

Adult Social Care 2014-19

Our vision – Work collaboratively with our partners to ensure people have choice and control, so they can maximise their wellbeing and independence in their local community and remain safe

What we will focus on

- **Residents** – individuals, families and communities will have more influence, control and responsibility
- **Quality** – we will ensure the highest quality and encourage innovation
- **Value** – we will create public value by improving outcomes for residents
- **People** – we will develop and equip our officers and Members to provide excellent service
- **Partnerships** – we will work with our partners in the interests of Surrey
- **Stewardship** – we will look after the county's resources responsibly

Our priorities for 2014/15

- 1. Connect individuals with family, friends and community support networks so they can live independently and prevent or postpone the need for funded care and support services**
 - o Reduce the average monthly cost of individual care packages by maximising local support networks to enable people to live independent and safe lives
- 2. Collaborative working with health and other partners to deliver integrated community health and primary care services to improve the health and social care for people**
 - o Work with health and other partners to co-design and plan local models of integrated health and social care using the Better Care Fund
- 3. Provide leadership in the joint commissioning of health and care services**
 - o Work with health partners to jointly commission a more integrated home based care service for Surrey residents based around local Health and Social Care economies

- 4. Offer universal advice and information services to all local people to promote their independence and wellbeing**
 - o Ensure all Surrey residents have access to local information and advice, so they understand the options available

- 5. Continue our commitment to personalisation, with all systems, processes, staff and services giving people choice and control over their lives**
 - o Prepare for the implementation of the new Care Bill cap on care costs which becomes effective from April 2016

Interim Strategic Director



Dave Sargeant

Cabinet Members



Mel Few,
Cabinet Member,
Adult Social Care



Steve Cosser,
Cabinet Associate,
Adult Social Care

Leadership team



Interim Assistant Director - Curtis,
East Surrey



Interim Assistant Director - Shelley Head,
North West Surrey



Interim Assistant Director - Sonya Seller,
Mid Surrey



Interim Assistant Director - Liz Ullasz,
South West Surrey

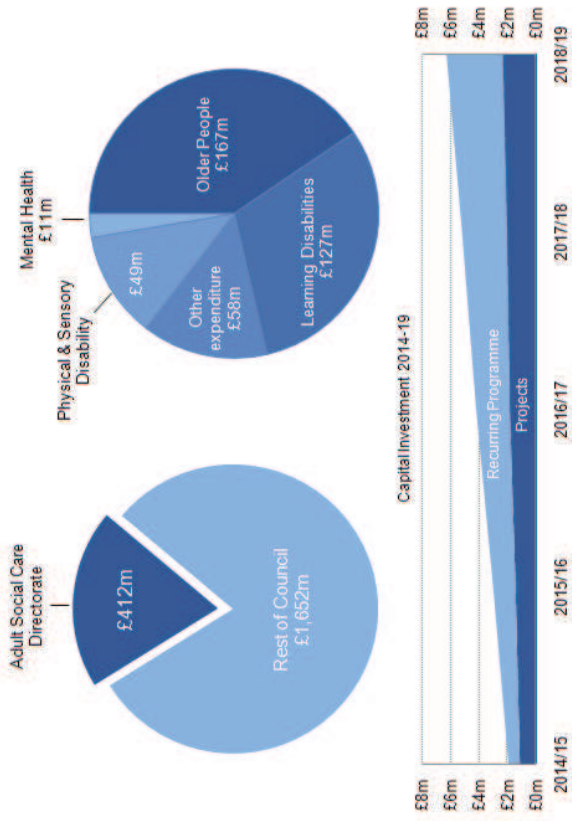


Assistant Director, Commissioning - Anne Butler,



Assistant Director, Policy and Strategy - John Woods,

Our budget





Strategic Director



Nick Wilson

Cabinet Members



Mary Angell,
Children and Families



Linda Kemney,
Schools and Learning



Clare Curran,
Cabinet Associate,
Children and Families

Leadership team



Carole Budden,
Deputy Director
Children Schools
and Families



Garath Symonds,
Assistant Director
for Young People



Peter-John
Wilkinson,
Assistant Director
for Schools



Mark Bisson,
Directorate Head
of Resources



Sean Rafferty,
Head of Family
Services

Our vision – Every child and young person will be safe, healthy, creative, and have the personal confidence, skills and opportunities to contribute and achieve more than thought possible.

What we will focus on

- **Residents** – individuals, families and communities will have more influence, control and responsibility
- **Value** – we will create public value by improving outcomes for residents
- **Partnerships** – we will work with our partners in the interests of Surrey
- **Quality** – we will ensure the highest quality and encourage innovation
- **People** – we will develop and equip our officers and Members to provide excellent service
- **Stewardship** – we will look after the county's resources responsibly

Our priorities for 2014/15

1. Potential

- Meet the need to provide additional school places across the county
- Support all schools to raise educational attainment
- Support high quality early years services

2. Prevention

- Increase the use of multi-agency early help assessments
- Expand the Surrey Family Support Programme, supporting families with multiple and complex needs, as part of Surrey's participation in the national Transforming Public Services Network
- Improve families' experience of special educational needs and disabilities arrangements

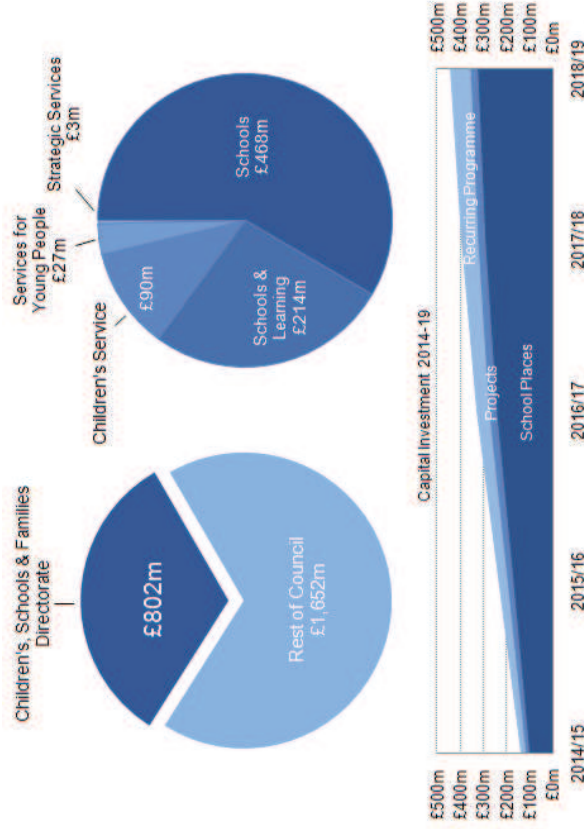
3. Participation

- Help all young people to participate in education, training and employment
- Support young people to access apprenticeships

4. Protection

- Improve outcomes for children in the care of the council in health, education, placements and participation
- Reduce the time it takes for children's futures to be decided through court proceedings
- Improve the quality of multi-agency safeguarding practice

Our budget





Customers and Communities 2014-19

Our vision – To enhance quality of life through supporting healthier, safer and more vibrant communities

What we will focus on

- **Residents** – individuals, families and communities will have more influence, control and responsibility
- **Quality** – we will ensure the highest quality and encourage innovation
- **Value** – we will create public value by improving outcomes for residents
- **People** – we will develop and equip our officers and Members to provide excellent service
- **Partnerships** – we will work with our partners in the interests of Surrey
- **Stewardship** – we will look after the county's resources responsibly

Our priorities for 2014/15

- 1. Protect people and communities from harm**
 - o Increase the number of businesses assisted by Trading Standards
 - o Maintain levels of residents feeling safer following an intervention by Trading Standards, as measured by survey
 - o Timely achievement of targets in project plan for new Trading Standards Service from April 2015
 - o Implementation of the multi-agency Anti-Social Behaviour and Domestic Abuse strategies
- 2. Drive customer service excellence, and reduce the cost of customer contact**
 - o Manage Customer Contact more efficiently by delivering key milestones in the project to introduce new technology (Customer Relationship Management, multi-channel management and unified agent desktop)
 - o Ensure online services are easy to use, intuitive and focused on customer need by meeting key milestones for the delivery of the new website and by increasing online uptake on top 20 transactions
 - o Improve the capture and use of customer feedback and insight by meeting key project milestones
 - o Improve customer service across Surrey by working with services to achieve key milestones in the Customer Service Excellence programme
- 3. Support councillors and increase engagement with residents, businesses and partners**
 - o Increase in number of contacts with the public as measured through local committees, web hits and Twitter
 - o Achieve targets for processing member allocations and other local funds
 - o Improve customer service in line with nationally recognised standards
- 4. Save lives, relieve suffering; protect property and the environment through a modern, innovative efficient Fire Service**
 - o One fire engine at critical incidents within 10 minutes, and a second one (where required) within 15 minutes on 80% of occasions
 - o For all other emergencies, one fire engine on scene within 16 minutes on 95% of occasions
 - o Monitor progress against the service's top priority projects for example station relocations, emergency services collaboration and the development of a new public safety plan
- 5. Review and innovate service provision and delivery so that Surrey Residents continue to have opportunities and services that enrich and make a positive contribution to their lives**
 - o Adult Learning: increase the total number of learners compared with previous year
 - o Progress against actions arising from major change programmes - including increased availability of on-line access to services and outcomes of the Shift programme
 - o Increase the number of initiatives and services available at libraries
 - o Registration: achievement of income targets and service standards
 - o Develop the Surrey music hub and strategic partnerships with schools and community partners to improve the quality of music and arts curriculum in Surrey, measured by achievement of key milestones
 - o Heritage achievement of key milestones for showcase events and outreach activities, including World War I commemorations
 - o Magna Carta achievement of key milestones for 2015 on anniversary event programme
- 6. Keeping libraries at the heart of the community**
 - o Open three Community Partnered Libraries to complete the programme of ten
 - o Maintain user satisfaction survey results
 - o Maintain volunteer numbers/hours
 - o Maintain visits measured by physical and virtual contacts

Strategic Director



Yvonne Rees

Cabinet Members



Helyn Clack, Community Services



Peter Martin, Deputy Leader



Kay Hammond, Cabinet Associate, Fire and Police Services

Leadership team



Steve Ruddy, Community Protection Manager



Mark Irons, Head of Customer Services and Directorate Support



Jane Last, Lead Manager for Community Safety and Partnerships

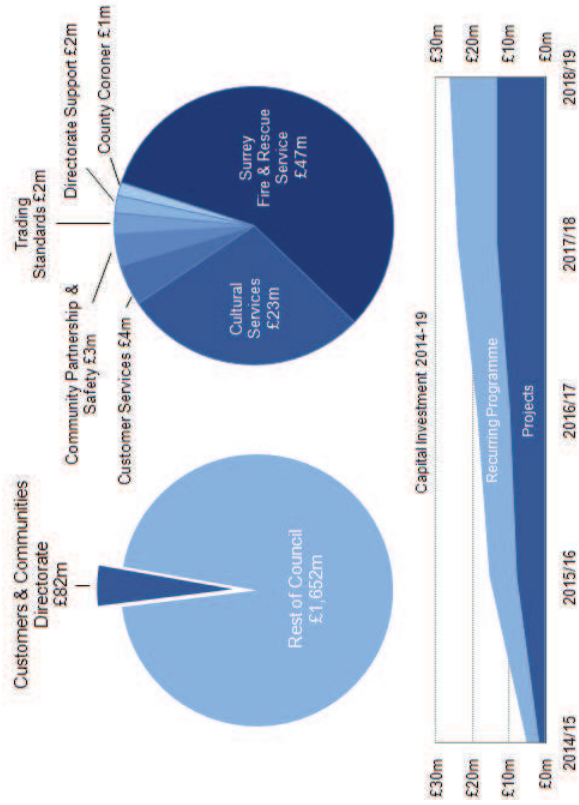


Peter Milton, Head of Cultural Services



Russell Pearson, Chief Fire Officer

Our budget





Our vision – A leading economy and an attractive environment, with better roads and transport networks

What we will focus on

- **Residents** – individuals, families and communities will have more influence, control and responsibility
- **Quality** – we will ensure the highest quality and encourage innovation
- **Value** – we will create public value by improving outcomes for residents
- **People** – we will develop and equip our officers and Members to provide excellent service
- **Partnerships** – we will work with our partners in the interests of Surrey
- **Stewardship** – we will look after the county's resources responsibly

Our priorities for 2014/15

1. Maintain and improve highway and transport infrastructure to support economic growth

- o Repair road defects within appropriate timescales
- o Deliver the county council priority to renew 100 km of the county's roads
- o Work with the Local Enterprise Partnerships (LEPs) to secure funding to enhance highways and transport infrastructure
- o Support the county council priority to invest up to £10m to support the response to flooding

2. Optimise the use of highway and transport infrastructure to support health, wellbeing and economic development

- o Deliver the Travel SMART programme
- o Deliver the Surrey cycling strategy with Local Committees
- o Complete the passenger transport review
- o Develop business cases for major transport schemes to secure required funding

3. Maintain and improve the county's attractive environment

- o Work in partnership to deliver the Countryside Management Transformation Programme
- o Ensure at least 90% of municipal waste is diverted from landfill through recycling, reuse and recovery
- o Work with partners to secure maximum value from waste
- o Ensure the Eco Park will be constructed by 2016
- o Work in partnership to reduce energy costs and carbon impact for the council and schools and to deliver affordable warmth to vulnerable residents

4. Enable and facilitate the sustainable development of key 'places' in Surrey

- o Work with Districts and Boroughs to support investment in key places in Surrey
- o Support the county council priority to deliver the necessary additional school places through a robust and timely planning process

Strategic Director



Trevor Pugh

Cabinet Members



John Furey, Transport, Highways and Environment



Peter Martin, Deputy Leader



Mike Goodman, Cabinet Associate, Environmental Services

Leadership team

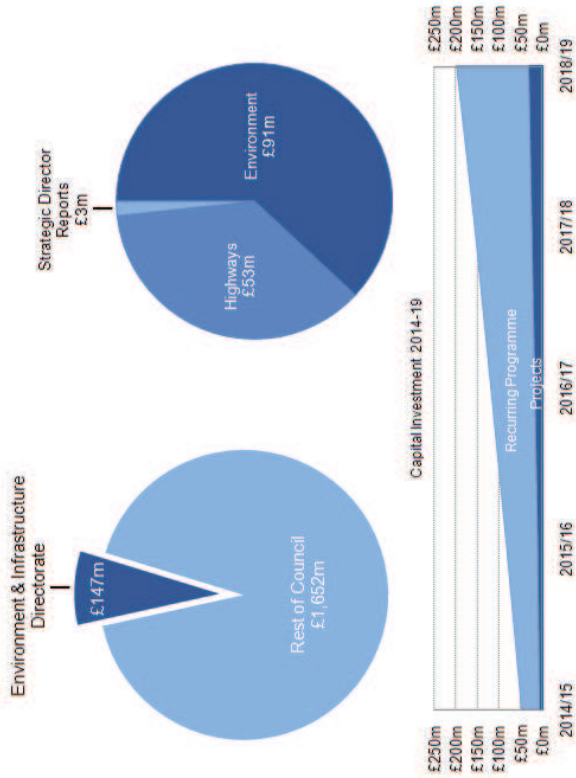


No Boast, Assistant Director, Environment & Infrastructure



Jason Russell, Assistant Director, Environment & Infrastructure

Our budget



Our vision – To be a leading provider of business services

What we will focus on

- **Residents** – individuals, families and communities will have more influence, control and responsibility
- **Quality** – we will ensure the highest quality and encourage innovation
- **Value** – we will create public value by improving outcomes for residents
- **People** – we will develop and equip our officers and Members to provide excellent service
- **Partnerships** – we will work with our partners in the interests of Surrey
- **Stewardship** – we will look after the county's resources responsibly

Our priorities for 2014/15

1. **Strengthen the organisation through investment in our people**
 - o Deliver a new Pay and Reward Strategy
 - o Deliver the High Performance Development Programme
2. **Support economic growth**
 - o Support young people through the delivery of a range of opportunities including apprenticeships
 - o Drive 60% of spend through local suppliers
 - o Identify and develop opportunities to maximise the use of assets to support public sector transformation, regeneration and the economic growth agenda in partnership with external organisations for the benefit of Surrey residents
 - o Deliver 3,086 school places in 2014/15 in line with published expansion plans
 - o Maintain a financial strategy underpinned by a sustainable five year rolling plan, which maintains balances at a level appropriate to the current difficult funding climate

3. **Lead and support the organisation, and our partners, to improve service delivery for the benefits of our residents**
 - o Embed continuous improvement skills and behaviour across Business Services
 - o "Join Up" Technology Programme (partnership programme to join up systems and networks across partners)
 - o "Open Up" Technology Programme (innovative use of data hubs and shared delivery models)
 - o "Smarten Up" Technology Programme (delivery of modern work project and implementation of innovative solutions)
 - o Deliver £24.5m of procurement savings in 2014/15
4. **Ensure Business Services continues to adopt an operational model that puts the customer at the heart of what we do**
 - o Support the delivery of a modern Business Services which puts the customer at the heart of what we do
 - o Delivery of the Customer Service Excellence standard across Business Services

5. **Generate new sources of funding through investment and commercialisation across the organisation**
 - o Support the organisation in reviewing and implementing effective delivery models
 - o Ensure the development and implementation of a strategy to improve funding, by means of partnership working, lobbying, investment and trading

Strategic Director



Julie Fisher

Cabinet Members



Denise Le Gal, Business Services



Tony Samuels, Assets and Regeneration Programmes

Leadership team



Carol Millar, Organisational Development



Paul Brocklehurst, Information Management and Technology



Sheila Little, Finance



John Stebbings, Property



Simon Pollock, Shared Services

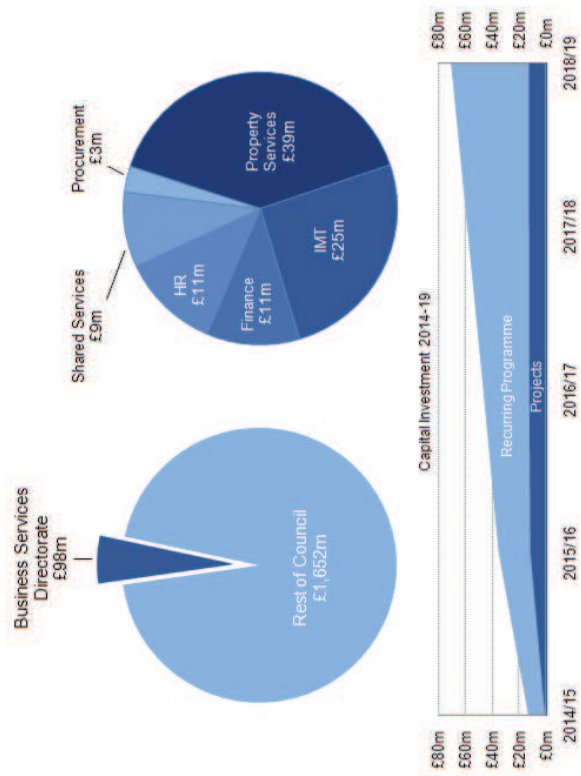


Laura Langstaff, Procurement and Commissioning



Al Braithwaite, Transformation Programme

Our budget





Our vision – To have supported the Council to continue delivering great value to Surrey residents

What we will focus on

- **Residents** – individuals, families and communities will have more influence, control and responsibility
- **Quality** – we will ensure the highest quality and encourage innovation
- **Value** – we will create public value by improving outcomes for residents
- **People** – we will develop and equip our officers and Members to provide excellent service
- **Partnerships** – we will work with our partners in the interests of Surrey
- **Stewardship** – we will look after the county's resources responsibly

Our priorities for 2014/15

1. **Use professional expertise to support Services and partners to deliver great value for Surrey residents**
 - o Manage the Surrey Public Service Transformation Programme to improve outcomes and ensure value for money
 - o Strengthen economic growth by securing investment in Surrey and addressing the county's skills needs
 - o Co-design new models of service delivery
 - o Work towards meeting the Government's 26 week timetable for child protection care proceedings cases
2. **Work with Services and partners to improve the health and wellbeing of Surrey residents**
 - o Lead delivery of Surrey's Joint Health and Wellbeing Strategy
 - o Address local priorities such as smoking and alcohol misuse through the delivery of public health programmes and advice
 - o Support the incorporation of public health responsibilities within wider Council services and policies
3. **Promote the Council's strategic priorities and strengthen democratic accountability for their delivery**
 - o Communicate and engage residents, partners and staff with the Council's priorities and progress to deliver them
 - o Ensure Select Committees contribute to the delivery of value for money and the achievement of better outcomes for residents through scrutiny and policy development
4. **Provide an assurance role by safeguarding the Council's resources and protecting residents in an emergency**
 - o Deliver the annual Internal Audit Plan
 - o Prevent and reduce fraud
 - o Ensure the Council can respond quickly and efficiently in emergencies such as flooding
5. **Strengthen the Council's relationship with the voluntary community and faith sector (VCFS), and work with them to deliver agreed outcomes and value for money**
 - o Lead the development of the Council's relationship with the VCFS based on shared goals and objectives
 - o Improve Surrey's VCFS infrastructure arrangements through co-design with partners
6. **Widen access to digital services by connecting communities to high speed broadband**
 - o Complete the delivery of high speed broadband to over 84,000 homes and businesses

Assistant Chief Executive



Susie Kemp



Helyn Clack,
Community Services



Denise Le Gal,
Business Services



Michael Gosling,
Public Health and Wellbeing Board



Peter Martin,
Deputy Leader



David Hodge,
Leader

Leadership team



Anne Charlton,
Head of Legal and Democratic Services



Louise Footner,
Head of Communications



Liz Lawrence,
Head of Policy and Performance



Helen Atkinson,
Acting Director of Public Health

Our budget

