

Confident in Our Future Fairness and Respect 2013-2018



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On 16 July 2013, Council approved our new Corporate Strategy [Confident in Our Future](#), setting out our ambitions and priorities for the period up to 2018. *Confident in Our Future* recognises that we are performing strongly, even in challenging times. We are working as “one team”, to ensure Surrey residents receive high quality and value for money services. We make a positive difference to people’s lives every day.

We want to ensure we can continue this strong performance in the face of future financial and resource pressures. To do this we will not reduce our capacity or capability, but build on our strengths to develop innovative solutions. We will adapt the way we work and seize opportunities. Everything we do will be focussed on ensuring all Surrey’s residents remain healthy, safe and confident about their future. We will do all that we can to ensure that everyone is treated fairly and with respect.

The Equality Act 2010 placed a duty on the council to publish objectives that show how we will promote equality and tackle discrimination. We are fulfilling these objectives through this strategy. As a Council we have also met the legislative requirement to [publish information](#) about Surrey’s communities and staff and show the impact of our services and policies.

This document sets out our priorities and demonstrates our commitment to deliver them in partnership with the organisations and public bodies best placed to improve services for Surrey residents and local communities.

The case for fairness and respect is clear:

Helping residents who are most in need

The council recognises that within Surrey some residents need additional or tailored support to enable them to enjoy the same opportunities as everyone else, such as doing well at school, living a long, healthy and independent life, or being able to support themselves and their dependents.

Increasing value for money

Helping people and communities to help themselves will reduce costly interventions later on, and will help build stronger, more resilient communities in the long term.

Improving services for all residents

A council workforce committed to fairness and respect is one that reflects Surrey’s communities and listens to residents, in order to understand how best to meet their needs. See our [jobs website](#) for more information.

Meeting our legal obligations

The Equality Act 2010 and its Public Sector Equality Duty requires public bodies have due regard to the need to prevent discrimination, advance equal opportunities and encourage positive relationships. We are meeting these requirements by:

- setting out our [fairness and respect priorities](#) in this document
- undertaking [equality impact assessments](#) of our services
- publishing information about the difference our services are making through [Surrey-i](#)
- and providing information about our [workforce](#) on the council’s website.



A diverse county

Surrey’s growing population of over 1.1 million residents is often thought to be relatively homogenous with similar needs. However, the makeup of Surrey’s population is changing and, over the next 30 years, is projected to increase by 20%.

As part of this change, we will see an increase in the number of residents aged over 65 (by 2033 they are expected to comprise 23% of our local population) and an increase in the number of young people in the county.

Our local population is also becoming more diverse. For example, the black and minority ethnic population in Surrey has increased from 3% in 1991 to 9.6% in the 2011 Census.

These changes will create new responsibilities and opportunities to promote fairness and respect. Surrey’s communities have a range of different needs, and some areas of the county are achieving better outcomes than others.

- **Life expectancy** varies across Surrey, with men in the most deprived areas having a life expectancy of 76.6 years, compared to 83.3 years for the least deprived. For women there is a gap between a life expectancy of 82 years in the most deprived areas, and 85.9 in the least deprived.
- **Smoking rates** also vary across the county. Overall the rate in the county is 17%, however the Joint Strategic Needs Assessment shows that some wards have smoking rates as high as 40%
- The 2011 Census showed that in some wards in Surrey, more than 40% of residents aged 16-74 have **no or low qualifications**, making it harder for them to find work. However, in other wards this figure drops to only 11%.
- On average between 2009 and 2011 61.4% of Surrey pupils achieved five or more **GCSEs** at grades A*-C (including English and Maths). However, these figures vary throughout Surrey. In one ward, 96.3% of pupils achieved this level of attainment but only 51.5% achieved these grades in another.
- The percentage of the population aged 16-64 claiming **out-of-work benefits** ranges from 1.2% in some wards to 17.2% in others.
- We estimate there are over 106,000 **carers** of all ages in Surrey providing support to families and friends.

Data sources: Surrey, NOMIS

How will this strategy help us to achieve our vision for 2018, to be delivering great value for Surrey residents?

Residents	Value	Partnerships	Quality	People	Stewardship
<p>Individuals, families and communities will have more influence, control and responsibility</p> <p>Residents and communities will increasingly be able to decide on the delivery of services so that they know they are right for them and their local communities.</p> <p>We will work together with residents to design and deliver services, rather than pursuing a 'one-size-fits-all' approach that treats all residents the same regardless of their needs.</p> <p>With greater control comes greater responsibility. We will also provide opportunities for people to take control of their own lives. This could be through healthy eating, exercise, employment opportunities or volunteering.</p>	<p>We will create public value by improving outcomes for residents</p> <p>We will ensure that our spending brings maximum benefit to Surrey residents. To do this in a way that is fair and delivers value for money, we will keep our own costs low and focus resources on areas of the greatest need.</p> <p>For instance, shifting more of our spending to support Surrey businesses will help to increase employment opportunities for residents. We will also continue to encourage our major contractors to employ local people and use local suppliers.</p>	<p>We will work with our partners in the interests of Surrey</p> <p>To provide all residents with a fair chance to succeed, and to ensure everyone is treated with respect, we must work closely with our partners. These include:</p> <ul style="list-style-type: none"> • public bodies • local businesses • voluntary, community and faith organisations • community groups • and, most crucially, our residents. <p>We will bring together our residents and partners to deliver the ambitious priorities we have outlined below.</p>	<p>We will ensure high quality and encourage innovation</p> <p>We remain committed to supporting the vulnerable children and adults who most need our services, enabling them to lead full and productive lives.</p> <p>Tackling the complex problems that some of our residents and local communities face requires new ways of thinking. We will focus on the root causes of these problems so there is less need to address the consequences, which often have a damaging effect on individuals, families and communities.</p>	<p>We will develop and equip our officers and Members to provide excellent service</p> <p>We are committed to attracting and developing a workforce that reflects the diversity of Surrey's communities, so we are better placed to meet their needs. Our approach to supporting our workforce is set out in the People Strategy.</p> <p>We will ensure we continue to listen to our residents and show that we respect their views.</p> <p>Working with our partners will help us to understand better the needs and aspirations of our residents and communities. This understanding will help to inform our policies and decisions about our services. We will also ensure our Members have clear information and insight to inform the decisions they make.</p>	<p>We will look after Surrey's resources responsibly</p> <p>It is critical that we use resources responsibly and safeguard them for future generations.</p> <p>We will continue to maintain rigorous financial and risk management so we have a sound basis for achieving our fairness and respect priorities.</p>

Our fairness and respect priorities

Following consultation with external groups and with council officers and Members, and using evidence and analysis from sources such as [Surrey-i](#), we have set the following seven priorities, six of which are linked to our [Corporate Strategy](#) and one which is linked to our [People Strategy](#). These priorities are designed to improve outcomes for Surrey and its residents.

Corporate Strategy outcomes	Our fairness and respect priorities
Surrey's economy is strong and competitive.	Provide targeted support to low-income families to increase access to employment, training and support networks.
Surrey's children have a great start to life.	Invest in our support to schools to further the attainment of pupils, especially those from vulnerable groups.
Surrey's children and young people contribute more and achieve more than they thought possible.	Help all young people to participate in education training and employment.
Surrey's children and adults in need of support are protected and supported to lead an independent life.	Surrey's children, adults and families in need of support are protected and supported to lead an independent life.
Surrey residents' health and wellbeing is improved.	Reduce differences in life expectancy and healthy-life expectancy between communities.
Surrey has strong and vibrant communities which are safe and protected from crime.	Protect people and their communities through partnership-based prevention and protection activity targeted on reducing the harmful effects of domestic abuse and anti-social behaviour.
People Strategy outcome	To be a local employer of first choice, for people from all our diverse communities, including disabled and older people.

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