

**RESIDENT EXPERIENCE BOARD  
ACTIONS AND RECOMMENDATIONS TRACKER – 2 FEBRUARY 2017**

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>Recommendation/Action</b>	<b>Status</b>	<b>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.	<b>Achieved</b>  <b>Update:</b> a follow-up audit was circulated to the Board on 4 January 2017	February 2017	Ian Thomson Russell Pearson Sue Lewry-Jones  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	<b>Achieved</b>  Attached as annex A to this item.	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	<b>Achieved</b>  Attached as annex A to this item.	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.	<b>Achieved</b>  Attached as annex A to this item.	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	February 2017	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,	<b>Achieved</b>  Attached as annex B to this report.	February 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 41/2016	The Board recommends all Members to share information with local residents through all appropriate channels available	<b>Achieved</b>  Attached as annex B to this report.	February 2017	Saba Hussain Rachel Crossley  Richard Walsh
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.	<b>Achieved</b>  See Annex A	February 2017	Barrie Higham Peter Milton  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 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.	<b>Achieved</b> See Annex A	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	<b>Achieved</b> See Annex A	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.	<b>Achieved</b> See Annex A	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 46/2016	Officers supply Members with promotional materials for Surrey History Centre events and for Members to spread the word locally for these events.	<b>Achieved</b> See Annex A	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.	<b>Achieved</b> See Annex A	February 2017	Cabinet  Richard Walsh
13 October 2016	<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.	<b>Achieved</b> See Annex A	February 2017	Barrie Higham Peter Milton  Richard Walsh

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22 November 2016	<b>Changes to how Surrey Fire and Rescue Service responds to Automatic Fire Alarms [Item 8]</b>	REB 49/2016	The Board requests a report on findings from each Phase of the change to the response policy, including usage of the enforcement legislation available and attendances over county borders.	Outstanding	End of Phase 1	Russell Pearson Sally Wilson Ian Houseman  Richard Walsh
22 November 2016	<b>Safe and Well Visits [Item 9]</b>	REB 50/2016	The Board recommends that the Health and Wellbeing Board investigates the viability of staff or volunteers to be available at GP Surgeries to speak to vulnerable residents to promote Safe and Well Visits and other preventative initiatives.	<b>Outstanding</b>  The recommendation has been sent to the Health and Wellbeing Board.	March 2017	Health and Wellbeing Board
22 November 2016	<b>Safe and Well Visits [Item 9]</b>	REB 51/2016	The Board supports the work SFRS around the Safe & well Visits and requests a progress report, including data collected at the recorded visits	<b>Outstanding</b>	Summer 2017	Ian Houseman Sally Wilson Russell Pearson  Richard Walsh
22 November 2016	<b>Safe and Well Visits [Item 9]</b>	REB 52/2016	The Board recommends that the Cabinet Member and SFRS works with Surrey Matters to run a "Make Every Contact Count" article highlighting the preventative work of the Council and SFRS has been undergoing, and for SFRS to provide case studies highlighting the difference it makes for Surrey's residents.	<b>Outstanding</b>	Summer 2017	Ian Houseman Sally Wilson Russell Pearson  Richard Walsh