

**Staffordshire Connects
Connects Customer First Group**

**Newcastle Borough Council, Civic Offices,
Merial Street, Newcastle-under-Lyme, ST5 2AG**

Wednesday 30th June 2010 (2.00 pm to 4.00 pm)

AGENDA

1	Introductions	All
2	Update from Interim Director	Rita Wilson
3	Appointment of Chair and Vice Chair for the Group a. Appointments to the positions of Chair and Vice Chair for the group for the coming 12 months	All
4	Review of Minutes and Actions from Previous Meetings a. Review of minutes and actions from the meeting dated 19 th May 2010	All
5	CCFG Work Plan a. CCFG work plan version 7.0 (to end of June 2010)	All
6	CRM Support and Development Group a. Review and approval of business case for CRM development request (SoTCC008) b. Minutes of the CRM Support and Development Group (for information only) c. CRM Support and Development Group work plan progress (for information only)	All
7	Any other business a. Staffordshire Connects officer/telephone directory b. CRM contract and the longer-term decisions (what next?) c. Format/frequency of CCFG and CRM Development Group meetings	All
8	Schedule of future meetings and meeting venues	All

Papers issued:

1. Minutes of the meeting of the CCFG dated 19th May 2010 ITEM 4 on agenda
2. CCFG work plan version 7.0 (to end of June 2010) ITEM 5 on agenda
3. Meeting schedule to the end of December 2010 ITEM 8 on agenda
4. CRM Support and Development Group work plan version 6 (to end of May 2010) ITEM 6c on agenda

Papers to be circulated separately:

1. Business case and supporting documentation for CRM development request ITEM 6a on agenda
2. Minutes of the CRM Support and Development Group 16th June 2010 ITEM 6b on agenda