

Notice of Meeting

Resident Experience Board



Date & time	Place	Contact	Chief Executive
Thursday, 19 November 2015 at 10.30 am	Ashcombe Suite County Hall Penrhyn Road Kingston upon Thames KT1 2DN	Victoria White or Dominic Mackie Room 122, County Hall Tel 020 8213 2583 or 020 8213 2814	David McNulty

victoria.white@surreycc.gov.uk or
dominic.mackie@surreycc.gov.uk

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email victoria.white@surreycc.gov.uk or dominic.mackie@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Victoria White or Dominic Mackie on 020 8213 2583 or 020 8213 2814.

Elected Members

Mr Colin Kemp (Chairman), Rachael I Lake (Vice-Chairman), Mr Mike Bennison, Mrs Yvonna Lay, Mrs Jan Mason, Mr John Orrick, Mr Chris Pitt, Ms Barbara Thomson, Mr Alan Young, Mr Robert Evans, Mr Ramon Gray, Mr Saj Hussain

Independent Representatives:

Mrs Sally Ann B Marks (Chairman of the County Council), Mr Nick Skellett CBE (Vice-Chairman of the County Council)

TERMS OF REFERENCE

The Committee is responsible for the following areas:

Community Safety	Adult and Community Learning
Crime and Disorder Reduction	Cultural Services
Relations with the Police	Sport
Fire and Rescue Service	Voluntary Sector Relations
Localism	Heritage
Major Cultural and Community Events	Citizenship
Arts	Registration Services
Customer Services	Trading Standards and Environmental Health
Library Services	Legacy and Tourism

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 16 OCTOBER 2015

(Pages 1
- 10)

To agree the minutes as a true record of the meeting.

3 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

Notes:

- In line with the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, declarations may relate to the interest of the member, or the member's spouse or civil partner, or a person with whom the member is living as husband or wife, or a person with whom the member is living as if they were civil partners and the member is aware they have the interest.
- Members need only disclose interests not currently listed on the Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (Friday 13 November).
2. The deadline for public questions is seven days before the meeting (Thursday 12 November).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD

There are no responses to report.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages
11 - 16)

The Board is asked to monitor progress on the implementation of recommendations from previous meetings, and to review its Forward Work Programme.

7 CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT

(Pages
17 - 48)

To provide an update to the Resident Experience Board on the customer service within, and resident satisfaction relating to Surrey Highways & Transport and the work being undertaken to improve customer service through the Customer Service Excellence Standard.

LUNCH BREAK 12.30PM - 1PM

8 MAGNA CARTA 800TH ANNIVERSARY COMMEMORATION DEBRIEF

(Pages
49 - 70)

The purpose of this report is to debrief the Resident Experience Board on the programme of events and activities supported by Surrey County Council to commemorate the 800th anniversary of the sealing of Magna Carta in Runnymede.

9 WELFARE REFORM TASK GROUP VERBAL UPDATE

Update from the Board's representative on the Welfare Reform Task Group about the current work of the group.

10 PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE

Update from the Performance and Finance Sub-Group on its recent work.

11 DATE OF NEXT MEETING:

The next meeting of the Board will be held at 10.30am on Wednesday 13 January 2016.

**David McNulty
Chief Executive**

Published: Tuesday 10 November 2015

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