

**OVERVIEW & SCRUTINY COMMITTEE**

Monday, 4 March 2024 at 7.00 pm  
Conference Room, Civic Centre, Silver  
Street, Enfield, EN1 3XA

Contact: Democracy

Direct: 020-8132 1558  
Tel: 020-8379-1000

E-mail: [democracy@enfield.gov.uk](mailto:democracy@enfield.gov.uk)  
Council website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

Councillors : Margaret Greer (Chair), Mahmut Aksanoglu (Vice-Chair),  
Maria Alexandrou, Nawshad Ali, Kate Anolue, Hivran Dalkaya, James Hockney and  
Michael Rye OBE

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

Enfield Youth Parliament Co-optees (2)  
Support Officer – Stacey Gilmour (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 MEETING (Pages 1 - 6)**

To agree the minutes of the Overview & Scrutiny Committee meeting held on  
15 January 2024.

**4. ICB CLINICAL COMMISSIONING - UPDATE (Pages 7 - 46)**

To receive the report of Stephen Wells, Head of Integration & Enfield  
Borough Partnership Programme.

**5. CORPORATE COMPLAINTS ANNUAL REPORT & MEQ PERFORMANCE  
(Pages 47 - 60)**

To receive the report of Eleanor Brown, Director of Customer &

Communications (acting) and Lee Shelsher, Head of Customer Solutions.

**6. LOCAL GOVERNMENT ASSOCIATION CORPORATE PEER CHALLENGE PROGRESS REPORT (Pages 61 - 86)**

To receive the report of Shaun Rogan, Head of Corporate Strategy.

**7. WORK PROGRAMME 2023/24 (Pages 87 - 90)**

To note the completion of the Work Programme for 2023/24 and that the Overview and Scrutiny Committee Work Programme for 2024/25 will be discussed at the first meeting of the new municipal year.

**8. DATES OF FUTURE MEETINGS**

A Provisional Call-In meeting of the Overview and Scrutiny Committee is scheduled on Monday 25 March 2024.

The date of the next business meeting will be confirmed at the Annual Council meeting on Wednesday 15 May 2024.