

Annual report

Section 2- Financial Information

2012/13



Surrey County Council
County Hall
Kingston-upon-Thames

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Leader's statement

To be signed off by David Hodge

[signature]

David Hodge

Leader of the Council

Chief Finance Officer's report

1. Introduction

The Annual Report contains the draft income and expenditure for the year and the draft value of the council's assets and liabilities for the financial year ended 31 March 2013, subject to statutory audit. This audit will be carried out during the summer and the auditor's opinion given to us in September. This Annual Report provides a general guide to the financial statements and highlights some of the more significant matters that have determined this position.

Private sector company accounts comprise an income and expenditure statement, a balance sheet and a cash flow statement. However, because local authorities are tax raising bodies (through the council tax) they have to produce an additional statement that sets out the movement in reserves.

2. Budgeted Income and Expenditure

The council set its budget for the 2012/13 financial year in the context of the government's austerity programme, reduction in public sector budgets and expenditure, and rising demand for its services. As a part of the budget, services developed plans for efficiencies and reductions in expenditure totalling £71m.

The outturn position for 2012/13 provides a clear indication of the council's financial stewardship during the year. The requirement to conform with internationally accepted accounting standards means that the accounting surplus provided in the income & expenditure statement is different. This reflects the statutory changes a local authority must make so that the impact on the local council tax payer is visible.

The updated revenue budget for the 2012/13 financial year, including schools, was £1,536million, to be funded as follows:

Pie chart on funding - Comms will do this when publishing the final report)

In developing the financial plan for the five years to 2018 (known as the Medium Term Financial Plan), the authority took a multi-year approach to its budget setting: approving the use of £11m to support the 2013/14 financial year when it set the budget in February 2013, and a further £1m in March 2013. The cabinet has also approved £8m of service budgets to be rolled forward to ensure funding is available for schemes, projects and commitments that need to be funded in the new financial year.

The final outturn for the authority funded net revenue budget is an underspending of -£3m. In addition there was an underspending on the Dedicated Schools Grant (DSG) funded services of -£12m, of which -£9m related to schools' delegated budgets.

A reconciliation of the budget outturn figures to the service expenditure figures contained in the Income and Expenditure statement is on page 11. The outturn position is more important to residents because it records only those expenses which statute allows to be charged against the County Council's annual budget and the amounts to be collected from council tax. The amounts which are charged to the Income and Expenditure Statement (IES) for items such as depreciation, impairment, capital grants and pension charges.

| | Full year budget £m | Actual income & spend £m | Approved carry forward £m | Council variance £m | DSG Variance £m |
|--|--|---|--|------------------------------------|--------------------------------|
| Adult Social Care | 337.4 | 339.3 | | 1.9 | |
| Children, Schools & Families | 274.7 | 265.4 | 3.1 | -3.0 | -3.2 |
| Schools | 540.7 | 531.4 | | 0.0 | -9.3 |
| Customers & Communities | 73.8 | 72.4 | 0.9 | -0.5 | |
| Environment & Infrastructure | 130.3 | 131.0 | 0.9 | 1.6 | |
| Change & Efficiency | 88.4 | 83.4 | 1.3 | -3.7 | |
| Chief Executive's Office | 14.0 | 13.9 | 0.1 | 0.0 | |
| Central Income & Expenditure | 67.3 | 60.8 | 1.7 | -4.8 | |
| Net service expenditure | 1,526.6 | 1,497.6 | 8.0 | -8.5 | -12.5 |
| Budget equalisation reserve | 9.0 | 12.0 | 2.5 | 5.5 | |
| Net revenue expenditure | 1,535.6 | 1,509.6 | 10.5 | -3.0 | -12.5 |
| % revenue expenditure variance against budget | | | | 0.2% | |

The underspending of £3m against planned expenditure arose in service areas and against centrally controlled budgets. The table above provides a comparison of the outturn position for each of the council's directorates against the overall net budget. The 2012/13 Outturn report, which was presented to Cabinet on 28 May 2013, provides more details on the reasons for these variances and the evidence to support the approved carry-forward of funding to future years.

Spider diagram with net revenue expenditure to be designed by Comms

Since December 2011 the council has performed a quarterly hard close, which is reported in accordance with accounting standards, for which it won an award for transparency in 2012. These quarterly reports are published to aid transparency and ease comparisons with other private and public sector entities on financial performance in the public interest.

The Council reports on budget monitoring forecasts within around 3 weeks and is looking to also bring forward its audited accounts publication date. The timeliness of this reporting means variations from the budget are considered early and management action can be put in place promptly.

3. Capital expenditure

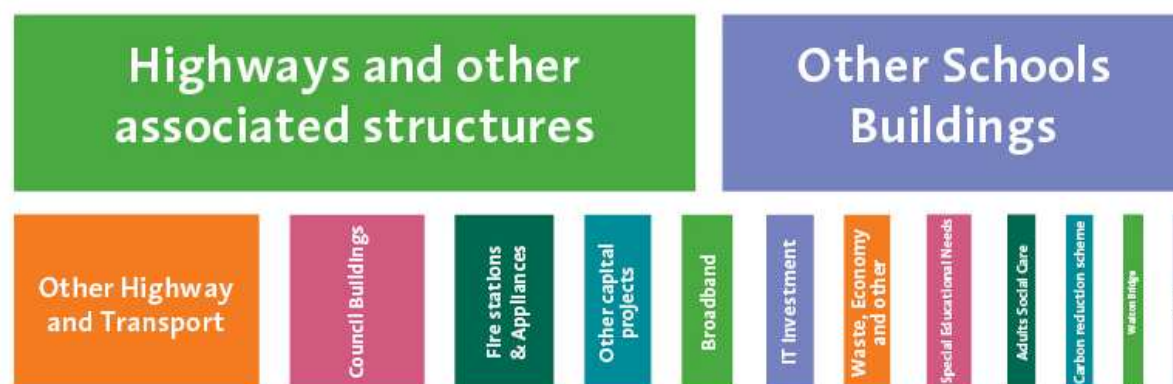
In agreeing significant capital investment as part of the MTFP for 2012-17 in February 2012, the Council demonstrated its firm long term commitment to stimulating economic recovery in Surrey. The total capital programme was £685m over the 5 year MTFP (2012/17) period, with £156m planned in 2012/13. The table below shows the 2012/13 capital budget and actual in-year expenditure for each directorate.

| | Final Full Year Budget £m | Full Year spend £m | Approved Re-profile to future years £m | Net Variance £m |
|------------------------------|---------------------------------|--------------------------|---|-----------------------|
| Adult Social Care | 1.7 | 1.3 | 0.4 | 0.0 |
| Children, Schools & Families | 13.2 | 12.5 | 1.6 | +0.9 |
| Customers & Communities | 5.4 | 2.3 | 3.1 | 0.0 |
| Environment & Infrastructure | 52.1 | 50.0 | 2.2 | +0.1 |
| Schools Basic Need | 32.0 | 27.5 | 4.4 | 0.0 |
| Change & Efficiency * | 50.9 | 64.7 | 11.0 | +11.4 |
| Chief Executive's Office | 10.2 | 0.4 | 9.8 | 0.0 |
| Corporate adjustment | -9.5 | 0.0 | 0.0 | +9.5 |
| Total | 155.9 | 158.6 | 32.6 | +21.9 |

* The amount included within the Change and Efficiency Directorate includes capital expenditure on all property assets, including schools.

Each directorate has specific capital projects. The rectangle below illustrates the relative size of various projects ie: the larger the box, the larger the project.

Extra Classrooms



The resources used to fund the capital expenditure incurred in 2012/13 is as follows:

Pie chart on funding - Comms will do this when publishing the final report)

4. Levels of reserves and balances

The council's general revenue fund balance (i.e. money for unplanned events) stands at £32m. Earmarked reserves (i.e. reserves for specific revenue and capital expected events) have increased from £162m to £181m. This was planned to enable the council to meet future liabilities and commitments. Included within these balances are £53m of schools' reserves and £8m to support future years' capital programmes. Full details on the movement in useable reserves can be found in the Movement in reserves (page 14).

The council's capital general reserves were £17m (capital receipts reserve). There is also £66m of specific and earmarked reserves (£8m – earmarked capital reserve and £58m - capital grant unapplied from central government). These capital reserves (£83m) are held to support future years' capital programmes and are already included to fund the five year capital programme.

5. Borrowing

Long-term borrowing held on the balance sheet relates to the funding of capital expenditure incurred in previous years. The balance currently stands at £238m. This is a decrease of £68m since 2011/12, due to the planned repayment of £68m of borrowing in 2013/14. This has been transferred to short-term borrowing, which also includes the balance which the authority holds on behalf of Surrey Police Authority.

When undertaking borrowing, the Council ensures that its plans are prudent and affordable in the long term and that its borrowing is in accordance with its approved Treasury Management Strategy.

6. Looking forward to 2013/14 and beyond

The current challenges facing the public sector look set to continue for the foreseeable future. Local authorities continue to experience budget cuts and at the same time Surrey County Council, continues to face unprecedented growth in demand for its services. Having a robust medium term financial plan is essential in these challenging times.

The government has changed the way that local authorities are funded and added significant uncertainty to the level of funding that the Council can count on through the introduction of partial local retention of business rates and localisation of council tax support from April 2013.

Surrey County Council has successfully delivered significant savings over recent years and did so again in 2012/13. Continued year on year savings are becoming increasingly challenging to deliver. The Council feels the following mitigate against these risks and uncertainties for 2013/14:

- increased level of risk contingency
- levels of balances and reserves
- planned review of the 2013-18 MTFP after quarter one of 2013/14
- robust and timely monitoring processes.

From April 2013, local authorities will be provided with a ring-fenced public health grant to discharge the new public health responsibilities being transferred from primary care trusts.

With a longer-term view, the Council has created a revolving investment and infrastructure fund to cover the borrowing costs of capital spend on long-term capital investments which will improve the financial resilience of the authority in the future.

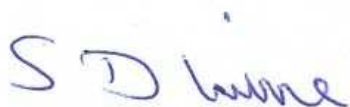
Further Information

Additional information on the authority's overall revenue and capital budget outturn position and achieved efficiencies for 2012/13 can be found in the '2012/13 Outturn report' considered by the Cabinet on 28 May 2013.

The accounts are currently being audited, but further information on these accounts can be found at.....

The Medium Term Financial Plan 2013 -2018 can also be found on our website at:

Further information on the substance of the financial statements presented in this report can be obtained from Nikki O'Connor, Finance Manager (Assets & Accounting) (nicola.oconnor@surreycc.gov.uk).



Sheila Little BA CPFA
Chief Finance Officer and Deputy Strategic Director for Business Services

Annual Governance statement

Chief Executive Officer and Leader

To be approved

Financial Summary including the main accounting statements

Income and Expenditure statement

This statement shows the true economic accounting cost in year of providing services in accordance with generally accepted accounting practices rather than the amount to be funded from taxation. The surplus on the provision of services for 2012/13 was £2.2m (£32.2m 2011/12). This represents the accounting surplus on the provision of services in accordance with International Financial Reporting Standards (IFRS), not a surplus in funding raised over what has been spent.

The accounts are waiting to be audited, but further information and explanatory notes can be found within the Audit & Governance Committee Papers on 24 June 2013.

| | 2012/13 | 2011/12 |
|--|------------------|-----------------|
| | Unaudited | Final |
| | £m | £m |
| <u>Income:</u> | | |
| Council tax income | -580.2 | -556.2 |
| Formula grant | -149.6 | -152.5 |
| Schools & other general and specific grants | -777.4 | -828.8 |
| Total income | -1,507.2 | -1,537.5 |
| <u>Net directorate revenue expenditure:</u> | | |
| Fees, charges & other service income | -186.4 | -164.8 |
| Staffing | 750.1 | 756.8 |
| Non staffing | 940.5 | 953.0 |
| Total net directorate revenue expenditure | 1,504.2 | 1,545.0 |
| Outturn (-) surplus/ deficit | -3.0 | 7.5 |
| <u>Other expenditure:</u> | | |
| Adjustments between accounting basis and funding basis under regulations (e.g. depreciation, revaluation losses, gain on disposal of assets, de-recognition of Academies) (further explanation in the Statement of Accounts Note 29) | 0.8 | -39.6 |
| | 0.8 | -39.6 |
| Total expenditure | 1,505.0 | 1,505.4 |
| Gross surplus before accounting adjustments | -2.2 | -32.1 |
| <u>Technical adjustments:</u> | | |
| (-) Surplus on revaluation of non-current assets (eg: buildings) | -22.5 | -16.4 |
| Actuarial (-) gains/losses on pension assets / liabilities | 134.1 | 115.2 |
| Net deficit on income and expenditure statement | 109.4 | 66.7 |

Balance Sheet as at 31 March 2013

This statement shows the value as at the balance sheet date of the assets and liabilities recognised by the authority. The net liability of the authority totals -£39.2m (2011/12 assets of £70.2m. The reason the authority has negative net assets as at the 31 March 2013 is due to the pension liability. This does not need to be met within the next year, but over the lifetime of the scheme members.

The accounts are waiting to be audited, but further information and explanatory notes can be found within the Audit & Governance Committee Papers on 24 June 2013.

| | As at 31.03.2013 £m | As at 31.03.2012 £m |
|--|---------------------------|---------------------------|
| Property, plant & equipment | 1,280.0 | 1,257.8 |
| Heritage assets (historical collections and notable paintings) | 0.7 | 0.7 |
| Intangible assets (IT software & licences) | 5.9 | 7.1 |
| Long term investments | 0.2 | 0.2 |
| Long term debtors | 8.8 | 0.5 |
| Long term assets | 1,295.6 | 1,266.3 |
| Short term investments | 104.2 | 100.0 |
| Assets held sale | 15.3 | 4.6 |
| Inventories (eg: salt and grit store) | 1.3 | 1.4 |
| Short term debtors | 141.5 | 100.8 |
| Cash & cash equivalents | 114.1 | 109.8 |
| Current assets | 376.4 | 316.6 |
| Short term borrowing | -82.1 | -15.1 |
| Short term creditors | -234.3 | -195.0 |
| Short term provisions (eg: staff cost relating to untaken leave) | -3.3 | -2.6 |
| Capital grants, receipts in advance | -0.8 | -1.4 |
| Current liabilities | -320.5 | -214.1 |
| Long term provisions (eg: insurance) | -7.2 | -7.9 |
| Long term borrowing (eg: capital loans) | -238.1 | -306.2 |
| Other long term liabilities (eg: pension fund) | -1,145.4 | -984.5 |
| Long term liabilities | -1,390.7 | -1,298.7 |
| Net liabilities | -39.2 | 70.2 |
| <u>Funded by:</u> | | |
| Usable reserves (eg: general balances, earmarked reserves) | -288.4 | -269.1 |
| Unusable reserves (eg: pension, capital & revaluation reserves) | 327.6 | 198.9 |
| Net reserves | 39.2 | -70.2 |

Cash Flow

This shows the changes in cash and cash equivalents during the financial year. The total increase in cash and cash equivalents for this authority during 2012/13 was £4.3m (2011/12 +£31.8m) which is shown in the cash flow statement and note 20. The statement shows how an authority generates and uses cash and cash equivalents by classifying cash flows as operating, investing and financing activities:

- Operating activities - the amount of net cash flows arising from operating activities is a key indicator of the extent to which the operations of an authority are funded by way of taxation, grant income or from recipients of services provided by an authority.
- Investing activities represent the extent to which cash outflows have been made for resources which are intended to contribute to the future service delivery (note 27).
- Cash flows arising from financing activities are useful in predicting claims on future cash flows by providers of capital (i.e. borrowing) to an authority (note 28).

The accounts are waiting to be audited, but further information and explanatory notes can be found within the Audit & Governance Committee Papers on 24 June 2013.

| | 2012/13 | 2011/12 |
|---|--------------|--------------|
| | £m | £m |
| Net surplus on the provision of services | 2.2 | 32.2 |
| Adjustments to net surplus on the provision of services for non-cash movements (eg: Depreciation) | 131.4 | 134.1 |
| Adjustments for items included in the net surplus on the provision of services that are investing and financing activities (eg: Revenue funded capital items) | 15.9 | 23.9 |
| Net cash flows from operating activities | 149.6 | 190.2 |
| Investing activities | | |
| (eg: purchasing property, plant and equipment) | -140.5 | -154.2 |
| Financing activities (eg: PFI payments) | -4.8 | -4.2 |
| Net increase in cash & cash equivalents | 4.3 | 31.8 |
| Cash and cash equivalents at the beginning of the reporting period | 109.8 | 78.0 |
| Cash and cash equivalents at the end of the reporting period | 114.1 | 109.8 |

Movement in reserves

Movement in Reserves Statement shows the movement during the 2012/13 financial year on the different reserves held by an authority, analysed into usable reserves and other unusable reserves.

Usable reserves are where money is set aside to fund future expenditure plans or reduce taxation whilst unusable reserves reflect the difference between the surplus or deficit made on the true economic cost of providing an authority's services and the statutory amounts required to be charged to the general fund balance for council tax setting purposes (i.e. adjustments between accounting basis and funding basis under regulations). The total increase in this authority's reserves during 2012/13 reflected on the balance sheet is £109.4million (a decrease of £19.3m in usable reserves, offset by an increase of £128.7m in unusable).

The accounts are waiting to be audited, but further information and explanatory notes can be found within the Audit & Governance Committee Papers on 24 June 2013.

| | Balance | | Balance |
|---|------------------|-----------------|------------------|
| | 01-Apr-12 | Movement | 31-Mar-13 |
| | £m | £m | £m |
| General fund balance | -28.8 | -3.0 | -31.8 |
| Earmarked reserves ^a | -161.9 | -19.1 | -181.0 |
| Capital receipts reserve | -11.7 | -5.7 | -17.4 |
| Capital grants and contributions unapplied | -66.7 | 8.5 | -58.2 |
| Total usable reserves | -269.1 | -19.3 | -288.4 |
| Total unusable reserves ^b | 198.9 | 128.7 | 327.6 |
| Net reserves | -70.2 | 109.4 | 39.2 |

Note A: Earmarked usable reserves

The table below shows the council's usable reserves classified in accordance with CIPFA's accounting code of practice for International Financial Reporting Standards. These include in following broad categories;

- earmarked reserves - providing financing for future expenditure plans, commitments and possible liabilities;
- general balances – available balances to cushion the impact of uneven cash flow and a contingency for unexpected events;
- capital receipts - the balance of proceeds from the sale of assets not used in-year to fund new capital expenditure but set aside to fund future capital expenditure in accordance with the council's Medium Term Financial Plan and asset management strategy;
- capital government grants unapplied – the balance of grants received from central government that have not been used in-year to fund new capital expenditure.

The 2013 – 2018 MTFP plans to use £12m of general balances to support the 2013/14 financial year. Therefore on 1 April 2013, general balances stood at £19.8m

| | Opening balance 01/04/12 | Transfers from reserves | Transfers in to reserves | Closing balance 31/03/13 |
|-----------------------------------|---|--|---|-------------------------------------|
| | £m | £m | £m | £m |
| Earmarked revenue reserves | | | | |
| Schools balances | 49.8 | | 3.0 | 52.8 |
| Investment renewals reserve | 11.1 | -2.9 | 5.1 | 13.3 |
| Equipment replacement reserve | 1.1 | -2.9 | 4.8 | 3.0 |
| Vehicle replacement reserve | 4.4 | | 0.7 | 5.1 |
| Waste site contingency reserve | 0.3 | | | 0.3 |
| Budget equalisation reserve | 32.0 | -32.0 | 25.0 | 25.0 |
| Financial investment reserve | 9.5 | | 1.6 | 11.1 |
| PFI reserve | 4.6 | | 1.2 | 5.8 |
| Insurance reserve | 7.2 | -0.3 | 0.5 | 7.4 |
| Severe weather reserve | 5.0 | | | 5.0 |
| Eco park sinking fund | 3.0 | | 5.0 | 8.0 |
| Investment reserve | 5.0 | | | 5.0 |
| Child protection reserve | 1.3 | | 2.3 | 3.6 |
| Revenue grants unapplied reserve | 19.2 | -20.1 | 21.3 | 20.4 |
| Interest rate reserve | 0.0 | | 3.2 | 3.2 |
| Economic downturn reserve | 0.0 | | 4.4 | 4.4 |
| General capital reserve | 8.4 | -0.9 | 0.1 | 7.6 |
| Total earmarked reserves | 161.9 | -59.1 | 78.2 | 181.0 |

Note to describe the earmarked reserves

Investment and renewals reserve: Enables investment in service developments. The reserve makes loans to services for invest to save projects, which may be repayable. The recovery of the loan is tailored to the requirements of each business case, which is subject to robust challenge before approval as a part of the council's governance arrangements.

Equipment replacement reserve: Enables services to set aside revenue budgets to meet future replacement costs of large equipment items. Services make annual revenue contributions to the reserve and make withdrawals to fund purchases.

Vehicle replacement reserve: Enables the future cost of vehicle replacement to be spread over the life of existing assets via annual contributions from revenue.

Waste sites contingency reserve: Held to meet as yet unquantifiable liabilities on closed landfill sites, arising from the Environmental Protection Act 1990.

Budget equalisation reserve: The Budget Equalisation Reserve was set up to support future years' revenue budgets from unapplied income and budget carry forwards. The balance includes £11m approved in the MTFP to support the 2013/14 budget, £8m service budget carry forwards, £1m from the Olympic games contingency, and £2m to be approved to support 2014/15 financial year and £3m to assist in managing the uncertainty to council funding do to the transfer of schools to academy status.

Financial investment reserve: The Financial Investment Reserve was also set up in 2008/09 to mitigate against any potential future losses due to the failure of banks and financial institutions with which the Council has deposits (specifically Icelandic Banks). During 2012/13 it has been determined that all of the outstanding money will be returned to the Council, albeit over a number of years, and this reserve will be converted to the Revolving Investment & Infrastructure Fund.

Street Lighting PFI sinking fund: This reserve holds the balance of the street lighting PFI grant income over and above that used to finance the PFI to date. The balance in this reserve will be used in future years when the expenditure in year will exceed the grant income due to be received in the same year.

Insurance : This reserve also holds the balance resulting from an temporary surplus or deficit on the council's self insurance fund and is assessed by an actuary for the possible liabilities the council may face. It specifically holds £2.4m to cover potential losses from the financial failure of Municipal Mutual Insurance (MMI) in 1992. The company had limited funds to meet its liabilities, consequently, future claims against policy years covered by MMI may not be fully paid, so would be funded from this reserve. The balance on this reserve represents the latest assessed possible liability.

Severe weather/ civil emergency reserve: This reserve enables the Council to act decisively and with real urgency in the event of a serious incident.

Eco park sinking fund: To fund the future of the council's waste disposal project from surpluses in the initial years.

Investment reserve: As a part of the council's financial strategy this reserve was to provide funds for the council to acquire properties and respond quickly and to take advantage of changes in the property market to fund its capital programme. From 2013/14 this reserve will be converted to the Revolving Investment & Infrastructure Fund.

Child protection reserve: This reserve is to provide funding for additional staffing costs as a result of the increase number of children subject to a child protection order. This reserve is to fund the costs until 2015/16, when the base budget will be increased to cover these costs

Revenue Grants Unapplied Reserve: This reserve holds government revenue grants received in previous financial years which will be used to fund expenditure in the future

Interest rate reserve: This reserve is to enable the Council to fund its capital programme from borrowing in the event of an expected change in interest rates or other borrowing conditions.

Economic downturn reserve: This reserve is to allay the risks of erosion in the council's tax base due to the impact of the localisation of council tax benefit and a down turn in the economy.

Note B: Unusable reserves.

Certain reserves are kept to manage the accounting processes for items such as non-current assets, financial instruments, retirement and employee benefits. They do not represent usable resources for the authority and are not backed by cash balances.

| Unusable reserves | Balance at 1 April 2012 £m | Movement £m | Balance at 31 March 2013 £m |
|---|---|------------------------|--|
| Revaluation reserve | -235.1 | -16.5 | -251.6 |
| Capital adjustment account | -494.1 | -4.8 | -498.9 |
| Financial instruments adjustment account (£37,000) | 0 | 0 | 0 |
| Pensions reserve | 919.3 | 151.4 | 1,070.7 |
| Collection fund adjustment account | -6.4 | 0.2 | -6.2 |
| Accumulated absences account | 15.2 | -1.6 | 13.6 |
| Total unusual reserves | 198.9 | 128.7 | 327.6 |

Revaluation reserve: The revaluation reserve contains the gains made by the authority arising from increases in the value of its property, plant and equipment and intangible assets. The balance is reduced when assets with accumulated gains are:

- re-valued downwards or impaired and the gains are lost
- used in the provision of services and the gains are consumed through depreciation, or
- disposed of and the gains are realised.

The reserve contains only revaluation gains accumulated since 1 April 2007, the date that the reserve was created. Accumulated gains arising before that date are consolidated into the balance on the capital adjustment account.

Capital adjustment account: The capital adjustment account absorbs the timing differences arising from the different arrangements for accounting for the consumption of non-current assets and for financing the acquisition, construction or enhancement of those assets under statutory provisions. The account is debited with the cost of acquisition, construction or enhancement as depreciation, impairment losses and amortisations are charged to the Income and Expenditure statement (with reconciling postings from the revaluation reserve to convert fair value figures to a historical cost basis). The account is credited with the amounts set aside by the authority as finance for the costs of acquisition, construction and enhancement.

The account contains accumulated gains and losses on investment properties and gains recognised on donated assets that have yet to be consumed by the authority.

The account also contains revaluation gains accumulated on property, plant and equipment before 1 April 2007, the date that the revaluation reserve was created to hold such gains.

Financial instrument adjustment account: The financial instruments adjustment account absorbs the timing differences arising from the different arrangements for accounting for income and expenses relating to certain financial instruments and for bearing losses or benefiting from gains per statutory provisions.

Pensions reserve: The pensions reserve absorbs the timing differences arising from the different arrangements for accounting for post employment benefits and for funding benefits in accordance with statutory provisions. The Authority accounts for post employment benefits in the Income and Expenditure statement as the benefits are earned by employees accruing years of service, updating the liabilities recognised to reflect inflation, changing assumptions and investment returns on any resources set aside to meet the costs. However, statutory arrangements require benefits earned to be financed as the authority makes employer's contributions to pension funds or eventually pays any pensions for which it is directly responsible. The debit balance on the pensions reserve therefore shows a substantial shortfall in the benefits earned by past and current employees and the resources the authority has set aside to meet them. The statutory arrangements will ensure that funding will have been set aside by the time the benefits come to be paid.

Collection fund adjustment account: The collection fund adjustment account manages the differences arising from the recognition of council tax income in the Income and Expenditure statement as it falls due from council taxpayers compared with the statutory arrangements for paying across amounts to the general fund from the collection fund.

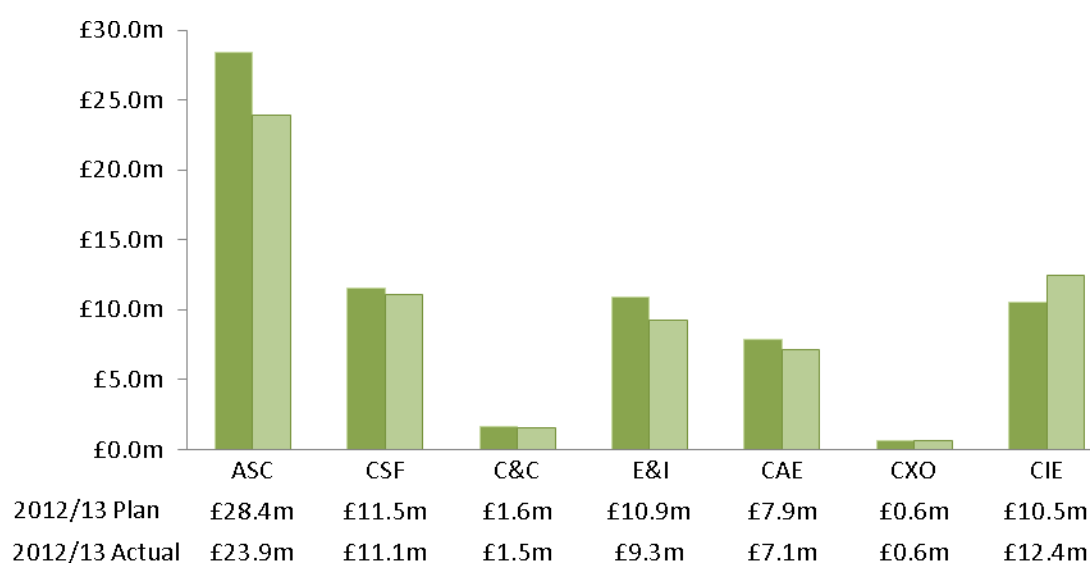
Accumulated absences account: The accumulated absences account absorbs the differences that would otherwise arise on the general fund balance from accruing for compensated absences earned but not taken in the year, e.g. annual leave entitlement carried forward at 31 March. Statutory arrangements require that the impact on the general fund balance is neutralised by transfers to or from the account.

Other financial information

Revenue efficiencies

- The revenue statement provides details of the income and expenditure; however the services have absorbed a high level of demand pressures to ensure that their positions are maintained. Services outlined in Medium Term Financial Plan £71.1m of efficiencies for 2012/13. The graph below illustrates the directorate's final position on planned efficiencies. The overall amount achieved is £66.0m, with the remainder being met through one-off savings.

- Directorate Efficiencies target and achieved 2012/13



Council Travel Expenses 2012/13 – 2010/11

- Travel expenses are incurred through staff and members' journeys on council business. Included within travel expenses are some employees, who due to extensive travel (over 1,500 miles per year), have a lump sum travel allowance as well as mileage expenses. The current system does not distinguish between travel expenses for training or service delivery. Toward the end of 2011/12, the council choose to relinquish a lease to a key office building and utilise other office space across the county. The increase in travel expenses is due to the increased travel of staff across the county to get satellite offices.

| | Travel Expenses | | |
|------------------------------|-----------------|---------|---------|
| | 2012/13 | 2011/12 | 2010/11 |
| Adults Social Care | £1.5m | £1.3m | £1.4m |
| Children, Schools & Families | £2.2m | £2.2m | £1.9m |
| Schools | £0.0m | £0.0m | £0.0m |
| Customer & Communities | £0.3m | £0.3m | £0.3m |
| Environment & Infrastructure | £0.3m | £0.2m | £0.2m |
| Change & Efficiency | £0.2m | £0.2m | £0.2m |
| Chief Executive Office | £0.1m | £0.1m | £0.1m |

| | | | |
|--------------------------------|--------------|--------------|--------------|
| Total | £4.6m | £4.3m | £4.1m |
| Overall Expenditure | £1,695.7m | £1,670.3m | £1,702.9m |
| % of total overall expenditure | 0.3% | 0.3% | 0.2% |

Salary Transparency

- Every year we publish information on the external website information on salary policy and transparency. This can be found by Your council, Council Tax & Finance, Localism and transparency.
- The People, Performance and Development Committee (PPDC) acts as the County Council's Remuneration Committee under delegated powers, in accordance with the constitution of the County Council. All Surrey Pay and terms and conditions are determined by the PPDC, including the remuneration of Chief Officers and specific appointments to posts with salaries of £100,000 or more.

Salary Transparency

- The County Council is committed to being at the forefront of openness and transparency to demonstrate to its residents and local taxpayers that it delivers value for money. As part of the national and local government transparency agenda, it already publishes information on its external website detailing Surrey Pay ranges, expenditure over £500 and contracts with a value of £50,000 or more.
- To continue that progress and in line with the Code of Recommended Practice for Local Authorities on Data Transparency 2011, the Council has published details of salaries paid to senior staff on-line, with effect from 30 March 2012. This information is updated on a regular basis and covers all positions with annual salaries of £58,200 and above.
- This is a summary of the bandings from the information on the website. This is different to the statutory accounts bandings (note 35 – Salary Bandings Statutory Accounts). The information below is a point in time (1 March 2013) of the number of officers on what band where as the statutory accounts are banding the annual salary paid for the year 2012/13 including schools and leavers. This information is also on a headcount basis ie: what an individual is paid rather than a full time equivalent. Within the Outturn report (28 May 2013), the staffing figures are presented. The authority had 7,361 full time equivalent posts at the end of March 2013 (7,168 - March 2012).

| Salary band (£) | Total numbers of officers paid as at 1 March 2013 |
|------------------------|--|
| 60,000-64,999 | 61 |
| 65,000-69,999 | 36 |
| 70,000-74,999 | 6 |
| 75,000-79,999 | 39 |
| 80,000-84,999 | 6 |
| 85,000-89,999 | 9 |
| 90,000-94,999 | 6 |
| 95,000-99,999 | 4 |
| 100,000-104,999 | 5 |
| 105,000-109,999 | 3 |
| 110,000-114,999 | 1 |
| 115,000-119,999 | 1 |
| 120,000-124,999 | 0 |
| 125,000-129,999 | 1 |
| 130,000-134,999 | 1 |
| 135,000-139,999 | 1 |

| | |
|-----------------|------------|
| 140,000-144,999 | 2 |
| 150,000-209,999 | 0 |
| 210,000-214,999 | 1 |
| Total | 183 |

Council business consultancy fees 2012/13 and 2011/12

9. Consultancy, contractors and contractor services come in to support the organisation, often to help deliver projects. Over the past twelve months the council has assessed its definition of business consultancy to ensure the council makes the correct decision when buying these services there is an agreed definition of what consultancy services are. This definition will be applied, by Human Resources, to all requests for consultancy requirements.

10. The definition is:

"A person, firm or company that is selling skills, knowledge and/or professional expertise to the Council."

| <u>Business consultancy</u> | 2012/13 | 2011/12 |
|------------------------------------|----------------|----------------|
| | £m | £m |
| Adult Social Care | 0.1 | 0.2 |
| Children, Schools & Families | 0.1 | 0.2 |
| Customer & Communities | 0.0 | 0.1 |
| Environment & infrastructure | 0.5 | 0.4 |
| Change & Efficiency | 1.6 | 0.6 |
| Chief Executive Office | 0.0 | 0 |
| Total business consultancy | 2.3 | 1.5 |
| Overall Expenditure | 1,695.7 | 1,670.3 |
| % of total overall expenditure | 0.1% | 0.1% |

General Information

Members allowances and travel expenses (2012/13 and 2011/12), and 2012/13 attendance

Allowances, travel expenses and attendance

Members received an allowance rather than a salary for services carried out by them on behalf of the council. Each member has a specific public interest and will attend meetings regarding this interest outside of committee and council time. Also members will have constituency business like surgeries and parish council meetings to attend.

If a member has not attended a meeting for a period of six consecutive months, unless the failure to attend was due to a reason approved by the authority during those six months, the member ceases to hold office. This is resolution under section 85 of the Local Government Act 1972. On the external website, current year attendance can be accessed by the following menu selections - Your council, Councillors and committees, Surrey County Councillors, Member attendance summary.

The list below only includes the county councillor members that were standing as at 31 March 2013. It has not been updated for the local elections.

| | Members Allowances | | Travel & subsistence expenses | |
|--|--------------------|------------------|-------------------------------|---------------|
| | 2012/13 £ | 2011/12 £ | 2012/13 £ | 2011/12 £ |
| By District | | | | |
| Elmbridge | 130,319 | 138,780 | 5,035 | 5,637 |
| Epsom & Ewell | 64,955 | 64,955 | 714 | 762 |
| Guildford | 131,864 | 119,237 | 6,095 | 5,285 |
| Mole Valley | 107,491 | 107,015 | 7,815 | 5,797 |
| Reigate & Banstead | 156,640 | 176,152 | 12,335 | 14,901 |
| Runnymede | 135,380 | 118,302 | 8,420 | 8,073 |
| Spelthorne | 97,268 | 120,007 | 3,372 | 8,763 |
| Surrey Heath | 94,939 | 93,419 | 4,990 | 6,952 |
| Tandridge | 127,472 | 112,117 | 11,007 | 9,714 |
| Waverley | 179,216 | 180,991 | 22,254 | 22,892 |
| Woking | 105,134 | 87,920 | 3,595 | 1,532 |
| Current Members by district | 1,330,678 | 1,318,894 | 85,632 | 90,308 |
| Stood down members | 0 | 11,791 | | |
| Standard Committee | 833 | 1,500 | | |
| Employer NI & pension contributions | 233,353 | 235,900 | | |
| Total expenditure | 1,564,864 | 1,568,085 | 85,632 | 90,308 |

Members allowances and travel expenses (2012/13 and 2011/12)

| | | | | 2012/13 | 2011/12 | 2012/13 | 2011/12 |
|---------------------------|--------------------|---------|--|-----------------|-----------------|--|--|
| | Districts | Elected | Continuing / New member after May election | Allowances £ | Allowances £ | Travel & subsistence expenses £ | Travel & subsistence expenses £ |
| Mr Victor Agarwal | Spelthorne | 2003 | Robert Evans | 11,791 | 11,791 | 366 | 486 |
| Mr Mohammed Amin | Woking | 2009 | Colin Kemp | 11,791 | 11,791 | 0 | 120 |
| Mrs Mary Angell | Runnymede | 2005 | Yes | 28,291 | 28,291 | 2,752 | 3,434 |
| Mr William Barker | Guildford | 1997 | Yes | 14,791 | 14,791 | 835 | 591 |
| Mr Ian Beardsmore | Spelthorne | 2001 | Yes | 11,791 | 11,791 | 198 | 73 |
| Mr Mike Bennison | Elmbridge | 2005 | Yes | 17,791 | 17,468 | 552 | 379 |
| Mrs Elizabeth Bowes | Woking | 2009 | Yes | 20,541 | 17,146 | 221 | 98 |
| Mr Mark Brett Warburton | Guildford | 2009 | Yes | 20,791 | 20,468 | 563 | 1,205 |
| Mr John Butcher | Elmbridge | 2009 | Mary Lewis | 11,791 | 11,791 | 323 | 304 |
| Mr Ben Carasco | Woking | 2009 | Yes | 11,791 | 11,791 | 0 | 0 |
| Mr William Chapman | Surrey Heath | 2009 | Yes | 11,791 | 15,017 | 842 | 859 |
| Mrs Helyn Clack | Mole Valley | 2001 | Yes | 28,291 | 20,673 | 4,500 | 2,566 |
| Mrs Carol Coleman | Spelthorne | 2005 | Yes | 11,791 | 12,866 | 476 | 717 |
| Mr Stephen Cooksey | Mole Valley | 2005 | Yes | 11,791 | 11,791 | 929 | 821 |
| Mr Nigel Cooper | Elmbridge | 2009 | Stuart Selleck | 11,791 | 11,791 | 0 | 0 |
| Mr Stephen Cosser | Waverley | 2009 | Yes | 21,791 | 21,038 | 1,895 | 1,929 |
| Mrs Clare Curran | Mole Valley | 2009 | Yes | 27,076 | 20,468 | 942 | 594 |
| Mr Tony Elias | Tandridge | 2009 | Helena Windsor | 11,791 | 11,791 | 239 | 262 |
| Mr Graham Ellwood | Guildford | 2009 | Yes | 11,791 | 11,791 | 14 | 127 |
| Mr Melville Few | Runnymede | 2009 | Yes | 22,017 | 14,791 | 1,671 | 1,828 |
| Mr William Forster Warner | Woking | 2009 | Yes | 11,791 | 11,791 | 303 | 466 |
| Mrs Angela Fraser | Reigate & Banstead | 1989 | Bob Gardner / Ken Gulati | 11,791 | 12,436 | 950 | 867 |
| Mr Christopher Frost | Epsom & Ewell | 1997 | Tina Mountain | 11,791 | 12,436 | 384 | 492 |
| Mrs Patricia Frost | Waverley | 2005 | Yes | 17,791 | 17,791 | 2,043 | 2,085 |
| Mr Denis Fuller | Surrey Heath | 2009 | Yes | 14,199 | 11,791 | 1,255 | 1,461 |

| | | | | 2012/13 | 2011/12 | 2012/13 | 2011/12 |
|-----------------------|--------------------|---------|--|-----------------|-----------------|--|--|
| | Districts | Elected | Continuing / New member after May election | Allowances £ | Allowances £ | Travel & subsistence expenses £ | Travel & subsistence expenses £ |
| Mr John Furey | Runnymede | 2009 | Yes | 28,291 | 21,170 | 107 | 225 |
| Mr Simon Gimson | Guildford | 2011 | George Johnson | 11,791 | 10,555 | 868 | 218 |
| Mr David Goodwin | Guildford | 2005 | Yes | 11,791 | 11,791 | 284 | 588 |
| Mr Michael Gosling | Reigate & Banstead | 2005 | Yes | 28,791 | 28,781 | 3,515 | 3,633 |
| Dr. Zulema Grant Duff | Reigate & Banstead | 2009 | Yes | 20,791 | 19,823 | 960 | 1,029 |
| Dr. Lynne Hack | Reigate & Banstead | 2005 | Jonathan Essex | 11,791 | 20,657 | 646 | 1,221 |
| Mr Timothy Hall | Mole Valley | 2005 | Yes | 14,541 | 28,291 | 0 | 0 |
| Mrs Kay Hammond | Reigate & Banstead | 1997 | Yes | 28,291 | 28,291 | 4,091 | 5,228 |
| Mr David Harmer | Waverley | 2005 | Yes | 14,888 | 11,791 | 2,151 | 1,440 |
| Mr Nick Harrison | Reigate & Banstead | 2005 | Yes | 20,791 | 20,791 | 763 | 855 |
| Miss Marisa Heath | Runnymede | 2006 | Yes | 21,791 | 22,436 | 1,131 | 1,192 |
| Mr Peter Hickman | Elmbridge | 2005 | Yes | 11,791 | 12,114 | 246 | 276 |
| Mrs Margaret Hicks | Elmbridge | 1989 | Yes | 11,791 | 12,866 | 1,051 | 843 |
| Mr David Hodge | Tandridge | 2005 | Yes | 42,291 | 36,818 | 3,502 | 2,688 |
| Mr David Ivison | Surrey Heath | 2005 | Yes | 18,291 | 15,163 | 2,355 | 2,177 |
| Mrs Linda Kemeny | Woking | 2011 | Yes | 25,638 | 10,206 | 2,271 | 0 |
| Mrs Frances King | Reigate & Banstead | 2005 | Barbara Thompson | 8,843 | 11,791 | 169 | 84 |
| Mr Eber Kington | Epsom & Ewell | 2009 | Yes | 12,404 | 17,146 | 191 | 270 |
| Mr Ian Lake | Elmbridge | 1997 | Christian Mahne | 11,791 | 26,290 | 0 | 2,639 |
| Mr Peter Lambell | Reigate & Banstead | 2009 | Natalie Bramhall | 11,791 | 11,791 | 253 | 274 |
| Mrs Yvonna Lay | Runnymede | 2005 | Yes | 14,199 | 11,791 | 1,645 | 330 |
| Ms Denise Le Gal | Waverley | 2009 | Yes | 28,291 | 22,245 | 4,078 | 2,065 |
| Mr Stuart MacLeod | Surrey Heath | 2009 | Mike Goodman | 12,076 | 11,791 | 438 | 409 |
| Mr Ernest Mallett | Elmbridge | 2005 | Yes | 13,491 | 13,491 | 0 | 90 |
| Mrs Sally Marks | Tandridge | 2001 | Yes | 22,017 | 13,210 | 1,773 | 1,970 |

| | | | | 2012/13 | 2011/12 | 2012/13 | 2011/12 |
|--------------------------|--------------------|---------|--|------------|------------|-------------------------------|-------------------------------|
| | Districts | Elected | Continuing / New member after May election | Allowances | Allowances | Travel & subsistence expenses | Travel & subsistence expenses |
| | | | | £ | £ | £ | £ |
| Mr Geoffrey Marlow | Woking | 2001 | Richard Wilson | 11,791 | 13,404 | 514 | 459 |
| Mr Peter Martin | Waverley | 2005 | Yes | 34,291 | 31,277 | 4,578 | 4,838 |
| Mrs Janet Mason | Epsom & Ewell | 2001 | Yes | 11,791 | 11,791 | 0 | 0 |
| Mrs Marsha Moseley | Guildford | 2006 | Yes | 11,791 | 11,791 | 0 | 0 |
| Mr David Munro | Waverley | 1997 | Yes | 16,791 | 17,329 | 4,050 | 3,344 |
| Mrs Caroline Nichols | Spelthorne | 2009 | Tim Evans | 11,791 | 11,791 | 0 | 0 |
| Mr Christopher Norman | Runnymede | 2009 | Yes | 20,791 | 19,823 | 1,114 | 1,064 |
| Mr John Orrick | Tandridge | 2009 | Yes | 11,791 | 11,791 | 696 | 802 |
| Mr Tom Phelps-Penry | Elmbridge | 2005 | Rachael Lake | 11,791 | 11,791 | 0 | 0 |
| Mr Chris Pitt | Surrey Heath | 2005 | Yes | 11,791 | 12,866 | 0 | 0 |
| Dr. Andrew Povey | Waverley | 1993 | Victoria Young | 11,791 | 27,927 | 371 | 4,199 |
| Mr Steven Renshaw | Waverley | 2009 | Nikki Barton | 21,791 | 21,038 | 2,492 | 2,339 |
| Mrs Dorothy Ross-Tomlin | Reigate & Banstead | 2001 | Yes | 13,760 | 21,791 | 988 | 1,710 |
| Mrs Denise Saliagopoulos | Spelthorne | 2001 | Yes | 11,909 | 28,958 | 0 | 5,560 |
| Mr Anthony Samuels | Elmbridge | 2010 | Yes | 28,291 | 21,178 | 2,863 | 1,106 |
| Mrs Lavinia Sealy | Surrey Heath | 1997 | Adrian Page | 26,791 | 26,791 | 100 | 2,046 |
| Mrs Pauline Searle | Guildford | 2005 | Yes | 11,791 | 11,791 | 23 | 89 |
| Mr Nicholas Skellett | Tandridge | 1993 | Yes | 21,791 | 21,361 | 2,580 | 2,455 |
| Mrs Diana Smith | Woking | 2004 | Saj Hussain | 11,791 | 11,791 | 286 | 389 |
| Mr Michael Sydney | Tandridge | 2009 | Yes | 17,791 | 17,146 | 2,217 | 1,537 |
| Mr John Taylor | Epsom & Ewell | 2001 | Stella Lallement | 11,791 | 11,791 | 0 | 0 |
| Mr Keith Taylor | Guildford | 2009 | Yes | 14,791 | 14,468 | 1,128 | 1,210 |
| Mr Christopher Townsend | Mole Valley | 2009 | Yes | 11,791 | 11,791 | 657 | 653 |
| Ms Denise Turner | Spelthorne | 2005 | Daniel Jenkins | 21,689 | 20,791 | 1,574 | 1,262 |
| Mr Richard Walsh | Spelthorne | 2009 | Yes | 16,506 | 22,019 | 758 | 665 |

| | | | | 2012/13 | 2011/12 | 2012/13 | 2011/12 |
|------------------|---------------|------------|--|------------------|------------------|-------------------------------|-------------------------------|
| | Districts | Elected | Continuing / New member after May election | Allowances | Allowances | Travel & subsistence expenses | Travel & subsistence expenses |
| | | | | £ | £ | £ | £ |
| Mrs Hazel Watson | Mole Valley | 1993 | Yes | 14,001 | 14,001 | 787 | 1,163 |
| Mrs Fiona White | Guildford | 2005 | Yes | 11,791 | 11,791 | 1,806 | 1,257 |
| Mr Keith Witham | Guildford | 03/05/2012 | Yes | 10,745 | | 574 | |
| Mr George Wood | Epsom & Ewell | 2009 | John Beckett | 17,178 | 11,791 | 139 | 0 |
| Mr Alan Young | Waverley | 2011 | Yes | 11,791 | 10,555 | 596 | 653 |
| Total | | | | 1,330,678 | 1,318,894 | 85,632 | 90,308 |

2012/13 Members attendance

| | Districts | Elected | Continuing after May election | Council | Cabinet | Cabinet Member | Select Committee | Local Committee | 2012/13 Overall total | 2011/12 Overall total |
|---------------------------|--------------------|---------|-------------------------------------|---------|---------|-------------------|---------------------|--------------------|-----------------------------|-----------------------------|
| Mr Victor Agarwal | Spelthorne | 2003 | No | 3/7 | | | 6/7 | 5/6 | 14/20 | 14/19 |
| Mr Mohammed Amin | Woking | 2009 | No | 0/7 | | | 0/0 | 2/5 | 2/12 | 7/19 |
| Mrs Mary Angell | Runnymede | 2005 | Yes | 7/7 | 10/11 | 3/3 | | 3/4 | 23/25 | 23/29 |
| Mr William Barker | Guildford | 1997 | Yes | 7/7 | | | 15/15 | 5/5 | 27/27 | 22/24 |
| Mr Ian Beardsmore | Spelthorne | 2001 | Yes | 6/7 | | | 11/12 | 6/6 | 23/25 | 24/25 |
| Mr Mike Bennison | Elmbridge | 2005 | Yes | 6/7 | | | 14/16 | 4/5 | 24/28 | 23/26 |
| Mrs Elizabeth Bowes | Woking | 2009 | Yes | 6/7 | | | 4/7 | 5/5 | 15/19 | 14/18 |
| Mr Mark Brett Warburton | Guildford | 2009 | Yes | 6/7 | | | 16/20 | 5/5 | 27/32 | 23/28 |
| Mr John Butcher | Elmbridge | 2009 | No | 7/7 | | | 8/10 | 4/5 | 19/22 | 14/18 |
| Mr Ben Carasco | Woking | 2009 | Yes | 4/7 | | | 2/5 | 4/5 | 10/17 | 14/23 |
| Mr William Chapman | Surrey Heath | 2009 | Yes | 6/7 | | | 16/18 | 4/5 | 26/30 | 28/30 |
| Mrs Helyn Clack | Mole Valley | 2001 | Yes | 7/7 | 11/11 | | | 4/4 | 22/22 | 27/32 |
| Mrs Carol Coleman | Spelthorne | 2005 | Yes | 6/7 | | | 6/6 | 6/6 | 18/19 | 16/21 |
| Mr Stephen Cooksey | Mole Valley | 2005 | Yes | 7/7 | | | 25/29 | 4/4 | 36/40 | 31/34 |
| Mr Nigel Cooper | Elmbridge | 2009 | No | 5/7 | | | 10/12 | 4/4 | 19/24 | 15/20 |
| Mr Stephen Cosser | Waverley | 2009 | Yes | 6/7 | | | 16/18 | 5/5 | 27/30 | 30/30 |
| Mrs Clare Curran | Mole Valley | 2009 | Yes | 5/7 | | | 15/16 | 4/4 | 24/27 | 24/25 |
| Mr Tony Elias | Tandridge | 2009 | No | 1/7 | | | 4/9 | 2/5 | 7/21 | 12/18 |
| Mr Graham Ellwood | Guildford | 2009 | Yes | 4/7 | | | 0/7 | 4/5 | 8/19 | 11/19 |
| Mr Melville Few | Runnymede | 2009 | Yes | 7/7 | | | 24/25 | 4/4 | 35/36 | 32/41 |
| Mr William Forster Warner | Woking | 2009 | Yes | 7/7 | | | 7/9 | 5/5 | 19/21 | 21/21 |
| Mrs Angela Fraser | Reigate & Banstead | 1989 | No | 7/7 | | | 11/12 | 4/5 | 22/24 | 25/32 |
| Mr Christopher Frost | Epsom & Ewell | 1997 | No | 7/7 | | | 7/9 | 6/6 | 20/22 | 25/28 |
| Mrs Patricia Frost | Waverley | 2005 | Yes | 6/7 | | | 8/9 | 5/5 | 19/21 | 17/20 |
| Mr Denis Fuller | Surrey Heath | 2009 | Yes | 5/7 | | | 18/21 | 3/5 | 26/33 | 27/28 |

| | Districts | Elected | Continuing after May election | Council | Cabinet | Cabinet Member | Select Committee | Local Committee | 2012/13 Overall Total | 2011/12 Overall total |
|-----------------------|--------------------|---------|-------------------------------------|---------|---------|-------------------|---------------------|--------------------|-----------------------------|-----------------------------|
| Mr John Furey | Runnymede | 2009 | Yes | 7/7 | 11/11 | 11/11 | | 4/4 | 33/33 | 32/43 |
| Mr Simon Gimson | Guildford | 2011 | No | 7/7 | | | 8/9 | 4/5 | 19/21 | 17/20 |
| Mr David Goodwin | Guildford | 2005 | Yes | 7/7 | | | 7/9 | 4/5 | 18/21 | 19/20 |
| Mr Michael Gosling | Reigate & Banstead | 2005 | Yes | 5/7 | 9/11 | 2/2 | | 4/5 | 20/25 | 25/27 |
| Dr. Zulema Grant Duff | Reigate & Banstead | 2009 | Yes | 6/7 | | | 15/17 | 5/5 | 26/29 | 25/28 |
| Dr. Lynne Hack | Reigate & Banstead | 2005 | No | 7/7 | | | 19/24 | 5/5 | 31/36 | 24/27 |
| Mr Timothy Hall | Mole Valley | 2005 | Yes | 6/7 | 1/1 | 2/2 | 7/9 | 3/4 | 19/22 | 38/40 |
| Mrs Kay Hammond | Reigate & Banstead | 1997 | Yes | 7/7 | 9/11 | 4/4 | | 3/5 | 23/27 | 18/24 |
| Mr David Harmer | Waverley | 2005 | Yes | 7/7 | | | 15/16 | 5/5 | 27/28 | 20/20 |
| Mr Nick Harrison | Reigate & Banstead | 2005 | Yes | 7/7 | | | 9/9 | 5/5 | 21/21 | 20/20 |
| Miss Marisa Heath | Runnymede | 2006 | Yes | 5/7 | | | 12/13 | 4/4 | 21/24 | 22/30 |
| Mr Peter Hickman | Elmbridge | 2005 | Yes | 7/7 | | | 5/6 | 4/5 | 16/18 | 23/23 |
| Mrs Margaret Hicks | Elmbridge | 1989 | Yes | 7/7 | | | 15/19 | 5/5 | 27/31 | 29/32 |
| Mr David Hodge | Tandridge | 2005 | Yes | 7/7 | 11/11 | 4/4 | | 3/5 | 25/27 | 29/30 |
| Mr David Ivison | Surrey Heath | 2005 | Yes | 7/7 | | | 4/7 | 5/5 | 16/19 | 21/25 |
| Mrs Linda Kemeny | Woking | 2011 | Yes | 7/7 | 8/10 | 8/8 | 2/2 | 5/5 | 30/32 | 26/34 |
| Mrs Frances King | Reigate & Banstead | 2005 | No | 3/3 | | | 7/7 | 2/2 | 12/12 | 4/4 |
| Mr Eber Kington | Epsom & Ewell | 2009 | Yes | 6/7 | | | 10/11 | 5/6 | 24/24 | 24/28 |
| Mr Ian Lake | Elmbridge | 1997 | No | 6/7 | | | 0/3 | 5/5 | 11/15 | 24/31 |
| Mr Peter Lambell | Reigate & Banstead | 2009 | No | 7/7 | | | 4/6 | 2/5 | 13/18 | 16/19 |
| Mrs Yvonna Lay | Runnymede | 2005 | Yes | 6/7 | | | 4/7 | 4/4 | 14/18 | 18/23 |
| Ms Denise Le Gal | Waverley | 2009 | Yes | 7/7 | 10/11 | 4/4 | 3/9 | 3/5 | 27/36 | 20/25 |
| Mr Stuart MacLeod | Surrey Heath | 2009 | No | 3/7 | | | 3/3 | 1/5 | 7/15 | 21/27 |
| Mr Ernest Mallett | Elmbridge | 2005 | Yes | 7/7 | | | 15/17 | 4/5 | 26/29 | 25/32 |
| Mrs Sally Marks | Tandridge | 2001 | Yes | 7/7 | | | 13/14 | 4/5 | 24/27 | 24/33 |

| | Districts | Elected | Continuing after May election | Council | Cabinet | Cabinet Member | Select Committee | Local Committee | 2012/13 Overall Total | 2011/12 Overall total |
|--------------------------|--------------------|---------|-------------------------------------|---------|---------|-------------------|---------------------|--------------------|-----------------------------|-----------------------------|
| Mr Geoffrey Marlow | Woking | 2001 | No | 7/7 | | | 12/15 | 5/5 | 24/27 | 21/29 |
| Mr Peter Martin | Waverley | 2005 | Yes | 7/7 | 9/11 | 1/1 | | 5/6 | 22/24 | 30/31 |
| Mrs Janet Mason | Epsom & Ewell | 2001 | Yes | 6/7 | | | 6/7 | 6/6 | 18/20 | 19/20 |
| Mrs Marsha Moseley | Guildford | 2006 | Yes | 6/7 | | | 4/6 | 4/5 | 14/18 | 17/19 |
| Mr David Munro | Waverley | 1997 | Yes | 5/7 | | | 11/12 | 5/5 | 21/24 | 35/43 |
| Mrs Caroline Nichols | Spelthorne | 2009 | No | 5/7 | | | 5/11 | 4/6 | 14/24 | 15/25 |
| Mr Christopher Norman | Runnymede | 2009 | Yes | 5/7 | | | 15/16 | 4/4 | 24/27 | 25/27 |
| Mr John Orrick | Tandridge | 2009 | Yes | 5/7 | | | 6/7 | 5/5 | 16/19 | 15/18 |
| Mr Tom Phelps-Penry | Elmbridge | 2005 | No | 7/7 | | | 9/9 | 5/5 | 21/21 | 18/19 |
| Mr Chris Pitt | Surrey Heath | 2005 | Yes | 6/7 | | | 5/5 | 4/5 | 15/17 | 13/19 |
| Dr. Andrew Povey | Waverley | 1993 | No | 4/7 | | | 3/6 | 2/5 | 9/18 | 21/28 |
| Mr Steven Renshaw | Waverley | 2009 | No | 5/7 | | | 17/20 | 5/5 | 27/32 | 27/28 |
| Mrs Dorothy Ross-Tomlin | Reigate & Banstead | 2001 | Yes | 5/7 | | | 2/2 | 4/5 | 11/14 | 30/34 |
| Mrs Denise Saliagopoulos | Spelthorne | 2001 | Yes | 5/7 | | | 5/12 | 6/6 | 16/25 | 21/25 |
| Mr Anthony Samuels | Elmbridge | 2010 | Yes | 6/7 | 8/11 | 7/7 | | 2/5 | 23/30 | 24/25 |
| Mrs Lavinia Sealy | Surrey Heath | 1997 | No | 7/7 | | | | 4/5 | 11/12 | 12/17 |
| Mrs Pauline Searle | Guildford | 2005 | Yes | 7/7 | | | 6/7 | 5/5 | 18/19 | 17/18 |
| Mr Nicholas Skellett | Tandridge | 1993 | Yes | 6/7 | | | 15/17 | 5/5 | 26/29 | 25/27 |
| Mrs Diana Smith | Woking | 2004 | No | 7/7 | | | 4/7 | 5/5 | 17/19 | 21/30 |
| Mr Michael Sydney | Tandridge | 2009 | Yes | 5/7 | | | 12/17 | 5/5 | 22/29 | 22/29 |
| Mr Colin Taylor | Epsom & Ewell | 2001 | No | 6/7 | | | 12/19 | 6/6 | 24/32 | 30/36 |
| Mr Keith Taylor | Guildford | 2009 | Yes | 7/7 | | | 17/18 | 5/5 | 29/30 | 28/33 |
| Mr Christopher Townsend | Mole Valley | 2009 | Yes | 7/7 | | | 13/17 | 4/4 | 24/28 | 25/28 |
| Ms Denise Turner | Spelthorne | 2005 | No | 6/7 | | | 15/16 | 4/6 | 25/28 | 33/41 |
| Mr Richard Walsh | Spelthorne | 2009 | Yes | 6/7 | | | 16/18 | 6/6 | 29/31 | 27/31 |

| | Districts | Elected | Continuing after May election | Council | Cabinet | Cabinet Member | Select Committee | Local Committee | 2012/13 Overall Total | 2011/12 Overall total |
|------------------|---------------|------------|-------------------------------------|---------|---------|-------------------|---------------------|--------------------|-----------------------------|-----------------------------|
| Mrs Hazel Watson | Mole Valley | 1993 | Yes | 7/7 | | | 10/11 | 4/4 | 21/22 | 25/25 |
| Mrs Fiona White | Guildford | 2005 | Yes | 7/7 | | | 11/12 | 5/5 | 23/24 | 28/34 |
| Mr Keith Witham | Guildford | 03/05/2012 | Yes | 3/7 | | | 8/11 | 3/5 | 14/23 | n/a |
| Mr David Wood | Epsom & Ewell | 2009 | No | 6/7 | | | 12/19 | 6/6 | 24/32 | 24/34 |
| Mr Alan Young | Waverley | 2011 | Yes | 7/7 | | | 8/12 | 3/5 | 18/24 | 13/20 |

Complaints

Due to the different nature of the functions within the county council, there are separate procedures for dealing with different types of complaints. These procedures ensure a consistency of approach and clear, timely outcomes. Each procedure has its own characteristics and response standards, before referral to the Local Government Ombudsman.

Members:

Complaints about members are governed by the arrangements in the Localism Act 2011:

<http://www.surreycc.gov.uk/your-council/complaints,-comments-and-compliments/how-to-complain-about-a-county-councillor>

Over the last year (2012/13) there were four complaints to the council about elected Members that were investigated by the Monitoring Officer, who in Surrey's case is the Head of Legal and Democratic Services.

Complaint 1 (December 2012) alleged that several Members had pre-determined an outcome before they had properly considered their decision. The Monitoring Officer did not accept this particular complaint amounted to a breach of the Members' Code of Practice, even if it were proven. The complainant was informed of the decision and the matter was closed.

Complaint 2 (March 2013) alleged that an elected Member failed to observe high standards of conduct in a meeting with representatives from partner organisations. The complainant and Member both agreed to mediation. The complainant withdrew their complaint prior to the mediation meeting.

Complaint 3 (March 2013) related to misleading publicity. The Monitoring Officer consulted the Independent Person appointed by the Council, and conducted a preliminary investigation. This established that the Member had published a correction to the initial publicity and distributed it to people who may have been affected by the issue in question. The Monitoring Officer concluded that the alleged behaviour would not therefore amount to a breach of the Members' Code of Conduct.

Complaint 4 (March 2013) was about failure to show respect to an officer of the council, contrary to the Member/Officer Protocol. A letter of apology was sent by the Member, which was accepted by the complainant and the complaint was closed.

In addition to the above, two complaints received at the end of 2011/12 were referred to the Member Conduct Panel during the 2012/13 year. These complaints were partially upheld and, after consultation with the Independent Person, reports of each breach were made to the council.

Corporate

Other non statutory functions (Corporate) operate a good practice system in dealing with complaints. The policy is to encourage customers, residents and service users to complain if they are dissatisfied with the service they have received, so that if the council has done something wrong, the council can put it right and avoid repetition.

In most cases, complaints are dealt with locally by the team that provided the service within ten working days – This is called stage 1. Anyone who complains but is dissatisfied with the response at stage 1 may contact Customer Relations and request further investigation - This is called stage 2. If after that they are still dissatisfied, they may complain to the LGO.

| | 2011/12 | 2012/13 |
|---|---------|---------|
| Number of complaints received (stage 1) | 635 | 688 |
| % responded to within 10 working days* | 94% | 95% |
| Number requesting a stage 2 | 104 | 156 |
| Number with fault found at stage 2 | 40 | 23 |
| Number of complaints received by LGO | 14 | 18 |
| Number where the LGO found failure | 0 | 0 |

* The council's target is to respond to 90% of stage 1 complaints within 10 working days.

If you would like further information on the services receiving complaints this can be found at <http://www.surreycc.gov.uk/your-council/complaints,-comments-and-compliments/customer-relations-performance>

Children, Schools & Families Directorate

Complaints about social care provision for Children and Young People are managed by the Children's Rights Service and are usually responded to in line with statutory requirements governed by specific regulations. This process has three stages and the Local Government Ombudsman usually requires all stages to have been exhausted before they will consider a referral.

Complaints that are not about social care provision but relate to other services within the Children Schools and Families Directorate , for example Schools Admissions, Special Educational Needs or Outdoor Learning for Young People, are also managed by the Children's Rights Service. These are usually responded to in line with the Council's corporate complaint process which is a two stage process.

In either case the initial response is dealt with locally at operational level by the appropriate Team Manager. If the complainant remains dissatisfied with the Stage 1 response they can then contact the Children's Rights Service and seek to escalate the complaint to the next stage.

The Children's Rights Service publishes Annual Complaint Reports which are available on the Council's Web Pages.

Further information on this can be found at <http://www.surreycc.gov.uk/your-council/complaints,-comments-and-compliments/comments-compliments-and-complaints-about-social-care-services/social-care-annual-complaints-reports>.

Adult Social Care

Adult Social Care has its own separate statutory complaints procedure for all complaints relating to Adult Social Care services. This is made up of one stage and then referral to the Local Government Ombudsman for any complainants who remain dissatisfied with the Department's response.

Further information on this can be found on the external website <http://www.surreycc.gov.uk/your-council/complaints,-comments-and-compliments/comments-compliments-and-complaints-about-social-care-services/how-to-make-a-complaint-about-adult-social-care>)