

# OUR FOCUS

## FOR THE NEXT 5 YEARS 2021 - 2026

We want Surrey to be a uniquely special place where everyone has a great start in life, people live healthy and fulfilling lives, are enabled to achieve their full potential and contribute to their community and where no one is left behind. Where our economy thrives and grows, in balance with our beautiful natural environment. While many residents and businesses thrive in Surrey, not everyone has the same opportunities to flourish so our focus for the next five years will be guided by the principle of **tackling inequality and ensuring no-one is left behind**

### PRIORITY OBJECTIVES

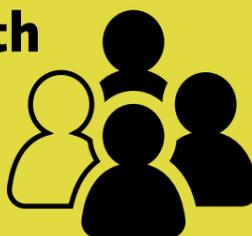


**Growing a sustainable economy so everyone can benefit**

Support people and businesses across Surrey to grow during the economic recovery and re-prioritise infrastructure plans to adapt to the changing needs and demands of residents at a time of financial

**Tackling health inequality**

Drive work across the system to reduce widening health inequalities, increasing our focus on addressing mental health and accelerating health and social care integration to reduce demand on services while improving health outcomes for residents



**Enabling a greener future**

Build on behaviour changes and lessons learnt during lockdown to further progress work to tackle environmental challenges, improve air quality and focus on green energy to make sure we achieve our net zero targets



**Empowering communities**

Reinvigorate our relationship with residents, empowering communities to tackle local issues and support one another, while making it easier for everyone to play an active role in the decisions that will shape Surrey's future



### TRANSFORMING THE COUNCIL

#### Customer experience

We will make people's experience of dealing with the council quicker, easier and better by managing enquiries in a more efficient, proactive and connected way and increasing digital self-service options.



#### Stronger partnerships

We will focus on building stronger and more effective partnerships with residents, other public services and businesses to collectively meet challenges and take opportunities



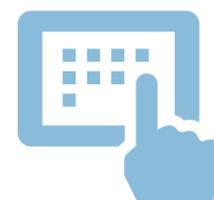
#### Transformation and reform

We will continue our comprehensive transformation programme to improve outcomes for residents, deliver efficiencies and make sure financial sustainability underpins our approach



#### Digital and data

We will embrace digital solutions and take a data-driven approach to transforming our organisation and services we deliver for residents



#### Agile, diverse and motivated workforce

We will embed new agile ways of working and provide staff with the tools and support to be high performing and outcomes-focussed. We will put equality, diversity and inclusivity at the heart of everything we do, valuing the strength of a diverse workforce



#### Financial management

We will spend our money in the most efficient and effective ways, so we can have the greatest impact on improving people's quality of life and ensure we provide the best value for money to our residents



To find out more about our priorities and read our full Organisation Strategy please go to [www.surreycc.gov.uk](http://www.surreycc.gov.uk)