

**RESIDENT EXPERIENCE BOARD 2015/16  
ACTIONS AND RECOMMENDATIONS TRACKER – 13 JANUARY 2016**

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

| <b>Date of meeting</b>     | <b>Item</b>                     | <b>Ref:</b> | <b>Recommendations/Actions</b>  | <b>Achieved/Outstanding?</b> | <b>Deadline</b>                            | <b>Responsible Cabinet Member/Member/Officer</b>                                       |
|----------------------------|---------------------------------|-------------|---|------------------------------|--|--|
| 16 OCTOBER 2015            | <b>UPDATE ON SFRS WORKSHOP</b>  | REB 4/2015  | In discussion with Democratic Services, for SFRS to consider providing Members with CPR training, suggested holding around the full Council meeting.<br><br><b>Update 30 November 2015:</b><br>Training scheduled for Wednesday 16 December 2015 at Guildford Fire Station. Further events will be organised and circulated to Members in due course. | Outstanding                  | Update requested for the January meeting   | Russell Pearson<br>Katie Booth<br>Martin Garrod<br><br>Richard Walsh<br>Kay Hammond    |
| 16 OCTOBER 2015<br>Page 19 | <b>DRAFT PUBLIC SAFETY PLAN</b> | REB 5/2015  | Members of the Board to engage with the consultation on the Public Safety Plan (PSP) and to promote to residents and groups the summary document that will be provided.   | Outstanding                  | In line with consultation timeline for PSP | Russell Pearson<br>Sally Wilson<br><br>REB members<br><br>Richard Walsh<br>Kay Hammond |
| 16 OCTOBER 2015            | <b>DRAFT PUBLIC SAFETY PLAN</b> | REB 6/2015  | To include further information on what happened next regarding case study on p30.   | Outstanding                  | To be included in final PSP                | Russell Pearson<br>Sally Wilson<br><br>Richard Walsh<br>Kay Hammond                    |
| 16 OCTOBER 2015            | <b>DRAFT PUBLIC SAFETY PLAN</b> | REB 7/2015  | Member Reference Group for SFRS Transformation and PSP to discuss best approach to public consultation.<br><br><b>Update 30 November 2015:</b><br>A discussion on the consultation approach was held at the Member Reference Group on Monday 23 November.   | Achieved                     | To be discussed at ongoing MRG meetings    | MRG members<br><br>Russell Pearson<br>Sally Wilson                                     |
| 16 OCTOBER 2015            | <b>DRAFT PUBLIC SAFETY PLAN</b> | REB 8/2015  | Performance and Finance Sub-Group to look at additional duties being carried out by SFRS and how it affects core services, and what additional financial  | Outstanding                  | To be discussed at Performance and Finance | Rachael I Lake<br><br>Russell Pearson<br>Sally Wilson                                  |

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|                            |  |             | burdens these additional services put on the SFRS budget.  |             | meetings   |  |
| 16 OCTOBER 2015            | <b>DISCUSSION OF 'ENABLING CLOSER WORKING BETWEEN THE EMERGENCY SERVICES' CONSULTATION</b> | REB 9/2015  | To Cabinet Member and Associate Cabinet Member: The Board agrees with and supports collaboration between the emergency services, but has reservations about the possible governance structure proposed in the consultation.<br><br><b>Update 30 November 2015:</b><br>Response received on 24 November 2015 which was circulated by email on 30 November and is found in this agenda.  | Achieved    | Submitted to Cabinet for response on 24 November | Russell Pearson<br>Sally Wilson<br>Richard Walsh<br>Kay Hammond                        |
| 16 OCTOBER 2015<br>Page 20 | <b>ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS</b>                                    | REB 10/2015 | That the Community Safety Board develop a memorandum of understanding with the local Community Safety Partnerships. This should reflect that we can be stronger together and deliver better outcomes for residents through joint working, and include joint performance management arrangements for issues that are of common concern across the county, such as domestic abuse, anti-social behaviour and the Prevent work, to be sent to the Resident Experience Board within six months.                                  | Outstanding | Within six months (by May REB)                   | Gordon Falconer<br><br>Jane Last<br>Louise Gibbins<br><br>Richard Walsh<br>Kay Hammond |
| 16 OCTOBER 2015            | <b>ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS</b>                                    | REB 11/2015 | That scrutiny officers for county, district and borough councils and community safety officers review scrutiny arrangements for the Community Safety Partnerships, to confirm local scrutiny arrangements and consider whether the Resident Experience Board should focus on the scrutiny of the Community Safety Board and county-wide strategic issues or whether it should scrutinise local Community Safety Partnership activity in more detail, to be reported back to the Resident Experience Board within six months. | Outstanding | Within six months (by May REB)                   | Louise Gibbins<br>Richard Walsh<br>Kay Hammond   |
| 16                         | <b>ANNUAL</b>  | REB         | That the Cabinet Member:   | Achieved    | Submitted to                                     | Richard Walsh  |

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| <p>OCTOBER 2015</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 21</p> | <p><b>SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS</b></p>        | <p>12/2015</p>     | <p>- leads a discussion with County Members who sit on Community Safety Partnerships on how the work of the Community Safety Partnerships reflects local concerns and priorities of residents.<br/>         - requests that the Cabinet Associate leads a discussion with the Lead Members Group to explore how the work of Community Safety Partnerships reflects local concerns and priorities of residents.<br/>         - requests that the Community Partnership Team gathers evidence of how local concerns and priorities of residents are reflected by Community Safety Partnerships.<br/>         and feeds this information back to a future Resident Experience Board meeting within six months.</p> <p><b>Update 30 November 2015:</b><br/>         Response received on 24 November 2015 which was circulated by email on 30 November and is found in this agenda.</p> |                    | <p>Cabinet for response on 24 November</p> | <p>Kay Hammond</p>                                       |
| <p>16 OCTOBER 2015</p>   | <p><b>ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS</b></p> | <p>REB 13/2015</p> | <p>The Deputy Police and Crime Commissioner offered to make available information on what community safety fund bids have been successful.</p> <p><b>Update 30 November 2015:</b><br/>         A report was circulated by email on 30 November 2015 which went to the Police and Crime Panel outlining which applications were successful in 2014/15. The Office for the Police and Crime Commissioner is still in the process of awarding grants for this financial year so a final report won't be available until year end.</p>  | <p>Achieved</p>    | <p>OPCC to respond ASAP</p>                | <p>Sarah Haywood</p>                                     |
| <p>19 NOVEMBER 2015</p>  | <p><b>CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND</b></p>      | <p>REB 14/2015</p> | <p>That the Board requests that the Highways team develops the asset management system to ensure that</p>   | <p>Outstanding</p> | <p>Request update in February 2016 for</p> | <p>Mike Dawson<br/><br/>John Furey<br/>Richard Walsh</p> |

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|                             | <b>TRANSPORT</b>   |             | all assets are logged (request update in 3 months).   |  | March Agenda.                                     |  |
| 19 NOVEMBER 2015            | <b>CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT</b> | REB 15/2015 | That the Board requests that the Highways team distribute the information leaflet brought to the Board to all Surrey libraries.   | Outstanding  | Request update in February 2016 for March Agenda. | Mike Dawson<br>John Furey<br>Richard Walsh |
| 19 NOVEMBER 2015            | <b>CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT</b> | REB 16/2015 | That the Board requests that the Highways team develops a plan of engagement with local and joint committees to enable feedback that is given there to be logged into the main system.                          | Outstanding  | Request update in February 2016 for March Agenda. | Mike Dawson<br>John Furey<br>Richard Walsh |
| 19 NOVEMBER 2015<br>Page 22 | <b>CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT</b> | REB 17/2015 | That the Board requests that the Highways team writes to all residents who attended the Board explaining what went wrong and steps that are being taken to address these issues, and to copy this to the Board. | Outstanding  | Request update in February 2016 for March Agenda. | Mike Dawson<br>John Furey<br>Richard Walsh |
| 19 NOVEMBER 2015            | <b>CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT</b> | REB 18/2015 | That the Board requests that the Highways team works with County Councillors to emphasise their role in distributing key information to residents.  | Outstanding  | Request update in February 2016 for March Agenda. | Mike Dawson<br>John Furey<br>Richard Walsh |
| 19 NOVEMBER 2015            | <b>CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT</b> | REB 19/2015 | That the Board requests that the Highways team encourages the Member Reference Group to continue monitoring the standard and timeliness of response to residents.   | Outstanding  | Request update in February 2016 for March Agenda. | Mike Dawson<br>John Furey<br>Richard Walsh |
| 19 NOVEMBER 2015            | <b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE</b>       | REB 20/2015 | The Board is impressed with the Socrata tool and feel it is highly valuable in terms of reassuring residents of the service that Surrey provides them.  | Achieved.<br>Responses from Tim Yarnell were circulated to the Board on 18/12/2015 | Request update for January 2016 agenda.           | Tim Yarnell<br>Richard Walsh               |

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|                                       |  |                | <ol style="list-style-type: none"> <li>1. The Board requests that the officers consider a search function for the website and to ensure that relevant information is presented on the pages.</li> <li>2. The Board would like to see every department that collates performance data included on Socrata by the end of 2015.</li> </ol>  |          |     |     |
| 19<br>NOVEMBER<br>2015<br><br>Page 23 | <b>PERFORMANCE<br/>AND FINANCE<br/>SUB-GROUP<br/>VERBAL UPDATE</b> | REB<br>21/2015 | <p>The Performance and Finance Sub-Group has given consideration to the request from the Council Overview Board that Local Committee budgets be scrutinised by the Resident Experience Board. The Sub-Group does not feel that they can add value to this process and notes that scrutiny arrangements for some of the issues raised are already in place.</p> <p>The Sub-Group considered the direct benefit to residents, and although they felt that it would be difficult to scrutinise without looking at each individual case, which is done already by the Member and the Local Committee, they agreed it was a benefit to our communities.</p> <p>The Performance and Finance Sub-Group asks the Board to recommend to Cabinet that they protect this service which is valued by our residents and communities.</p> <p><b>Update 30 November 2015:</b></p> | Achieved | n/a | n/a |

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|                             |  |             | Please note that following the REB meeting on 19 November the Chairman has reviewed the agreed recommendation around Local Committee budgets and asking Cabinet to protect them, as the budgets will be scrutinised by the Board as part of the upcoming budget scrutiny process. Following this process, the REB will then make recommendations to Cabinet. Information was circulated to the Board on 30 November 2015. The Chairman has formally responded to the recommendation from the Council Overview Board. |             |                |  |
| 19 NOVEMBER 2015<br>Page 24 | <b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE</b> | REB 22/2015 | The Board is satisfied with the progress made by Surrey Arts on the actions in the Management Action Plan, and recommends that Internal Audit conducts a follow-up review in April 2016.   | Outstanding | April 2016     | Philip Trumble<br>Peter Milton<br>Sue Lewry-Jones<br><br>Richard Walsh |
| 19 NOVEMBER 2015            | <b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE</b> | REB 23/2015 | That Surrey Arts considers the use of volunteers and looking at its business model.  | Outstanding | April 2016     | Philip Trumble<br>Peter Milton<br>Sue Lewry-Jones<br><br>Richard Walsh |
| 19 NOVEMBER 2015            | <b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE</b> | REB 24/2015 | The Board is satisfied with the progress made by Surrey Fire and Rescue Service on the actions in the Management Action Plan, and recommends that Internal Audit conducts a follow-up review in the summer of 2016.  | Outstanding | September 2016 | Ian Thomson<br>Russell Pearson<br>Sue Lewry-Jones<br><br>Richard Walsh |