

**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 30 June 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.

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	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.	Achieved The consultation for the SFRS PSP was closed on 7 June 2016	In line with consultation timeline for PSP	Russell Pearson Sally Wilson REB members Richard Walsh Kay Hammond
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 6/2015	To include further information on what happened next regarding case study on p30.	Achieved Information will be provided in the final PSP	To be included in final PSP	Russell Pearson Sally Wilson Richard Walsh Kay Hammond
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	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.	Achieved Update: SFRS Officers will attend a Performance & Finance Sub-Group meeting on 27 September 2016.	September 2016	Rachael I Lake Russell Pearson Sally Wilson
19 NOVEMBER 2015	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE	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

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17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 5/2016	That a scrutiny task and finish group is established to support the library service's development of its vision and strategy for 2020.	Achieved A scoping document was prepared for the Council Overview Board (COB) meeting on 1 June. COB agreed the formation of the group and provided further suggestions for the group. The document has been amended and the first meeting will be held after this meeting.	May 2016	Dominic Mackie Resident Experience Board
17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 6/2016	That the library service makes working with social care, health and other public sector partners a key focus for developing this vision	Outstanding	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 7/2016	That the library service explore opportunities for partnership with local business and community resources	Outstanding	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 8/2016	The Board requests an update concerning the various options considered for creating additional revenue and projected income from this activity in six months time.	Outstanding	September 2016	Rose Wilson Peter Milton Richard Walsh
19 MAY 2016	RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]	REB 9/2016	For the Performance and Finance Sub-Group work programme to be circulated to the full Board.	Achieved Update: The Performance & Finance Sub-Group Forward Work Programme was circulated to the Board on 21 June 2016.	June 2016	Dominic Mackie

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19 MAY 2016	SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]	REB 10/2016	The Board recommends that officers circulate case study video on the employment of Armed Forces personnel to the Board.	Outstanding	TBC	James Painter Sarah Goodman Richard Walsh
19 MAY 2016	SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]	REB 11/2016	The Board recommends that officers expand and improve the information available to all Surrey County, Local and Parish Councillors on the issues facing Armed Forces personnel and veterans, including specific case studies.	Outstanding	TBC	James Painter Sarah Goodman Richard Walsh
19 MAY 2016 Page 13	SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]	REB 12/2016	The Board recommends that officers raise Councillors awareness of the range of support and resources available to serving and retired Armed Forces personnel.	Outstanding	TBC	James Painter Sarah Goodman Richard Walsh
19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 13/2016	The Board recommends that Officers explore possibilities for strengthening local committee delivery structure that the committees operate under with an aim to reaffirm the purpose of the committee.	Outstanding	TBC	James Painter Sarah Goodman Richard Walsh
19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 14/2016	The Board recommends that Members and Officers engage with the Cabinet Member to consider whether constitutional changes or modifications to local committee terms of reference would achieve the most appropriate committee model arrangements, to aid consistent partnership working across Surrey.	Outstanding	TBC	James Painter Sarah Goodman Resident Experience Board Richard Walsh

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19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 15/2016	The Board recommends that Officers provide further support and training to County and Borough frontline staff outlining the role, importance and work of Local and Joint Committees for their local residents, and instructions on how to forward enquiries to the Committees.	Outstanding	TBC	James Painter Sarah Goodman Richard Walsh
19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 16/2016	The Board recommends that all Local and Joint Committees publicise how Committee budgets and Members Allocations are spent, and how this will benefit their local communities.	Outstanding	TBC	James Painter Sarah Goodman Richard Walsh
19 MAY 2016 Page 14	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 17/2016	The Board recommends that the Cabinet Member engages with Local and Joint Committee Chairman to: <ul style="list-style-type: none"> • review and share best practice on public engagement at local committee to ensure all residents feel valued and listened to • create closer working relationships and positive engagement with Officers and elected Members, at both County and Borough levels, and • explore, through closer working relationships, working towards a Joint Committee structure. 	Outstanding	TBC	Richard Walsh
19 MAY 2016	COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]	REB 18/2016	The Board recommends that all Members challenge Local Committee Chairmen regarding public engagement at Local Committee meetings.	Outstanding	TBC	Resident Experience Board