



## Staffordshire Connects Strategic Advisory Board

10:00 Thursday 3<sup>rd</sup> March 2011

Blantyre Room, Town Hall, Burton, Staffordshire

### Minutes of the Meeting

#### 1. Apologies

Apologies were received from Jeanette Hilton (Newcastle Borough Council), Rita Booth (Lichfield District Council), Frankie Cartwright and Karen Childs (South Staffordshire District Council), Malcolm Vickers and Norman Jones (Stafford Borough Council), Karen Webb (Cannock Chase District Council), Andrew Stokes (Staffordshire Moorlands District Council), Andrew Edwards (Staffordshire County Council) and Jodie Guy (Staffordshire Connects).

#### 2. Introductions

The Staffordshire Connects Strategic Director, Sander Kristel (SKr) of Staffordshire County Council (SCC) and Andrew Street (AS), Director of Staffordshire Connects (SCP) welcomed members of the Strategic Advisory Board (SAB) to the meeting;

Helen Riley (HR)	Staffordshire County Council (SCC)
Anica Goodwin (AG)	Tamworth Borough Council (TBC)
Sal Khan (SKh)	East Staffordshire Borough Council (ESBC)
Ysanne Williams (YW)	Lichfield District Council (LDC)
Andrew Burns (AB)	Staffordshire County Council (SCC)
Steve Sankey (SS)	Stoke on Trent City Council (SoT CC)
Douglas Paxton (DP)	Staffordshire Police (SPol)
Frances Sawford (FS)	Staffordshire County Council (SCC) & SCP Legal
Paul Hayward (PH)	Staffordshire Connects (SCP)
Leanda Adams-Collett (LAC)	Staffordshire Connects (SCP)

#### 3. Minutes of Previous Meeting - 17<sup>th</sup> December 2010

The minutes of the previous meeting were accepted as a true and accurate record.

#### 4. Core Team Budget

The SAB received a report from SCP Director and SCC Director of Finance and Resources to advise them of the budget position for the Core Team. The financial position was noted and two items under partnership reserves discussed:

- £10,000 allocated to Shared Services to be retained for potential use on Staffordshire One Place - Project 2
- £29,900 allocated to Customer Knowledge to be retained for potential use on Staffordshire One Place - Project 3

#### 5. CRM Team Budget

The SAB received a report from SCP Director and SCC Director of Finance and Resources to advise them of the budget position for the CRM Team. The financial position was noted and the potential to utilise the under spend of approximately £17,000 discussed - Balance of CRM Team under spend to be ring-fenced for CRM (new or existing to be defined).

#### 6. Staffordshire Connects Projects

Project Name	Status	Comments
Life Events	☺	Draft plan inserted
Customer Knowledge	☺	Draft plan inserted
Public Protection	☺	<b>ACTION 1:</b> More detail to be provided at next SAB meeting by Rita Booth (LDC)
Staffordshire Cares	☺	<b>ACTION 2:</b> SKh to report back to SAB with 'To Be' designs and future areas of work
ePayments	☺	<b>ACTION 3:</b> LAC to correct budget figures in report

## **7. CRM Support Arrangements**

The SAB received a presentation from PH (SCP) on CRM Support Arrangements that summarised a report also circulated to the SAB. The key points of the presentation were:

- Current Partnership CRM Position
- Oracle LG45 CRM
- Options to reduce costs of support arrangements

**ACTION 4:** A copy of the presentation slides to be circulated to SAB

Following discussion it was clear that further information was required on the costs associated with terminating the Capula contract, i.e. redundancy of existing support staff (2 x FTEs), and the best/worst case scenario of this, how Oracle licences might be assigned to Staffordshire as they are currently via Capula, the timescales for taking any action.

**ACTION 5:** PH and SKr to provide an answer to points raised during discussion around costs of terminating the Capula contract, legal advice on how to re-assign Oracle licences, and timescales.

## **8. Any Other Business**

### **Staffordshire Connects Constitution Amendments**

FS has made the requested changes to the partnership constitution in terms of a reduction in the quorate number for Joint Committee, reflection of changes to the Core and CRM Team structure and the introduction of the Staffordshire Connects Programme Board.

**ACTION 6:** Changes to be recommended to Joint Committee.

## **9. Date of Next Meeting**

**Time:** 10:00

**Date:** Thursday 2<sup>nd</sup> June 2011

**Venue:** To be confirmed - host required

Meeting Close 11:30