

Appendix A

Enfield's Community Call for Action (CCfA)– Process

1. Individual Councillors will be required to submit a request for a CCfA in writing (or via e-mail) to the Head of Corporate Scrutiny Services (HCSS). The request will include:
 - Who the request is being submitted by
 - Details of the issue
 - A full summary of action undertaken by the Councillor or community to resolve the issue
 - Clarity on definitive resolution sought by Councillor (action the Councillor is looking for as a result of CCfA to resolve or move forward the issue raised). The guidance states that the Councillor bringing the CCfA should be clear at the outset as to what he or she expects to get out of the process. The scrutiny panel will focus discussion on these expected outcomes. Further the panel will be expected to challenge these expected outcomes, if they feel that these outcomes are unreasonable.

It should be pointed out that discussions at scrutiny will not necessarily resolve the issue immediately, but may allow members and officers and/or partners to overcome the problem.

2. Once received, the Head of Corporate Scrutiny Services will check that the CCfA request complies with the basic requirements, as set out in 1 above, and if so, will then undertake an initial investigation and prepare a report for consideration by Overview and Scrutiny Committee (OSC).
3. The report will be placed before OSC within 15 working days of the initial investigation being completed or the next available OSC meeting. OSC will consider the summary report and determine whether the issue should be treated as a CCfA. The member who has submitted the CCfA will be invited to attend the OSC meeting considering their issue.
4. If OSC decide not to treat the issue as a CcfA, the Head of Corporate Scrutiny will write to the member concerned confirming the decision with reasons.
5. If OSC decides to treat the matter as a CCfA the committee will have the following options:
 - a. Refer the issue to the relevant scrutiny panel for review and action (matter to be considered at the next meeting of the panel- unless there are grounds for urgency).
 - b. Agree to deal with the issue itself.

Once OSC or the individual scrutiny panel concerned has reached a decision, this will be a final decision with no formal right of appeal to the executive arm of the Council.

6. For issues related to services provided by the Council, scrutiny panels will be able to use their existing powers and new powers available from the LGPIH Act 2007.

For partner organisations scrutiny will be able to:

- Request information and attendance.
- Review decisions made/action taken by the Safer Stronger Communities Board in connection with discharge of their crime and disorder functions (Police and Justice Act 2006).

Issues referred to these bodies will require a response time of 28 days

7. **Gate keeping process**

During the initial investigation phase every attempt will be made to either resolve the issue or to signpost the Councillor to those who may be able to resolve the issue, so that the CCfA request is withdrawn and/or requires no further action.

The 'gate keeping' process will, therefore, consist of a Ward Councillor demonstrating what efforts have been made to resolve the matter before referral to OSC for consideration.

8. **Excluded items**

The following issues will be excluded from being dealt with as a CCfA:

- Any matter deemed vexatious or discriminatory
- Individual complaints, (that is a complaint made by an individual resident which relates to an individual service provided or a report written about them). Scrutiny can and should play a role where it is felt a series of complaints demonstrates a 'systematic failure' in a particular service area.
- Planning or licensing applications or appeals
- Areas where a Councillor has an alternative avenue to resolve an issue through for example complaints or a service request