

## PURPOSE

We are the representative body elected to ensure Surrey residents remain healthy, safe and confident about their future

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## VISION

ONE place  
ONE budget  
ONE team for Surrey

## VALUES



Listen



Responsibility



Trust



Respect

## Context

Residents expect services to be easy to use, responsive and value for money. Demands are increasing while financial resources are decreasing. We will meet these challenges by continuing to work as one team with our residents and partners. By working together, investing in early support, and using digital technology we will improve and ensure residents can lead more independent lives.



Changing birth rates and people moving into Surrey means that 13,000 more school places are expected to be needed by 2021, alongside increased demand for other services for children



Surrey's population is increasing and is ageing - by 2021, it is estimated that older people will make up 20% of the population, increasing demand on health and social care services



Surrey's economy expanded by 19% between 2010 and 2014, but there are critical challenges: roads are congested; employers struggle to attract staff with the right skills; and there is limited affordable housing

## Our strategic goals

### 1. Wellbeing

Everyone in Surrey has a great start to life and can live and age well

To support this goal in 2016/17 we will

- Provide over 2000 additional school places for the September 2016 school year
- Improve outcomes for children in need of support and protection
- Support 750 families through the Surrey Family Support Programme
- Support our residents to live longer and live well
- Enable people to stay well at home in their community and to return home sooner from hospital with the care they need

### 2. Economic prosperity

Surrey's economy remains strong and sustainable

To support this goal in 2016/17 we will

- Support young people to participate in education, training or employment
- Resurface and treat roads to ensure the resilience of our highway network
- Improve and renew priority pavements, particularly to support vulnerable users
- Increase waste recycling and reduce the amount produced and sent to landfill
- Support a £50m plus infrastructure investment programme

### 3. Resident experience

Residents in Surrey experience public services that are easy to use, responsive and value for money

To support this goal in 2016/17 we will

- Enhance opportunities for residents to influence and shape council services
- Make better use of digital technology to improve services for residents
- Invest in flood and maintenance schemes
- Improve the satisfaction of families of children with special educational needs and disabilities with the support they receive
- Deliver the savings set out in the Medium Term Financial Plan

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