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FINANCE & PERFORMANCE SCRUTINY PANEL

**Wednesday, 29th March, 2023 at 7.00 pm in the Conference Room,
Civic Centre, Silver Street, Enfield, EN1 3XA**

Membership:

Councillor: (Chair) Nawshad Ali, Sabri Ozaydin (Vice Chair), Mahym Bedekova, Guney Dogan, Alessandro Georgiou, Paul Pratt and Julian Sampson

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 items on the agenda.

3. MINUTES OF THE PREVIOUS MEETING (Pages 1 - 6)

To agree the minutes of the previous meeting held on 11 January 2023.

4. TEMPORARY ACCOMMODATION PRESSURES AND THE HOUSING RENTAL MARKET AND REGULATION (Pages 7 - 20)

To receive an update report from Richard Sorensen, Head of the Housing Advisory Service.

5. PERFORMANCE, WITH PARTICULAR FOCUS ON CUSTOMER SERVICE AND THE COUNCIL WEBSITE (Pages 21 - 56)

To receive a presentation from Simon Pollock, Interim Director of Customer Experience.

6. QUARTERLY MONITORING REPORTS (Pages 57 - 170)

To receive Quarterly Monitoring Reports (Revenue, Capital and Performance reports attached).

7. WORK PROGRAMME 2022/23 (Pages 171 - 174)

To note the completion of the Work Programme for 2022/23 and that the Finance and Performance Scrutiny Panel Work Programme for 2023/24 will be discussed at the first meeting of the new municipal year.

8. DATE OF NEXT MEETING

To note the dates of the future meetings will be confirmed following Annual Council on Wednesday 10 May 2023.