One County One Team: Surrey County Council – Customers and Communities 2013-18

"To enhance quality of life through supporting healthier, safer and more vibrant communities."

Cabinet Members

Helyn Clack, Community Services

Peter Martin, Deputy Leader
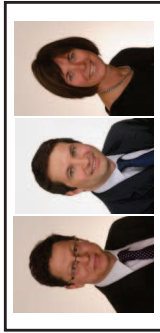
Kay Hammond, Cabinet Associate, Fire and Police Services

Strategic Director

Yvonne Rees, Strategic Director

Leadership Team

Susie Kemp, Assistant Chief Executive (Managing Cultural Services Until April 2014)

Sarah Mitchell Director, Adult Social Care (Managing Fire & Rescue until April 2014)

Peter Milton, Head of Cultural Services (Libraries, Adult & Community Learning, Heritage Service, Surrey Arts, Registration & Nationality Service); Russell Pearson, Chief Fire Officer

Steve Ruddy, Community Protection Manager (Trading Standards); Mark Irons, Interim Head of Customer Services and Directorate Support; Jane Last, Lead Manager for Community Safety and Partnership

What is our vision for 2018?

"To enhance quality of life through supporting healthier, safer and more vibrant communities."

What will we focus on?

To achieve our corporate vision, we must focus particularly on the following:

- 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 2018?

Customer and Communities will aim to ensure that, by 2018, people in Surrey:

- Are involved in local decision-making, able to put their 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, through close working with the Police, the Police and Crime Commissioner, and other partners.
- Are protected by a modern and effective Fire and Rescue Service.
- Have opportunities and services that enrich their lives, and help them to make a positive contribution to their communities.
- Use the Council's online services as their first choice for information and guidance about Council and other services in Surrey.
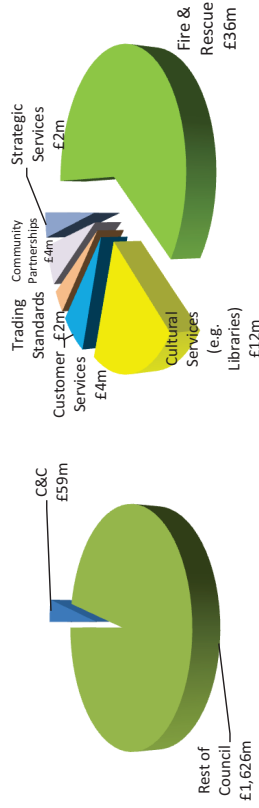
What are our priorities for 2013/14?

There are some specific things that we need to focus on in the next year in addition to our day to day work to help us towards our goals for 2018. They reflect residents' priorities, current challenges, and areas where investment is needed now to realise future ambitions.
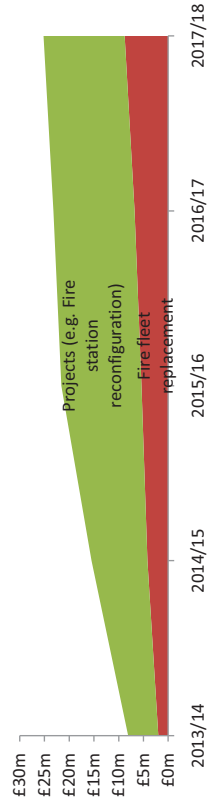
- Develop a Cultural Services Strategy for libraries, arts and learning services that supports economic growth and creates a strong identity that reflects Surrey as a place and drives innovation within the cultural sector.
- Keep libraries at the heart of the community
- Drive customer service excellence, improve learning from customer feedback and provide more opportunities for people to use on-line services ("Channel Shift").
- Support councillors in their role as community leaders and champions, making best use of local committees and community funding, and increase the involvement of residents, local communities, businesses and partners.
- Protect people and communities by ensuring timely Fire and Rescue attendance at incidents; seek opportunities to continue to improve outcomes for residents through innovative solutions with partners; maximise our resources through relevant trading opportunities.
- Protect people and communities through partnership-based prevention and protection activity targeted on reducing the harmful effects of domestic abuse and anti-social behaviour.
- Enhance the health and wellbeing of residents and communities through the work of Trading Standards in protecting people from harmful food, products and services, enabling healthy choices and ensuring fair trading.

What will we spend our money on?

Gross Revenue Expenditure 2013/14

Strategic Services £2m
Fire & Rescue £36m
Trading Standards £2m
Community Partnerships £4m
Customer Services £4m
Cultural Services (e.g. Libraries) £12m
C&C £59m
Rest of Council £1,626m

Cumulative Capital Expenditure 2013 - 2018

Projects (e.g. Fire station reconfiguration)
Fire fleet replacement

£30m
£25m
£20m
£15m
£10m
£5m
£0m

2013/14 2014/15 2015/16 2016/17 2017/18

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