



## STAFFORDSHIRE CONNECTS JOINT COMMITTEE

### AGENDA

10am, Friday 17<sup>th</sup> December 2010  
County Buildings, Martin Street, Stafford

#### 1. Introductions and Apologies

#### 2. Minutes

- a) Partnership Joint Committee – 8<sup>th</sup> October 2010
- b) Partnership Strategic Advisory Board - 24<sup>th</sup> September 2010

#### 3. Financial Reporting

- a) Core Team – budget monitoring
- b) CRM Team – budget monitoring
- c) Budget Core Team 2011/2012 and partner contributions
- d) CRM Team Budget 2011 2012 and partner contributions

Report of the Director of Finance, Staffordshire County Council

#### 4. Work Programme - Progress Report

- a) Review of Partnership Work Plan
- b) Risk Log

Report of the Director, Staffordshire Connects

#### 5. CRM

- a) Future CRM Scope and Strategy Discussion Paper
- b) Resourcing the CRM Work Plan

Report of Technical Manager, Staffordshire Connects.

#### 6. Life Events

Report of the Project Lead, South Staffordshire District Council

#### 7. Staffordshire Cares – Customer Access

Report of the Project Lead, East Staffordshire Borough Council

#### 8. Customer Knowledge

Report of the Project Lead, Tamworth Borough Council

#### 9. Public Protection

Report of the Project Lead, Lichfield District Council

#### 10. ePayments

Verbal report of the Project Manager, Staffordshire County Council

#### 11. Shared Services

Verbal Report of the Project Lead, Stafford Borough Council

#### 12. Notices to resign.

Tamworth Borough Council & Newcastle Borough Council

#### 13. Any Other Business

#### 14. Date of Next Meeting

Joint Committee – 18<sup>th</sup> March 2011 at 10am, Marmion House, Tamworth.

#### 15. Exclusion of the public

“That the public be excluded from the meeting for the following items of business which involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Local Government Act 1972 indicated below”.

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## PART TWO

NIL