

More than
50 ways
Surrey County Council
adds
value



Surrey County Council is constantly looking to improve the value it provides for its residents, businesses and service users. By being brave, innovative and actively seeking to work with partners the county council has provided this. Here are more than 50 examples of what we have done over the last few years or are on schedule to deliver.

1

PUBLIC VALUE REVIEW PROGRAMME 2009-2012

Nearly **£300m** saved over five years thanks to thorough review of 29 services.



2

OPERATION HORIZON PROGRAMME

Capital investment of **£100m** over five years to bring roads up to the highest standard, reduce operating costs and provide wider economic benefits. Cost saving of **£16 million** with extended 10 year warranties and investment in employment and skills.



MANAGEMENT OF SUPPLIERS AND JOINING UP PROCUREMENT

Improved management of suppliers and collaborative South East region procurement on track to deliver **£100m** savings over four years.



CONTRACTS TO LOCAL SUPPLIERS

Increased proportion of contracts awarded to local businesses to **52%**, spending more than **£364m** with 4,500 local suppliers.



3

4

2012 OLYMPICS

Hosting the Olympic cycling events boosted economic, business and volunteering opportunities across Surrey – worth collectively over **£800m**.



BETTER PROCUREMENT

New highways contract has led to **£28m** savings over four years and improved maintenance of roads.



CONSTRUCTION WASTE RECYCLING PROJECT

Working with other councils to provide savings of **£8.5m** a year, as well as promoting economic growth, apprenticeships, and reducing the negative environmental impact.



ROADWORKS PERMIT SCHEME

Introduction of road permit scheme for utility firms reducing traffic and saving the economy around **£6.5m** per year.



HIGH-SPEED BROADBAND

Delivery of **99.7%** high-speed broadband across the county by the end of 2014 set to boost the local economy by **£28m**.



SCHOOL PLACES

Reduced costs for providing school places by **40%** through working jointly with Hampshire County Council.



USE OF OFFICES

Reducing office space has cut the cost per employee by nearly **20%** to **£3,700** over two years.



YOUTH SERVICE TRANSFORMATION

Transformation of the youth service has reduced total budget by **£4.5m** over three years and increased activities for young people and performance.



BUILDSURREY WEBSITE

Introduction of BuildSurrey – **£4m** of contracts have already been awarded to local businesses through the website.



SCHOOL IMPROVEMENT

Additional investment in school improvement of **£2m** per year already seeing better Ofsted results.



INCOME GENERATION

Dividends of **£2m** for council from its joint venture on school improvement – for re-investment in services.



PROPERTY INVESTMENT

On track to generate over **£5m** per year net income from property by 2017/18.



WINTER PREPARATIONS

£5m set aside to repair damaged roads after winter and 16,000 tonnes of salt stockpiled to help keep the county moving.



YOUTH JUSTICE

Due to new focus on youth justice services, the number of young people not in employment, education or training (NEET) has fallen from 840 to **450** over 12 months.



PRODUCTIVITY

Working more productively using the 'lean process re-engineering' concept developed by Toyota has saved **£5m** per year.



ENERGY USE

Surrey County Council has reduced its energy costs by **£1m**.



SURREY AND EAST SUSSEX COUNTY COUNCIL SHARED SERVICES

Partnership working with East Sussex County Council on shared transactional services has delivered **£0.5m** saving a year.



CONTROLLING STREETLIGHTS

12%, or nearly £0.4m, reduction in annual energy costs.



SURREY SWITCH AND SAVE

Encouraging people to switch energy suppliers has saved Surrey residents **£123,000** over the last 12 months.



WASTE DISPOSAL AND RECYCLING

Increased recycling rate to **52%** by supporting district and borough waste collection through investment in improved sorting and handling facilities.



UNICORN SINGLE PUBLIC SECTOR NETWORK

Innovative partnership working with public services in Berkshire has delivered a higher capacity, more resilient electronic network and led to annual savings of **£0.5m**.



IMPROVED SOFTWARE SYSTEM COSTS

Better deals on software has reduced costs by **50%** from £3m per year to **£1.5m**.



SCHOOL IMPROVEMENT

Negotiated **better** deals with providers of school support services, saving money for taxpayers.



MODERN LIBRARIES

Unit cost of each library visit reduced by nearly **7%** in two years due to increased online visits.



HELPING PEOPLE WITH LEARNING DIFFICULTIES

Unit cost of helping people with learning difficulties has reduced by nearly **9%** over two years despite a 4.5% increase in numbers of people.



ACCESS TO SOCIAL CARE SERVICES

Introduced 8am-8pm working hours in the five acute hospitals on weekdays and 9am-5pm at weekends, **increasing** evening and weekend discharges.



SERVICES AT THE HEART OF THE COMMUNITY

Citizen **hubs** established in the heart of communities run by volunteers to improve access to key services and provide information and advice about care and support.



PROCUREMENT

Surrey County Council named as one of the country's **top 10** councils to do business with and recognised in an award from Prime Minister for supporting small businesses through our procurement process.



REDUCTION IN BUS SUBSIDY

Re-negotiated bus subsidies have saved nearly **£5m** over three years, limiting loss of services through redesign of the network and re-procurement.



TRADING STANDARDS

The rapid action team has stopped more than **£1.2m** being handed over to common by unsuspecting victims since forming in 2003.



DEMENTIA FRIENDLY SURREY

Working together with clinical commissioning groups to help communities to become more **supportive** and inclusive places for people with dementia and their families.



SURREY FAMILY SUPPORT PROGRAMME

Helping families most in need of support by **coordinating** work with other agencies and focusing more on prevention.



HOME FIRE SAFETY VISITS

Review of the home fire **safety** visits has led to savings and improved the speed and efficiency of the service.



COMMUNITY PARTNERED LIBRARIES INITIATIVE

Radical new approach to running libraries service with six libraries staffed by **volunteers** and a further four planned.



SERVICES FOR YOUNG PEOPLE

A secure online **app** has helped youth workers do tasks on the move and saved thousands annually on paperwork, freeing up more time for them to spend with young people.



WASTE DISPOSAL

An online app developed in-house for a van and trailer permit scheme has stopped residents forking out around **£1m** a year on trade waste being disposed of for free.



SERVICES FOR YOUNG PEOPLE

Developing income generation from outdoor education centres for our young people to make them **self-funding**.



PUBLIC SERVICE TRANSFORMATION

Transforming services through **collaboration** on emergency services, family support, health and social care, assets, skills and employment and justice services by working better with other organisations.



SKILLS

The UK's first Masters **degree** in highway engineering introduced in collaboration with Brighton University to train the next generation of public sector road managers.



SOCIAL ENTERPRISES

Surrey Deaf Services established as a community interest company to enable users to **shape** the service.



RECRUITMENT AND TRAINING

Establishment of Surrey Academy to nurture, mentor and **invest** in newly qualified social workers, reducing reliance on expensive locums.



SUBSTANCE MISUSE AND HOUSING SUPPORT

Contracts for drug misuse work set to save over **20%** (£0.3m) and improve services.



CHILDREN'S SOCIAL CARE

Despite a 16% increase in the numbers of children in **care**, spending has reduced by **£1.5m** over two years.



ADVERTISING TRAFFIC REGULATION ORDERS

Changes to the way we advertise traffic regulation orders will result in a saving of **£105,000** per year.



WASTE DISPOSAL AND RECYCLING

Waste campaign has reduced Surrey waste by **2%** in two years, reducing landfill tax.



REDUCING FRAUD

Joint working with all 11 districts and boroughs set to eliminate fraudulent claims for single person discount on council tax and save **£300k** a year.



TRANSFERRING RISK AND REDUCING INSURANCE LIABILITY

Driving tougher deals with contractors has led to insurance savings of up to **£100,000** per year.



REIGATE AND BANSTEAD – SURREY BOARD

Collaboration with Reigate & Banstead Borough Council set to boost area's economy and infrastructure.

