

## **ANNEX B – Surrey County Council of the future - draft**

Surrey County Council will need to change in order to manage growing pressures, sustain services and contribute effectively to the future vision for Surrey in 2030.

This is a draft of key capabilities and characteristics we will develop to meet this challenge successfully. These will be further developed with stakeholders as part of our co-ordinated change and transformation programme and will inform the ongoing design of the organisation and our services.

Surrey County Council will:

### **Work with our residents and communities, by:**

- Engaging to understand needs and target support that prevents problems growing
- Empowering residents and communities to use their strengths and be resilient
- Adopting the processes, culture and technology of an internet era

### **Be part of one team with our partners, by:**

- Acting as an enabler for our shared Surrey vision
- Integrating services around the needs of people and places
- Sharing resources and assets to ensure value for money

### **Make best use of our people, by:**

- Working together to achieve shared outcomes for residents
- Equipping staff and Members with the skills, tools and processes to be mobile, flexible and productive
- Directing capacity and capabilities at our priorities

### **Deliver effectively and efficiently, by:**

- Ensuring good governance, with robust performance and financial management
- Organising functions and teams to be more joined up and responsive
- Using data to design, commission and evaluate services
- Directing funding and resources at our priorities

## **Our Values and behaviours**

In order to make the best possible contribution towards the achievement of the Vision for Surrey, in tandem with our organisational design, our work will be founded on the following core values. What these mean in practice will be evidenced by a number of observable behaviours, as set out below.

### **We are customer-centric**

- we always put the customer front and centre of everything we do
- we take personal and collective responsibility for ensuring the highest possible standards of customer service
- we understand and aim to meet our customer's diverse needs
- we treat customers fairly and with respect and as we would like to be treated
- we help customers do as much for themselves as possible

### **We work together**

- we look for opportunities and work together effectively with our partners, customers and colleagues to ensure the best possible outcomes for Surrey and its people
- we trust and support each other and actively contribute to achieve our goals
- we share our expertise, knowledge, intelligence and resources to good effect
- we establish and develop strong and lasting relationships based on listening, trust and mutual respect
- we engage with others respectfully

### **We set high standards of performance**

- we work in a consistent and professional way to achieve the highest standards possible
- we plan and deliver our work on time and effectively, making sure we understand the needs and priorities and considering all our options and risks.
- we take time to recognise and celebrate success
- we learn from past projects and apply lessons to improve performance and outcomes

### **We achieve**

- we are proactive and resourceful and use our creativity to secure the best outcomes
- we feel personally committed to issues at hand and work towards positive outcomes
- we take ownership to deliver what we have committed to, at pace
- we look for opportunities to improve performance and reduce duplication and wastefulness
- we take risks in a considered way and have a 'will do' approach
- we embrace the need for change and innovation to improve our services and processes

### **We communicate effectively**

- We listen to residents, colleagues and stakeholders
- We proactively ask for the ideas of others

- Communication is clear, timely and constructive to all our audiences
- We are transparent about our decisions and actions

**We develop ourselves and others**

- we seek feedback about our performance, learn continually and support others to learn
- we make time to reflect, develop and look for opportunities to improve
- we take responsibility for our own performance and personal development
- we are supportive of colleagues to achieve better outcomes
- we think whole system in terms of solutions
- we challenge the way things have always been done

**We are fair, honest and inclusive**

- we are honest, open and realistic about our work and what we can achieve
- we recognise the value of different skills, knowledge and experience
- we act thoughtfully and with consideration
- we work to ensure that everyone is treated well
- we work to ensure that no-one is left behind
- we aim to ensure that everyone has equal access to the opportunities available

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