey and its residents.



## Our priorities for 2014/15

There are some specific things we need to focus on in the next year to help us towards our long term goals. These reflect residents’ priorities, current challenges, and areas where investment is needed now to realise future ambitions. The detailed measures and targets for the priorities below will be reported on through the year:

- Renew 100km of the county’s roads
- Provide over 6,500 additional school places by September 2015
- Support young people and the local economy by creating an additional 500 apprenticeships
- Work with a further 500 families through a Family Support Programme, taking the total number supported to over 1,000
- Support more vulnerable people to live independent lives in Surrey
- Work with health partners to ensure Surrey residents benefit from health and social care integration through the Better Care Fund
- Invest up to £10m to support the response to flooding
- Deliver savings of over £65m in the 2014/15 financial year

If you would like this information in large print, on tape, in easy-read, or in another language, please contact us on:

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**Our purpose – To ensure that Surrey residents remain healthy, safe and confident about their future**

**Our vision for 2019 - To be delivering great value for Surrey residents**

What we will focus on - This vision is ambitious. To achieve it there are six things we have to focus on and get right. These explain how we will transform the way we work with residents, businesses, partners and staff to tackle the issues facing Surrey and how we will navigate our way through the most difficult financial environment local government has faced for the last 80 years.

**Residents**  
Individuals, families and communities will have more influence, control and responsibility

Individuals, families and communities across Surrey have different needs and aspirations. To meet these it is crucial we develop new approaches that increase their control over how services are designed and delivered. We will move to greater localism will develop in different ways. We will stimulate changes by engaging with and listening to residents, moving some decision-making powers and funding to local levels, and being transparent about what we do and how much it costs. We will work with adults and children who need support to shape the sort of services they receive so they can lead more independent and fulfilled lives. In everything we do we will treat all residents fairly and with respect.

**Value**  
We will create public value by improving outcomes for residents

In the way that a company seeks to maximise shareholder value, we will focus on generating increased value for residents. We have to reduce our spending by more than £200m over five years to 2019. This is a huge challenge. We will focus relentlessly on reducing our costs. We will deliver the things that are important for Surrey residents, maintain a rigorous focus on value for money, and find innovative solutions that can achieve more for less. This will include looking at different ways of delivering services such as joining up with partners and establishing arrangements to trade services.

**Partnerships**  
We will work with our partners in the interests of Surrey

Putting residents' interests first means setting aside organisational boundaries and traditional roles. We will work with whoever is best placed to help improve outcomes for Surrey residents. This could range from co-designing specific services with residents to formal arrangements with social enterprises or partners such as other councils, the private sector and the voluntary, community and faith sector. Only by remaining a strong organisation will we have the strength to support others in the voluntary, community and faith sector to make their contribution to Surrey's wellbeing. And we will be able to play our part in working with business partners to improve Surrey's competitiveness as the world economy recovers.

**Quality**  
We will ensure high quality and encourage innovation

However services change and whoever delivers them, we will pride ourselves on ensuring high quality at all times. This means working relentlessly with residents, businesses, partners and staff to find improvements and develop fresh approaches. We will focus on prevention; anticipating and avoiding problems before they arise. We will respond quickly to the changing demands - and seize the opportunities - that new technology can bring.

**People**  
We will develop and equip our officers and Members to provide excellent service

One of our key assets is the quality and commitment of the people who work for Surrey. We will invest in the people who work for Surrey. We will make sure that they have the right equipment training and development to support their work. This investment will improve our productivity and the quality of the work we do for residents. It will also support a one team culture where all officers and Members take responsibility for providing excellent service and work together in creative ways for the benefit of residents.

**Stewardship**  
We will look after Surrey's resources responsibly

When striving to fulfil our most pressing duties it is critical we use resources responsibly and safeguard them for future generations. We will continue to maintain rigorous financial and risk management so we have a sound basis for achieving current priorities and investing for future needs. We will focus on conserving Surrey's environment and will reduce our dependency on carbon and other scarce resources.

**Our values**

Making these changes will not be easy and we will face some tough choices. To succeed we will need to live up to our values. These are at the heart of our goal to make a difference for Surrey residents.

**Listen**

We actively listen to others

**Responsibility**

We take responsibility in all that we do

**Trust**

We work to inspire trust and we trust in others

**Respect**

We treat people with respect and are committed to learning from others