

Annex A

Resident Experience Board Recommendation Responses

Reference	Recommendation	Response
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.	A request has been emailed to the Community Partnerships Team asking Community Partnership & Committee Officers to discuss with Members if they would welcome more information on the work of the Community Safety Partnership and the new Policing in Your Neighbourhood Model – what it means and how it's working - and to seek an appropriate response if they do. The have also been encouraged to share the Community Safety Scrutiny report locally to update on the county-wide work of the Community Safety Board.
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	(See response above)
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.	There are two significant areas of work to update on in relation to victims of ASB. Firstly, a consultation document has gone out to all CSPs aimed at refocusing the work of existing Community Incident Action Groups. Of particular note, the proposal asks CSPs to move towards a harm reduction approach to what they do, and introduces a risk matrix for repeat and vulnerable victims of ASB, with the most high risk victims being referred for support, alongside dealing with the behaviour of the perpetrator. Complementary to this, the Office of the Police and Crime Commissioner is holding a stakeholder event on 14 December to scope a dedicated support service for victims of anti-social behaviour in Surrey, with particular focus on those who are at high risk of harm.
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.	Enquiries are being made and an update will be provided for a future REB meeting.
REB 42/2016	Officers explore options for generating further income from room hire at the Surrey History Centre (SHC), including: <ol style="list-style-type: none"> 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.	The new "Manhattan" room booking system was introduced in December. We had a very encouraging response from the team managing this system - our admin staff will now have full control over which bookings happen at the site. In addition we can put criteria on each room and we can put charges on the rooms – which means that users will have to enter cost codes for booking them. The income may go into one of Property Services codes rather than Heritage however. Either way, SCC will benefit from additional income arising from the changes.
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.	We met with colleagues in Property Services about this and they are investigating the costs and implications of zoning the public areas of the building, including implications on running costs etc. We are working on our side of the equation - estimation of likely usage and income from external hires.

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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.	An item on our WW1 project did feature in the last edition. A summary of the REB October visit and meeting has been sent to Surrey Matters for their comment. Democratic Services and Surrey Heritage are awaiting their response.
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.	As above.
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.	Events and Promotions Officer will supply copies of future events leaflets and newsletters as a matter of course.
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.	A Digital Strategy document is being drafted and will form part of our application for Archive Accreditation in April 2017
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.	Strategy being drafted and a date set for Cabinet Member approval in coming months.