

**RESIDENT EXPERIENCE BOARD 2015/16  
ACTIONS AND RECOMMENDATIONS TRACKER – 20 July 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/Progress Check</b>	<b>Responsible Officer/ Member/Cabinet Member</b>
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
17 MARCH 2016	<b>SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY</b>	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	<b>SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY</b>	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	<b>SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY</b>	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	<b>SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]</b>	REB 10/2016	The Board recommends that officers circulate case study video on the employment of Armed Forces personnel to the Board.	Achieved  <b>Update:</b> the video was circulated to the Board on 21 June 2016.	June 2016	James Painter Sarah Goodman  Richard Walsh

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19 MAY 2016	<b>SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]</b>	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	September 2016	James Painter Sarah Goodman  Richard Walsh
19 MAY 2016	<b>SUPPORTING ARMED FORCES COMMUNITY IN SURREY [Item 7]</b>	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	September 2016	James Painter Sarah Goodman  Richard Walsh
19 MAY 2016 Page 2	<b>COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]</b>	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	September 2016	James Painter Sarah Goodman  Richard Walsh
19 MAY 2016	<b>COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]</b>	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	September 2016	James Painter Sarah Goodman  Resident Experience Board  Richard Walsh

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19 MAY 2016	<b>COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]</b>	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	September 2016	James Painter Sarah Goodman  Richard Walsh
19 MAY 2016	<b>COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]</b>	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	September 2016	James Painter Sarah Goodman  Richard Walsh
19 MAY 2016 Page 3	<b>COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]</b>	REB 17/2016	The Board recommends that the Cabinet Member engages with Local and Joint Committee Chairman to: <ul style="list-style-type: none"> <li>• review and share best practice on public engagement at local committee to ensure all residents feel valued and listened to</li> <li>• create closer working relationships and positive engagement with Officers and elected Members, at both County and Borough levels, and</li> <li>• explore, through closer working relationships, working towards a Joint Committee structure.</li> </ul>	Achieved  <b>Update:</b> A response for this recommendation was circulated to the Board on Tuesday 12 July 2016.	July 2016	Richard Walsh
19 MAY 2016	<b>COMMUNITY ENGAGEMENT IN THE LOCAL DECISION MAKING PROCESS [Item 8]</b>	REB 18/2016	The Board recommends that all Members challenge Local Committee Chairmen regarding public engagement at Local Committee meetings.	Outstanding	September 2016	Resident Experience Board

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