



STAFFORDSHIRE CONNECTS STRATEGIC ADVISORY BOARD

10:00 – 13:00 Thursday 1st September 2011

Tamworth Borough Council

AGENDA

1. **Apologies** All
2. **Introductions** All
3. **Minutes of Previous Meetings:**
 - a) Strategic Advisory Board - 4th August 2011
4. **Core Team** Andrew Burns / Andrew Street
Budget Monitoring 2011/2012
5. **CRM Team** Andrew Burns
Budget Monitoring 2011/2012
6. **CRM Replacement Project** Steve Sankey
 - a) Specification of Requirements
 - b) Options Appraisal
 - c) Progress Update
 - d) Resource Plan
7. **Directors Report** Andrew Street
8. **Staffordshire Connects Projects / Work Plan**
 - a) e-Payments Leanda Adams-Collett
 - b) Life Events Frankie Cartwright
 - c) Customer Knowledge Anica Goodwin
 - d) Staffordshire Cares Sal Khan
9. **Any Other Business** All
10. **Date of Next Meeting:** All
Joint Committee - Friday 16th September 2011, 10am County Buildings, Stafford.
Programme Board - 29th September 2011, 10am Lichfield District Councils.