

Community and Neighbourhoods Scrutiny Panel

Dear Member,

You are invited to attend the meeting of the Community and Neighbourhoods Scrutiny Panel to be held as follows for the transaction of the business indicated.

Sian Roxborough
Monitoring Officer

The council is currently holding virtual meetings. This plays a part in helping us to maintain the safety of the public, staff and councillors.

The City Mayor has asked that, as far as possible, there is still public involvement and input into the decision-making process.

Therefore, should you wish to raise a question or comment on any of the items listed, which will be presented at the meeting on your behalf, you can do so in writing, by sending an email to the address at the bottom of this agenda.

Please do this by 4.30pm on the day before the meeting is due to take place.

Further information on the coronavirus and what it means for Salford can be found on the council website - <https://www.salford.gov.uk/coronavirus>

DATE: Monday, 15 March 2021

TIME: 2.00 pm

VENUE: Microsoft Teams Meeting

AGENDA

THE PROCEEDINGS OF THIS MEETING CAN BE VIEWED LIVE ON THE DAY VIA THE FOLLOWING LINK:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmQwZTQzODAtMzU4Ni00NTk1LTk3ZWYtMTA3MzRIY2Y1NWY3%40thread.v2/0?context=%7b%22Tid%22%3a%2268c00060-d80e-40a5-b83f-3b8a5bc570b5%22%2c%22Oid%22%3a%22573d04a0-0ae6-41ac-938f-3d1aa4fc5fd1%22%2c%22IsBroadcastMeeting%22%3atrue%7d&bype=a&role=a

- 1 **Apologies**
- 2 **Declarations of Interest**
- 3 **Minutes of meeting held on 15 February 2021 and matters arising** (Pages 1 - 4)

- 4 Operation of Community Committees and Resilience Groups during Covid-19 Pandemic** (Pages 5 - 18)

(David Seager - Asst Dir Operational & Community Services and Vincent Nash - Neighbourhood Manager)

- 5 Salford City Council Call Centre Performance including Spirit of Salford Helpline - Presentation (to follow/be tabled)**

(Stephen Fry - Asst Dir Digital & Customer Services and Claire Fewings - Customer Service Locality Services Manager)

- 6 Work Programme 2020/21** (Pages 19 - 22)

- 7 Any other business**

- 8 Next Meeting - Monday, 17 May 2021 at 2.00 pm**

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