

Comparison of results by service 2017 & 2018

| | Leadership | My Company | My Manager | Personal Growth | My Team | Wellbeing | Fairdeal | Giving Something Back |
|--------------------------------------|------------|------------|------------|-----------------|---------|-----------|----------|-----------------------|
| Surrey County Council Overall | -0.07 | -0.12 | -0.04 | -0.16 | -0.03 | -0.01 | -0.34 | -0.09 |
| Adult Social Care & Pub Health | -0.09 | -0.16 | -0.07 | -0.28 | -0.12 | -0.03 | -0.46 | -0.11 |
| Business Services | -0.13 | -0.12 | 0.15 | -0.05 | 0.26 | 0.02 | -0.28 | -0.14 |
| Childrens Sch & Fam Service | -0.08 | -0.2 | -0.14 | -0.18 | -0.07 | -0.08 | -0.34 | -0.12 |
| Customer and Communities | | | | | | | | |
| Environment & Infra | 0.2 | -0.13 | 0 | -0.13 | 0.02 | 0.15 | -0.18 | 0.08 |
| Demo & Cultural Service | 0.1 | 0.02 | 0.09 | -0.01 | 0.17 | 0.18 | -0.2 | -0.05 |
| Orbis | -0.1 | -0.04 | 0.08 | -0.1 | 0.04 | 0.07 | -0.25 | -0.07 |
| Service Level Results: | | | | | | | | |
| ASC Operations | -0.32 | -0.56 | -0.45 | -0.53 | -0.57 | -0.17 | -1.23 | -0.23 |
| Mental Health | 0.18 | -0.17 | 0.45 | -0.19 | -0.14 | 0.02 | -0.36 | -0.07 |
| Public Health | -0.28 | -0.28 | -0.23 | -0.6 | -0.39 | -0.16 | -0.59 | -0.33 |

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| Service Delivery | -0.07 | -0.13 | 0 | -0.18 | -0.21 | -0.22 | -0.41 | -0.07 |
| Communications | -0.11 | -0.17 | -0.31 | -0.36 | 0.04 | -0.07 | -0.23 | -0.17 |
| Customer Services | -0.02 | -0.07 | 0.24 | 0.17 | 0.2 | 0.08 | -0.24 | -0.06 |
| New Models and Bus Imp | 0.33 | 0.25 | 0.59 | 0.24 | -0.16 | 0.2 | -0.07 | 0 |
| Strategy & Performance | -0.56 | -0.34 | 0.37 | -0.28 | 0.65 | 0.19 | -0.33 | -0.28 |
| Trading Standards | -0.2 | -0.37 | -0.19 | -0.23 | -0.43 | -0.05 | -0.43 | -0.21 |
| Community Partnerships | No comparison |
| Childrens Services | -0.09 | -0.16 | -0.24 | -0.18 | -0.17 | -0.12 | -0.44 | -0.06 |
| Commissioning & Prev | -0.29 | -0.41 | -0.19 | -0.31 | -0.03 | -0.24 | -0.41 | -0.35 |
| & Learning | No comparison |
| Sch & Learning (exc Commercial Services) | 0.14 | -0.07 | -0.03 | -0.1 | -0.06 | 0.17 | -0.24 | 0 |
| Economy, T&P | No comparison |
| Emergency Mgt & Projects | -0.69 | -0.67 | -0.34 | -0.22 | -0.52 | 0.3 | -0.81 | -0.43 |

| Environment | No comparison |
|-----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Fire & Rescue | -0.18 | 0.04 | -0.19 | 0.07 | -0.15 | -0.02 | -0.36 | -0.04 |
| Highways | -0.09 | 0 | -0.1 | -0.1 | -0.05 | -0.05 | -0.27 | -0.05 |
| Cultural Services | 0.12 | 0.07 | 0.13 | 0.04 | 0.16 | 0.19 | -0.16 | -0.01 |
| Democratic Services | 0.06 | -0.24 | -0.2 | -0.24 | -0.1 | -0.06 | -0.7 | -0.4 |
| Legal Services | -0.25 | -0.44 | -0.15 | -0.46 | 0.28 | 0.16 | -0.49 | -0.17 |
| Orbis Business Ops | -0.28 | -0.12 | 0.04 | -0.14 | 0.05 | 0.01 | -0.1 | -0.1 |
| Orbis Finance | 0.03 | -0.04 | 0 | -0.08 | -0.09 | 0 | -0.4 | -0.06 |
| Orbis HR & OD | -0.16 | -0.18 | -0.14 | -0.33 | -0.15 | -0.07 | -0.6 | -0.15 |
| Orbis IT | -0.21 | -0.1 | -0.01 | -0.15 | -0.04 | 0.03 | -0.29 | -0.08 |
| Orbis Procurement & Comm | 0.06 | 0.2 | 0.25 | 0.02 | 0.56 | 0.13 | -0.34 | -0.05 |
| Orbis Property | -0.02 | -0.02 | 0.18 | -0.06 | 0.05 | 0.22 | -0.18 | -0.03 |
| Orbis Strategic Directorate | 0.07 | 0.22 | 0.88 | 0.02 | 0.73 | 0.68 | 0.39 | 0.06 |

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