

### Cabinet Members

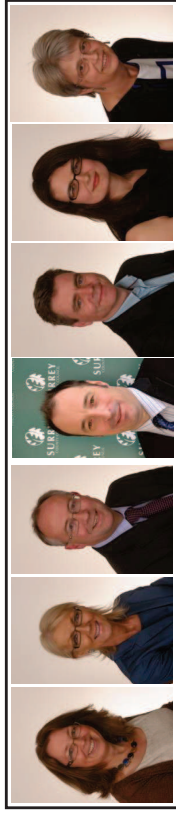


Denise Le Gal,  
Business  
Services



Julie Fisher,  
Strategic Director

### Leadership Team



Sheila Little, Deputy Director for Business Services and Head of Finance; Carmel Millar, HR and Organisational Development; Paul Brocklehurst, Information Management and Technology; John Stebbings, Property; Simon Pollock, Shared Services; Laura Langstaff, Procurement and Commissioning; Al Braithwaite, Business Improvement

### What is our vision for 2018?

*“To be a leading provider of business services.”*

#### 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 Surrey’s resources responsibly

#### What difference will we make by 2018?

- Business Services will aim to ensure that by 2018:
- We have developed more diverse and sustainable sources of funding that increase our resilience.
  - We have a high performing asset portfolio that facilitates integration with partners to drive effective service delivery and supports economic growth in Surrey.
  - We are delivering efficient, professional and customer focused business services across the public sector.
  - We have a strong, resilient, innovative and effective workforce that have the right tools and environment to do their jobs.
  - We will respond quickly to changing demands and the opportunities that investment in new technology can bring.
  - We will have maintained strong financial health across the organisation.

### What are our priorities for 2013/14?

There are some specific things 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:

#### Strengthen the organisation through investment in our staff.

- Surrey attracts, recruits and retains the best, high-performing workforce.
- Ensure the workforce better reflects the population of Surrey.
- Ensure the workforce has the core skills to do their work effectively.

#### Support economic growth.

- Drive 60% of spend through local suppliers
- Support the delivery of 500 apprenticeships in Surrey
- Deliver and increase public sector usage of the UNICORN network.
- Identify and develop opportunities to maximise the use of assets to support regeneration projects and the economic growth agenda in partnership with external organisations for the benefit of Surrey residents.

#### Continue to drive efficiencies across the organisation, increasing productivity, and improving service delivery through process improvement and the deployment of enabling technology.

- Deliver £30m of procurement savings
- Deliver Business Services savings of £3.1m in 2013/14 and support the delivery of £68.3m efficiency savings across SCC in 2013/14
- Deliver 2,882 school places by September 2013 in line with published expansion plans

#### Ensure Business Services adopts an operational model that puts the customer at the heart of what we do.

- Achieve 85% customer satisfaction.
- Deliver a modern business services model through continued process improvement.

#### Generate new sources of income through investment and trading

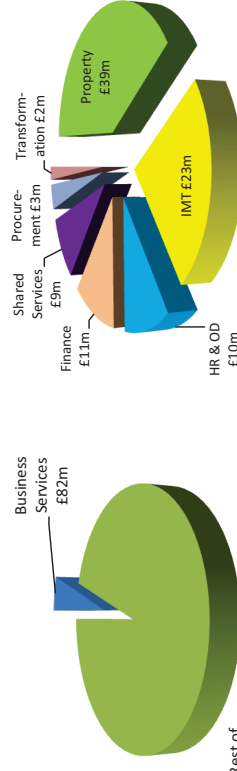
- Develop a sustainable governance and trading model for the organisation
- Support the organisation in reviewing its service delivery models.
- Create new opportunities and enhance current income streams.

\*Formerly Change & Efficiency

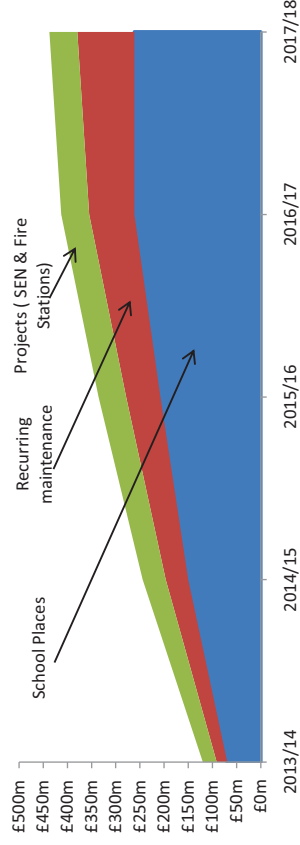
Listen - Responsible - Trust - Respect

### What will we spend money on?

#### Gross Revenue Expenditure



#### Cumulative Capital Expenditure 2013 - 2018



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