

One County One Team: Surrey County Council – Customers and Communities 2012-17

Lead Cabinet Members



Helyn Clack
Community Services
& 2012 Games



Kay Hammond
Community Safety



Peter Martin
Deputy Leader



Yvonne Rees,
Strategic Director

Strategic Director

Leadership Team



Peter Milton, Head of Cultural Services; Russell Pearson, Chief Fire Officer; Simon Pollock, Head of Customer Services; Steve Ruddy, Community Protection Manager (Trading Standards); Jane Last, Lead Manager for Community Safety and Community Partnerships; Rhian Boast, 2012 Manager; Richard Travers, Surrey Coroner; Mark Irons, Directorate Support Manager

What is our vision for 2017?

“To enhance quality of life through supporting healthier, safer and more vibrant communities”

What will we focus on?

To achieve our corporate vision there are six things we have to focus on and get right:

- 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

What difference will we make by 2017?

Customer and Communities will remain focused on ensuring that by 2017 residents in Surrey:

- Are able to benefit from positive economic growth and tourism, achieved in part through our role in maximising the benefits arising from the 2012 Olympics.
- Are involved in local decision-making, are able to put your views forward on local issues and help shape future services.
- Are safe and protected from crime, including crime related to unsafe and illegal trading practices.
- Are protected by a modern and effective fire and rescue service.
- Have opportunities and services that enrich your life, and help you to make a positive contribution to your community.
- Use the Council's online services as your first choice for information and guidance about council and other services in Surrey.
- Benefit from a rigorous focus on value for money, and innovative solutions that achieve more for less.

What are our priorities for 2012/13?

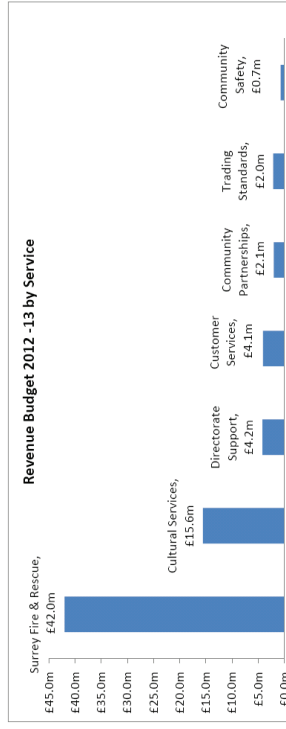
There are some specific things that we need to focus on in the next year to help us towards our goals for 2017. They reflect residents' priorities, current challenges, and areas where investment is needed now to realise future ambitions.

- Deliver a safe and successful Olympic experience in Surrey, maximising the long-term benefits for the county.
- Increase resident engagement, strengthen local democracy and place much greater emphasis on partnership working.
- Reduce instances of domestic abuse through strong leadership and partnership working.
- Improve fire prevention through increasing the number of Home Fire Safety Visits that are targeted on vulnerable households.
- Establish 10 community partnered libraries as part of an innovative library service.
- Become a truly 24/7 online Council.
- Complete the programme of Public Value Reviews for Customers and Communities and implement the agreed recommendations.
- Ensure an excellent customer experience through well-trained and motivated staff who exhibit Surrey values.

What will we spend our money on?

Day to Day Spending (Revenue)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Customers and Communities	£68.3m	£70.6m	£67.3m	£67.1m	£68.5m	£70.0m
% Year Change		3.4%	-4.6%	-0.3%	2.2%	2.2%



Purchasing / Building Assets (Capital)

	2012/13	2013/14	2014/15	2015/16	2016/17	5 Year Total 2012 - 2017
Fire Stations & Appliances	£7.1m	£5.8m	£5.5m	£4.9m	£1.2m	£24.5m
Libraries	£0.1m	£1.2m	£0.0m	£0.0m	£0.0m	£1.3m
Other	£1.2m	£0.5m	£0.4m	£1.6m	£0.4m	£4.1m
Total Capital costs	£8.4m	£7.6m	£5.9m	£6.5m	£1.6m	£29.9m

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