

**RESIDENT EXPERIENCE BOARD 2015/16  
ACTIONS AND RECOMMENDATIONS TRACKER – 22 September 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  <b>Update:</b> the follow-up audit is still outstanding	October 2016	Ian Thomson Russell Pearson Sue Lewry-Jones  Richard Walsh
17 MARCH 2016  Page 19	<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  <b>Update:</b> This will be on the agenda of the next Libraries Task Group meeting.	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton  Richard Walsh
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.	Achieved & Ongoing  <b>Update:</b> A response was circulated to the board on 14/09/2016	September 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 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.	Achieved <b>Update:</b> A response was circulated to the board on 14/09/2016	September 2016	James Painter Sarah Goodman  Richard Walsh
19 MAY 2016	<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.	Achieved & Ongoing <b>Update:</b> A response was circulated to the board on 14/09/2016	September 2016	James Painter Sarah Goodman  Richard Walsh
19 MAY 2016  Page 20	<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.	Achieved & Ongoing <b>Update:</b> A response was circulated to the board on 14/09/2016standing	September 2016	James Painter Sarah Goodman  Resident Experience Board  Richard Walsh
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.	Achieved & Ongoing <b>Update:</b> A response was circulated to the board on 14/09/2016standing	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.	Achieved & Ongoing <b>Update:</b> A response was circulated to the board on 14/09/2016standing	September 2016	James Painter Sarah Goodman  Richard Walsh

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30 JUNE 2016	<b>PUBLIC SAFETY PLAN 2016 - 2025 [Item 8]</b>	REB 19/2016	That the Board's Member Reference Group discusses and outlines the concerns raised around the impact and implications the delivery of the Public Safety Plan will have on the residents of Surrey at its July meeting, and for these concerns to be submitted as a report to Cabinet.	<b>Achieved</b> <b>Update:</b> The REB MRG met on Thursday 28 July.	July 2016	Resident Experience Board's Surrey Fire and Rescue Service Member Reference Group
30 JUNE 2016	<b>SCRUTINY PLAN FOR SURREY FIRE AND RESCUE SERVICE 2016 - 2017 [Item 10]</b>	REB 21/2016	That Surrey Fire and Rescue Service present budget monitoring against the Medium Term Financial Plan and service performance information to the Performance and Finance Sub Group.	Outstanding <b>Update:</b> SFRS Officers are scheduled to attend the REB Performance & Finance Sub-Group on 26 September 2016.	October 2016	Russell Pearson Sally Wilson Victoria Keihl  Resident Experience Board Performance and Finance-Sub Group  Richard Walsh
20 JULY 2016	<b>THE IMPACT ON SURREY'S COUNTY CORONER RELATING TO DEPRIVATION OF LIBERTY SAFEGUARDS [ITEM 8]</b>	REB 22/2016	That the Chairman writes to the Chief Coroner, the DoH and the Law Commission to lobby for <ul style="list-style-type: none"> <li>• a timetable in terms of the publication of the Law Commissions proposed changes, and when they are likely to be implemented.</li> <li>• Additional funding to support the Coroner Service with the increased pressure from DoLS applications</li> </ul>	Outstanding	October 2016	Giles Adey Yvonne Rees  Richard Walsh
20 JULY 2016	<b>THE IMPACT ON SURREY'S COUNTY CORONER RELATING TO DEPRIVATION OF LIBERTY SAFEGUARDS [ITEM 8]</b>	REB 23/2016	The Board requests clarification of the bereavement services and support for families.	Outstanding	October 2016	Giles Adey Yvonne Rees  Richard Walsh

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20 JULY 2016	<b>THE IMPACT ON SURREY'S COUNTY CORONER RELATING TO DEPRIVATION OF LIBERTY SAFEGUARDS [ITEM 8]</b>	REB 24/2016	The Board requests clarification on opportunities for the voluntary sector to support the Surrey Coroner Service.	Outstanding	October 2016	Giles Adey Yvonne Rees  Richard Walsh
20 JULY 2016	<b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]</b>	REB 26/2016	The Board requests that IMT officers provide Cultural Services with an update on the MARS system.	Outstanding	October 2016	Peter Milton IMT  Richard Walsh
20 JULY 2016	<b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]</b>	REB 27/2016	The Board requests that IMT officers set a launch date for Weybridge so that the ceremonies team can be integrated in Leatherhead	Outstanding	October 2016	Peter Milton IMT  Richard Walsh
20 JULY 2016	<b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]</b>	REB 28/2016	The Board requests that IMT officers provide Cultural Services with an update as to when improvements will be made to ORBIT	Outstanding	October 2016	Peter Milton IMT  Richard Walsh
20 JULY 2016	<b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]</b>	REB 29/2016	The Board requests that Cultural Services and IMT Officers to investigate commercial opportunities of the online registration and ceremonies booking system (ORBIT and MARS).	Outstanding	October 2016	Peter Milton IMT  Richard Walsh
20 JULY 2016	<b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]</b>	REB 30/2016	The Board requests that Cultural Services explore further alternative and sustainable income streams or service models for Surrey Arts and Adult Learning.	Outstanding	October 2016	Peter Milton   Richard Walsh/Linda Kemeny

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20 JULY 2016	<b>PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE [ITEM 11]</b>	REB 31/2016	In view of the potential savings in staff time and the opportunity for income generation, the Board recommends that the two relevant Cabinet Members work together to help support Cultural Services and IMT Officers achieve the recommendations outlined.	Outstanding	October 2016	Peter Milton IMT  Richard Walsh Denise Le Gal

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