

**RESIDENT EXPERIENCE BOARD
ACTIONS AND RECOMMENDATIONS TRACKER – 9 MARCH 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.

	Outstanding		Ongoing		Achieved
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Date of meeting	Item	Ref:	Recommendation/Action	Status	Progress Check	Responsible Officer / Member / Cabinet Member
22 September 2016	Tackling Anti-Social Behaviour in Surrey [Item 8]	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.	Ongoing Planning for the next edition of Surrey Matters is still ongoing, it is hoped that an ASB article will be included.	March 2017	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9]	REB 39/2016	The Board requests an end of project report on the Driving up Volunteering Project.	Achieved Added to Forward Work Programme	July 2017	Saba Hussain Rachel Crossley Richard Walsh
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	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	Ongoing Surrey Matters and Heritage are working on an article for a future edition.	March 2017	Barrie Higham Peter Milton Surrey Matters Richard Walsh
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	REB 45/2016	That when Surrey Matters runs any article with historical content or references that they contact the Surrey History Centre for materials or quotes, whenever possible.	Achieved Surrey Matters has confirmed that "will liaise with the Surrey History Centre on any historical aspects to features".	February 2017	Barrie Higham Peter Milton Surrey Matters Richard Walsh

Date of meeting	Item	Ref:	Recommendation/Action	Status	Progress Check	Responsible Officer / Member / Cabinet Member
13 October 2016	Surrey County Council's Heritage Services And The Development Of A Future Strategy [Item 7]	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.	Achieved Added to Forward Work Programme	March 2017	Barrie Higham Peter Milton Richard Walsh
22 November 2016	Changes to how Surrey Fire and Rescue Service responds to Automatic Fire Alarms [Item 8]	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	Safe and Well Visits [Item 9]	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.	Ongoing This is being progressed and an update will follow in due course.	March 2017	Health and Wellbeing Board
22 November 2016	Safe and Well Visits [Item 9]	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	Added to Forward Work Programme	Summer 2017	Ian Houseman Sally Wilson Russell Pearson Richard Walsh
22 November 2016	Safe and Well Visits [Item 9]	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.	Outstanding	Summer 2017	Ian Houseman Sally Wilson Russell Pearson Richard Walsh
2 February 2017	Surrey Fire and Rescue Service - Immediate Emergency Care Response Pilot (Co-Responding) [Item 7]	REB 1/2017	That the Board Chairman writes to the LGA Employers Representatives in support of co-responding, seeking additional funding for the scheme until a decision on the results of the NJC pilot is made in July 2017.	Outstanding	March 2017	Colin Kemp
2 February 2017	Surrey Fire and Rescue Service - Training And Development [Item 8]	REB 2/2017	The Board recommends that Surrey Matters runs an article on the work and training for Surrey Fire and Rescue Service firefighters, and the support this provides businesses in Surrey.	Outstanding	Summer 2017	Roger Childs