

**OVERVIEW & SCRUTINY COMMITTEE**

Thursday, 8 September 2022 at 7.00 pm  
Conference Room, Civic Centre, Silver  
Street, Enfield, EN1 3XA

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Councillors : Margaret Greer (Chair), Bektas Ozer (Vice-Chair), Maria Alexandrou, Nawshad Ali, Elif Erbil, James Hockney, Mohammad Islam and Michael Rye OBE

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

Enfield Youth Parliament Co-optees (2)  
Support Officer – Marie Lowe (Governance & 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 PREVIOUS MEETINGS (Pages 1 - 6)**

To agree the minutes of the Overview and Scrutiny Committee meeting held on 23 June 2022.

**4. ENFIELD COUNCIL CORPORATE COMPLAINTS ANNUAL REPORT 2021-22 (Pages 7 - 32)**

The report summarises the findings of the Corporate Complaints Annual Report 2021-22 and focuses on the nature of complaints and learning they provide to improve services in the future.

**5. SCRUTINY ANNUAL WORK PROGRAMMES 2022/23 (Pages 33 - 52)**

The report and appendices sets out the draft work programmes for Overview

and Scrutiny Committee and the seven standing Scrutiny Panels for 2022/23.

## **6. DATES OF FUTURE MEETINGS**

To note that the next Overview and Scrutiny Committee business meeting is scheduled to take place on **Thursday, 10 November 2022**.

The next provisional Call-in Overview and Scrutiny Committee meeting is scheduled to take place on Thursday, 29 September 2022.