

**RESIDENT EXPERIENCE BOARD 2015/16  
ACTIONS AND RECOMMENDATIONS TRACKER – 13 OCTOBER 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	<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  <b>Update:</b> An update will be provided at the next Board meeting - 27/10/16	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  <b>Update:</b> An update will be provided at the next Board meeting - 27/10/16	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> An update will be provided at the next Board meeting - 27/10/16	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton  Richard Walsh
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 13 October 2016.	October 2016	Russell Pearson Sally Wilson Victoria Keihl  Resident Experience Board Performance and Finance-Sub Group  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 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>	<b>Achieved</b>  <b>Update:</b> Letters were sent on Friday 30 September.	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	November 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 24/2016	The Board requests clarification on opportunities for the voluntary sector to support the Surrey Coroner Service.	Outstanding	November 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

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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  <b>Update:</b> Following a review of Community Learning and Skills' Annual Report, the Education and Skills Board will be receiving a report on Adult Learning's strategic planning in Spring 2017.	October 2016	Peter Milton Paul Hoffman  Richard Walsh/Linda Kemeny
20 July 2016 Page 5	<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
22 September 2016	<b>Surrey Community Safety Board [Item 7]</b>	REB 32/2016	The Board requests for a list of Surrey PCSO powers to be circulated to all Members	<b>Achieved</b>  <b>Update:</b> Circulated on 04/10/2016 and Annex A of this report.	October 2016	Jane Last Gordon Falconer Louise Gibbins  Richard Walsh
22 September 2016	<b>Surrey Community Safety Board [Item 7]</b>	REB 33/2016	The Board requests for the Community Safety Board to encourage Community Safety Partnerships to better promote their work to Local and County Members	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins  Richard Walsh

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22 September 2016	<b>Surrey Community Safety Board [Item 7]</b>	REB 34/2016	For Local/Joint Committees to invite local Police and Community Safety Partnership Officers to present on new policing models and local community safety partnership plans in Surrey	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins  Richard Walsh
22 September 2016	<b>Tackling Anti-Social Behaviour in Surrey [Item 8]</b>	REB 35/2016	For Community Safety Partnerships and the Community Safety Board to keep the victims of Anti-Social Behaviour the focus of their work in tackling Anti-Social Behaviour in Surrey.	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins  Richard Walsh
22 September 2016	<b>Tackling Anti-Social Behaviour in Surrey [Item 8]</b>	REB 36/2016	The Board requests for a list of Borough tools and powers introduced by the Anti-Social Behaviour Crime and Policing Act 2014	<b>Achieved</b>  <b>Update:</b> Circulated on 04/10/2016 and Annex B of this report.	October 2016	Jane Last Gordon Falconer Louise Gibbins  Richard Walsh
22 September 2016	<b>Tackling Anti-Social Behaviour in Surrey [Item 8]</b>	REB 37/2016	The Board requests for a link to the Surrey Community Safety website to be shared to all Members	<b>Achieved</b>  <b>Update:</b> Circulated on 04/10/2016 and available here: <a href="http://www.surreycommunitysafety.org.uk/">http://www.surreycommunitysafety.org.uk/</a>	October 2016	Jane Last Gordon Falconer Louise Gibbins  Richard Walsh
22 September 2016	<b>Tackling Anti-Social Behaviour in Surrey [Item 8]</b>	REB 38/2016	The Board requests for Surrey Matters to publicise the work of the Community Safety Team to help provide residents with information on how to tackle Anti-Social Behaviour.	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins  Richard Walsh

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22 September 2016	<b>Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9 ]</b>	REB 39/2016	The Board requests an end of project report on the Driving up Volunteering Project.	Outstanding	July 2017	Saba Hussain Rachel Crossley  Richard Walsh
22 September 2016	<b>Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9 ]</b>	REB 40/2016	The Board requests for officers to provide promotional materials to all Members and,	Outstanding	November 2016	Saba Hussain Rachel Crossley  Richard Walsh
22 September 2016	<b>Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9 ]</b>	REB 41/2016	The Board recommends all Members to share information with local residents through all appropriate channels available	Outstanding	November 2016	Saba Hussain Rachel Crossley  Richard Walsh

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