



SURREY COUNTY COUNCIL

**IMPACT
STATEMENT
2019**

REFLECTING ON THE PAST YEAR



We are creating a solid foundation on which to build a prosperous and exciting future for Surrey and the county council by ensuring that we as a council are as efficient and effective as we should be and transform our services so they can be in the best place to deliver our 2030 ambitions. Here are some examples of our work and highlights that are beginning to make a positive impact on Surrey - the people and the place.



FOR PEOPLE

We are supporting children and young people in Surrey to be safe and feel safe and confident by improving and strengthening our support for those that are vulnerable, at risk or in care. This was confirmed by a positive Ofsted monitoring report in June.

We also launched a Children's Services Academy in January 2019 so more people who work with children and families will improve their outcomes through consistent practice and closer partnership working.

We are developing more education, skills and employment opportunities closer to home for children and young people with special educational needs and disabilities by agreeing plans to create 883 additional specialist school places over the next four years.

We have supported more people to get the right health and social care at the right time and place by cutting waiting times by almost 11% over the past year for older people being discharged from hospital.

We have also agreed plans to deliver 725 specially adapted homes so more older people can live independently. This will mean that by 2028, we aim to have over 1,150 of these properties available.

We are ensuring this council achieves value for money for residents and is sustainable and fit for the future, having delivered £106m in efficiencies in 2018/19 with no call on our limited reserves.



FOR PLACE

We are creating cleaner, greener communities in Surrey and aim to exceed our current ranking as the 3rd best council in the UK for recycling. We have kept all of our community recycling facilities open to help residents contribute.

We are supporting more residents to feel safe in their communities, having carried out nearly 5,000 Safe and Well Visits to reduce the risk of fire in the homes of Surrey's more vulnerable residents.

We have also saved them around £776,000 by tackling unfair trading practices, scams, rogue traders and serious organised crime across the county.

We continue to work on making journeys easier, more predictable and safer in Surrey having carried out more than 50,000 road repairs over the past year and supporting residents to make over 7.5 million bus journeys in 2018/19.

We are helping businesses in Surrey thrive by securing hundreds of millions of pounds from government and other stakeholders for infrastructure across the county, including £95 million for Woking town centre.

We are supporting more residents have a place to call home by making over 14.6 hectares of land on our estate – equivalent to just over 17 football pitches - available for building new homes.

We are supporting our communities to have the infrastructure they need by connecting 5,270 more properties across the county to faster broadband in 2018/19.



LOOKING FORWARD

We are making swift and effective progress, enabling us to deliver great quality services, support and value for money for Surrey residents now and well into the future. But we know there is more to be done if we are to achieve our ambitions. In the coming weeks and months we will be bringing forward initiatives, setting out plans and agreeing budgets to support them.

We will:

- commit hundreds of millions of pounds to protecting homes from flooding as we start the Surrey Flood alleviation scheme next year
- invest even more in our 3,000 miles of roads and pavements to ensure people can get around smoothly and safely
- help tackle the climate emergency and protect our environment for future generations, becoming a carbon-neutral council as soon as possible
- plant at least one tree for every one of our 1.2 million residents
- boost our local economy by setting up a £50m community grant fund to improve our High Streets
- provide surplus space in Surrey County Council buildings for free use by voluntary organisations
- consider conversion of any surplus council-owned land to public allotments to produce food for foodbanks

In addition to these specific commitments, in order to continue our journey of doing better for Surrey people, we will be giving greater weight in the coming year to:

- Tackling inequality - Working with residents in every area of Surrey to identify and address causes of inequality, especially in life expectancy
- Supporting independence – Helping residents help themselves and each other within their community
- More joined up health and social care – Integrating health and council services so they're more effective, efficient and seamless for residents
- Creating a greener future – Tackling the causes of climate change and become a carbon neutral county as soon as possible
- Embracing Surrey's diversity – Recognising the benefits of a diverse workforce and population to ensure Surrey is a place full of opportunity for everyone
- Partnership – Working with residents, businesses, partners and communities to collectively meet challenges and grasp opportunities
- Supporting the local economy – Investing in the infrastructure Surrey needs to build a strong and resilient economy
- Digital revolution - Making the most of new technology to innovate and improve services, and the way we work, to help Surrey and residents thrive





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