

**RESIDENT EXPERIENCE BOARD 2015/16  
ACTIONS AND RECOMMENDATIONS TRACKER – 17 March 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>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 Sally Wilson  REB members  Richard Walsh 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 Sally Wilson  Richard Walsh Kay Hammond
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 burdens these additional services put on the SFRS budget.	Outstanding	To be discussed at Performance and Finance meetings	Rachael I Lake  Russell Pearson Sally Wilson
16 OCTOBER 2015	<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  Jane Last Louise Gibbins  Richard Walsh Kay Hammond
16 OCTOBER 2015	<b>ANNUAL SCRUTINY OF COMMUNITY SAFETY</b>	REB 11/2015	That scrutiny officers for county, district and borough councils and community safety officers review scrutiny arrangements for the Community Safety	Outstanding	Within six months (by May REB)	Louise Gibbins  Richard Walsh Kay Hammond

	<b>PARTNERSHIPS</b>		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.			
19 NOVEMBER 2015	<b>CUSTOMER SERVICE EXCELLENCE IN HIGHWAYS AND TRANSPORT</b>	REB 14/2015	That the Board requests that the Highways team develops the asset management system to ensure that all assets are logged (request update in 3 months).  <b>Update:</b> response circulated to the Board on 02/03/2016	Achieved/Ongoing	Request update in February 2016 for March Agenda.	Mike Dawson  John Furey Richard Walsh
19 NOVEMBER 2015 Page 10	<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.  <b>Update:</b> response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson  John Furey 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.  <b>Update:</b> response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson  John Furey Richard Walsh
19 NOVEMBER 2015	<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.  <b>Update:</b> response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson  John Furey 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.  <b>Update:</b> response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson  John Furey 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.  <b>Update:</b> response circulated to the Board on 02/03/2016	Achieved	Request update in February 2016 for March Agenda.	Mike Dawson  John Furey Richard Walsh
19 NOVEMBER 2015	<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	May 2016	Philip Trumble Peter Milton Sue Lewry-Jones  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	May 2016	Philip Trumble Peter Milton Sue Lewry-Jones  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 Russell Pearson Sue Lewry-Jones  Richard Walsh
13 JANUARY 2016	<b>THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS</b>	REB 1/2016	Explore options to give local (including new) businesses flexibility to become a "vetted" trader beyond the Check-A-Trade scheme to provide better choice for Surrey businesses to help provide enhanced consumer security for Surrey residents.	Outstanding	May 2016	Steve Ruddy Amanda Poole  Richard Walsh
13 JANUARY 2016	<b>THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE</b>	REB 2/2016	Include a clear statement on the website to help manage consumer expectations about the service Surrey Trading Standards can provide, the process for	Outstanding	May 2016	Steve Ruddy Amanda Poole  Richard Walsh

	<b>ON PROGRESS</b>		reporting scammers and reassurance from TS on how organisations are monitored  <b>UPDATE:</b> response circulated to the Board on Monday 15 February 2016.			
13 JANUARY 2016	<b>THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS</b>	REB 3/2016	Ensure that communication/literature regarding rogue traders and scams is available to those who don't have access to the internet (E.g. doctors surgeries, Libraries and via Cllrs).	Outstanding	May 2016	Steve Ruddy Amanda Poole  Richard Walsh
13 JANUARY 2016	<b>THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS</b>	REB 4/2016	Produce a social media hashtag for reporting concerns on social media and communicate to all Members.  <b>UPDATE:</b> response circulated to the Board on Monday 15 February 2016 and Tuesday 23 February 2016.	Outstanding	May 2016	Steve Ruddy Amanda Poole  Richard Walsh