



OVERVIEW & SCRUTINY COMMITTEE

Wednesday, 21 October 2020 at 6.00 pm

Contact: Andy Ellis
Governance and Scrutiny Officer
Tel:020-8132 1111

Please click [HERE](#) to view the meeting or copy and paste the link below in to your web browser

<https://bit.ly/30ZFhms>

E-mail: andy.ellis@enfield.gov.uk
Council website: www.enfield.gov.uk

Councillors : Susan Erbil (Chair), Achilleas Georgiou, Edward Smith, Lee David-Sanders, Hass Yusuf, Birsen Demirel, Elif Erbil and Margaret Greer (Vice-Chair)

Education Statutory Co-optees: 1 vacancy (Church of England diocese representative), Simon Goulden (other faiths/denominations representative), Tony Murphy (Catholic diocese representative), Alicia Meniru & 1 vacancy (Parent Governor Representative).

Enfield Youth Parliament Co-optees (2)
Support Officer – Andy Ellis (Governance and Scrutiny Officer)

AGENDA – PART 1

- 1. WELCOME & APOLOGIES**
- 2. DECLARATIONS OF INTEREST**

Members of the Council are invited to identify any disclosable pecuniary, other pecuniary or non-pecuniary interests relevant to the items on the agenda.

- 3. MINUTES OF THE MEETING HELD ON 15 SEPTEMBER 2020 (Pages 1 - 6)**

To receive the minutes of the meeting held on 15 September 2020.

4. **PETITION RECEIVED: PETITION FOR ALL WORKS UNDER THE 'BOWES PRIMARY & SURROUNDING STREET QUIETER NEIGHBOURHOOD' PLAN TO BE HALTED UNTIL THERE HAS BEEN A FULL CONSULTATION WITH LOCAL RESIDENTS, AND ENGAGEMENT WITH HARINGEY COUNCIL AND TRANSPORT FOR LONDON (TFL)**
(Pages 7 - 10)

To receive the petition from the Lead Petitioner, and in accordance with the Councils Petition scheme, allow consideration of the views expressed in the petition.

5. **ICT AND DIGITAL SERVICES - THE CUSTOMER EXPERIENCE** (Pages 11 - 48)

To receive a presentation from Fay Hammond, Acting Executive Director of Resources.

6. **DATES OF FUTURE MEETINGS**

To note the dates of future meetings as follows:

Business Meetings

Thursday 17 December 2020 (Budget Meeting)

Wednesday 17 February 2021

Thursday 1 April 2021

Provisional Call-in Meetings

Wednesday 25 November 2020

Wednesday 13 January 2021

Thursday 4 February 2021

Wednesday 3 March 2021

Thursday 25 March 2021

Tuesday 27 April 2021