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**SCRUTINY PANEL ANNUAL REPORT**

**2006/07**

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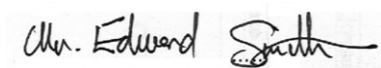
## Foreword by Chairman of Overview & Scrutiny Committee

Welcome to the 2006/07 annual report of Enfield Council's Scrutiny Panels. I hope you will find the time to have a look through this report. This year we have focused the Annual Report on the outcomes of the Panels, and what we feel has been achieved for the residents of Enfield.

Scrutiny has continued to develop well in Enfield over the last year and I am sure you will see the evidence of this within the individual reports from the Panels. The Annual Report highlights the main achievements and Scrutiny successes over the past year and how we have worked with our partners, service users and the local community to achieve them.

Of course we realise that there is always more that can be done so we are looking forward to building on these successes in the coming year.

I would like to thank the Members who have contributed to the Scrutiny function over the last year for all their hard work and also the support officers and Scrutiny secretaries, without whom we would not have been able to carry out our work.



Councillor Edward Smith  
Chairman of the Overview & Scrutiny Committee

## Introduction

This report covers the work of Enfield Council's Scrutiny Panels during 2006/07. It is our eighth annual report, and shows continued progress in how we have scrutinised issues that matter to local people and have influenced the way the Council performs and delivers its services.

Each Panel has provided a report that outlines their principle achievements over the past year.

### What is Scrutiny?

The Local Government Act 2000 gave local authorities the power to scrutinise. The aim being to make local government and its decision-making process as open and transparent as possible, with greater public accountability.

Scrutiny Panels in Enfield therefore have a key role to play in:

- looking in detail at services that are provided to the residents of Enfield by the Council and local NHS;
- assisting to monitor and develop Council strategy, policy and services;
- holding the Executive (Cabinet) and local NHS to account;
- assessing the performance and delivery of public services from the perspective of customers and citizens; and
- acting as a route for Members of the local community to voice their comments about service delivery and ensure they are fed into either the Council's and (since 2002) the local NHS decision-making process.

### Scrutiny in Enfield

Enfield has adopted a mainly functional scrutiny structure with an Overview & Scrutiny Committee (OSC) created to manage the overall scrutiny function. In addition to the Overview & Scrutiny Committee the Council has 6 Scrutiny Panels that cover the following areas:

- Children's Services;
- Environment, Parks & Leisure;
- Health;
- Housing;
- Adult Social Services;
- Special Projects.

Four out of the six Panels are chaired by councillors from the majority Conservative Group and two by councillors from the Labour Group.

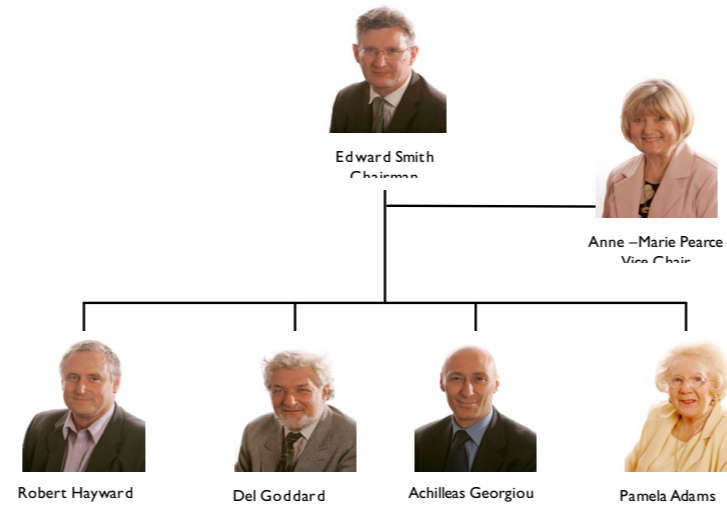
The work undertaken by the Scrutiny is based on work programmes set at the start of each year. Each Panel operates in a flexible way with the councillors and other co-opted Members, who form their membership, aiming to gather as much evidence as they can on the areas being reviewed before proposing improvements and changes for Cabinet or the full Council to consider. It is important to note however that Scrutiny Panels can only make recommendations; formal decision-making rests with the Council, Cabinet collectively and with individual Cabinet Members.

The Panels also seek to encourage public participation and the organised involvement of residents, customers, partner agencies and staff in the Scrutiny process.

This year residents will be able to become more involved with Scrutiny with the launch of the Scrutiny Website, the public can send in feedback and ideas for reviews, and keep an eye on what Scrutiny is doing by going to [www.enfield.gov.uk/Scrutiny](http://www.enfield.gov.uk/Scrutiny)

# Panel Memberships

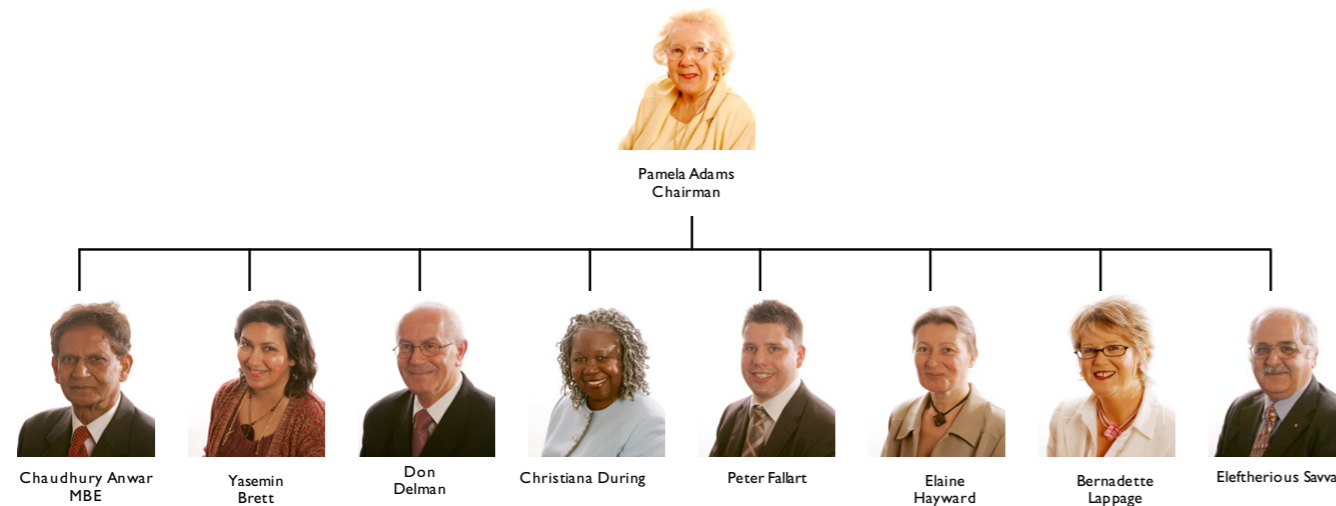
## OVERVIEW AND SCRUTINY COMMITTEE



Support Officers: John Austin & Mike Ahuja  
 Scrutiny Secretary: James Kinsella

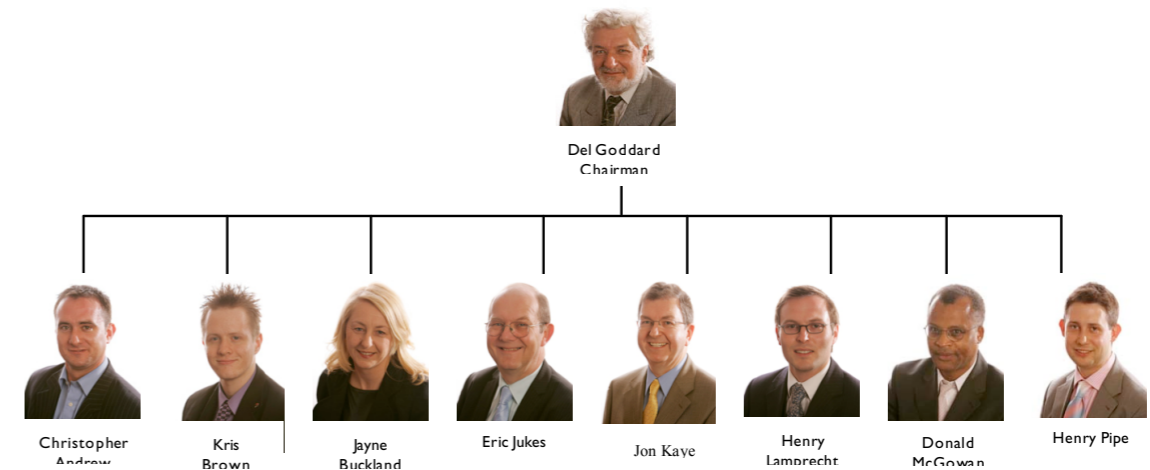
Co-optees: Rev Knowling (Church of Enfield Diocese), Carmel Tylee (Roman Catholic Diocese), Rabbi Levy (other denominations) & 2 Parent Governor representatives.

## ADULT SOCIAL SERVICES SCRUTINY PANEL



Support Officers: John Austin & Matt Clack  
 Scrutiny Secretary: Jayne Bott

## CHILDRENS SERVICES SCRUTINY PANEL

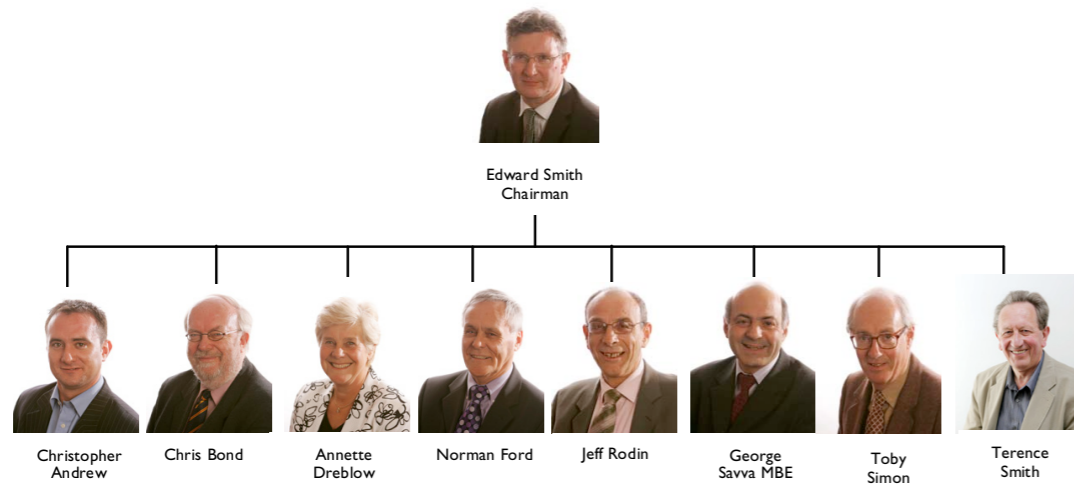


Support Officers: Phil Glascoe, Marie Janaway & Andy Ellis  
 Scrutiny Secretary: Penelope Williams

Co-optees: Enfield Secondary & Primary Headteacher Conferences, Enfield Youth Assembly, Enfield Colleges Principles Group, Rev Knowling (Church of Enfield diocese), Carmel Tylee (Roman Catholic Diocese), Rabbi Levy (other denominations) & 2 Parent Governor representatives.

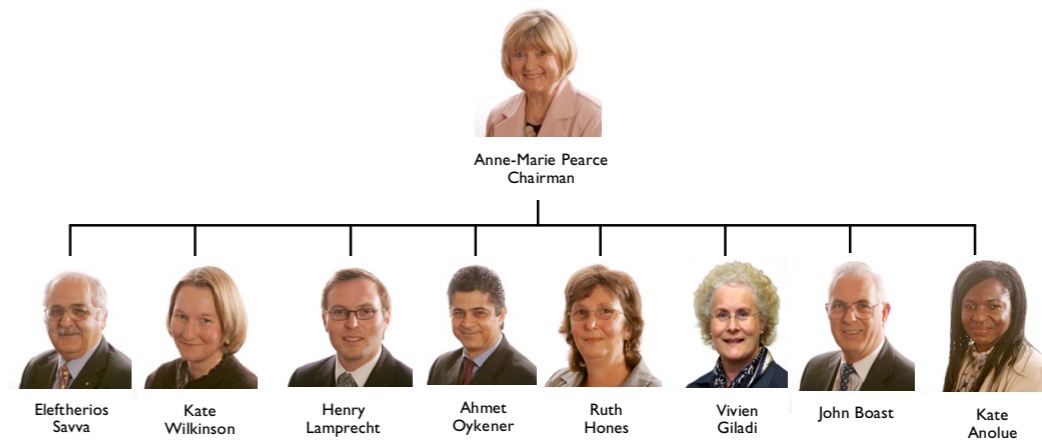


**ENVIRONMENT, PARKS & LEISURE SCRUTINY PANEL**



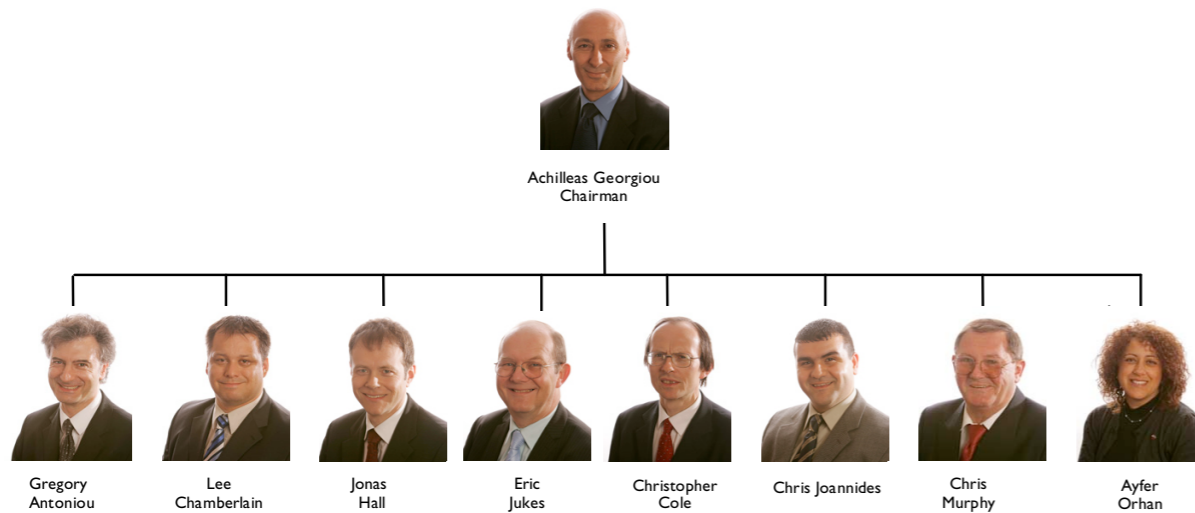
Support Officers: Mike Ahuja & Matt Clack  
 Scrutiny Secretary: Pauline Bagley & Stephen Addison

**HEALTH SCRUTINY PANEL**



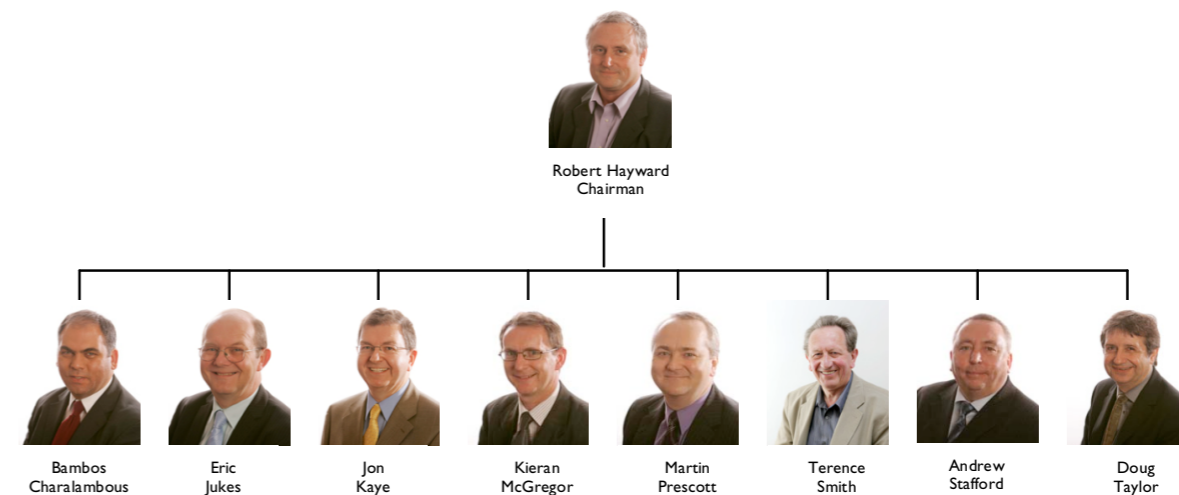
Support Officers: Mike Ahuja, Claire Johnson, Linda Leith & Sue Cripps  
 Scrutiny Secretary: Jayne Bott

**HOUSING SCRUTINY PANEL**



Support Officers: John Austin & Colin Pullen  
 Scrutiny Secretary: Penelope Williams  
 Co-optees: FECA & Christian Action Housing Association

**SPECIAL PROJECTS SCRUTINY PANEL**



Support Officers: Mike Ahuja, Alison Trew  
 Scrutiny Secretary: Pauline Bagley & James Kinsella

## Overview & Scrutiny Committee – Annual Report 2006/07

### 1 Introduction

1.1 This has been a year of development for the Overview & Scrutiny Committee in terms of its overall leadership and co-ordination role for Enfield's Scrutiny function.

### 2 Individual Scrutiny Projects

2.1 Overview & Scrutiny Committee (as part of its leadership role for the Scrutiny function) has taken an active role in managing the relationship between Scrutiny and the Executive over the year. This has involved the Committee:

- managing references made from Cabinet/Council to Scrutiny & co-ordinating their allocation to individual Panels for review. Arising from this process Overview & Scrutiny Committee has been successful, during the year, in working with:
  - (i) the Assistant Director of Human Resources to develop and introduce a series of HR Performance Indicators designed to assess the impact of the work being undertaken by the HR function within the Council;
  - (ii) the Director of Education, Children's Services & Leisure to encourage the development of a formal programme for work placement opportunities within the Council. The Committee is shortly due to receive an update on the planned introduction of the programme.
- monitoring the outcome of referrals being made by Scrutiny through to the Executive – for which purpose officers are currently developing a formal tracking system;

- monitoring the use of Urgency Procedures in the decision making process. The Committee has continued to take an interest in the action being taken by the Borough Secretary to ensure that use of the Urgency Procedures is kept to a minimum.

The Council has also continued to work closely with Scrutiny over the year and has recently recommended to Overview & Scrutiny Committee that a Scrutiny Commission be established in 2007/08 to review the reasons and consequences of the liquidation of Enfield Leisure Centres Ltd. The Committee has agreed to set up this Commission, which will be started as soon as the work being undertaken by the liquidators has been completed.

- 2.2 In addition, during the year the Committee agreed to cease monitoring activity around the work of the Joint Scrutiny Commission on Asylum Seekers, which completed its original review in 2003. Following this Members have, however, agreed to explore the outcome of research commissioned into estimating more accurate population levels within the borough, which will be included on the Committee's 2007/08 work programme. At the request of the Committee the Borough Secretary is also due to meet with the Education Statutory Co-optees, who are Members of the Committee, in order to discuss their involvement with the Scrutiny function, given ongoing concerns about their limited attendance at meetings.

### 3 Call-In

3.1 Overview & Scrutiny Committee has a central role in the call-in procedure introduced as part of the Council's Constitution in May 2002. Call-in is a process, which allows Members of the Council to request that decisions (classified as eligible for call-in) taken by Cabinet, individual cabinet Members or Directors are suspended to enable further review.

3.2 Overview & Scrutiny Committee is the body responsible for reviewing any decisions that are called-in. In total Overview & Scrutiny Committee dealt with 6 decisions called-in for review during 2006/07, which represents a very slight increase on the number (5) dealt with during 2005/06.

- 3.3 In terms of the outcome from the 6 call-ins:
- 3 resulted in the original decision being confirmed by Overview & Scrutiny Committee;
  - 1 resulted in the decision being referred back to the decision maker for reconsideration. Whilst the original decision on this item was not changed as a result of the referral, a number of changes were proposed to the way in which the award of contracts, which were subject to the call-in, were progressed;
  - 2 resulted in the call-in being referred onto Council for consideration. Council did not raise any objection to either of the original decisions (relating to the introduction of parking charges across the borough) that

had been called-in for review, although this was subject to an amendment requiring the retention of free parking at car parks in The Bourne NI4, Fords Grove N21 and the Library Ponders End.

- 3.4 The Committee will continue to monitor outcomes from the call-in process.

### 4 Operation of the Scrutiny Function – Scrutiny Best Value Review

4.1 During the year the outcomes from the Scrutiny Best Value Review (started during 2005/06) were finalised and approved by Council. These included a number of key recommendations relating to the future organisation and development of the Council's Scrutiny function, which have now been pulled together into a detailed Action Plan.

4.2 The Committee is aware that many of the actions arising from the Best Value Review will be dependant upon the establishment of more permanent and sustainable officer support for Scrutiny Panels within the existing officer support structure. Securing this support was one of the key actions arising from the Best Value Review and was also an issue the Committee has been keen to progress during the year. Unfortunately the attempts made to secure additional Lead officer support have not been as successful as hoped, which means this will be an issue requiring further consideration and action during 2007/08.



- 4.3 Other key actions from the Best Value Review which the Committee has been involved in progressing during 2006/07 include:
- The development and introduction of an Evaluation Framework for the Scrutiny function – the results of which will be fed into future Scrutiny annual reports and which will also include views being sought from the public on the wider impact being made by Scrutiny locally;
  - The development and launch of a dedicated Scrutiny section on the Council's website. The Committee is keen, during 2007/08, to fully explore how the level of interaction between Scrutiny and the public can be improved using the site.

## 5. Annual Scrutiny Work Programme

- 5.1 A new approach was also adopted during 2006/07 to the way that individual Panels planned and set their annual work programmes, led by Overview & Scrutiny Committee. Under the new approach an annual induction event was held at the start of the year for all Scrutiny Chairman & Vice-Chairman with each Panel then holding its own work programme planning session before finalising their planned work for the year.
- 5.2 The programmes produced by each Panel (along with Overview & Scrutiny Committee) were combined to produce an annual Scrutiny work programme. This was reviewed by the Committee, in order to address any potential overlaps and resource

issues, before being recommended to Council and formally approved. The Annual Report goes on to provide details on the activities undertaken by each of the Councils six Scrutiny Panels over the year.

- 5.3 This approach to the setting and co-ordination of the Scrutiny work programme will continue during 2007/08 although it is intended that Overview & Scrutiny Committee will start to receive more regular management & monitoring updates as part its role in overseeing the Scrutiny work programme and dealing with any resource or capacity issues.

## 6. Performance Management

- 6.1 The Committee has also continued to look at how Scrutiny can best engage with the Council's performance management framework. The main areas focused upon have been the Council's Improvement & Best Value Performance Plan and Enfield's Local Area Agreement (LAA). In developing the processes around these complex and often obscure areas the Committee has tried:
- to avoid unnecessarily increasing the volume of work being placed upon each Panel; and
  - to look at ways in which Scrutiny's involvement in the performance management framework can "add value" to the process and avoid duplicating any monitoring and performance management arrangements already in place.

- 6.2 Overview & Scrutiny Committee has therefore attempted to develop a "watching brief" around the LAA and Council's Improvement Plan, focused around the key themes, aims & objectives and linkages between both Plans and the Council's Community Strategy. Panels have also been encouraged to pick up any relevant targets as part of reviews on their work programmes. This process will be refined and further developed during 2007/08 with:
- the Performance Reward Targets within Enfield's Local Area Agreement being referred onto individual Panels for monitoring and review;
  - Overview & Scrutiny Committee looking to develop ways of scrutinising the Enfield Strategic Partnership alongside the implications for Scrutiny arising from the Local Government & Public Involvement in Health Bill & Criminal Justice Act 2006.

## 7. Budget Consultation: A new approach

- 7.1 A major change introduced by Overview & Scrutiny Committee during 2006/07 was to Scrutiny's involvement in the Council's budget consultation process. The Committee decided to pilot the establishment of a Scrutiny Budget Commission to consider the Council's budget consultation proposals at a single meeting, rather than continuing with the previous approach of referring the proposals to individual Panels for consideration. The level of public interest was disappointing, although the new

approach was felt to have been beneficial, particularly in terms of:

- providing Scrutiny with a more co-ordinated, structured and holistic means of considering the budget consultation proposals;
  - avoiding any repetition in the way that the proposals were presented to Scrutiny and in the response generated as a result; and
  - the efforts made to engage and involve representatives from the Youth Service & Youth Assembly in the consultation process with Scrutiny;
- 7.2 The Commission's Scrutiny budget response was considered by Cabinet & Council as part of this year's budget setting process. The Committee has agreed to continue with its new approach but in so doing has identified a need:
- to look at ways of increasing public engagement in the process with Scrutiny; and
  - for individual Panels to be asked, as part of the planning of their annual work programmes, to ensure that issues likely to have a potential impact or require consideration as part of the budget setting process are identified in time to link with this process and to be more proactive in identifying the issues to be raised in relation to individual service proposals during the budget consultation process.
- 7.3 The Committee has also continued to monitor the Council's medium term financial plan, which was a process introduced during 2005/06 in recognition of the changing nature of the Council's

budget planning process and in order to provide a more effective means for Scrutiny to monitor budget issues and trends.

### **8. Summary**

- 8.1 During 2006/07 Members of the Committee have been effective working together in a cross party and collaborative manner, which has resulted in the introduction of a number of initiatives designed to improve the performance of the Council and operation of Scrutiny within Enfield.
- 8.2 The Committee is keen to build upon this work as it looks forward to 2007/08, particularly in terms of:
- meeting the challenges raised by the extension of the Scrutiny function under the Local Government & Public Involvement in Health Bill & Criminal Justice Act 2006;
  - its ongoing management of the Scrutiny process & work programme and the allocation of resources to support the Scrutiny function and individual reviews.



# Adult Social Services Scrutiny Panel – Annual Report 2006/07

## 1. Achievements - Key Outcomes for the Year

### 1.1 Home Meals

Following the award of the Home Meals contract, the Home Meals Working Group concluded its business (although continued feedback from users will be received). The main outcomes from the review were:

- greater consideration of BME needs;
- further detail about the nutritional requirements of care meals provided;
- greater public involvement in the service;
- publicity generated for this innovative joint project (working with the London Borough of Barnet); and
- uniform pricing for users across all meal varieties.

The Working Group submitted its report to the final public meeting of the Municipal Year, recommending (among other things) that the Council continue to consult users on the quality and range of meals available, through regular feedback mechanisms, and that sufficient promotion be undertaken to stimulate the local market to source BME meals of the requisite quality and value for money requirement, to support provision from the appointed contractors.

### 1.2 Joint Meeting with Health Scrutiny Panel - Mental Health consultation

The Panel were invited to join with the Council's Health Scrutiny Panel to consider a consultation paper on service changes at the Barnet, Enfield & Haringey Mental Health Trust (BEHMHT). Following discussions with key staff and a

public meeting the two Panels provided a joint response. For further details, please see the Health Scrutiny Panel's section of this annual report.

The Panel welcomed the opportunity to be involved in this consultation process, and found the BEHMHT open to Scrutiny.

### 1.3 Joint Review with Children's Services Scrutiny Panel - Young Carers

With the change in Panel remit at the end of last year (particularly with all aspects of children's services being considered by Children's Services Panel, and Social Services focusing solely on adults), it was agreed that a joint Working Group reviewing services for young carers should be set up. To ensure continuity, Councillor E. Savva was our representative and chaired the group. Management of the review passed to the support officers of the Children's Services Scrutiny Panel, and an update on their progress was received at the Adult Social Services Scrutiny Panel meeting in April. For further details, please see the Children's Services Scrutiny Panel's section of this annual report.

## 2 Ongoing Reviews

### 2.1 Adult Carers

The Working Group has met three times, and has looked at respite care for voluntary carers. The meetings have been very useful, receiving reports from service providers and personal experience from carers. The Working Group is comprised of Councillors and voluntary sector representatives, and will continue in 2007 to research carers assessments, problems facing

carers in work and carers' health.

### 2.2 Fairer Charging

As part of the Panel's annual consideration of Charging for Non-Residential Services, the Fairer Charging Working Group reconvened to discuss a report drafted by the Health and Social Care department.

The Panel reiterated its recommendations from the previous budget consultation process (that a maximum charge of £300 per week be implemented for service users' complete care package, and that users are only charged for one carer in cases where two or more are required simultaneously). It added that any increase in charges for non-residential care should not be above the agreed rate of inflation.

These recommendations were not accepted by Cabinet, but the report highlights the financial needs of residents receiving care, and will continue to do so through subsequent budget consultations.

### 2.3 Modernisation of Services for Older People with Cognitive Impairment

This Working Group formed late in the Municipal Year, following the publication of a Cabinet report that outlined the Health & Adult Social Care department's decision to consult on the future of the four in-house residential care homes.

The Working Group comprised of Panel Members, key officers and several voluntary sector representatives. The scope of the review is:

- (1) To scrutinise the process of consultation undertaken by the Council;
- (2) To scrutinise the proposals suggested about the future of services for people with dementia, and provide recommendations.

One initial meeting was held during the year, to consider the consultation to date and any early findings. It is anticipated that this review will continue through the consultation process, and will report to Cabinet at the same time as the Health & Adult Social Care department present their findings.

## 3. Reviews Carried Over

### 3.1 Disability Discrimination Act

This review has been carried forward, due to the number of Working Groups currently operating. This will commence in 2007/08.

### 3.2 Continuing Care review

This review is on hold subject to the outcome of a parliamentary select committee's consultation process into the Continuing Care criteria, and may commence in 2007.

## 4. Ongoing Monitoring Items

- Debt Collection & Income Write-Off
- Supporting People initiative
- Recruitment & Retention of Qualified Social Workers
- Home Care
- Peer Review of Adults & Older People
- Commission for Social Care Inspection outcome

# Children's Services Scrutiny Panel – Annual Report 2006/07

## 1. Introduction – Key Issues

New Council, new Municipal Year, new Panel, new remit, new chairman, new method of working. This year was very different from last!

We began with a planning session for the whole Panel where we invited the Children's Services' senior managers to present their priorities for the coming year. From these we selected 7 areas for review. Our topics were:-

- Looked after children
- Physical education facilities and the Local Area Agreement (LAA) target for physical education
- Pupil mobility
- School consistency and attendance
- School exclusions
- Substance abuse and vulnerable children
- Youth engagement

We also agreed to continue the Young Carer's Review that had been set up under the Social Services Scrutiny Panel but had not finished their work and now fell within our remit.

## 2. Achievements - Key Outcomes for the Year

Unlike previous years most of the work of the Panel was carried out in small Working Groups made up from groups of interested Panel Members. Each Working Group chose a lead Member and each was supported by officers from the relevant service and the Scrutiny support function.

The benefit of this approach was that the Panel has been able to focus in more detail on specific topics.

Our work programme was very challenging and took some time to get started. However much has been achieved in one short year.

### 2.1 The Physical Education Facilities and Local Area Agreement (LAA) Target for Physical Education Review

The Working Group concentrated on how the amount of time spent by secondary school pupils on physical education could be increased. The Council had signed up to an LAA stretch target for 88% of school age children and young people to spend at least 2 hours every week taking part in physical activities. Most primary schools were reaching the target but there were problems in secondary schools partly due to the restrictions of the timetable but also to the reluctance of the older age group to get involved.

The Working Group visited schools, met and surveyed headteachers, pupils, PE specialists and sports coaches, and watched several different activities including a table tennis breakfast club, Year 11 PE lessons, a Tag Rugby Festival and a special session targeted on disaffected girls.

As a result the Working Group produced 13 recommendations, which, once agreed by the Panel, will be passed on to Cabinet for their approval and then to local schools.

They have recommended basic physical education standards for all secondary schools including offering a wide range of activities apart from

traditional sports and games, employing a variety of physical education specialists including dance teachers, developing links with local sports clubs to provide more after school activities and encouraging schools to take up the young sports leader awards for older children which would build up their confidence and allow them to lead activities in and out of school.



### 2.2 Looked After Children Review

This Working Group was set up to improve understanding of Members' responsibilities as corporate parents, to ensure that all agencies are effectively working together to improve looked after children outcomes and that looked after children, young people, their parents and carers, and care leavers are involved in the planning, development and improvement of the service provided for them.

The Working Group is due to report at the start of the Municipal Year 2007/08.

To date the group has considered:

- Key policies, statistics, performance data and information on the work of services supporting looked after children.
- Evidence from social workers in the Looked After Children Service.

Future work includes meetings with the Health, Education & Access to Resources Team, attendance at Fostering Panel, meetings with looked after children and the Carers' Support Group.

In its final report, the Working Group will be making a number of recommendations on how to improve the life chances of these children and young people.

### 2.3 Young Carers Review

The Children and Young Carers Working Group have been looking at ways in which the Council with its partners can support young carers.

The Panel has developed a programme of work, picking up on issues that are important in providing better support to young carers, these include:

- Consulting with, and developing guidelines for, schools to help them identify and provide support to young carers.
- Development of a protocol for undertaking children's carers' assessments and providing the requisite support.



- Looking into the possibility of the production of a DVD for schools to raise awareness of young carers.
- Proposing sustainable funding for DAZU to enable them to continue with the support they provide to young carers.

The work of the group will continue into the next Municipal Year so they can complete the programme of work listed above. It is hoped that once all the changes being proposed are made, it will make some difference to young carers lives.

#### 2.4 Pupil Mobility Review

The Panel's 2005 review into low attainment identified a particular concern about high levels of pupil mobility and the adverse impact this had on some schools and their pupils; the average level of mobility in Enfield was high (21.3% in Primary Schools and 7.5% in Secondary Schools). In one primary school it exceeded 50%. In the two years following the report, the position has got worse.

This review was set up to examine the causes of pupil mobility, to identify the agencies within the Council and externally who contributed to the problem and to seek to identify methods to reduce the level of pupil mobility, in partnership with those agencies.

The investigation work carried out so far has revealed that the issue of pupil mobility must be considered against the backdrop of very complex issues, including: housing situations, multiple disadvantage, and local demographics and the way they are tackled across London and the South

East as a whole, together with the wide range of agencies involved.

The Working Group will continue its investigations by further interviews of representatives of agencies working in this sector in Enfield, and will continue to review the implications of wider policy and strategy documents. At the same time, the Working Group will continue to be reviewing the best practice in dealing with mobility in schools involving discussions with teachers and headteachers.

#### 2.5 Exclusions Review

The Working Group's objectives are to identify, evaluate and disseminate strategies and best practice to reduce permanent exclusions and reintegrate those pupils who have been excluded. They will also be considering whether children, young people and their families are receiving appropriate advice and ensuring that no group of pupils or individual pupil is disadvantaged in relation to permanent exclusion.

Evidence-gathering meetings have taken place looking at issues around exclusions from a variety of perspectives including:-

- the local authority – information on the process and procedures for exclusions and the legal framework;
- governors - perspectives and experience of the process;
- headteachers - strategies employed to improve behaviour, reduce exclusions and to support pupils to prevent exclusion.

Future meetings planned will be looking at support available to parents and current provision for pupils already excluded including education provided and support for reintegration. The final report is due to be produced in July 2007.

#### 2.6 Consistency and Attendance Review

This Working Group aimed to scrutinise the variation in achievement between schools and to establish any correlation with attendance. A number of factors have been considered and a review of statistical information is taking place. Key witnesses to date have included the Head of Looked After Children and the Service Manager for the Education Welfare Service (EWS).

Members have commented that the practices employed within EWS work well, especially in the secondary sector.

Next year we propose to look in more detail at the primary sector, especially in relation to resources. Individual schools will also be identified for site visits to enable us to investigate further attainment, contextual added value and attendance.

#### 2.7 Substance Abuse and Vulnerable Children Review

Substance abuse has a huge impact on the lives of vulnerable young people. The aim of this review is to gain an understanding of the help and support for young people; to assess the performance of, and to raise awareness of, the services available and the type of preventive work offered.

So far the Working Group has visited Step Ahead, the young people's substance misuse

treatment centre, currently shared with the London Borough of Haringey and have received and analysed information provided by the Enfield Drug Action Team (DAT).

A new site for a young persons' substance misuse service in Enfield has been identified and proposals for developing the facility are being put in place.

A final report is due to be considered later this year.

#### 2.8 Youth Engagement Review

The basis of this Working Group is to increase the opportunities for children and young people to influence local authority decision-making. In addition to giving young people an opportunity to share their views, the aim is to make the process part of a life-long learning experience.

A close working relationship has been established between the Working Group and officers responsible for this area of work. A key achievement to date has been the involvement of the Enfield Youth Assembly. Some of them have attended the Children's Services Scrutiny Panel and the budget meetings. It has been encouraging to see the interaction between young people and Members on each occasion.

Further work is currently being undertaken to assess the processes for engagement, which are currently in place. This piece of work will not only focus on the Council but also our partners in the wider community. The activities will continue over the next 4 years.



### 2.9 Monitoring Routine Matters

The Panel created a new monitoring system for routine matters. Reports were included with agenda papers but it was agreed that they would only be discussed at the meetings if specifically requested by Members. This not only gave the Panel more time to concentrate on key Scrutiny issues, it was also a more effective use of officer time and will be developed further. We monitored the outcomes from the Joint Area Review of the Council, adoption and fostering, recruitment and retention of social workers, social care complaints.

### 3. Improvements

The Working Groups have been a very effective method of involving Members more closely in the work of the Panel and of enabling detailed analysis of the issues. The visits to schools and the drug treatment centre where we had opportunities to talk to pupils, headteachers, staff and service users were very useful and informative. Inviting witnesses to informal Working Group sessions has also been productive.

As part of the physical education review we produced some questionnaires that were given to teachers and young people. The results were very useful but we found we were more likely to get responses if we asked for them to be completed on the spot.

In retrospect it would have been better to have begun more of the reviews earlier in the year and to have established lead Members from the start. Setting up eight separate Working Groups

was ambitious. Fortunately more support was provided which made delivery more realistic. However it was envisaged from the start, that the programme would operate over more than one year, some reviews would be completed but others could last two years or in the case of youth engagement, 4 years.

It is recognised that the work programme did stretch the available Scrutiny support and the support from Children's Services officers but this was set against the size and range of children and young people services and the concerns of the Scrutiny Panel Members.

Next year we will aim to complete the remaining reviews before starting others.

### 4. Work Carried Forward to Next Year

Next year the Panel will continue the unfinished reviews. These include youth engagement, pupil mobility, consistency and attendance, young carers, exclusions and looked after children.



# Environment, Parks & Leisure Scrutiny Panel - Annual Report 2006/07

## 1. Achievements - Key Outcomes for the Year

### 1.1 Fairtrade

In January this year full Council agreed the Panel's recommendations, supporting the initiative to become a Fairtrade borough. This was endorsed by the Panel following considerable work with local campaigners and backing from voluntary organisations. A Fairtrade Coordinator has now been named, and work to achieve the 5 Objectives has begun. The recommendation is an excellent example of Scrutiny councillors acting as community leaders, and changing the way the Executive operates.

### 1.2 Waste Audit

As part of the Waste Minimisation Review support officers completed an audit of all the waste produced at the Civic Centre. This followed an earlier 2004 audit completed by consultants to allow comparison. The figures had marginally changed (general waste remained the same, paper had increased significantly), suggesting that no central improvements had been achieved in the last 3 years.

The Working Group, set up by the Panel, also agreed a survey for internal Council staff to gauge their views on reducing, reusing and recycling. Over 200 staff responded - a record for internal questionnaires, and the responses were resoundingly in favour of changing the way the Council operates.

The Panel are now planning to investigate which of the consultants' recommendations can be

implemented, and any suggestions made by officers through the survey.

The Panel also completed a site visit to the LondonWaste EcoPark - a site of specialised waste management centres that deals with the waste produced by seven London boroughs (including Enfield). Members were reassured that management had taken steps to reduce the odours from introducing the new composting process. This offered a useful insight into how waste is managed, the quantities involved and the pressures on such organisations to reduce the amounts of waste.

### 1.3 Libraries Strategy event

On 31st March the Panel held a special event to consider the consultation currently being undertaken by the Education, Children's Services & Leisure Department on the development of the Libraries Service. Over 60 residents attended, representing both voluntary organisations and individual interests - demonstrating the interest and concern over this subject. This provided a useful input to the consultation process.



The use of new ways of publicising the event, including distributing bookmarks with every library issue over a 3 week period, showed that it is possible to engage large numbers of the public in a consultation exercise. A lively exchange of views took place at the consultation meeting, with Members and officers grateful for the views received.

## 2. Ongoing Reviews

### 2.1 Waste Minimisation Review

The Civic Centre audit was just the first part of the Waste Minimisation Review, the other three being trade waste, recycling in flats & housing estates and education in schools. The Working Group will continue to meet, and a special event is planned to consult local businesses on their approach to waste minimisation.

### 2.2 Parks & Open Spaces

This review was initially commenced to draw together a variety of updates the Environment, Parks & Leisure Scrutiny Panel was receiving on the subject. The Panel has focused this year on the activities of the Safer Neighbourhoods Parks Unit - receiving data and seeking to monitor the way the service is provided. This work will continue into the coming year, looking at parks investment, development of the Green Flags awards and leisure provision for young people.

## 3. Monitoring Items

### 3.1 Environment Department Performance Monitoring Statements

The Panel received information about the Environmental Services' performance indicators,

which made up the Comprehensive Performance Assessment (CPA). The Panel has kept a watching brief on this subject, which has given a clear understanding of the department's performance in comparison to other councils nationwide.

### 3.2 Updates on progress to the Holmesdale Tunnel (M25)

Following the review completed during 2005/06, the Panel has received further verbal updates on the progress of works carried out on the Holmesdale Tunnel in order to ensure that progress is being maintained.

### 3.3 Footway & Carriageway Investment

A presentation was received in March, outlining progress made with the Borough Capital Programme for Highways and Footways. This looked at (among other things) the delivery process, priorities for 2007/08 and co-ordination of activities on the highway network. Further work will be undertaken this year to examine the cost effectiveness of the programme.

### 3.4 Envirocrime Unit/Planning Control

The Panel also received a presentation on the work of the Council's Planning Enforcement Team and their relevant Performance Indicators. The presentation covered the remit of the service, the breach process and Enforcement Notices, appeals to the Planning Inspectorate and the priorities set by Planning Committee regarding the speed of response in carrying out investigations into breaches of planning control.

### 3.5 PFI Street Lighting

The PFI funded Street Lighting Programme

to replace all the boroughs lighting columns and bollards is a major works initiative for the Council. The Panel considered the letting of the PFI contract and continues to receive performance statements about progress on the replacement works.

### **3.6 Traffic Management**

The Director of Environment, Street Scene and Parks gave an update on current traffic and parking policies. The Panel has agreed to work with the Special Projects Scrutiny Panel over the coming year in reviewing the parking study being undertaken by consultants within the borough.

### **3.7 Shopmobility**

The Panel noted the report on the current situation regarding Shopmobility provision in Enfield Town.



## Health Scrutiny Panel – Annual Report 2006/07

### I. Achievements – Key Outcomes for the Year

#### I.1 Reconfiguration of Clinical Services

Most of the Panel's time this year has been spent undertaking a number of reviews looking at what health care is currently provided by GP surgeries and other community facilities to see whether primary services could manage the level of care that will be expected from them as a result of any changes to Chase Farm Hospital. Scrutiny also wanted to test out the assumption held by the local NHS, that the demand in A&E would be reduced as more services are provided in the community.

The Panel found:

- No strategic plan to shift resources (both funding and staff) from hospital to community;
- Patchy provision across the borough;
- 71% of GP surgeries were not fit for purpose;
- 63% of GP surgeries were not open all week;
- Some community matrons have been introduced, but it was too early to assess their effectiveness although there were some positive signs;
- Limited rehabilitation services.

The Panel approached the Independent Reconfiguration Panel over concerns at the lack of information and evidence, which must be rectified before any proposals are put forward in a consultation document.

Enfield Council also asked Scrutiny to work with the King's Fund on the impact that any reconfiguration would have for our residents. The report produced can be found on the website [www.enfield.gov.uk](http://www.enfield.gov.uk).

Whatever proposal is eventually adopted, Chase Farm Hospital must remain sustainable and fit for 21st century healthcare. During the implementation, which will be at least 5-10 years, Chase Farm Hospital must continue to provide our care until such time as all services are up and running in the community.

Scrutiny will continue this work next year.

#### I.2 Smoking Cessation for Turkish/ Turkish Cypriot & Kurdish Communities

The Panel's involvement in the Local Area Agreement (LAA) process resulted in an opportunity to assist the Primary Care Trust (PCT) to achieve the LAA target for the number of Turkish Cypriot, Kurdish and Turkish residents helped to stop smoking.

Councillors have used their community representational role in actively raising awareness with the Turkish community.

A Working Group consisting of Councillor Oykenner and Councillor Lamprecht was set up to help raise public awareness, encourage and monitor the delivery of the LAA target:-

Increase the number of Turkish Cypriot, Turkish and Kurdish residents helped to stop smoking (4

week quitters) with a target of 400 quitters by 2009.

Councillor Oykenner, on behalf of the Working Group and Enfield PCT, invited voluntary sector representatives from the Turkish Cypriot, Turkish and Kurdish communities in Enfield as well as other community organisations whose membership included Enfield residents to a meeting in December at the Civic Centre. The meeting was well attended and proved successful.

Scrutiny Councillors, and other Turkish speaking Councillors have offered to work with community groups, to help influence cultural attitudes towards smoking.

#### I.3 Stroke Services

The Scrutiny Panel identified significant shortfalls in the provision of stroke services in the Borough, and produced a detailed report in March 2006 with recommendations for improvement that were agreed by the PCT and local hospitals.

The Panel received an update from the PCT and local hospitals in February 2007. The Panel were disappointed to find that little progress had been made, particularly with regard to the provision of additional community rehabilitation by the PCT.

However, the Department of Health are producing a draft National Stroke Strategy for England due this Autumn, which will place much more of a focus on Stroke Services.

#### I.4 Alcohol

A Working Group was set up comprising of Councillor Boast and Councillor Hones. The group co-opted the Council's Alcohol Strategy Coordinator and it was decided to focus attention on alcohol screening in A&E departments.

In order to gather local data the Working Group approached both Chase Farm Hospital and North Middlesex University Hospital to carry out a pilot audit. This involved A&E staff handing out questionnaires to those presenting at A&E over a period of a week. These were short, self-completed questionnaires.

In hospitals where its been implemented, alcohol screening has proved successful at reducing alcohol consumption and re-presentations at A&E, particularly where an alcohol nurse/advisor is available to refer patients to. The preliminary findings of the survey indicated a significant rate of alcohol consumption in Enfield and its direct impact on local health services.

The Working Group made recommendations to Enfield PCT on the findings, including recommendations to routinely screen patients in A&E.

The Department of Health announced funding to all PCTs (in the region of £90,000 per PCT from April 2007) for alcohol screening and early intervention projects. This funding, however, is not ringfenced and the Working Group has recommended that the funding is used for its intended purpose. The PCT have declined to do so.

### **1.5 Mental Health Consultation**

Barnet, Enfield and Haringey Mental Health NHS Trust (MHT) submitted a consultation document to the Health Scrutiny Panel in August 2006 outlining proposals for Adult and Older Peoples Mental Health Services in Enfield and Haringey. A Joint Health and Adult Social Services Scrutiny Panel met in September 2006 to receive a presentation from the Mental Health Trust (MHT) and consider the proposals. This is the response of the Joint Scrutiny Panels.

Members are pleased with the MHT's plans to direct significant capital funding to enable the repatriation of LB Enfield residents (mainly from the Edmonton area) who are currently patients at St Ann's Hospital, Haringey. Members welcome the MHT taking the opportunity to bring these plans to fruition.

Members have reservations on the issue of the capacity of the Community MHTs to care for Assertive Outreach (AO) clients and other adult patients with complex needs, who previously had frequent contacts with their AO workers, and who may in the future have considerably less contact and continuity with Mental Health workers.

Members are concerned with the reduction in numbers of inpatient adult beds but welcome the refurbishment of wards at the Mental Health Unit at Chase Farm Hospital to meet standards of dignity and privacy. Managing a reduced number of in-patient beds is dependent upon the continued success of the services provided in the community by the PCT, the MHT, London

Borough of Enfield and the Voluntary Sector, and their relationships with one another. Members were told by the MHT that many patients are sufficiently recovered to be discharged to their GPs. Although the Enfield PCT have stated they will support GPs by developing a primary care strategy/model for the interface between the GPs and mental health services, Members feel that the primary care strategy should have been developed earlier. Members are concerned that GPs may face capacity and skills shortages to enable them to care for their patients with mental health needs. Members are concerned at the state of readiness of community-based services.

### **1.6 Annual HealthCheck**

The Panel's comments can be found on the hospital and PCT website under their Annual Healthcheck items.

# Housing Scrutiny Panel - Annual Report 2006/07



## 1. Introduction – Key Issues

This year the Panel agreed to focus on five key issues. These were:-

- The Arms Length Management Organisation (ALMO)
- Decent Homes in the private sector
- Estate facilities including community halls
- Repairs and maintenance
- Allocations and housing needs

A different Member of the Panel volunteered to be the lead Member for each issue.

## 2. Achievements - Key Outcomes for the Year

The Panel set up 2 small Working Groups; one to look in more detail at the setting up of the ALMO; and the other to consider the issue of Decent Homes in the private sector.

### 2.1 ALMO

One of the most important housing issues over the past year has been the work being done in housing services on the establishment of the ALMO, and to achieve the 2 star status to gain the funds to enable the Council to meet the Government's Decent Homes standard by 2010.

The ALMO Working Group has been closely monitoring these events. They have questioned the Council's Chief Executive and senior housing officers about the progress that has been made as well as listening to the views of the ALMO shadow board Members and representatives from the Federation of Enfield Community Associations (FECA). The Panel also received reports on the outcomes from the Audit Commission Voluntary Improvement Work inspections.

On the ALMO, most of the preparatory work has now been completed; there is a draft delivery plan, management agreement and organisational structure. The Council is now waiting for the Government's decision on the funding that has been repeatedly delayed but is now due for the end of the year.

Members also visited Barnet to speak to officers and Members involved in their ALMO.

### 2.2 Decent Homes in the Private Sector

There are proposals in place to make sure all Council homes are brought up to the Decent Homes standard by 2010 but for homes in the private sector there are different arrangements. The Panel was concerned that the condition of many homes in the private rented sector was not

good, so they agreed to set up a Working Group to investigate the issues. The review focused on the impact on the most vulnerable.

The Members of the Working Group have so far visited some homes that have been brought up to the standard and some that have not. Further meetings are planned when the Working Group will meet landlords and vulnerable tenants to raise awareness and understanding about Decent Homes and the help that is available to improve Private sector housing.

The final aim of the review is to suggest ways that the service can be improved and respond more effectively to the needs of those involved.

### 2.3 Housing Needs and Allocations

Housing Needs and Allocations provide a service to homeless persons and families; helping them to find housing. The Panel wanted to investigate whether the service was fair, transparent, operated with equality of opportunity; and that it catered to the demands of all the vulnerable persons who apply for accommodation.

The Panel were also interested in the way the choice based letting scheme worked.

Two workshops were organised where Members undertook a number of exercises. They were surprised at the complexities involved.

In the first workshop they tested the current allocations policy by considering a number of case histories including a case involving special health related needs, an overcrowded household and a homeless family.

In the second workshop they scrutinised the current equalities monitoring process for making a housing application against the process map of the application and decision making processes.

As a result of the review, Members will be making a series of recommendations, which will feed into the planned review of the Council's Housing Allocations Policy.

The Panel were concerned about the high cost of rents for people living in temporary accommodation which could lead to people becoming trapped on benefits as they could not afford to pay the rents themselves. The Panel had a detailed discussion on the issue and were keen to find ways to alleviate the situation.

### 2.4 Repairs and Maintenance

The aim of this review was to scrutinise the repairs process in order to make recommendations for improving the service. At their meeting in January the Panel received flow charts and information showing how the service operated.

This was followed up in March with a comprehensive report setting out how the speed and quality of repairs had improved and how it had increased even more since the new repairs centre had opened last year. The improvements were reflected in improved satisfaction levels. This trend was expected to continue, following the introduction of the responsive repairs partnering contracts in April 2007.



Challenges still to be met include:-

- Development of partnering arrangements with the new responsive repairs contractors so that performance in relation to the speed and quality of repairs continues to improve.
- Further development of the planned maintenance programme so that it is informed by responsive repairs and links with other programmes such as the cyclical decorations programme.
- Continuing the training and development programme for frontline staff to improve the accuracy of repairs ordering using the new Repair Finder computer package.
- Linking the supply chain management arrangements for responsive repairs to those of the capital programme to secure the best prices for bulk purchasing of materials such as kitchen units.

**2.5 Estate Facilities**

One of the outcomes from the Panel's previous review into anti social behaviour was the need for more facilities on housing estates. Members of the Panel were also particularly interested in the Council's review into community halls. They received a presentation and were given the opportunity to comment on the outcomes from the review enabling them to feed into the final report before it was agreed by Cabinet.

Many of the halls were in need of refurbishment but this could only take place using funds from

disposing of out of borough halls and Boleyn Hall, a hall which was no longer in use.

As the community halls were already being addressed the Panel agreed to consider what other facilities were available. For the first time housing officers put together a list that included all play areas, tenant meeting rooms, youth shelters and clubs.

Ian Martin from Christian Action Housing gave a presentation on the innovative work carried out on the Bounces Road Estate. This was to improve the facilities with the true involvement of the existing tenants.

A questionnaire was developed to send out to representatives of the tenant consultation network but it was agreed to delay issuing this because of the uncertainty surrounding the ALMO arrangements.

**2.6 Other Issues**

The Panel also looked at the Council Business Plan and the Rent Setting for 2007/8 as well as monitoring the outcomes from the Panel's review into Tenant Participation and Involvement.

**3. Improvements**

This year the Scrutiny Panel has successfully focused on fewer issues in much more depth than previously. There have been some lively and informative discussions at the Panel meetings involving not only all the Members of the Panel but also the public and representatives from housing organisations.

The Panel has two co-opted Members; one from FECA; the other from a local housing association; who have taken key roles on the Working Groups.

In the future we will continue to work with housing and ALMO officers to improve the services available to tenants and leaseholders and to help ensure that they are consulted and involved in all decisions relating to their homes.

We will also spend more time monitoring the outcomes from previous reviews to ensure that our recommendations have been implemented.

**4. Work carried forward**

Next year we will carry forward the work on the ALMO, continue with Decent Homes in the private sector as well as finding out more about how housing estate facilities fit into the wider place shaping agenda.



## Special Projects Scrutiny Panel – Annual Report 2006/07

### 1. Achievements – Key Outcomes for the Year

#### 1.1 Diversionary activities for young people

The Panel wished to find out what facilities and activities are currently available to reduce the numbers of young people 'hanging around' as these groups have the potential to cause nuisance to other residents and may contribute to their fear of crime. They were also interested in the options for new projects and the expansion of current activities to cover all areas of Enfield.

Members heard evidence from representatives of the Youth Service, Community Safety and the Assistant Director for Leisure, Culture and Youth. The Chairman visited Gilwell Park to meet youth workers and young people on an end of summer residential and also went out on the Klinger Estate with detached youth workers.

At the final meeting of the Municipal Year, Colin Barrett summarised the current position of the Youth Service and outlined some proposed developments to utilise the increased funding which had been allocated for 2007 –2008. As the Panel had requested, he also put forward four potential options for further development of youth provision in Enfield. It was agreed that the Working Group would meet with Peter Lewis, Director of Education, Children's Services & Leisure, early in the New Municipal Year to explore these options in more detail.

#### 1.2 Energy Efficiency

This was essentially a fact-finding review and as such achieved its aims for the Panel to gain a

greater understanding of the issues involved in improving energy efficiency, the use of sustainable energy and exploration of alternative energy sources.

Members of the Panel visited London Waste's EcoPark in Edmonton, the Renewable Energy Centre In Kings Langley (the world's first zero emission commercial building) and Woking Borough Council, a Beacon Council for sustainable energy.

They saw a range of alternative and sustainable sources of energy including photovoltaic panels linked to combined heat and power units; a wind turbine; biomass boiler; CHP fuel cell and a CHP station which provides power, heating and cooling to Woking Town centre via a private wire.

The responsibility for the development and implementation of Enfield's Climate Change Strategy, which will include energy efficiency and sustainability, is now under the Director of Environment & Street Scene. The Panel decided that it wished to receive quarterly progress report on the Strategy. It also agreed to continue to lead investigative work on energy efficiency and the potential of alternative energy provision such as wood burning boilers and the use of biomass fuel.

#### 1.3 Freedom of Information

The purpose of this review was to examine the effectiveness of Enfield's systems for responding to Freedom of Information (FOI) requests. Officers supplied information on the number and type of requests, departmental monitoring, charges and refusals.

The Panel decided to undertake a survey of people who had requested information to ascertain their views on the process and the quality of information supplied. A postal survey was carried out and the results presented to the Panel in March 2007. The Panel noted the suggestions for improvement and wished to add the need for more training for officers on the FOI process. These recommendations will be passed on to the appropriate officers.

#### 1.4 Boroughwide Parking Enforcement

A review of Pay and Display parking arrangements was carried forward from the 2005 – 2006 work programme. The Panel discussed a scope and co-opted Chris Rash from the Chamber of Commerce, but work was postponed pending the proposed changes to parking charges for 2006 –2007. Following approval of the revised parking charges by Cabinet, the Panel submitted a reference to Cabinet calling for implementation to be postponed pending the Panel's review. Cabinet refused this request. The Panel called-in this decision and the delegated decision regarding objections received as part of the consultation on the charges. Overview and Scrutiny considered the call-ins and they were referred to full Council in January 2007. The decision to implement the revised parking charges was upheld.

In the meantime, the Cabinet Member for Environment and Street Scene had also commissioned a parking review. Given that officers did not have the capacity to conduct two reviews, it was agreed that Special Projects would be involved in scrutinising the consultants' brief, receive regular updates on progress and

be involved in the feedback and final report. This will be carried out jointly with a Working Group from the Environment, Parks and Leisure Scrutiny Panel, which includes a representative from the Federation of Enfield Residents and Ratepayers Association (FERRA).

The Working Group met to consider and amend the brief and the Assistant Director Environment & Street Scene - Contracts has attended Panel meetings to inform them of progress and to take Members' comments and suggestions to feed into the review. This will continue in the New Municipal Year as the initial views from the consultants are expected to be available to the Panel in September, with policy decisions being formulated by December 2007.

### 2. Working Arrangements

The Panel has participated in a number of visits both within and beyond Enfield to see first hand how services are delivered and examples of good practice. This has been valuable and contributed to Members' understanding of the issues under review. The possibility of more Members attending these visits through giving plenty of notice and/or arranging evening visits should be explored. Through its work on both energy efficiency and the parking review, the Panel has made an effective contribution to the development and implementation of key corporate strategies.

An important issue for the Special Projects Scrutiny Panel this year has been finding suitable dates for Working Groups. Whilst understanding the demands on Members' time,

those participating in Working Groups should be prepared to fit Working Group meetings into their schedules. This has been the main reason why the reviews started this year have yet to be completed, and why some are still in their early stages.

### **3. Work Carried Forward to Next Year**

The Special Projects Scrutiny Panel has agreed to carry the following topics into 2007 –2008:

- Energy efficiency
- Diversionary activities for young people
- Boroughwide parking enforcement
- Procurement



## Looking Forward: Future Challenges

Whilst Enfield's Scrutiny function has been externally recognised as working well, the function remains keen to develop and build upon its successes. A number of key challenges/opportunities for improvement have therefore been identified for the following and future years:

- to continue with implementation of the recommendations from the Scrutiny Best Value Review;
- to continue working to set realistic, focused and well-balanced work programmes with fewer items allowing more detailed review;
- to continue developing the process for effectively managing and monitoring the allocation of Member/officer resources between Panels to support the Scrutiny function and individual reviews;
- to fully implement the Scrutiny evaluation framework in order to assess what is working well and what needs improving in relation to the way Scrutiny is operating i.e. to what extent is Scrutiny "making a difference";
- to consider and plan for implementation of the new powers being proposed for Scrutiny under the Local Government & Public Involvement in Health Bill & Criminal Justice Act 2006 – including the Community Call for Action;
- to increase engagement of the public and other interested stakeholders in the work being undertaken by Scrutiny;
- to improve how progress on the implementation of recommendations from individual reviews is tracked and monitored;
- to improve how Scrutiny engages with

- the local press and continue to raise its overall profile;
- to ensure Scrutiny reviews continue to be well-informed with clear evidence based outcomes;
- to ensure that the temporary cover being provided within the current Scrutiny Support Officer structure is addressed and more sustainable options are developed for the provision of this support in the long term;
- to continue the very effective collaborative (cross-party) working between Scrutiny Chairman & Members;
- to continue focusing on Member development based on the Scrutiny Member development programme.

### The Public: Getting Involved

Scrutiny needs the support and involvement of local people, service partners and community groups to ensure it continues to function effectively and welcomes contributions in any of the following ways:

- Suggesting suitable topics for a future Scrutiny investigation; or
- Getting involved in reviews on particular subjects under Scrutiny.
- Visit [www.enfield.gov.uk/Scrutiny](http://www.enfield.gov.uk/Scrutiny)

It should be noted however that Scrutiny's role is not to deal with individual queries, concerns or complaints. These type of issues need to be referred onto the relevant Department, Ward Councillors, dealt with through the Council's complaint procedure or raised at Area Forums.

We would welcome your views and comments on Scrutiny and on the content of this report. If you would like to know more about the Scrutiny function please refer to the contact information provided.

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Alternatively you can also contact us via the Scrutiny page on the Council's website. [www.enfield.gov.uk/Scrutiny](http://www.enfield.gov.uk/Scrutiny)

Individual contact details for each Scrutiny Panel are also listed on the back page of the Annual Report.

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# SCRUTINY

## ENFIELD

## SCRUTINY

Serving the people

## SCRUTINY ANNUAL REPORT

If you would like this booklet in your language please tick one box ✓, write your name and address at the bottom of the page and send this to the address shown.

আপনি যদি এই বুকলেটটি আপনার নিজের ভাষায় চান, তাহলে দয়া করে একটি বাক্সে টিক চিহ্ন ✓ দিন, পৃষ্ঠার শেষে আপনার নাম ও ঠিকানা লিখুন এবং নির্দেশিত ঠিকানায় এটি ফেরৎ পাঠান।

BENGALI

Si vous désirez recevoir un exemplaire de ce fascicule rédigé En votre langue, veuillez cocher ✓ la case appropriée, inscrire vos noms et adresse en bas de la page et expédier celle-ci à l'adresse indiquée.

FRENCH

Εάν θέλετε αυτό το βιβλιαράκι να μεταφραστεί στη γλώσσα σας, παρακαλούμε σημειώστε το κατάλληλο πλαίσιο με ✓, γράψτε το ονοματεπώνυμο και τη διεύθυνσή σας στο κάτω μέρος της σελίδας και επιστρέψτε τη στη διεύθυνση που αναγράφεται.

GREEK

જો તમને આ પુસ્તિકા સુજરાતીમાં ભાષાંતર કરેલી જોઈતી હોય તો, મહેરબાની કરી એક ખાનામાં (ટિક ✓)નું નિશાન કરો, તમારું નામ અને સરનામું આ ધાનાના નીચલા ભાગમાં લખો અને બતાવેલા સરનામે આ મોકલી આપો.

GUJARATI

Hadii aad jeceshahay in aad waraaqahan ku heshid luqadaada hooyo fadlan sax ✓ hal san-duuq, ku qor magacaaga iyo cinwaankaagaba bogan hoostiisa una soo dir cinwaanka meesha lagu muujiyey.

SOMALI

Elinizdeki bu broşürün kendi dilinize çevrilmesini istiyorsanız, kutulardan birini işaretleyip ✓, adınızı-soyadınızı ve adresinizi sayfanın alt kısmına yazdıktan sonra, lütfen bunu belirtilen adrese gönderin.

TURKISH

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