

**RESIDENT EXPERIENCE BOARD 2015/16  
ACTIONS AND RECOMMENDATIONS TRACKER – 22 NOVEMBER 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	February 2017	Ian Thomson Russell Pearson Sue Lewry-Jones  Richard Walsh
17 March 2016  Page 25	<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	<b>Achieved</b>  A response and update is provided within the Library Task Group report in this agenda	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton  Richard Walsh
25 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	<b>Achieved</b>  A response and update is provided within the Library Task Group report in this agenda	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.	<b>Achieved</b>  A response and update is provided within the Library Task Group report in this agenda	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton  Richard Walsh

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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.	<b>Achieved</b>  SFRS Officers met with the Board's Performance & Finance Sub-Group on Monday 7 November. An update will be provided during the Performance & Finance Sub-Group Verbal Update item during this meeting.	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 23/2016	The Board requests clarification of the bereavement services and support for families.	<b>Achieved</b>  A response is attached as <b>Annex A</b> within this report.	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.	<b>Achieved</b>  A response is attached as <b>Annex A</b> within this report.	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.	<b>Achieved</b>  A response was tabled at the previous Board meeting in October. The response is attached as <b>Annex B</b> for the minutes of this meeting, Item 2 in this agenda pack.	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	<b>Achieved</b>  A response was tabled at the previous Board meeting in October. The response is attached as <b>Annex B</b> for the minutes of this meeting, Item 2 in this agenda pack.	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 28/2016	The Board requests that IMT officers provide Cultural Services with an update as to when improvements will be made to ORBIT	<b>Achieved</b>  A response was tabled at the previous Board meeting in October. The response is attached as <b>Annex B</b> for the minutes of this meeting, Item 2 in this agenda pack.	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).	<b>Achieved</b>  A response was tabled at the previous Board meeting in October. The response is attached as <b>Annex B</b> for the minutes of this meeting, Item 2 in this agenda pack.	October 2016	Peter Milton IMT  Richard Walsh
20 July 2016 Page 27	<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.	<b>Achieved</b>  A response was tabled at the previous Board meeting in October. The response is attached as <b>Annex B</b> for the minutes of this meeting, Item 2 in this agenda pack.	October 2016	Peter Milton IMT  Richard Walsh Denise Le Gal
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
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

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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 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
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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13 October 2016	<b>Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]</b>	REB 42/2016	Officers explore options for generating further income from room hire at the Surrey History Centre (SHC), including: 1. withdrawing the SHC from the Council internal booking system; 2. restricting internal teams to specific days for booking the SHC rooms; 3. charging internal teams at a full or discounted rate for hiring the SHC rooms; to allow better public availability throughout the working day.	Outstanding	February 2017	Barrie Higham Peter Milton  Richard Walsh
13 October 2016 Page 29	<b>Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]</b>	REB 43/2016	Officers prepare a business case including: the projected cost of the modifications to the building's alarm system; projected income from room hire, both during and out of operational hours; projected costs for caretaking of the building for outside hirers.	Outstanding	February 2017	Barrie Higham Peter Milton  Richard Walsh
13 October 2016	<b>Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]</b>	REB 44/2016	That Surrey Matters runs a feature article on the Surrey History Centre to raise awareness and promote a wider understanding of its services	Outstanding	February 2017	Barrie Higham Peter Milton  Surrey Matters Richard Walsh
13 October 2016	<b>Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]</b>	REB 45/2016	That when Surrey Matters runs any article with historical content or references that they contact the Surrey History Centre for materials or quotes, whenever possible.	Outstanding	February 2017	Barrie Higham Peter Milton  Surrey Matters Richard Walsh

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13 October 2016	<b>Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]</b>	REB 46/2016	Officers supply Members with promotional materials for Surrey History Centre events and for Members to spread the word locally for these events.	Outstanding	February 2017	Barrie Higham Peter Milton  Richard Walsh
13 October 2016	<b>Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]</b>	REB 47/2016	That Cabinet pursue an update of the Council's born-digital records strategy, to ensure the long term preservation of key decisions given electronically.	Outstanding	February 2017	Cabinet  Richard Walsh
13 October 2016  Page 30	<b>Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]</b>	REB 48/2016	Officers continue to develop the Heritage Strategy on the agreed key themes of Discovering, Preserving and Celebrating Surrey's Heritage in conjunction with the Cabinet Member, and with a shared target for completion in time for the April 2017 submission deadline for The National Archives Accreditation Scheme.	Outstanding	February 2017	Barrie Higham Peter Milton  Richard Walsh