

## Overview and Scrutiny Board

Dear Member,

You are invited to attend the meeting of the Overview and Scrutiny Board to be held as follows for the transaction of the business indicated.

David Wilcock  
Monitoring Officer

---

**DATE: Wednesday, 3 November 2021**

**TIME: 2.00 pm (Briefing for Board Members only at 1.45pm)**

**VENUE: Salford Suite, Salford Civic Centre, Chorley Road, Swinton**

---

In accordance with 'The Openness of Local Government Bodies Regulations 2014,' the press and public have the right to film, video, photograph or record this meeting.

### AGENDA

**GUIDANCE ON THE RETURN TO FACE TO FACE COUNCIL MEETINGS** (Pages 1 - 4)

- 1 **Apologies for absence.**
- 2 **Declarations of Interest.**
- 3 **Minutes of meeting held on 6 October 2021.** (Pages 5 - 8)
- 4 **Customer Service - Post Pandemic and Digital Inclusion.** (Pages 9 - 16)
- 5 **Treasury Management Strategy Mid Year Review 2021/22.** (Pages 17 - 28)
- 6 **Work Programme 2020/21.** (Pages 29 - 32)
- 7 **Any other business.**
- 8 **Date and Time of Next Meeting:**

Wednesday 1<sup>st</sup> December

- Pre-meet for Board Members only at 1:45pm
- Overview & Scrutiny Board meeting at 2:00pm

Contact Officer:

Claire Edwards - Democratic  
Services

Tel 0161 793 2602

No:

E-Mail: [decisionmakingandscrutiny@salford.gov.uk](mailto:decisionmakingandscrutiny@salford.gov.uk)