

**ENVIRONMENT & TRANSPORT SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER**

The recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Committee. Once an action has been completed and reported to the Committee, it will be removed from the tracker.

Date of meeting	Item	Recommendations/ Actions	Achieved or still outstanding?	Responsible Officer:
23 October 2013	Recommendations Tracker and Forward Work Programme [Item 6]	That the final page of the Winter Service report be circulated to Members.	Outstanding.	Jason Russell
12 December 2013	Questions and Petitions [Item 4]	The Chairman to respond to Councillor Will Forster and Parish Councillor Peter Hunter's supplementary questions.	Outstanding.	Chairman
12 December 2013	Questions and Petitions [Item 4]	The Highways Agency response to the question from Mr Donald F. Denton to be circulated to Members of the Committee once received.	Outstanding. Currently awaiting a response for the Highways Agency – a follow-up request was sent in January 2014.	Tom Pooley
12 December 2013	Recommendations Tracker and Forward Work Programme [Item 6]	The Knight Frank report on the Countryside Estate be circulated to Members.	Outstanding. Chairman and Scrutiny Officer are meeting with Assistant Director for Environment on 21/01/13 to discuss.	Tom Pooley

12 December 2013	Surrey Highways Customer Service and Resident Satisfaction [Item 7]	That a Member Reference Group be set up to provide Member input into the Customer Service Excellence project.	Achieved. The Membership and Terms of Reference for the Group will be confirmed at the Select Committee meeting on 23 January 2014.	Mike Dawson Nick Hides
12 December 2013	Surrey Highways Customer Service and Resident Satisfaction [Item 7]	That officers consider setting up a 'mystery shopping' exercise to look into the rate of responses to enquiries and complaints.	Achieved. This will be considered as part of the Highways Customer Service Excellence Member Reference Group.	Mike Dawson Nick Hides
12 December 2013	Community Recycling Centre Service Update [Item 8]	The Committee to look at the Surrey Waste Partnership at a future meeting.	Outstanding. Scrutiny Officer is currently liaising with the Service to agree a suitable reporting date and this will be added to the Committee's Forward Work Programme shortly.	Tom Pooley
12 December 2013	Gully Cleaning Update [Item 10]	The Select Committee will receive a further update in Spring/Summer 2014.	Outstanding. Scrutiny Officer is currently liaising with the Service to agree a suitable reporting date and this will be added to the Committee's Forward Work Programme shortly.	Lucy Monie Tom Pooley