



SURREY
COUNTY COUNCIL

To: Parish Councils
Residents' Associations

Customer and Staff Relations
County Hall
Kingston upon Thames
Surrey KT1 2BH

14 February 2006

Dear colleague,

Surrey County Council has a national reputation for its commitment to efficiency and value for money. This is built on our long track record of achieving regular efficiency improvements of £12million or more per year. We are now pushing the boundaries of efficiency still further.

As you will be aware, the County Council is in the process of consulting unions and staff representatives on a far reaching Business Delivery Review of the Council's services for the residents of Surrey.

This Review aims to build on the solid base established through annual cost savings, the high levels of public satisfaction that came through in the latest community survey and the Council's top overall '4 star' rating by the Audit Commission. The Review also anticipated the Government's recent financial settlement for Surrey County Council, which confirmed our position as one of the lowest funded councils in the country and threatens the quality of our services.

I am determined that we can improve services further by sharpening our focus on responding to the changing needs of our residents and achieve even better value for money, despite the Government progressively switching national grant away from the county. As a council we need to be exceptionally efficient and create our own opportunities to invest in key services.

The Business Delivery Review makes recommendations to redesign completely the structure of the Council. This means delivering a new organisation with increased investment in front line services, refining and improving 'behind the scenes' processes and delivering value for money. There are specific proposals to significantly increase the investment in front line service delivery, especially social care services for older people. This will be achieved through a restructuring of the Council, which was announced before the review findings were published.

The proposals include: gross savings of £238 million over five years, with £99 million used to meet increased demand in services for older people and other rising costs. This gives a net saving of £139 million over five years; £47.3 million gross savings, £22.7 million net, in 2006/07; a reduction of 661 jobs – the gross figure is a reduction of 784 jobs but 123 new jobs will be created mainly in front line social care; toughening up our approach to procurement to get better value from providers; reducing the number of buildings used by the Council so that the money can be invested in services; and improved enquiries handling through a single contact telephone number, backed up by the ever-increasing use by the public of the Council's website (which received the award for the best council website last year), as well as continuing face-to-face contact where people want this.



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