

Public Document Pack



OVERVIEW & SCRUTINY COMMITTEE

Monday, 9 September 2024 at 7.00 pm
Conference Room, Civic Centre, Silver
Street, Enfield, EN1 3XA

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Councillors: Nicki Adeleke (Chair), Mahmut Aksanoglu (Vice-Chair),
Maria Alexandrou, Kate Anolue, Lee Chamberlain, Hivran Dalkaya, James Hockney,
Michael Rye OBE and Eylem Yuruk

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).

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 MEETINGS (Pages 1 - 12)

To agree the minutes of the Overview & Scrutiny Committee meetings held
on 15 April 2024, 30 April 2024 and 14 August 2024.

4. SCRUTINY ANNUAL WORK PROGRAMMES 2024/25 (Pages 13 - 30)

The report and appendices set out the draft Work Programmes for the
Overview & Scrutiny Committee and the four Scrutiny Panels for 2024/25.

5. DIGITAL SERVICES (Pages 31 - 36)

To receive the report of Adrian Gorst, Chief Technology Officer.

(This item contains exempt information as defined in Paragraph 7

(information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime) of Schedule 12A to the Local Government Act 1972, as amended).

See also Item 8 in Agenda – Part 2.

6. DATES OF FUTURE MEETINGS

To note the dates of future meetings as follows:

OSC Provisional Call-In dates (if required)

Tuesday 24 September 2024

Tuesday 22 October 2024

OSC Business Meeting

Wednesday 20 November 2024

7. EXCLUSION OF THE PRESS AND PUBLIC

To consider passing a resolution under Section 100(A) of the Local Government Act 1972 excluding the press and public from the meeting for the items of business listed on part 2 of the agenda on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs of Part 1 of Schedule 12A to the Act (as amended by the Local Government (Access to Information) (Variation) Order 2006). (Members are asked to refer to the part 2 agenda.)

AGENDA – PART 2

8. DIGITAL SERVICES (Pages 37 - 40)

A report from Adrian Gorst, Chief Technology Officer is attached.

(This item contains exempt information as defined in Paragraph 7 (information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime) of Schedule 12A to the Local Government Act 1972, as amended).

OVERVIEW & SCRUTINY COMMITTEE - 15.4.2024

**MINUTES OF THE MEETING OF THE OVERVIEW & SCRUTINY COMMITTEE
HELD ON MONDAY, 15 APRIL 2024****COUNCILLORS**

PRESENT Margaret Greer (Chair), Mahmut Aksanoglu (Vice Chair), Maria Alexandrou, Nawshad Ali, Kate Anolue, Hivran Dalkaya, James Hockney and Chris Dey

ABSENT Michael Rye OBE

STATUTORY CO-OPTES: *1 vacancy (Church of England diocese representative), vacancy (other faiths/denominations representative), vacancy (Catholic diocese representative), Alicia Meniru & 1 vacancy (Parent Governor representative) - Italics Denotes absence*

OFFICERS: Brett Leahy (Director of Planning and Growth), Richard Eason (Programme Director, Journey and Places), Ryan Hicks (Project Manager, Journey and Places) and Nicola Lowther (Governance Manager)

Also Attending: Cllr Alessandro Georgiou (Call-In Lead Member), Cllr Nesil Caliskan (Leader of the Council)

1**WELCOME & APOLOGIES**

The Chair welcomed everyone to the meeting and introductions were made.

The Chair detailed the procedure of the meeting and outlined how the Overview & Scrutiny Committee would consider the reasons for call in.

Apologies for absence were received from Cllr Rick Jewell, Cabinet Member for Environment, and it was noted that Cllr Nesil Caliskan, Leader of the Council, would be answering any questions on his behalf.

The Committee noted that Councillor Alessandro Georgiou would present the reasons for the call-in as the Lead Call-in Member.

2**DECLARATIONS OF INTEREST**

There were no declarations of interest received regarding any item on the agenda.

3**DECISION CALLED-IN - KD5694 - APPROVAL OF COUNCIL CAPITAL AND THE PROGRESSION OF BOWES EAST AND EDMONTON GREEN QUIETER NEIGHBOURHOODS**

OVERVIEW & SCRUTINY COMMITTEE - 15.4.2024

The Overview & Scrutiny Committee were to consider and review KD5694 – Approval of Council Capital and the progression of Bowes East and Edmonton Green Quieter Neighbourhoods - taken on 13 March 2024 and included on the Publication of Decision List No. 56/23-24.

The decision had been called in for review by 7 members of the Council, namely Councillors: Alessandro Georgiou (Lead), Emma Supple, Reece Fox, Paul Pratt, Elisa Morreale, Stephanos Ioannou and Hannah Dyson.

The report sets out the officer response to the reasons for call-in.

Reasons for the call-in were presented by Councillor Alessandro Georgiou, Lead Call-in Member for the decision.

Cllr Georgiou summarised the reasons for the call-in of the decision.

Cllr Georgiou asked that Members refer the decision back to the decision taker for reconsideration.

Cllr Caliskan and Officers spoke in response to the reasons for call-in, and questions posed by Members of the committee stating that; there will be three phases with consultation periods and a subsequent report for this scheme before it will be implemented which will capture any concerns/feedback around disabled people being exempt, the EQIA (disabled, BAME and Gypsy Roma people) and road safety. Should there be any objection from the blue lights services, this would have to be considered as not to do so would be unlawful. Officers have engaged with over 33,000 people including business, residents and places of worship but are looking into ways to encourage a higher response from those who have been consulted.

4

ORIGINAL DECISION OF CALL-IN - KD5694

Cllr Georgiou summarised the points made during the discussion and reiterated his view that Members should refer the decision back to the decision taker.

The Chair summarised the key points made throughout the discussion and took Members of the committee through the options available to them, namely: refer the decision back to the decision-making person/body for reconsideration; refer the matter to full Council; or confirm the original decision.

The Overview and Scrutiny Committee considered the reasons provided for the Call-In and responses set out in the Officer's report. Having considered the verbal responses and the information presented by the Cllr Caliskan and relevant Officers; the Committee **AGREED** to confirm the original decision made by the Cabinet.

OVERVIEW & SCRUTINY COMMITTEE - 15.4.2024

5

DATES OF FUTURE MEETINGS

Members **NOTED** the date of the next meeting of the call in as Tuesday 30 April 2024.

The Chair thanked everyone for their time and contributions, and the meeting ended at 20:45pm.

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OVERVIEW & SCRUTINY COMMITTEE - 30.4.2024

**MINUTES OF THE MEETING OF THE OVERVIEW & SCRUTINY COMMITTEE
HELD ON TUESDAY, 30 APRIL 2024**

COUNCILLORS

PRESENT Mahmut Aksanoglu (Vice-Chair), Maria Alexandrou, Nawshad Ali, Kate Anolue, Hivran Dalkaya, James Hockney, Michael Rye OBE and Nia Stevens

ABSENT Margaret Greer (Chair)

STATUTORY CO-OPTES: *1 vacancy (Church of England diocese representative), vacancy (other faiths/denominations representative), vacancy (Catholic diocese representative), Alicia Meniru & 1 vacancy (Parent Governor representative) - Italics Denotes absence*

OFFICERS: Doug Wilkinson (Director of Environment & Street Scene), David B Taylor (Head of Highways, Traffic & Parking) Stacey Gilmour (Secretary), Jennifer Cole (Governance Officer-Observing), Sakinah Sutherland (Governance Officer-Observing)

Also Attending: Cllr Adrian Grumi (Call-In Lead Member), Cllr Rick Jewell, (Cabinet Member for Environment), Local Press Officer

WELCOME & APOLOGIES

Cllr Aksanoglu, Chair of the meeting in Cllr Greer's absence, welcomed everyone to the meeting and introductions were made.

Apologies for absence were received from Cllr Margaret Greer who was substituted by Cllr Nia Stevens.

The Chair detailed the procedure of the meeting and outlined how the Overview & Scrutiny Committee would consider the reasons for call in.

The Committee noted that Councillor Adrian Grumi would present the reasons for the call-in as the Lead Call-in Member.

**2
DECLARATIONS OF INTEREST**

There were no declarations of interest received regarding any item on the agenda.

OVERVIEW & SCRUTINY COMMITTEE - 30.4.2024

3

DECISION CALLED-IN - NON-KEY- APPROVE THE INTRODUCTION OF BOWES ROAD BUS LANE

The Overview & Scrutiny Committee were to consider and review the Non-Key Decision - Approve the Introduction of Bowes Road Bus Lane - taken on 3 April 2024 and included on the Publication of Decision List No. 61/23-24.

The decision had been called in for review by 8 members of the Council, namely Councillors: Adrian Grumi (Lead), Emma Supple, Edward Smith, Paul Pratt, Elisa Morreale, Lee Chamberlain, Tom O'Halloran and Chris Joannides.

The report sets out the officer response to the reasons for call-in.

Reasons for the call-in were presented by Councillor Adrian Grumi, Lead Call-in Member for the decision.

Cllr Grumi summarised the reasons for the call-in of the decision.

Cllr Grumi asked that Members refer the decision back to the decision taker for reconsideration.

Cllr Jewell, Cabinet Member for Environment and Officers spoke in response to the reasons for call-in, and questions posed by Members of the committee stating that; following extensive engagement and consultation, the proposed plan had been updated and the scheme was now only set to operate at peak times (and not twelve hours daily as was the intention in the original proposal). In response to concerns that the scheme is going to make traffic congestion worse, Officers said that they did not believe this to be the case as the way the scheme is being developed will maintain the capacity for vehicles travelling from Bowes Road on to the North Circular Road. The proposal is for the scheme to be implemented on an experimental basis so that the impact of it can be better understood before the decision is made permanent. This will allow the council a period of time in which to monitor the effects of the scheme. Success criteria will include monitoring bus journey times (which will be a critical factor), queues of traffic/set back times as well as feedback from bus operators, TFL and the local community. Traffic counters will also be installed to monitor speed and volume. In response to questions regarding the loss of residential parking, Officers advised that the proposals delete only 7 parking spaces from the northern side, returning a similar number to the southern kerbside. As well as this, only 2 fronting homes from 27 lack off-street parking space therefore on balance, the benefits of transport users are significant and outweigh any parking issues.

4

ORIGINAL DECISION OF CALL-IN (NON-KEY)

Cllr Grumi summarised the points made during the discussion and reiterated his view that Members should refer the decision back to the decision taker.

OVERVIEW & SCRUTINY COMMITTEE - 30.4.2024

The Chair summarised the key points made throughout the discussion and took Members of the committee through the options available to them, namely: refer the decision back to the decision-making person/body for reconsideration; refer the matter to full Council; or confirm the original decision.

The Overview and Scrutiny Committee considered the reasons provided for the Call-In and responses set out in the Officer's report. Having considered the verbal responses and the information presented by the Cabinet Member for Environment, Cllr Jewell, and relevant Officers; the Committee **AGREED** to confirm the original decision made by the Cabinet.

**5
DATES OF FUTURE MEETINGS**

Members **NOTED** that the dates of future meetings will be confirmed following Annual Council on Wednesday 15 May 2024.

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OVERVIEW & SCRUTINY COMMITTEE - 14.8.2024

MINUTES OF THE MEETING OF THE OVERVIEW & SCRUTINY COMMITTEE
HELD ON WEDNESDAY, 14 AUGUST 2024

COUNCILLORS

PRESENT (Chair) Nicki Adeleke, Lee Chamberlain, James Hockney, Michael Rye OBE, Nelly Gyosheva, Julian Sampson, Chris James, George Savva MBE and Doris Jiagge

ABSENT Mahmut Aksanoglu, Maria Alexandrou, Kate Anolue, Hivran Dalkaya and Eylem Yuruk

STATUTORY CO-OPTES: *1 vacancy (Church of England diocese representative), vacancy (other faiths/denominations representative), vacancy (Catholic diocese representative), Alicia Meniru & 1 vacancy (Parent Governor representative) - Italics Denotes absence*

OFFICERS: Perry Scott (Executive Director – Environment and Communities, Lee Shelsher (Head of Customer Solutions) Lucy Nasby (Policy and Performance Manager – Environment and Communities), Terry Osborne (Director Law & Governance) and Nicola Lowther (Governance Manager)

Also Attending: Cllr Edward Smith (Call-In Lead Member), Cllr Chinelo Anyanwu (Cabinet Member for Environment, Culture and Public Spaces)

1

WELCOME & APOLOGIES

The Chair welcomed everyone to the meeting and introductions were made.

Apologies for absence were received from Cllr Mahmut Aksanoglu who was substituted by Cllr Nelly Gyosheva, Cllr Kate Anolue who was substituted by Cllr Doris Jiagge, Cllr Hivran Dalkaya who was substituted by Cllr Chris James, Cllr Eylem Yuruk who was substituted by Cllr George Savva MBE and Cllr Maria Alexandrou who was substituted by Cllr Julian Sampson.

The Chair detailed the procedure of the meeting and outlined how the Overview & Scrutiny Committee would consider the reasons for call in.

The Committee noted that Councillor Edward Smith would present the reasons for the call-in as the Lead Call-in Member.

2

DECLARATIONS OF INTEREST

The following councillors declared a personal interest in:

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Cllr Chinelo Anyanwu as she is a member of the Enfield Town Library
Cllr Edward Smith as he is a member and regular user of Enfield Town, Palmers Green and Winchmore Hill Libraries
Cllr Michael Rye OBE as he is a member of the Enfield Town Library
Cllr Chris James as she is a member of the Enfield Town Library
Cllr James Hockney as he is a member of the Ridge Avenue Library

3

DECISION CALLED-IN - KD5760 - PHASE TWO CONSULTATION EXERCISE ON A NEW ENFIELD COUNCIL LIBRARY STRATEGY

The Overview & Scrutiny Committee were to consider and review KD5760 – Phase two consultation exercise on a new Enfield Council Library Strategy - taken on 22 July 2024 and included on the Publication of Decision List No. 13/24-25.

The decision had been called in for review by 7 members of the Council, namely Councillors: Edward Smith (Lead), Peter Fallart, Chris Joannides, Andrew Thorp, Elisa Morreale, Andy Milne and Chris Dey.

The report sets out the officer response to the reasons for call-in.

Reasons for the call-in were presented by Councillor Edward Smith, Lead Call-in Member for the decision.

Councillor Smith summarised the reasons for the call-in of the decision.

Councillor Smith asked that Members refer the decision back to the decision taker for reconsideration.

Councillor Anyanwu and Officers spoke in response to the reasons for call-in, and questions posed by Members of the Committee stating that; the proposed closure is based on analysis, data and feedback from the first phase of the consultation from over 1000 respondents via various channels i.e. questionnaires, emails and feedback sessions.

The proposed strategy of closing 8 libraries will avoid £5.3m in future upkeep and maintenance costs and with reduction in libraries means that the council can use the savings to reinvest into the remaining libraries, ensuring they will remain accessible, vibrant and sustainable hubs for all and to enhance to current offering to library users and residents. Libraries will continue to be a place to learn and support each other in Enfield, with a range of services to deliver in a way that suits the evolving needs of the community.

The extended opening hours at libraries will be well communicated with residents through the update of the website and writing out to organisations that support library users such as Enfield Voluntary Action and Age UK. The strategy proposes to adopt a similar scheme that is running at Fore Street Library where partners are keyholders and are able to access the libraries out

OVERVIEW & SCRUTINY COMMITTEE - 14.8.2024

of hours to continue to run services that will help and benefit residents of the borough.

There has been an increase in other resources available to residents e.g. eBooks and free home library delivery service which will be helpful to those whose local library may be affected by the proposal and may find it difficult to attend a different library.

The Cabinet Member reiterated that no decision had been made on the proposed library closures and it is just a consultation at this stage. They also encouraged members and residents to provide any concerns or ideas they may have with regard to the proposed library strategy during the consultation period which will run for 12 weeks with the view of finalising the new library strategy and implement any changes in early 2025.

4

ORIGINAL DECISION OF CALL-IN - KD5760

Cllr Smith summarised the points made during the discussion and reiterated his view that Members should refer the decision back to the decision taker.

The Chair summarised the key points made throughout the discussion and took Members of the committee through the options available to them, namely: refer the decision back to the decision-making person/body for reconsideration; refer the matter to full Council; or confirm the original decision.

The Overview and Scrutiny Committee considered the reasons provided for the Call-In and responses set out in the Officer's report. Having considered the verbal responses and the information presented by the Cabinet Member for Environment, Culture and Public Spaces, Cllr Chinelo Anyanwu and relevant Officers; the Committee **AGREED** to confirm the original decision made by the Cabinet Member.

5

DATES OF FUTURE MEETINGS

Members **NOTED** the date of the next meeting of the Overview and Scrutiny Committee as Monday 9 September 2024.

The Chair thanked everyone for their time and contributions.

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London Borough of Enfield

Report Title	Scrutiny Work Programmes 2024/25
Report to	Overview & Scrutiny Committee
Date of Meeting	9th September 2024
Executive Director / Director	Terry Osborne Director of Law & Governance
Report Author	Claire.Johnson@enfield.gov.uk
Ward(s) affected	
Key Decision Number	'Non Key'.
Classification	Part 1 Public
Reason for exemption	N/A

Purpose of Report

1. This report and Appendices set out the draft work programmes for Overview and Scrutiny Committee (OSC) and four standing Scrutiny panels for 2024/25.

Recommendations

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| <ol style="list-style-type: none"> i. Overview & Scrutiny Committee is asked to agree the Scrutiny work programmes for 2024/25, for referral to Council on the 18th September for formal approval. |
|--|

Background and Options

2. The Overview and Scrutiny Committee and Scrutiny Panels set out their own work programmes for the year, taking into consideration wider consultation with Cabinet, and the Executive Management Team (EMT).
3. The four scrutiny Panels are:

- (i) Culture and Environment
 - (ii) Healthy and Safe Communities
 - (iii) Thriving Children and Young People
 - (iv) Housing and Regeneration
4. Membership of the Overview and Scrutiny Committee and the Scrutiny Panels were approved by Council on the 15th May 2024.

Work Planning 2024/25

5. Last year the work planning meetings were held in private to develop a facilitative workshop approach to the work setting, this worked well, members held useful discussions about the topics chosen, and were able to identify clear objectives for choosing each item. The same approach was adopted this year to populate the work programmes.
6. Members were given a topic selection criterion, a copy of the Work Programme for 2023/24 (as a reminder of previous work undertaken) and a list of potential items for the coming year. The Cabinet member and Executive Director attended to present their priorities. The members held informal discussions and agreed on a number of topics for their Panels to scrutinise. Members were keen to have items that they looked at in-depth and felt that for some topics it would be helpful to invite users of the service, partners etc, they felt that this would improve outcomes from Scrutiny.
7. Members requested that detailed reports are provided for all work programme items and PowerPoint presentations avoided where possible as they felt these did not give them enough detail about an item. The Scrutiny report template should therefore be used when providing information to the Panels. This specifically asks for the following Key lines of enquiry: key issues; challenges; successes; comparative data; and costs of the service.
8. Co-ordinating the Panels work programmes and ensuring there is no duplication across the panels is part of the function of OSC. There are no areas of duplication this year.
9. The Executive Management Team (EMT) and Cabinet members have been sent the work programmes for comment.

Relevance to Council Plans and Strategies

10. The Scrutiny Panels are focussed and aligned to areas where they can add most value to the delivery of the Council's plan.

Financial Implications

11. Any cost implications of recommendations made from scrutiny must be contained within budgeted resources.

Legal Implications

12. The Council has statutory duties within an existing legal framework to make arrangements for the scrutiny of its decisions and service delivery, including the areas of crime and health, which are covered within these recommendations.
13. The setting of the annual scrutiny work programme is a matter for the Council, following consultation with EMT, members and key stakeholders. These requirements are set out in the Council's Constitution.

Equalities Implications

14. Equalities impact assessments relating to recommendations that scrutiny may make will be assessed through the scrutiny process.

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Appendices

Scrutiny Work Programmes 2024/25 Appendix A.

OSC SCRUTINY PANEL DRAFT WORK PROGRAMME 2024/25

Date of meeting	Topic	Lead Officer/ Report Author	Lead Members	Executive Director/ Director	Scope
5TH June 2024	Work Planning	Claire Johnson	Cllr Nicki Adeleke - OSC Chair	Terry Osborne	To agree and set the OSC Work Programme 2024/25
9TH SEPT	Scrutiny Annual Work Programmes 2024/25	Claire Johnson	Cllr Nicki Adeleke- OSC Chair	Terry Osborne	The Committee will note and agree the work programmes for the scrutiny panels for approval at Council
	ICT – to include: -Cyber Security -AI (artificial intelligence within services) -Plans to streamline software platforms	Adrian Gorst	Cllr Tim Leaver	Adrian Gorst	The committee have requested an update to include: -what’s the new approach following the appointment of the new Director -what, if any, are the plans to streamline software platforms -what are the future plans over the next 12 months for the development of AI (artificial intelligence) and how will this transform services -cyber security- what measures are in place to combat any potential threat? Is IT as secure as it can be? -what investment is required to ensure security?

20TH NOV	Pre-Budget review	Fay Hammond Annette Trigg	Cllr Tim Leaver	Fay Hammond Annette Trigg	The Committee have requested an update on the current situation in terms of the council's finances
	Council Plan 2023-26	Ian Davis (Chief Exec)	Cllr Nesil Caliskan (Leader)	Ian Davis (Chief Exec)	To receive an update on the current situation.
20TH JAN (BUDGET)	Budget Consultation for members of the committee	Fay Hammond Olga Bennet	Cllr Tim Leaver	Fay Hammond Olga Bennet	Item goes to OSC as part of the formal Budget process.
10TH FEB	Council owned trading companies: Housing Gateway Ltd (HGL) Energetik	Olga Bennet, Joanne Drew and Brett Leahy	Cllr Nesil Caliskan (Leader)	Joanne Drew	The Committee have requested an update to include the following: -How much money has been invested -review Business Plan & Operating Model -KPIs Value for money re: tax payer
11TH MARCH	ICB Clinical Commissioning - update	Clare Henderson Director of Integration	Clare Henderson – NHS NCL ICB Stephen Wells – Head of Enfield Borough Partnership Programme	Dudu Sheri-Arami/Doug Wilson	Following an update to OSC on 4/3/24 the committee have requested that this item comes back to scrutiny to review outcomes, the framework and to receive an update on the governance structure

	Oflog Inspection	Ian Davis (Chief Exec)	Cllr Nesil Caliskan (Leader)	Ian Davis (Chief Exec)	To receive an update following the inspection.
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CULTURE & ENVIROMENT DRAFT WORK PROGRAMME 2024/25

Date of meeting	Topic	Lead Officer/ Report Author	Lead Members	Executive Director/ Director	Scope
29TH July	Work Planning	Claire Johnson	Cllr Hivran Dalkaya	Perry Scott	To agree and set the Culture & Environment Work Programme 2024/25
8TH OCT	Update on Climate Action Plan	Vera Vajda	Cllr Erbil/Cllr Jewell/Cllr Anyanwu	Perry Scott/Alice Davey (covered by Cheryl Wilson)	To receive an update to include: -KPIs against climate action plans by service and directorate -Quality Performance Report (to include red, amber and green indicators)
	Grant Funding for Rural Transformation Projects	Cheryl Wilson	Cllr Chinelo Anyanwu	Perry Scott/Alice Davey (covered by Cheryl Wilson)	Members have requested an update to include the following: -Management of grant funding linked to priorities -how is funding split between the actual projects and ongoing maintenance. How is this agreed and funded
25TH NOV	Dugdale Arts Centre	Wesley Pemberton	Cllr Chinelo Anyanwu	Perry Scott/Alice Davey	Members have requested an update to include: -Operational performance & community outcomes -is the centre meeting its capital investment?

					-future plans to generate more income
	Libraries	Lee Shelser/Lucy Nasby	Cllr Chinelo Anyanwu	Perry Scott	Members have requested the following: -an update following the recent round of consultation with residents/stakeholders -an update on future digital plans. -update on current library usage
14TH JAN	Leisure Centres to include: -GLL Contract performance and -Review of the fabric of the borough's existing Leisure Centres	Matthew Watts	Cllr Chinelo Anyanwu	Perry Scott/Alice Davey	Members have requested the following: -Update on GLL contract performance -Update on the fabric of existing leisure centres and future plans for investment.
	Controlled Parking Zones (CPZs) & Quieter Neighbourhoods	David B Taylor	Cllr Rick Jewell	Perry Scott/Doug Wilkinson	Members have requested an update on future plans around CPZs and Quieter Neighbourhoods.
3RD MARCH	Fly-Tipping, Recycling & Waste Management	Martin Rattigan (fly-tipping) & Jon Sharkey (recycling)	Cllr Rick Jewell	Perry Scott/Doug Wilkinson	Members have requested that the report includes the following: -how do we respond to online reporting (to include performance figures & response times) -Are we meeting our targets? (To include comparison data with other boroughs)

					-Are we meeting our statutory requirements for collection of all waste (including food waste). An update on the use of/response to online reporting Apps (e.g., Fix my Street). How do we respond to reports made via these sorts of online Apps?
	Maintenance of Parks & Highway Verges	Lisa Smart (Parks)	Cllr Chinelo Anyanwu (Parks)	Perry Scott/Alice Davey	Members have requested the following: Park Maintenance Update to include: -annual works programme/scheduling -prioritisation of funding & investment -operational procedures Maintenance of Highway Verges to include: -an update on the approach to maintenance of verges
	Allotment Management	Lisa Smart (Parks)	Cllr Chinelo Anyanwu	Perry Scott/Alice Davey	An update to include the following: -How are they managed? -clarification on rules and regulations -any plans to generate financial income?

HEALTHY & SAFE COMMUNITIES SCRUTINY PANEL DRAFT WORK PROGRAMME 2024/25

Date of meeting	Topic	Lead Officer/ Report Author	Lead Members	Executive Director/ Director	Scope
8 TH July 2024	Work Planning	Claire Johnson	Cllr Mike Rye - Chair	Terry Osborne	To agree and set the Work Programme 2024/25
25 th SEPT 2024	Women's Night Safety Charter (WNSC)	Jonathan Toy	Cllr Gina Needs	Tony Theodoulou	<p>To panel have requested further information regarding this charter to include:</p> <ul style="list-style-type: none"> - How will this be developed and introduced across the borough. - will we be targeting a particular area in the borough or a particular night-time economy (e.g. Public Houses) - Have any Public Houses signed up to this Charter already. - Have any other LAs signed up to this Charter and how is it working
	Independent Living Strategy 2023/27	Lia Markwick	Cllr Alev Cazimoglu	Doug Wilson	To review progress against the current action plan.
	Smoking Cessation Grant	Glenn Stewart	Cllr Alev Cazimoglu	Dudu Sher-Arami	The panel have requested further information regarding the plans for spending this grant, how community engagement will take place, where the focus will

					be and how the programme will be delivered across the borough
	SSCB Performance Management - Monitoring Update	Jonathan Toy Ivana Price Rebecca Barnett	Cllr Gina Needs	Tony Theodoulou	This is a standing item for each meeting. Members asked to continue receiving crime statistics but with an in-depth focus on 1 of the top 4 Crime categories at each scrutiny meeting of the municipal year
27th NOV 2024	Violence Against Women & Girls (VAWG) Strategy 2023-25	Jonathan Toy Julie Tailor	Cllr Gina Needs	Tony Theodoulou	To review existing strategy and the panel to comment and feed into the new strategy
	North Middlesex University Hospital Maternity Service - Update following the CQC rating as 'inadequate'	ICB Quality Lead (TBC) Prof Lenny Byrne, Chief Nurse from NMUH NHS Trust	ICB Lead North Mid.Hospital Lead	ICB Lead	To receive a further update on progress made against the action plan following the CQC rating of 'inadequate'
	Community Health Service Transformation	Joint with ICB/LBE	Cllr Alev Cazimoglu	Dudu Sher-Arami	The panel have requested an in-depth review and what this will mean for local services in the borough. The suggestion is to also invite colleagues from NMH to provide an update.
	SSCB Performance Management - Monitoring Update	Jonathan Toy Ivana Price Rebecca Barnett	Cllr Gina Needs	Tony Theodoulou	This is a standing item for each meeting. Members asked to continue receiving crime statistics but with an in-depth focus on 1 of the top 4 Crime categories at each scrutiny

					meeting of the municipal year
27th JAN 2025	Serious Violence Duty Strategy 2024/25	Jonathan Toy	Cllr Gina Needs	Tony Theodoulou	To review existing strategy and the panel to comment and feed into the new strategy
	Enfield Sexual Health Community Services	Fulya Yahioğlu	Cllr Alev Cazimoglu	Dudu Sher-Arami	Members required an in-depth update on this item which had been deferred from the HASC 2023/24 Work Programme as contract negotiations had not been completed
	Pharmaceutical Needs Assessment		Cllr Alev Cazimoglu	Dudu Sher-Arami	Members wished to receive further details/information on this item to enable them to feed into the consultation process. Info required to include: <ul style="list-style-type: none"> - Map of the borough plotting Pharmaceutical Services/distance/access - What services are currently provided - Where are the gaps if any?
	SSCB Performance Management - Monitoring Update	Jonathan Toy Ivana Price Rebecca Barnett	Cllr Gina Needs	Tony Theodoulou	This is a standing item for each meeting. Members asked to continue receiving crime statistics but with an in-depth focus on 1 of the top 4 Crime categories at each scrutiny meeting of the municipal year

10TH MARCH 2025	Violence Against Women & Girls (VAWG) Strategy 2023-25	Jonathan Toy Julie Tailor	Cllr Gina Needs	Tony Theodoulou	The panel to review and comment on the newly revised strategy
	Serious Violence Duty Strategy 2024/25	Jonathan Toy	Cllr Gina Needs	Tony Theodoulou	The panel to review and comment on the newly revised strategy
	Joint Health & Wellbeing Strategy- Progress	Mark Tickner	Cllr Alev Cazimoglu	Dudu Sher-Arami	The panel to receive an update on delivery progress.
	SSCB Performance Management - Monitoring Update	Jonathan Toy Ivana Price Rebecca Barnett	Cllr Gina Needs	Tony Theodoulou	This is a standing item for each meeting. Members asked to continue receiving crime statistics but with an in-depth focus on 1 of the top 4 Crime categories at each scrutiny meeting of the municipal year
April 2025 TBC	Access to GP Services in the Borough	NCL ICB- Led	Cllr Alev Cazimoglu	Dudu Sher-Arami	The panel have requested an in-depth update on this item to include: -response to hospital waiting lists.

HOUSING & REGENERATION SCRUTINY PANEL DRAFT WORK PROGRAMME 2024/25

Date of meeting	Topic	Lead Officer/ Report Author	Lead Members	Executive Director/ Director	Scope
15 JULY 2024	Work Planning	Claire Johnson	Cllr Mahmut Aksanoglu - Chair	Terry Osborne	To agree and set the Work Programme 2024/25
21 OCT 2024	<ul style="list-style-type: none"> - Update on the Enfield Local Plan - Planning & Building Control services performance - Housing Gateway Ltd 	<p>May Hope</p> <p>Brett Leahy</p> <p>Ravi Lakhani/Kayt Wilson</p>	<p>Cllr Susan Erbil</p> <p>Cllr Susan Erbil</p> <p>Cllr Tim Leaver</p>	<p>Brett Leahy</p> <p>Perry Scott</p> <p>Joanne Drew</p>	<p>Further update on progress and timelines / final part of its consultation process.</p> <p>Further update on backlogs and improvements.</p> <p>Progress of the company in achieving its objectives.</p>
10 DEC 2024	<ul style="list-style-type: none"> - Homelessness, Temporary Accommodation and Housing Allocations and Placement Policy (in depth) 	Richard Sorensen, Neil Wightman	Cllr Ayten Guzel	Joanne Drew	Update on allocations and placement policy. Review of the Homelessness service and new approach. Impact of housing demand.
4 FEB 2025	<ul style="list-style-type: none"> - Update on Meridian Water Development 	Penny Halliday	Leader	Perry Scott	Further update on progress.

	- Housing Delivery, incl. Joyce & Snells and other estate regeneration, and GLA requirements	Aneesh Maini Dermot Whelan	Cllr Ayten Guzel	Joanne Drew	Progress with Affordable Housing Programme delivery. Management of estates regeneration / existing tenants
24 MARCH 2025	- Council Housing Repairs and Maintenance	Andrew Cotton	Cllr Ayten Guzel	Joanne Drew	Performance on repairs, maintenance, major works and communication with tenants.
	- Social Housing Regulator Inspection	Neil Wightman	Cllr Ayten Guzel	Joanne Drew	Review of preparedness for RSH inspection.
	- Enfield's Night-time Economy	Brett Leahy	Cllr Susan Erbil	Joanne Drew	How is the night-time economy being boosted / creating assets and attracting regeneration. Changes over the last 10-20 years. Licensing policies' impact. Comparison with other boroughs.

THRIVING CHILDREN & YOUNG PEOPLE SCRUTINY PANEL DRAFT WORK PROGRAMME 2024/25

Date of meeting	Topic	Lead Officer/ Report Author	Lead Members	Executive Director/ Director	Scope
10 July 2024	Work Planning	Claire Johnson	Cllr Maria Alexandrou – TC&YP Scrutiny Panel Chair	Tony Theodoulou	To agree and set the Thriving Children & Young People Scrutiny Panel Work Programme 2024/25
14 Oct 2024	Annual Safeguarding Report	Bharat Ayer Sharon Burgess	Cllr Abdullahi	Tony Theodoulou	The Annual Report is brought to this panel for discussion.
	Annual Complaints Report	Will Wraxall	Cllr Abdullahi	Tony Theodoulou Anne Stoker	Requested by the panel to come to the first meeting of the municipal year.
	Falling School Rolls	Neil G Best	Cllr Abdullahi	Tony Theodoulou Anne Stoker Peter Nathan	The panel have asked for an in-depth review on this item.
4 Dec 2024	School Attendance and Exclusions	Ian Hewison Mervin Cato Mark Maidens	Cllr Abdullahi	Tony Theodoulou Peter Nathan	Progress update - the panel would like to hear about the impact of the Nexus projects and the SBSS/SWERL on improving attendance and reducing exclusions.
	Mental Health Support for children and young people	Suzy Francis Dudu Sher-Arami Health Representative	Cllr Abdullahi	Tony Theodoulou Peter Nathan Dudu Sher-Arami	This update should include an update on CAMHS transformation, support to schools including which schools are allowing children additional school holiday

					days.
	SEND Provision and Autism Strategy	Neil G Best Helen Baeckstroem	Cllr Abdullahi	Tony Theodoulou Peter Nathan	To provide a progress update on SEND provision and the panel to be consulted on the Autism Strategy prior to sign off.
3 Feb 2025	Children's Homes	Ramasasi Ramasubramanian	Cllr Abdullahi	Tony Theodoulou	To update the panel on care placements sufficiency including Children's Homes developments.
	Fostering Panel	Debbie Michael	Cllr Abdullahi	Tony Theodoulou	To be provided an update on the work of this panel.
17 Mar 2025	Violence against staff in schools	Sarah Fryer	Cllr Abdullahi	Tony Theodoulou Peter Nathan	To provided updated survey results to the panel.
	Child Death Overview Panel	Christiana Keating (NCL Child Death Overview Panel Designated Lead Nurse) Dudu Sher-Arami	Cllr Abdullahi	Tony Theodoulou Dudu Sher-Arami	The panel would like to see the trend analysis within this area.
	Family Hubs	Ivana Price	Cllr Abdullahi	Tony Theodoulou Peter Nathan Anne Stoker	The panel would like a progress update.

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London Borough of Enfield

Report Title	<i>Digital Services</i>
Report to	<i>Overview and Scrutiny Committee</i>
Date of Meeting	<i>9 September 2024</i>
Cabinet Member	<i>Cllr Leaver</i>
Executive Director / Director	<i>Fay Hammond / Adrian Gorst</i>
Report Author	<i>Adrian Gorst</i>
Ward(s) affected	
Classification	<i>Part 1 Public</i>

Purpose of Report

1. The report provides an overview of the work of the Chief Technology Officer since joining the Council in January 2024, considerations on streamlining the Councils software applications, the development of AI in the Council over the next twelve months.

Main Considerations for the Panel

2. Note the Chief Technology Officer's approach to fixing technical and service issues, modernising the Council's infrastructure, and promoting digital transformation.
3. Note the short-term actions and long-term plans for consolidating the Council's data to reduce duplication and improve decision making.
4. Note the current and future use of AI in the Council.

Background and Options

5. The committee have requested an update to include what is the new approach following the appointment of the new Director of Digital Services (otherwise known as the Chief Technology Officer); what, if any, are the plans to streamline software platforms; what are the future plans

over the next 12 months for the development of AI (artificial intelligence) and how will this transform services.

New director's approach

6. The Chief Technology Officer (CTO) joined the Council in January 2024 following two interim directors in the preceding 12 months.
7. The CTO adopted a fix-modernise-innovate approach to improving services, reducing costs, and aligning Digital Services with the wider needs of the Council.
8. These activities often run sequentially, fixing existing problems then modernising the environment before moving into innovation, however in Enfield these are running in parallel to ensure Digital Services meets the ambitions of the Council.
9. The CTO is focused on practical action; ensuring the essential housekeeping activities are completed diligently; all colleagues are working on the most important work they can; we secure best value from our suppliers when new contracts are signed; and innovation is supported.
10. The CTO is supporting colleagues within Digital Services to learn new skills and thus reducing our reliance on agency workers, consultants, and contractors, and ensuring our workforce is ready for the future.
11. The CTO has brought together colleagues from across the teams within Digital Services to collaboratively deliver what were previously project activities completed by consultants and contractors, including migrating 3500 mobile phone contracts from EE to Gamma and preparing for the rollout of Windows 11.
12. Extending collaborative working approaches to other services combines the abilities, experience, and skills of colleagues in Digital Services with colleagues that have specialist knowledge in their area so we can act with clarity and precision when negotiating with suppliers.
13. Reducing the Digital Services overspend is vital and the current forecast indicates an overspend of £1.2m in 2024/25 compared with an outturn of £4.2m overspend in 2023/24.
14. Digital Services is forecast to come in on target for staffing, with £6m of spend against a £6m budget following a restructure of the Digital Services leadership team, reducing the number of heads of service from five to two and a reduction in the use of agency workers.
15. The Digital Services contract budget is forecast to be £2m overspent in 2024/25 with expenditure of £12m against a budget of £10m. The CTO and Digital Services colleagues are challenging all contract spend and seeking competitive alternatives as contracts end or break clauses become available.
16. The CTO has empowered the commercial team within Digital Services to adopt a robust approach to supplier negotiations and secure advantageous pricing.

17. The CTO is driving the completion of previously approved projects and working with colleagues to ensure the anticipated benefits are achieved.
18. The Digital Services portfolio for the remainder of 2024/25 will be presented to Cabinet in September. The report seeks £2m of funding for the remainder of 2024/25 to maintain and enhance our cyber-security, to deliver a new design for modern infrastructure, to migrate to modern applications and to develop transformational business cases and project plans to deliver savings, avoid increasing costs and improve services.
19. The Digital Services portfolio for 2025/26 is in development now and will seek further funding for cyber-security, modern infrastructure, modern applications and transformational initiatives. Modern applications will be more prominent in the 2025/26 portfolio as the contract cycle provides opportunities for consolidation.
20. The CTO is promoting a revised process to capture more information earlier in the portfolio building process so projects can commence quickly once approved.
21. While the CTO and Digital Services are making progress in all areas, there are significant challenges to consider.
22. Digital Services is one-third smaller than it was two years ago, down from 150 posts to 100 funded posts, requiring effective prioritisation to ensure the most important work is done first and expectation management for service users.
23. Reducing the complexity of our technology, standardising on fewer platforms, and adopting modern technology and approaches within Digital Services will improve the alignment between the demand for services and capacity to deliver.
24. Funding Digital Services projects is becoming more challenging as the global move to cloud services, which are rented rather than owned, restricts the use of capital funding; and not all essential works generate the savings necessary for flexible-use-of-capital-receipts.
25. Work continues with Finance colleagues to ensure appropriate funding streams are identified early in the development of projects.
26. The CTO priorities for the 2024/25 include
27. Maintaining and enhancing our cybersecurity through continuing investment in the technology and staffing and utilising artificial intelligence to assist our cyber-security team.
28. Driving savings from contracts through a more commercial approach to new contracts and rationalisation to further close the gap between the approved budget and actual spend.
29. Improving the reliability and performance of our connectivity with modern infrastructure and enhanced resilience for key services.
30. Exploiting the opportunities presented by artificial intelligence, both as administrative support for colleagues, and for specific use cases.

Streamlining software platforms

31. All Councils deliver a wide range of services and require a wide range of specialist software to support these activities.
32. The long-term preferred approach is to separate data from often-proprietary software applications and to consolidate information on a data platform built with modular components and using open standards. This eliminates duplication and reduces inconsistency which can lead to siloed decision making, wasted effort and costly errors as well as inconveniencing our service users.
33. Central Government has encouraged this approach through the Local Digital Declaration, which Enfield is committed to.
34. The CTO has reviewed and reinforced our technical standards to encourage the procurement of software that aligns with the long-term preferred approach.
35. Digital Services is exploring the use of the Microsoft Power Platform, which supports industry standards and is interoperable with other software and has successfully replaced one proprietary platform and developed one utility in house on the Microsoft Power Platform.
36. In the medium term the CTO and Digital Services need to develop capabilities on the collection, management, and use of data within Digital Services and across the Council and promote a Council-wide data strategy.
37. Digital Services also needs to realign its resources to increase its capacity to support and develop modern platforms.

Current and future use of AI

38. The Council is an early adopter of Microsoft Copilot, initiating a trial with 300 licences, and now committing to licences for the next three years and embedding their use in our processes.
39. All Copilot users are asked to complete a regular survey on what they are using the technology for and the benefits they see from its use.
40. The results of our internal survey mirror external research carried out by Microsoft, which indicates the most common uses are automating note taking from meetings, summarising large documents, drafting documents and research, with users saving three to four hours a week.
41. The Digital Services change adoption team are now working to expand the use of Copilot where it has the most potential to save time and improve services.
42. There are 200 colleagues on a waiting list for Copilot and Digital Services is exploring sustainable ways to fund additional licences.
43. Digital Services are also exploring specialist use of Microsoft Copilot and considering the use of other specialist AI tools to respond to specific use cases.
44. Digital Services are currently using Copilot to write scripts to automate mundane activities, freeing up colleagues to concentrate on more advanced work, and reducing our need for temporary resources.

45. Digital Services are also exploring the potential for AI translation and interpretation to reduce costs and improve services to residents. The sensitive nature of this work will require careful consideration of the legality and ethics of the work as well as the technical feasibility.

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