

**LONDON BOROUGH OF ENFIELD - KEY DECISION LIST NO.230 – Additional Item (B)**  
**DATE OF PUBLICATION – 4<sup>th</sup> MARCH 2021**

Please note Key Decision No. **5302** has been added since the publication of the last Key Decision List.

1. This edition supersedes all previous editions and provides notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of the decisions due to be taken by the Authority.
2. All decisions (unless otherwise stated) included on this list will be taken on the basis of a written report. Copies of the reports and any other documents considered will be available via the website or can be requested by emailing: [democracy@enfield.gov.uk](mailto:democracy@enfield.gov.uk)
3. Background papers are listed where known in advance.
4. Documents shown are available at the London Borough of Enfield, Civic Centre, Silver Street, Enfield, EN1 3XQ.
5. To view details of the Decision Makers on the Key Decision List, please click [Decision Takers](#).
6. Explanation of [Part 2 Classification](#).

Whilst the majority of the Cabinet's business at the meetings listed in this document will be open to the public and media organisations to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of the Cabinet meetings listed in this document will be held in private because the agenda and reports for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

Should you wish to make any representations in relation to the meeting being held in private for the consideration of the Part 2 (Cabinet) items, you should contact (no later than 15 calendar days before the meeting date listed) Governance and Scrutiny Manager London Borough of Enfield, EN1 3XA, Claire Johnson on Tel. No. 020 8379 4239 or [claire.johnson@enfield.gov.uk](mailto:claire.johnson@enfield.gov.uk)



Proposed Key Decision	Decision Maker	Date Decision expected to be taken	Part ½ and reason	Ward/s Affected	Contact Officer Details	Background Papers
<p>KD 5302 - Consolidating Customer Contact  This project seeks to achieve LBE's aspiration of facilitating the delivery of a robust telephony-based customer services to all residents and customers in a uniform and consistent manner with a view to improving each customer journey. Amongst other things, it will seek to identify business areas which operate satellite telephony services delivering low volume and non-complex transactions with a view to consolidate them where possible.</p> <p>New Item!</p>	<p>Sue Nelson - Director of Customer Experience, Customer Services &amp; Information</p>	<p>Not before 6th Apr 2021</p>	<p>Part 1 &amp; 2 (Para 3)</p>	<p>All Wards</p>	<p>Programme Stream Lead - Transformation Tel: 0208 379 3181  maria.ellinas@enfield.gov.uk</p>	