

Surrey **Strategic** Partnership

Surrey's Sustainable Community Strategy 2008

Draft for consultation 14 November 2008 to 20 February 2009

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Forward by Cllr Nick Skellett Chair of the Surrey Strategic Partnership

Welcome to the Surrey Strategic Partnership's latest Sustainable Community Strategy – our plan for how together we will work towards our Vision for Surrey in 2020 to make Surrey a better place to live, work and do business. It is based upon what local people have told us and what we understand their needs to be. We want everyone in Surrey to be proud of where they live and to feel able to play a part in shaping their communities.

Surrey is an attractive place to live and work. It has fantastic natural and cultural assets and is generally viewed as being a prosperous county with a dynamic economy. It is one of the safest counties in the UK and most people in Surrey are well-educated, healthy, wealthy and self-sufficient. The downside is high house prices, congestion, pressure to develop green spaces, and high levels of consumption, waste and pollution. And in some areas, and among some groups, life in Surrey is not nearly so compelling. Members of the Surrey Strategic Partnership are determined to develop more sustainable communities, promote sustainable economic growth and make Surrey a place where everyone can live healthy, safe lives and prosper.

In setting this Sustainable Community Strategy we need to be aware of the severity of the current global economic situation. Surrey is not immune to the external factors that will affect its ability to maintain the traditionally low levels of unemployment. The financial services sector is a major employer in Surrey, and the county's proximity to London underpins a wide range of jobs, so the economic downturn may well have an impact, both directly and indirectly, and make it more challenging to achieve many of our aims. However, we need to strike the right balance in continuing to look forward to our longer-term objectives while tackling more immediate and pressing issues.

On a more positive note, the London 2012 Olympic Games and Paralympic Games will bring large numbers of visitors to the region before, during, and after the Games, providing an significant opportunity to capture economic and social benefits that could leave a positive legacy.

Surrey receives the lowest level of national investment per head of any county in the UK, which puts pressure on public services ability to meet the needs and expectations of local people. The challenges we face will only be tackled by partners developing better, more joined up ways of working and managing our joint resources. Together we will seek ways of engaging more locally, improving both universal services and undertaking targeted work with key communities. We will seek ways of helping individuals and communities to help themselves and support vulnerable people to retain their independence by exercising choice and control.

As the Chair of the Surrey Strategic Partnership I am pleased to set out an ambitious and achievable plan. We have agreed tough targets in our Local Area Agreement with the Government to help us deliver this and I hope you will join with us in helping to make Surrey an even better place. Please do contact me if you wish to tell us how we're doing or to share a good idea at strategic.partnership@surreycc.gov.uk.

Councillor Nick Skellett

Chairman of Surrey Strategic Partnership
Leader, Surrey County Council

Surrey's Sustainable Community Strategy 2008 Delivering the Vision of Surrey in 2020

The Sustainable Community Strategy is a plan for achieving a better Surrey, as set out in the Vision of Surrey in 2020. It shows how we will work together to ensure that the quality of life of those living and working in Surrey is preserved, enhanced, and extended to deprived and disadvantaged areas and communities.

Vision of Surrey 2020

In 2020 Surrey will be a county of **distinctive, confident, caring, creative and safe communities** in which individuals and organisations take responsibility for resolving the challenges that Surrey faces and in which the quality of life is preserved and developed for all. We will safeguard and enhance:

- the beauty and richness of Surrey's natural and built heritage
- the diversity of its landscape
- the distinctiveness of its communities
- the county's tradition of being at the forefront of new ideas and innovation
- the strength and resilience of its economy.

A distinctive Surrey, in which people recognise and value Surrey's diverse and distinctive character, which includes:

- places close to London, such as Spelthorne, Runnymede, Elmbridge, and Epsom and Ewell;
- towns, such as Guildford, Woking, and Redhill and Reigate;
- rural areas towards the south and west of the county within districts such as Tandridge, Mole Valley, Waverley and Surrey Heath.

A confident Surrey, in which people build on current success to take a positive and active approach to improving their lives. They support an approach to education and learning that helps individuals achieve their full potential. All communities are enabled to seek their own solutions to the many challenges Surrey faces.

A caring Surrey, in which people are concerned about the well-being of the whole community; vulnerable and less-privileged individuals are supported; fairness is promoted; the rights of all people are respected; and people value and protect their environment and heritage, and care about the Surrey they are leaving to future generations.

A creative Surrey, which continues its long tradition of being at the forefront of new ideas and innovation. Residents appreciate the value of the arts and all aspects of our culture and economy.

A safe Surrey in which people feel secure, confident and feel they belong. Individuals and communities actively keep the peace and are involved in securing the future.

Surrey today

Surrey is an attractive place to live and work. It is a prosperous county, with a dynamic economy underpinning low levels of unemployment and a low crime rate. Levels of educational attainment are high and a diverse mixture of urban and rural environments provide excellent quality of life.

Surrey shares borders with London, Kent, West Sussex, East Sussex, Hampshire Buckinghamshire and Berkshire. It is the most urbanised shire county in England: about 83% of people in Surrey live within urban areas, which cover 34% of the county. Rural parts of Surrey have long been recognised for their natural beauty and recreational value. Three quarters of the county is Green Belt status countryside, with the attractive Surrey Hills and part of the High Weald protected by Area of Outstanding Natural Beauty (AONB) status. It is the most wooded county in Great Britain. However, 79.3 miles of the busiest motorway in Europe (M25) run through Surrey and just outside the county, to the north and south, are the major international airports at Heathrow and Gatwick.

Surrey residents are mostly well-educated, articulate, computer-literate, relatively healthy and well-paid, reflecting the fact that the county's economy is the most successful outside central London, contributing over £5 billion net to the Exchequer annually (2005/06). Surrey hosts a high concentration of the world's leading knowledge-based industries, such as information technology, telecommunications, biotechnology and advanced engineering, and benefits from its proximity to London and two international airports.

Yet Surrey faces some major challenges. Surrey's higher-than-UK-average incomes reflect the fact that a proportion of Surrey's population is very well paid. However, over half the working population in Surrey earns less than the national average and some communities have significant levels of deprivation and lower life expectancy than the rest of the county. These pockets of deprivation are exacerbated by some of the highest house prices in the country and a higher cost of living than in other counties. Accessible, local facilities for the less affluent residents can be modest and expensive as many people who live in Surrey work, shop and socialise outside the county.

Surrey has the fastest-rising population in the UK, at nearly one per cent per year: the current population of around 1.1 million is projected to rise to 1.18 million by 2026, while its 430,000 households are projected to increase to 530,000. There is a greater proportion of older people in Surrey than the UK average. There has been a rise of over 30% in the 85-plus age group since 1991 and this trend is expected to continue. Approximately ten per cent of Surrey's population belongs to an ethnic minority group, just under half of whom can be described as white 'other', such as Travellers.

According to national estimates, one in five people is or will become disabled: in Surrey, this equates to 182,000 people.

High levels of car-ownership mean that Surrey has more cars per mile of road than any other shire county in England. And Surrey residents consume more resources and produce more waste per household than most other people in the UK.

Demographic trends and economic factors mean that Surrey needs to increase its housing provision, which will increase pressures to expand into the Green Belt. Surrey's residents and businesses expect high standards of public services, yet its public services receive relatively low funding from central government, putting pressure on local council tax.

In addition, a shortage of skilled workers threatens Surrey's ability to continue attracting international knowledge-based businesses. About 180,000 people are without level 2 qualifications (increasingly seen as the minimum for employability), yet by 2010 Surrey will need a further 36,000 full-time workers – 27,000 in the business-services sector alone. High house prices make it hard to attract much-needed lower-paid workers.

Despite low overall crime levels, Surrey's proximity to London, the M25 and international airports presents several increasing challenges: the threat of terrorist attacks, organised crime and increasing levels of crimes committed by criminals from outside the county. Surrey also has the highest level of domestic abuse offences in the South East.

All these factors mean that Surrey faces a potential 'tipping-point', at which the pace of life, the impact of skills shortages, congestion, the need for investment in infrastructure and the high cost of living outweigh the social and economic benefits of being located in the county.

So local government and its partners face great challenges: maintaining a good quality of life and protecting the environment while stimulating sustainable economic growth and coping with demographic pressures will not be easy. The global economic crisis at the time of writing increases the complexity of these challenges. We will need to continue to harness the resourcefulness of communities and organisations across the county and build upon our track record of working with our partners from all sectors to promote equality of opportunity and to improve quality of life for all in Surrey.

Working Together Delivering the Vision of Surrey 2020

The Surrey Strategic Partnership (SSP) has produced the Sustainable Community Strategy. The SSP is a collaboration of representatives from agencies that deliver public services along with voluntary, community, faith and business organisations, working for the benefit of the county. This is our second Sustainable Community Strategy since the publication of the Vision in 2004; it builds upon our achievements and learning to date.

The Strategy sets out what the SSP wants to achieve and will be used to help co-ordinate the actions of partners to make the vision a reality. It does not attempt to capture information that is already available in other plans or strategies. The plans and strategies that the community strategy relates to include:

- the corporate plans and strategies of members of the SSP;
- the sustainable community strategies of Surrey's 11 District and Borough Local Strategic Partnerships and the District and Borough Local Development Frameworks, which are required to help achieve the physical and spatial elements of their Sustainable Community Strategies;
- the Local Area Agreement, a three-year agreement between the SSP and government that sets out specific improvement targets against national indicators to help deliver the Sustainable Community Strategy;
- the statutory equality schemes of all the public authorities in the county;
- the Regional Spatial Strategy for the South East and the Regional Economic Strategy.

Many partners contribute to the SSP and over 70 organisations have signed up to the Vision. The work of the SSP is directed by a Leadership Group, which includes representatives from the following organisations:

Surrey County Council
Surrey's 11 District and Borough Councils
Surrey County Association of Parish and Town Councils
Surrey Primary Care Trust
Surrey and Borders Partnership NHS Trust
Surrey Police Authority
Surrey Police
Surrey Probation Service
Learning and Skills Council
University of Surrey
Voluntary, Community and Faith sectors
Surrey Chambers of Commerce
Confederation of British Industry
Surrey Economic Partnership
South East England Development Agency

Additional partners are represented on the SSP's principal partnership boards, which are responsible for delivering outcomes in the following areas:

- Children and Young People
- Health and Well-being
- Economic Development
- Housing, Infrastructure and Environment
- Safer and Stronger Communities

What the public have told us

The people of Surrey have influenced this strategy, from the thousands whose aspirations for the county contributed to the Vision, to those who responded to the most recent community survey, which tested current priorities. Partners also consult with the public on specific issues and this information is taken into account as the strategy is agreed.

In the most recent Community Survey in 2007 Surrey's citizens told us that the areas they most wanted to see improvements in were:

- providing affordable housing in appropriate locations with supporting infrastructure
- keeping children and young people safe from harm
- reducing crime and anti-social behaviour
- improving road safety
- promoting a positive image of Surrey among people who live and work there
- protecting Surrey's natural and cultural heritage
- developing housing for older people and first-time buyers
- reducing congestion to limit delays
- reducing obesity
- increasing access to education, employment and training for vulnerable children and young people

Local relevance

The SSP has ensured that the Sustainable Community Strategy is grounded in local issues and priorities by:

- working with local partners and District and Borough Local Strategic Partnerships
- using 'heat maps' showing performance indicators for the strength of communities in areas of 1,500 people across the county.

Our action plans will also be tailored to the distinct needs of different areas and will ensure that our efforts and resources are focused in the most appropriate way. The SSP will focus some action plans around high priority local areas and neighbourhoods, especially where the work of several thematic partnerships would overlap.

The county's regional hubs – Guildford, Woking, and Reigate and Redhill – will be a focus of investment to promote sustainable development and economic growth. Key issues for these areas include:

- the provision of housing and infrastructure
- accessibility
- protecting and enhancing the natural and built environment
- increasing skill levels
- promoting innovation and smart economic growth.

The Gatwick Diamond's capacity to generate wealth will be strengthened, to the benefit of the rest of the county. The Gatwick Diamond is an area of South East England that is of particular economic significance to Surrey as it includes the towns of Dorking, Redhill, Reigate, Horley and Leatherhead; it supports some 350,000 jobs and has a GDP of £13 billion.

The five most deprived wards in Surrey – Old Dean, Maybury and Sheerwater, Stanwell North, Stanwell South and Ashford North – account for only three per cent of Surrey's population but score relatively highly in the national league of multiple deprivation. These deprived wards have particular concerns around skills employment, health, crime, housing, and safeguarding children and young people.

Thirty seven per cent of Surrey is very rural, with just four per cent of Surrey's population living there. While rural living is idyllic for some, difficulties of accessibility, limited provision of services and infrastructure, lack of affordable housing and higher living costs in rural areas can isolate others and compound the challenges facing more vulnerable people. For example, rural young people have even less access to services, employment opportunities and engagement channels than their urban counterparts. The viability of some rural communities will become threatened as young people move away to find work and homes and businesses locate to where they have access to skilled workers and infrastructure such as communications and transport. We will support community-led plans such as Parish Plans and Health-checks to empower communities to develop their own solutions, and we will work with Surrey's Rural Partnership to understand and address the additional challenges of a rural setting when delivering the Community Strategy – for example, access to services and transport needed to enable vulnerable older people to live independently.

Guiding principles

Partners' analyses of needs and performance have been debated, taking into account what people have told us through a range of consultations. Three themes emerged as the fundamental principles that should underpin this plan to deliver the vision.

Sustain success – ensuring that Surrey's economic strength and high quality of life are maintained in the face of wider economic forces, funding shortfalls and demographic pressures, and mitigating the consequences of success such as house prices, congestion and pollution. We need to support business and wealth-generating activities by raising skills, building additional and more affordable homes and improving infrastructure, but this must be achieved in a way that protects and enhances the qualities that make the distinctive communities of Surrey such desirable places to live. It is also important to address potential threats such as terrorist attack, flooding and other major incidents and have plans in place to respond to and recover from such eventualities.

The SSP is committed to improving the quality of life in Surrey without compromising the quality of life of future generations. It will therefore ensure that its decisions are informed by an assessment of their social, environmental and economic impact. The principles of sustainable development include:

- living within environmental limits
- creating a strong, healthy and just society
- achieving a sustainable economy
- promoting good governance
- using sound science responsibly.

Share success – improving the circumstances of disadvantaged and vulnerable people through prevention and early intervention, and reducing the discrepancies between people's economic and social situations so that Surrey's success benefits everyone.

The SSP is committed to promoting an inclusive culture for all the communities that we serve. It will work to eliminate discrimination and harassment and to provide services, employment and volunteering opportunities that are accessible and appropriate for everyone. We will work with our partners in the voluntary, community and faith sectors to encourage and support involvement of groups and people who reflect the many communities in Surrey, including those whose voices have not always been heard, and to ensure that benefits are delivered for all through the community strategy.

The following have been identified as equality and diversity issues in Surrey:

- health inequalities
- hate-crimes, domestic violence, harassment and bullying in the work-place and schools, all of which impact on health, educational achievement, safety, employment and community cohesion
- accessible towns, buildings, housing and transport – important for older people, disabled people and parents
- affordable, accessible and credible leisure facilities – a priority for children and young people
- raising expectations and educational achievement, particularly for Pakistani and Traveller communities

- culturally appropriate services
- equal pay, opportunities for promotion, and flexible working
- relevant, timely information in accessible formats
- participation, engagement and influence.

Promote independence – encouraging individuals and organisations to take responsibility for resolving the many challenges that Surrey faces. Surrey's general affluence means that it receives the lowest level of national investment per head of any county in the UK, which puts pressure on services such as social care and policing. We also live in an increasingly individualist and consumerist society in which people expect choice and control yet are unwilling to contribute more towards central services. We need to establish a consensus on what individuals and communities should do for themselves and what should be provided as essential public services.

Having choices and control remain essential to maintaining the quality of life and self-esteem of people who are dependent on public services. We will work together to help more people to remain independent and to access support that is better tailored to meet their individual needs.

Our priorities

This plan sets out how we will continue to harness the resourcefulness of Surrey's communities and organisations to build on the prosperity and well-being of the county and tackle the key challenges we face. It sums up our commitment to enable all sections of the community to share that success. To deliver the vision for Surrey, the SSP has agreed to work together on a set of ten priorities that will be the focus of the strategy:

- A. improve learning, health and employment outcomes for children and young people, particularly the vulnerable and disadvantaged
- B. improve the safeguarding of Surrey's most vulnerable children and young people
- C. promote healthy lifestyles, particularly targeting groups and communities at most risk
- D. support more vulnerable people to live in their own homes and to exercise greater choice and control over their health and support arrangements
- E. improve the global competitiveness of Surrey's economy through sustainable growth
- F. make Surrey's economy more inclusive
- G. help people in Surrey to achieve more sustainable lifestyles
- H. Create better, more sustainable developments that deliver more social, environmental, and economic benefit
- I. improve public confidence in the ability of public services to keep Surrey safe, prepare for emergencies, and reduce crime and anti-social behaviour
- J. encourage and facilitate active citizenship to strengthen communities

Making it Happen

The five thematic partnerships are leading the work to implement the Sustainable Community Strategy across the county, working closely with the relevant District and Borough local strategic partnerships. They are developing delivery plans that capture the various work-streams and projects contributing towards their objectives and identifying the responsible partners.

Ten measures have been agreed to track progress of the ten priorities. Some measures have three-year targets agreed as part of our Local Area Agreement with the Government. Targets for 2020 and interim milestones will be agreed for all the measures once they have been finalised after this period of consultation. The Surrey Strategic Partnership will monitor progress and performance improvement and will report achievement towards LAA targets to central government each quarter. These reports will be made available to the public

- A. achievement of Level 2 qualifications by age 19 (NI 72)*
- B. children becoming subject of a child protection plan for a second or subsequent time (NI 65)*
- C. the gap between the fifth of wards with the lowest levels of life expectancy and the fifth of wards with the highest
- D. the proportion of all those receiving adult social care services who are supported to live independently
- E. gross value added (GVA) per capita*
- F. number of people claiming key out of work benefits (NI 152)*
- G. carbon dioxide (CO₂) emissions per capita (NI 186)*
- H. overall / general satisfaction with the local area (NI 5)*
- I. dealing with local concerns about antisocial behaviour & crime (NI 21)*
- J. participation in regular volunteering (NI 6)*

* Target for National Indicator agreed with the Government within our Local Area Agreement 2008-11 see Appendix A

Civil Contingencies Act

Emergency preparedness and business continuity are a high priority in Surrey, though they are not comprehensively covered in this document. The Local Resilience Forum is a separate multi-agency board that is accountable for this work. They exchange annual reports with the Surrey Strategic Partnership. For more information please see www.SurreyAlert.info.

Children and Young People

Surrey has 245,000 children and young people aged up to 19, representing 23% of the population. There are 125,000 households in Surrey with dependent children, which equates to 29% of all households; there are 17,000 lone-parent households. The proportion of lone-parent households in Surrey is lower than the national average (four per cent compared with 6.5%). Over 18,000 (8.8%) children in Surrey live in income-deprived households. Guildford, Reigate and Banstead, and Spelthorne have the most income deprivation relating to children; Mole Valley, Surrey Heath, and Epsom and Ewell have the least.

The aim of the Children and Young People Partnership is that by 2020 every child and young person will be safe, healthy, happy and creative, with the confidence, skills and opportunities to contribute and achieve more than they thought possible. The Partnership sets out in more detail its strategies to provide well-targeted, co-ordinated services to achieve the vision in the *Children and Young People's Plan for Surrey*.

Two key priorities have been agreed which focus particularly on improving outcomes for vulnerable and disadvantaged children and young people. There is also an important emphasis on prevention. Families and community organisations – such as local voluntary groups – often provide the fundamental support that can prevent the need for more complex and costly interventions.

Priority A

Improve learning, health and employment outcomes for children and young people, particularly for the vulnerable and disadvantaged

Headline indicator: achievement of Level 2 qualifications by age 19 (NI 72)

Surrey's children and young people achieve some of the best educational outcomes in the country. However, some groups, such as looked-after children, achieve significantly less and the Partnership will target resources on improving outcomes for these groups (in 2007, 12.5% of Surrey's looked-after children achieved five or more GCSEs, compared with 65% of all young people). Progress is already being made in this direction through broadening the qualifications available: between 2007 and 2008 there has been a nine per cent increase in the take-up of vocational and alternative qualifications – one in three Key Stage 4 students is now taking up vocational training. And 2008 was a record year for educational qualifications in Surrey, with 68% of young people achieving five or more A*–C GCSEs or equivalent.

This success continues to age 19, when 77% of young people achieved five A*–C GCSEs or the vocational equivalent in 2007, but this means nearly a quarter (23%) had not achieved this level by the age of 19.

- Three per cent of Surrey's young people are not in education or employment, yet Surrey has one of the strongest economies in the UK.
- 2,400 young people have not achieved a level 2 qualification or its equivalent by the age of 19.

13.2% of Surrey's children were obese in 2007/8 when weighed in their last year of Primary School (year 6), which represents a significant and growing challenge. The Partnership will provide information and advice to help children and young people make informed decisions that will promote safe and healthy lifestyles and improve their educational and employment prospects.

Developing better-skilled, healthier and more motivated young people for Surrey's workforce will help to sustain a successful economy. It will also encourage young people's independence and help to combat the social problems that exist in some urban and deprived areas.

Priority B

Improve the safeguarding of Surrey's most vulnerable children and young people

Headline indicator: Children becoming subject of a child protection plan for a second or subsequent time (NI 65)

Most children and young people in Surrey consider it to be a safe place to live: according to the TellUs2 survey, 78% said they felt safe or very safe in their local area (96% at home, 71% on public transport and 88% on the way to and from school). Nearly a quarter of children and young people responding to the TellUs2 survey reported that they were worried about bullying. While this is comparable to national levels, it is not acceptable and there will need to be concerted action by key partners to address all forms of bullying – from incidents in school to cases in the wider community and all forms of bullying, including race-related and homophobic incidents. Keeping children and young people safe emerged as a high priority in Surrey's Community Survey and the consultation on the draft Community Strategy in 2007.

In July 2008 there were 497 children subject to a Child Protection Plan. Repeat registrations, where children had been on a Plan in the previous 12 months, had fallen to about ten per cent from the high levels of nearly 20% which had raised concerns and led to this being a target in the Local Area Agreement. There will be a continuing focus on the quality and timeliness of assessments.

Increased support for families will be combined with more integrated work between partners to support prevention and early intervention to pre-empt problems. Partners will be engaged in preventative approaches to address children's needs before they reach statutory thresholds. Preventative approaches will be targeted to areas with the highest levels of need in order to ensure they are reaching the most vulnerable and disadvantaged communities in Surrey.

What we will do next

Our targets over the next few years include:

- improving education, training and employment outcomes for all children and young people, especially the lowest achievers. Specific targets include:
 - increasing the proportion of young people achieving level 2 qualifications at age 19 (NI 79)*
 - reducing the number of 16 to 18 year olds who are not in education, employment or training (NI 117)*
- improving family safety, child-protection and preventative services. Specific targets include stabilising child protection repeat registrations (NI 65)*
- reducing health inequality and making healthy choices easier. Specific targets include:
 - reversing the current trend of increasing obesity (NI 56)*
 - reducing teenage conceptions (NI 112*)
- providing things to do and places to go for children and young people, particularly the vulnerable and disadvantaged. Specific targets include increasing provision that supports prevention.
- improving behaviour and reducing first-time entrants to the youth justice system (NI 111)*
- promoting independence, particularly for the vulnerable and disadvantaged. Specific targets include providing suitable accommodation for people leaving care.

* Target for National Indicator agreed with the Government within our Local Area Agreement 2008-11 see Appendix A

The 2012 Olympics provides a significant opportunity to promote participation in sport and exercise, and encourage young people to adopt active healthy lifestyles.

The Children and Young People's Partnership will target resources to communities in which the greatest difference can be achieved for these priorities and those in other themes within the Strategy.

We will strengthen our partnership working in 2009–10 as part of the development of an enhanced Children's Trust in Surrey. This will refresh our longer-term priorities to 2013 and beyond.

Over the longer term we will...

Over the longer term we will focus on the areas highlighted through the development of the enhanced Children's Trust. These are expected to include:

- strengthening our work in partnership to improve outcomes for children and young people;

- increasing the influence of children and young people in service-planning and delivery;
- raising levels of achievement and improving employment outcomes, particularly for those with the lowest achievement;
- reducing the extent and adverse effects of health inequalities and relative deprivation for children;
- extending the impact of preventative services;
- improving inter-agency co-operation for children with safeguarding needs.

Please see the following chapters for related work:

- Health and Well-being for links to addressing health inequalities and improving health outcomes.
- Economic Development: for links to work to increase access to employment opportunities and to skills-development programmes for young people, especially those from vulnerable groups.
- Housing, Infrastructure and Environment: for increasing provision of affordable housing and making developments more sustainable by improving infrastructure and accessibility.
- Safer and Stronger Communities for links to reducing domestic violence and improving safeguarding; for supported accommodation for vulnerable families and young people through supporting people; and for promoting active citizenship.

How the public can help

The public can help improve outcomes for children and young people by:

- supporting and encouraging young people in their learning at school, college and business;
- making informed lifestyle choices for their own health and well-being;
- supporting young people to make informed healthy choices;
- volunteering to support youth activity or as a school governor;
- engaging young people positively in the community.

Useful Links:

www.surreycc.gov.uk/cypcp

www.SurreyHealth.nhs.uk

www.surreycc.gov.uk/volunteer

Health and Well-being

The aim of the Health and Well-being Partnership is to improve health, quality of life and well-being for the people of Surrey. We will focus on preventing illness and making it easier for people to choose healthy lifestyles to help them lead satisfying lives, enjoying good health for longer.

In addition, the provision of social care will be radically redesigned, using the model of Self-Directed Support to allow recipients to take greater responsibility for their own care and support arrangements. This means budgets will be allocated to individuals and support will be more user-focused. People will have more control and the flexibility to design their own support package in the way that best meets their needs and priorities.

Priority C

Promote healthy lifestyles, particularly targeting groups and communities at most risk

Headline indicator: the gap between the fifth of wards with the lowest levels of life expectancy and the fifth of wards with the highest

Most Surrey residents enjoy good health and have a relatively high average life expectancy (79.6 years for males, 83 years for females), partly due to their comparatively healthy lifestyles and the county's high socio-economic profile. But there are some significant health inequalities, including an average 5.4-year difference in life expectancy between the fifth of wards that do best (83.2 years) and the fifth that do least well (77.8 years). Across Surrey the gap between the ward doing best and the one doing least well is over 10 years.

The Partnership will target the most deprived areas of Surrey. The aim is to reduce inequalities through partnership mechanisms by improving the health expectations and well-being of vulnerable and socially excluded groups.

The county's biggest health issues include:

- **Smoking:** 1,600 deaths a year result from smoking – the biggest single preventable cause of ill-health and death. Although the prevalence of smoking in Surrey is relatively low, in some areas as much as 40% of the population smokes.
- **Alcohol abuse:** alcohol-related deaths are increasing. The South East has higher rates of drinking compared to other regions and Surrey has seven of the worst ten districts in England for hazardous drinking.
- **Obesity:** it is estimated that nearly one in five adults in Surrey is obese and is therefore more likely to experience chronic illness, require care and be unable to contribute towards the economy. Obesity reduces life expectancy by as much as nine years.

Priority D

Support more vulnerable people to live in their own homes and to exercise greater choice and control over their health and support arrangements

Headline indicator: the proportion of all those receiving adult social care services who are supported to live independently

Although a relatively high proportion of Surrey's population seeks social care support, many make their own care and support arrangements, often because they do not qualify for local authority services. Surrey County Council therefore provides a smaller proportion of people seeking social care support with detailed assessment or a publicly funded service than many local authorities. In 2007/08 Surrey County Council was helping around 9,500 older people to live at home. According to the most widely accepted model, for a county like Surrey this figure should be around 13,000.

Historically, a relatively large proportion of people supported by the County Council has been helped through provision of a residential or nursing care placement. The County Council is continuing to invest considerable effort and additional funding to support more people to live independently within community-based settings.

Some vulnerable adults receive housing-related support through the Supporting People programme, but mapping of need in Surrey has demonstrated that there is an under-supply of services for all client groups, particularly:

- elderly people with dementia;
- frail elderly people;
- people with learning disabilities;
- young people and people facing complex problems, including substance abuse and mental health issues.

The introduction of Self-Directed Support, whereby people are allocated their own budget that they can spend on the services they need, will provide service-users with greater control over what support they receive. They will be able to design their own care package, allowing them to prioritise their needs and promoting their independence.

What we will do next

The focus over the next three years is on:

- enabling safe and sensible drinking of alcohol and cutting the rate of increase in alcohol-related hospital admissions (NI 39)*;
- further reducing smoking among those aged 16 and over (NI 123)*;
- increasing the number of older people who achieve or regain their independence through rehabilitation or intermediate care, and further improving the effectiveness of this service (NI 125)*;

- radically re-designing the way Council-funded social care services are delivered, including the introduction of a new service model based on individualised budgets and self-directed support; increasing the number of Social Care clients who receive their support in this way, including those using direct payments (NI130)*;
- speeding up the process of social care assessments and arranging social care packages;
- expanding support services for Surrey's 99,130 non-professional carers (NI 135)*;
- increasing the number of people with learning difficulties who are supported to live independently in the community; and raising the proportion of them who have access to settled accommodation where they have security of tenure (NI 145)*;
- exploiting the inspiration of the 2012 Games – encouraging people to adopt active healthy lifestyles and participate in sport and cultural activities; and encouraging employers to drive healthy workplace initiatives.
- working with the Children and Young People Partnership to develop coherent programmes of work to tackle obesity amongst all sectors of the population;
- working with the Safer and Stronger Communities Partnership to implement Surrey's strategy for tackling the problems associated with excessive alcohol consumption;
- preparing for a 'flu pandemic, covered by the Surrey Local Resilience Forum (see page 11 above).

* Target for National Indicator agreed with the Government within our Local Area Agreement 2008-11 see Appendix A

Over the longer term we will...

Our aims over the next six to nine years include:

- working with local partnerships to improve outcomes, reduce the need for people to access services, and enhance the quality and impact of local services;
- ensuring that the extent and adverse effects of health inequalities and relative deprivation are reduced;
- ensuring that service-users are able to make informed choices about the care that will best meet their needs and aspirations;
- ensuring that outcomes for service-users and carers are improved;
- extending the number of people able to benefit from housing support services delivered through the Surrey Supporting People Partnership;
- improving the effectiveness of local services in preventing avoidable hospital admissions and in enhancing post-acute rehabilitation and recovery opportunities
- extending the preventative impact of services more generally;
- supporting more vulnerable people to access skills-development and employment opportunities.

Please see the following chapters for more information about related work:

- Children and Young People: for reducing the level of obesity amongst children and young people
- Safer and Stronger Communities: for related work to tackle alcohol and drug-related problems and for building communities that are able to be more self-supporting and sustainable
- Economic Development: for work designed to ensure greater access for vulnerable groups to employment opportunities and to skills-development programmes
- Housing, Infrastructure and Environment: for increasing provision of affordable housing and making developments more sustainable by improving infrastructure and accessibility.

How the public can help

- Incorporating physical and mental exercise into their daily routine
- Eating healthy balanced diets, taking account of food-labelling and healthy eating guidelines
- Keeping alcohol consumption to within the guideline limits set by the Government
- Quitting or reducing smoking and encouraging young people not to take up the habit
- Volunteering for the many local charities and voluntary sector organisations that support adults with care and support needs within the community
- Being a 'good neighbour' to anyone living nearby who might be vulnerable to abuse or who is at risk in some other way

Useful links:

www.SurreyHealth.nhs.uk

www.eatwell.gov.uk

www.surreycc.gov.uk/volunteer

Economic Development

By 2020, we want Surrey's economy to be more globally competitive, more resilient to external forces, more environmentally sustainable and more inclusive. We will enhance the county's reputation as a premier location for business investment, by supporting entrepreneurial activity across the county, facilitating the development of a skilled workforce to meet business needs and promoting environmentally sustainable business practices and innovation. The hubs of Guildford, Redhill and Reigate, and Woking, along with the Gatwick Diamond, will be a focus for investment and the creation of sustainable communities, which will have a balance of residential and commercial developments. The economic prosperity of these areas will have been shared across the county.

Surrey residents named raising levels of skills and productivity, tackling inequality in the labour market and promoting sustainable business practice and economic growth as their top economic priorities. Local businesses cited skills, infrastructure, housing and congestion as major concerns.

Priority E

Improve the global competitiveness of Surrey's economy through sustainable growth

Headline indicator: gross value added (GVA) per capita

The continued success of Surrey's economy is vital to residents' well being and the quality of life in the county. It also supports the economic success of the UK. Compared with other areas of the country, Surrey has high and stable employment rates; high levels of skills, including at degree level; a high rate of business start-ups; and a high percentage of businesses that are knowledge-based in key sectors, such as creative industries and pharmaceuticals.

However, competition increasingly comes from other high-performing European and global regions, as well as from international businesses. In 2005, the South East (of which Surrey is a main constituent) was 24th in the global competitiveness league table; in 2006 it slipped to 55th and in 2007 to 87th place.

Surrey's economy is closely tied to that of London and the proximity of Heathrow and Gatwick Airports. These are both an economic stimulus and a pressure: our current economic success comes at the price of congested roads and high house prices. These problems of success may limit our future economic growth if Surrey were to become a less attractive place to live and do business. Our challenge in the future is to drive economic growth through better productivity and the adoption of sustainable business practices.

Around 250 global businesses, covering a broad range of sectors, are located in the county. Business location decisions are underpinned by access to an appropriately skilled workforce, other specialised inputs, good transport links and the proximity of clients and suppliers. We can help to ensure Surrey remains an attractive place to live

and work, which will help to attract the investment necessary to retain the global businesses that are vital to sustaining economic success. Without this investment, Surrey will fall behind other regions in the world against which it competes for business.

While Surrey has above-national-average levels of qualifications, the picture is less favourable when compared internationally. Current initiatives to develop more vocational courses and qualifications are an important recognition that skills-development needs to be relevant to a specific job rather than simply focus on attainment of formal qualifications.

Surrey has some 70,000 businesses, an estimated 60,000 (85%) of which are Small to Medium-size Enterprises (SMEs), which together make up a vital sector of the economy. Each year there are around 4,500 new VAT-registered enterprises in Surrey; in addition, an estimated 4,000 unregistered small businesses are created. Some 81% of businesses in Surrey are micro-businesses, employing fewer than five staff. Developing an appropriately skilled workforce and supporting innovation and entrepreneurship within this sector is a way to achieve economic growth through the emergence of more high-value businesses, to drive up productivity and improve Surrey's global competitiveness.

We need to provide enough high-quality employment land and a range of sites suitable for a broad range of commercial uses, while maintaining Surrey's high quality landscapes and countryside. Mixed-use developments (those combining commercial and residential uses) in appropriate locations can help alleviate competing pressures (from housing and business) on available land, and also help to support more sustainable lifestyles by reducing the need to travel.

If Surrey is to continue attracting business investment, these challenges of skills-shortages and affordable housing must be addressed. This will help to remedy the pockets of deprivation that exist in Surrey by closing the income gap and enabling disadvantaged people to contribute to the economy and their communities, with knock-on benefits of greater independence and stronger communities.

Other challenges will be to:

- help, encourage and create new and sustainable business sectors, such as energy markets (biomass, renewables) and local food production
- develop existing sectors, such as the visitor economy (with a focus on visitor attractions and business stays)
- help business do more for itself, with collaboration driving competition.

Priority F

Make Surrey's economy more inclusive

Headline Indicator: number of people claiming key out-of-work benefits (NI 152)

Surrey's employment rates are high and stable but many people are excluded, notably: the 36,000 or so people on key out of work benefits and many skilled retired people

who want to return to work but are finding that their age is a barrier. Higher levels of unemployment are a particular concern for rural Surrey and the county's more deprived areas, and has an impact on the well-being of individuals and their communities. Supporting these people by providing pathways to work not only promotes their independence and quality of life but also helps to fill the skills gaps reported by businesses in Surrey. We need to overcome the barriers that stop people from working, such as: disabilities, lack of educational qualifications and numeracy, literacy and communication skills, and geographical and physical issues that make travel difficult.

Currently 23.5% of Surrey's adult working population (some 180,000 people) are without a level 2 qualification, the minimum for employability. This is a challenge for Surrey's knowledge-based businesses, which require more skilled workers than other sectors. The Economic Development Partnership, working with the Children and Young People Partnership, will target support to improve skills levels on residents from those areas and groups that experience higher levels of unemployment.

High house prices make Surrey unaffordable for key workers, lower earners, young people and migrant workers. Surrey's large corporations are voicing concerns about their detrimental effect and these groups are a key source of labour for lower skilled industries, such as retail, farming and health/social care. Lower-paid workers have less employment mobility, resulting in big differences in affordability for different population groups. High house prices make it difficult to attract much-needed lower-paid workers to Surrey, and many that do work in Surrey commute from cheaper areas outside the county. The greater provision of affordable homes (urban and rural) would enable them to live and work in Surrey and help to reduce congestion.

The economic development needs of Surrey's rural communities are different and will require a distinct approach, for example, from that for the regional hubs and the London Fringe. Here the challenge will be to encourage and support greater economic diversification, widen access to training and employment opportunities and to ICT, and improving the use of community facilities for training-delivery.

Our particular challenges, therefore, are to:

- ensure that young people have access to high-quality education;
- ensure that adults and young people can make the most of opportunities for further and higher education, training and employment;
- expand the take-up of numeracy, literacy and employability skills training;
- ensure locally based access to business advice and support is available to all;
- provide affordable (urban and rural) housing to improve the mobility of key workers, lower earners, young people and migrant workers;
- encourage the reduction of the carbon footprint of Surrey businesses;
- improve transport infrastructure to remove travel obstacles to employment;
- make the most of opportunities arising from the 2012 Olympic and Para Olympic Games, in particular opportunities for skills and business development and for developing Surrey's visitor economy.

What we will do next

Our focus over the next three years includes:

- ensuring that 80% of Surrey's working-age population hold a level 2 qualification (NI 163)*
- ensuring that 61% of Surrey's working-age population hold a level 3 qualification (NI 164)*
- achieving 1,400 business start-ups a year *
- improving business survival rates to 225 after 12 months and 20 after 24 months *
- supporting 3,300 business a year *
- increasing the number of new businesses being VAT or PAYE registered *
- reducing the number of people claiming key out-of-work benefits by 364 (NI 152)*

Target for National Indicator or local indicator agreed with the Government within our Local Area Agreement 2008-11 see Appendix A

Over the longer term we will...

Our aims over the next six to nine years include:

- making the economy more resilient to external forces by achieving a more balanced and mixed economy;
- raising levels of literacy, numeracy and employability skills
- implementing the Gatwick Diamond Future Plan, a strategy for the continued and stronger economic success of the Gatwick Diamond.
- increasing the number of SMEs and improve their viability and expansion prospects through locally available business support
- maximising opportunities from the 14-19 education restructuring agenda

Please see the following chapters for related work

- Children and Young People for increasing the levels of skills and qualifications achieved by young people, and reducing the number of young people under age 19 that are not in education, employment or training.
- Housing, Infrastructure and Environment for the provision of affordable housing and infrastructure
- Health and Well-being for improving health and the quality of life

How the public can help

Local people can: obtain more skills; undertake training courses; keep economically active; and expand existing businesses and start new ones.

www.lsc.gov.uk

www.businesslink.gov.uk

Businesses and employers can: create opportunities for local residents; reduce their carbon footprint; and increase their involvement in local communities (for instance, by championing particular schools or sponsoring local events and organisations).

www.carbontrust.co.uk/energy

www.energysavingtrust.org.uk/

www.surreywaste.info

Communities can: use Community Led Plans (such as Parish Plans and Healthchecks) to increase support for local businesses, through schemes such as the Haslemere Reward Card; the Runnymede 'Buy Local' campaign (local traders loyalty schemes); the Waverley Market Towns programme; and the Ripley Farmers Market.

Housing, Infrastructure and Environment

The Housing, Infrastructure and Environment Thematic Partnership envisages a Surrey in which housing is affordable, built in sustainable communities with supporting infrastructure. Facilities will be within easy access to reduce car-use and travel options will be better organised, helping Surrey to achieve a low-carbon society.

Surrey's landscape, habitats and heritage are unique selling points for Surrey, which support biodiversity, attract tourism and other business, and provide outdoor recreation that encourages healthy lifestyles. Preservation and enhancement of these assets must be carefully balanced with the need for development.

Surrey's large and growing population presents its own challenges of congestion, pollution and demand for housing. We are looking at ways of developing and managing demands on housing and facilities without compromising residents' quality of life and while respecting the environment. We need to understand the nature of growth required, manage it better and ensure that it is sustainable.

The common themes that emerged from a review of local issues across Surrey's Districts and Boroughs are:

- the supply of affordable housing;
- the delivery of suitable sustainable infrastructure, such as public amenities and transport provision;
- measures to mitigate the impact of climate change;
- protection of the environment, including measures to mitigate flood-risk and preserve the green belt;
- sustainable economic development, including the provision of adequate employment land.

It is important that we work with partners outside Surrey to manage the pressures exerted on the county by neighbouring areas, such as:

- the use of Surrey's road network, particularly to and from airports
- the large impact of London's economy on Surrey's housing, infrastructure and environment.

There is also a net migration of people from London to Surrey with younger people moving out of Surrey into London and older people moving in the other direction.

Priority G

Help people in Surrey to achieve more sustainable lifestyles

Headline indicator: reduction in Co2 emissions per capita (NI186)

- The carbon footprint of the South East region is approximately 14% above the national average
- Surrey's daily water consumption is 180 litres per person, compared to a national average of 129 litres, and water companies in the South East expect household demand to increase by about 20% by 2030, with around 75% of this coming from new housing
- In 2004, the average Surrey household generated 565.2kg of waste, against a national average of 439.1kg. Surrey's businesses produce over one million tonnes of waste every year.
- Car availability in Surrey is 59% above the national average, and daily traffic flows on the county's A roads are nearly twice the national average. Most journeys to work are by car, with only 13% of Surrey's residents commuting on public transport. However, traffic growth has slowed to four per cent compared with seven per cent nationally since 1998, and bus use has increased by over 15%.

We are looking at ways to reduce high levels of consumption in Surrey. We will develop initiatives to help individuals and businesses reduce their carbon footprints as well as leading by example in our own organisations.

Reducing the amount of residential waste going to landfill is an ongoing focus of successful partnership work. This entails community leadership, promoting the principles of Reduce, Reuse, Recycle among residents and a campaign of initiatives to make it easy for people to do the right thing. Reducing the amount of residential waste going to landfill is an ongoing focus of successful partnership work. This entails community leadership, promoting the principles of Reduce, Reuse, Recycle among residents and a campaign of initiatives to make it easy for people to do the right thing. The aim is to:

- reduce the amount of food waste that ends up in landfill – decomposing food releases toxic gases that contribute to climate change;
- reduce the amount of dry goods, such as packaging and plastic bottles, that is used and thrown away, by working with retailers to reduce packaging and encouraging more recycling;
- manage green waste and avoiding sending garden cuttings to landfill.

We set a target in 2001, when only 17.9% of household waste being recycled and composted, to achieve 60% by 2025. We are making good progress, having reached nearly 35% by the end of 2007.

Efficient and convenient transport depends on uncongested roads and good public transport services. We will invest in transport infrastructure, reduce unnecessary travel and encourage more sustainable modes of travel, which will reduce congestion while bringing economic, environmental and health benefits.

Priority H

Create better, more sustainable developments that deliver more social, environmental, and economic benefit

Headline indicator: overall general satisfaction with the local area (NI 5)

Residential and economic development is vital to Surrey's continued economic success. In particular, we need more affordable homes to retain and attract families and key workers. There is insufficient provision of accommodation for people of all ages with care and support needs and this pressure will be increased by an ageing population. We have been consistently exceeding government targets for new homes across Surrey over the last ten years and the proportion of affordable homes is improving: 1,209 affordable homes were built in 2006-07 – 419 over target. However, demand keeps growing. The Government is already considering a recommendation to increase the target by 20% for the next 20 years (an additional 56,660 houses) and this is expected to be increased further following a full review of housing due in 2011. Much of Surrey's land is protected, so the land available for development is limited.

Our challenge is to provide the level of development necessary to meet people's needs and sustain a successful economy while preserving Surrey's character and natural environment, particularly Areas of Outstanding Natural Beauty. We must take a more proactive approach to maximising the value that developments deliver and prevent erosion of Surrey character through incremental developments. We need to encourage high standards of appropriately mixed developments, underpinned by the infrastructure that will promote strong communities. We also need to encourage more developments that are aesthetically pleasing, exciting, and environmentally sustainable (incorporating design to withstand the predicted impacts of climate change), together with iconic buildings.

The Housing Infrastructure and Environment Thematic Partnership will work with partners and Surrey's communities to promote the positive role of targeted development in generating social and economic benefit. We will also work with the Surrey Local Government Association to ensure that our infrastructure meets existing needs and is improved where necessary to accommodate anticipated future requirements. This work will have particular regard for the regional hubs of Redhill and Reigate, Woking, Guildford, the New Growth Point of Reigate and Banstead, and the London Fringe – all areas identified for substantial growth.

What we will do next

Over the next three years we will

- complete an infrastructure capacity study to identify constraints to future population growth, and to enable any existing capacity issues to be highlighted;
- ensure that new housing in Surrey is built sustainably, with a push towards a greater proportion of affordable homes (NI 154, NI 155)*;
- establish a 'place-shaping' framework so that all new development will be built with consideration to such issues as existing or new amenities, interaction with existing communities, and live/work patterns;
- improve the 13% of non-principal roads that currently require maintenance (NI 169)*;
- work with districts and boroughs via the Climate Change Partnership on initiatives that will reduce carbon dioxide emissions by ten per cent per capita over the next three years: seven per cent from national initiatives, three per cent by local actions (NI 186)*;
- recycle or compost 40% of all household waste (NI 192)*.

*Target for National Indicator agreed with the Government within our Local Area Agreement 2008-11 see Appendix A

Over the longer term we will...

- increase levels of household waste recycled to 50% by 2015 and 60% by 2025, and achieve zero growth in household waste by 2025 (currently at one per cent per annum).
- implement the Surrey Climate Change Strategy and continue to reduce CO2 emissions;
- work towards improving Surrey's biodiversity, air quality and green spaces;
- continue to retain the character and enhance the appeal of town centres;
- ensure that new developments and the levels of affordable housing required in Surrey are delivered through the 'place shaping' framework and sustainable approach to development;
- take forward the recommendations of the infrastructure capacity study and implement strategic infrastructure schedules to support the needs of districts and boroughs across Surrey;
- pursue sustainable growth to tackle congestion;
- create sustainable communities with the right type and amount of infrastructure;
- adopt a comprehensive Surrey-wide framework to collect receipts from new development for the provision of strategic infrastructure.

How the public can help

Behavioural change amongst Surrey's residents will be fundamental to achieving our aims. Everyone can help by:

- reducing the amount of energy and water used in the home
- reducing unnecessary travel and walking, cycling, and using public transport more
- reducing household waste and recycling more
- shopping locally and buying locally sourced produce
- using local amenities and facilities to support the local area and reduce travel and congestion
- taking responsibility for their own carbon footprint and behaviour change.

Useful links:

www.carbontrust.co.uk/energy

www.energysavingtrust.org.uk/

www.surreywaste.info

www.surreycc.gov.uk/wasteandrecycling

Public transport planner - www.transportdirect.info/

UK Climate Impacts Programme www.ukcip.org.uk/

Find out more about climate change <http://www.bbc.co.uk/climate/>,

Safer and Stronger Communities

Surrey is one of the safest counties in Britain. It has one of the lowest recorded crime rates in England, at 69 crimes per 1,000 population per year, and Surrey Police performs extremely well when compared nationally. Importantly, the county's residents feel safer from burglary, car crime and violence than those in most other parts of the country.

Nevertheless, Surrey's proximity to two international airports and a network of extremely busy motorways and A roads increases the potential threat of emergencies and levels of imported crime. The high rates of domestic abuse require concerted action. At a local level there is public concern about anti-social behaviour (including graffiti and vandalism) and despite Surrey's affluence there are pockets of deprivation in both rural and urban communities.

The Safer and Stronger Communities Partnership aims to improve public confidence in the ability of the public services to keep Surrey safe, and to strengthen communities by encouraging and facilitating cultural diversity, community cohesion and active citizenship. Our vision is of a clean, green Surrey made up of confident, distinctive, strong and self-reliant communities. A county of towns and villages with good infrastructure and facilities in relation to their size, and efficient transport facilities providing access to key services in areas where they are not available locally.

Our plans address some of the public's most significant concerns (page 7) including: reducing crime and anti-social behaviour, promoting a positive image of Surrey and improving road safety.

Priority I

Improve public confidence in the ability of public services to keep Surrey safe, prepare for emergencies, and reduce crime and anti-social behaviour

Headline indicator: dealing with local concerns about antisocial behaviour & crime by the local council and the police (NI 21)

Although crime rates are low and Surrey Police scores highly in public satisfaction, there is real concern about anti social behaviour and low-level crime in Surrey. People expect public services to address social issues but have insufficient confidence in public agencies and are uncertain about different agencies' responsibilities. Pressure on Surrey's public services to keep the county safe and cohesive means that public confidence in those services is fundamental to promoting strong communities.

The most pressing challenges that the public services working in partnership have to deal with include:

- the misuse of alcohol, which can lead to violence, public disorder, domestic abuse, accidents and long-term health problems, all of which place pressures on services and the economy. Half of Surrey's incidents of violence against the person are alcohol-related.

- violent crime. Domestic violence accounts for a fifth of violent crime in the county – about 1,000 incidents are reported to Surrey Police each month – and is the cause of nearly all homicides of women in Surrey.

Confidence in the ability of public services to keep Surrey safe will be strengthened by:

- better communication with residents, including making information and crime-mapping available;
- providing single points of information;
- Police Safer Neighbourhood Teams and local consultations;
- defining a clearer local role for elected representatives;
- running crime-reduction initiatives cross-county and in localities to deliver increased confidence and reductions in crime;
- developing a corps of citizens who can actively promote constructive community activity;
- re-allocating resources in the face of diminishing budgets, but in a transparent, evidence-led and consultative way;
- reducing crime rates, focusing particularly on domestic abuse, anti-social behaviour and re-offending;
- delivering on the county strategy to improve services for problematic drug-users;
- reducing the misuse of alcohol by implementing a county-wide alcohol strategy.

Priority J

Encourage and facilitate active citizenship to strengthen communities

Headline indicator: participation in regular volunteering (NI 6)

Many of Surrey's communities lack a sense of local belonging and self-reliance, since many people work, shop and socialise elsewhere. And while Surrey's rural nature is a huge asset, it can also limit access and participation, particularly by children, young people and the elderly. Shrinking public resources and the loss of local amenities such as post offices, shops, libraries and youth services exacerbate the situation.

A key challenge is therefore to build stronger communities through a more proactive approach to neighbourhood-management, in partnership with local people. We need to engage people with their communities, help them to support vulnerable people and participate in managing their neighbourhoods in partnership with the statutory services.

We will devise ways of identifying places where people have become detached from their community and help local people to re-strengthen it by encouraging them to engage with its more disadvantaged members and develop its identity, facilities and image. This will be supported by encouraging participation and engagement in local cultural, environmental and sporting activities, most importantly by persuading people to volunteer to help local people and causes.

Our plans will be based on data from surveys, particularly relating to levels of participation in local and/or voluntary activities, and change or improvement will be mapped. We will develop local voluntary and community sectors, a regularly updated register of local facilities, a cultural events diary and 'Place Managers', who will develop community facilities and public participation.

What we will do next

The focus over the next three years is on achieving our specific LAA targets:

- increasing the proportion of people who feel they can influence decisions in their locality (NI 4)*
- increasing overall general satisfaction with the area (NI 5)*
- improving the environment for a thriving third Sector (NI 7)*
- dealing with local concerns about anti social behaviour and crime by the local council and the police (NI 21)*
- improving protection against terrorist attack (NI 36)*
- reducing the re-offending rate of prolific and priority offenders (NI 30)*
- reducing repeat incidents of domestic violence (NI 32)*
- increasing the number of vulnerable people achieving independent living (NI 141)*

And more generally:

- building more cohesive, empowered and active communities
- reducing serious violence
- reducing serious acquisitive crime (for example, theft and fraud)
- reducing harm caused by alcohol and drugs
- reducing the risk from international terrorism in public places
- increasing the number of drug users in effective treatment
- developing a strategy to tackle hate crime
- increasing the reporting of domestic abuse
- developing a community engagement strategy including engaging with harder to reach groups
- developing emergency preparedness and business continuity via the Local resilience Forum (see page 11 above)

*Target for National Indicator agreed with the Government within our Local Area Agreement 2008-11 see Appendix A

Over the longer term we will...

- develop our understanding of the strengths and weaknesses of local communities;
- develop improved infrastructure and local transport, supporting vulnerable people and reducing social exclusion;
- promote the independence, re-assurance and participation in the community of older people;
- increase the number of young people engaging in positive activities, such as volunteering, sport and the arts;
- increase the use of public libraries;
- increase engagement in the arts and visits to museums and galleries;
- reduce crime rates further, focusing particularly on domestic abuse, anti-social behaviour and re-offending;
- develop a strategy for improving services for problematic drug-users;
- improve facilities for the victims of serious sexual offences;
- continue to reduce the numbers of people killed or seriously injured in road traffic accidents.

Please see the following chapters for related work

- Children and Young People, for reducing first-time entrants to the youth justice system, reducing the number of young people under age 19 that are not in education, training or employment and promoting positive activities for children and young people.
- Health and Well-being, for related work on enabling safe and sensible drinking.
- Economic Development, for making Surrey's economy more inclusive and reducing worklessness.
- Housing, Infrastructure and Environment: for increasing provision of affordable housing and making developments more sustainable by improving infrastructure and accessibility.

How the public can help

The public can help achieve safer and stronger communities by:

- volunteering and active citizenship for example neighbourhood watch
 - www.surreycc.gov.uk/volunteer
 - www.surrey.police.uk/neighbourhoodwatch_main.asp
- providing feedback through surveys and individual contact with public services
- participating in community consultation exercises (eg safer neighbourhood panels)

- taking part in environmental clean-ups and other community improvement activities
- taking part in Safer Schools and other community activities to improve community safety www.surreycc.gov.uk/saferschools
- improving personal protection from crime. For example, by security-marking property and locking cycles, cars and homes. www.surrey.police.uk/cr.asp, www.surreycc.gov.uk/communitysafety
- sharing transport and offering lifts to neighbours and local people www.surreycareshare.com

Appendix A Community Strategy Priorities and Indicators for the Local Area Agreement (2008-11)

A. Improve learning, health and employment outcomes for children and young people, particularly the vulnerable and disadvantaged
NI 79 Achievement of level 2 qualifications at age 19
NI 56 Obesity in primary school children
NI 112 Under 18 conceptions
NI 111 First time entrants to the criminal justice system
NI 117 16-18 year olds not in education, training or employment (NEET)
+ 16 statutory indicators across education outcomes / narrowing the gap / children in care
B. Improve the safeguarding of Surrey's most vulnerable children and young people
NI 65 Repeat child protection plans
C. Promote healthy lifestyles, particularly targeting groups and communities at most risk
NI 39 Alcohol related hospital admissions
NI 123 Prevalence of smoking among adults
D. Support more vulnerable people to live in their own homes and to exercise greater choice and control over their health and support arrangements
NI 130 Social care clients receiving self directed support
NI 125 Older people achieving or regaining independence through rehabilitation or intermediate care
NI 135 Support for carers
NI 145 Adults with a learning disability in settled accommodation
E. Improve the global competitiveness of Surrey's economy through sustainable growth
NI 171 Number of businesses registering for VAT
* Rate of business start ups and survival rates at 12 / 24 months
* Number of businesses supported
* Gross Value Added (GVA) growth of businesses intensively assisted
* Increase Gross Value Added (GVA) per capita

F. Make Surrey's economy more inclusive
NI 152. Working age people on out of work benefits
NI 163. Working age people with level 2 skills
NI 164. Working age people with level 3 skills
G. Help people in Surrey to achieve more sustainable lifestyles
NI 186 CO2 emissions per capita
NI 192 Household waste recycled and composted
H. Create better, more sustainable developments that deliver more social, environmental, and economic benefit
NI 154 Provision of new homes
NI 155 More affordable homes
NI 169 Condition of non-principal roads
I. Improve public confidence in the ability of public services to keep Surrey safe and reduce crime and anti-social behaviour
NI 21 Perceptions of how we deal with local concerns about antisocial behaviour
NI 30 Re-offending rate of prolific & priority offenders
NI 32 Repeat incidents of domestic violence
NI 36 Protection against terrorist attack
J. Encourage and facilitate active citizenship to strengthen communities
NI 5 Satisfaction with local area
NI 4 Perceived influence over local decisions
NI 7 Support for the third sector
NI 141 Number of vulnerable people achieving independent living

Appendix B Supporting Strategies and Plans

- 14–19 Strategy and Action Plan
- 50+ Strategy
- Children and Young People's Plan 2006–09
- Crime and Disorder Reduction Partnership Plans of Surrey's 11 Boroughs/Districts
- Domestic Abuse Strategy
- Emerging countywide climate change action plan
- Health Improvement Strategy for Surrey
- Housing Review
- Improving Mental Well-being in Surrey Strategy
- Learning Strategy (in development)
- Looked-After Children Strategy and Action Plan
- NEET Strategy
- Obesity Strategy
- Regional Economic Strategy 2006–16 for the South East
- Regional Spatial Strategy for the South East
- Regional Sustainability Framework
- Review of Sub-National Economic Development and Regeneration
- Rural Strategy
- SCJB Strategic Plan
- Sexual Health and HIV in Surrey: Strategic Action Plan
- Single Regional Strategy
- Stop Smoking Strategy
- Supporting Parenting – a Strategy for Surrey
- Supporting People Strategy
- Surrey Economic Partnership Strategy 2007–12
- Surrey Major Incident Plan (SMIP)
- Surrey Social Care Programme
- Surrey's Policing Plan
- Taking Part in Surrey – Cultural Strategy 2008–11
- Teenage Pregnancy Strategy and Action Plan
- Young People's Substance Misuse Plan
- Youth Justice Service Strategic Plan

This document is available on

www.surreycc.gov.uk/communityplanning

If you would like

- more information on the Surrey Strategic Partnership
- to comment on the Community Strategy
- to know how you can get involved or contribute to some of the work described in this document

Please contact us:

Tel: 020 8541 7406

email: strategic.partnership@surreycc.gov.uk

If you would like this document in large print, on tape or in another language please contact us on:

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