

**Staffordshire Connects
Connects Customer First Group
19th May 2010 2.00 pm to 4.00 pm**

Stoke-on-Trent City Council

Attendees

Present: Ann Marie Bell, Bob Crockard, Karen Childs, Rita Wilson

Apologies: Peter Dunkley, Tracey Yeomans, Emma Humphreys, Sara Davies, Ysanne Williams

Actions

Action 1: Rita Wilson to contact SSDC Environmental Health to provide them with more details about the proposed work with Trading Standards and to establish whether they wish to be part of this work

Action 2: Send round an e-mail to partners regarding non-attendance at CCFG meetings. The e-mail is to encourage partners to attend and where they are not able, to send through their apologies in advance of the meeting

Action 3: To invite nominations to the positions of Chair and Vice Chair for the CCFG in advance of the next meeting in order that appointments to these can be made at the next meeting of the group.

Action 4: To establish from Rob Clewes what the possibility is of moving to nightly updates from the NLPG and to establish whether it is a full over-write or a download of changes and what the resource implications of moving to nightly updates might be

Minutes of the meeting

1	Update from the Strategic Director	
A	The group was advised that offers of appointment had been made for both the Technical Manager and Director positions. Both applicants had accepted and the process of obtaining references and the completion of other formalities needed to be completed before a formal announcement could be made to partners. This would be communicated separately.	None – for information only
B	An update was provided about the continuing discussions with Staffordshire County Council, particularly in relation to their increased involvement with the partnership as a whole. They are now looking at individual service areas where they can use LG45 CRM and these areas will be determined specifically on the basis of business benefits. One specific piece of work that had just started in looking at how Trading Standards (SCC) can use data gathered on CRM by other partners' environmental health functions e.g. businesses ceased trading for example. A PID has been produced and a second meeting of the project group has been set for mid June to agree the PID and formally kick off the project. LDC and ESBC are currently part of the project and it would be nice of others who are interested in working with trading standards were additionally on	Action 1

	board. It is thought that representatives from SSDC Environmental Health have spoken to trading standards in some capacity. Currently though, SSDC environmental health don't use the CRM. It would be good however if they could become part of this project.	
C	LDC have been holding detailed discussions with SCC Social Care to see where there is the potential for boroughs/districts to resolve some social care related queries at the first point of contact (by default a significant number of queries are handled by districts rather than Social Care). These discussions aim to look at how people access services and the provision of more preventative care and information rather than reactive. Part of this process will look at developing a customer access strategy (for this area only, rather than across an authority as a whole). The strategy will look at web, telephony and face to face contact. For telephony, there is the possibility of districts taking over Social Care calls through the contact centre and there are benefits to this in that districts can identify links to other services that social care recipients might benefit from e.g. benefits entitlement. For face to face contact the work will involve trying to use customer insight data to determine the requirement for face to face enquiries and how this should be delivered e.g. one stop shops, information points. The way it is delivered will depend upon the need. There is also the possibility for RIEP funding for this piece of work to do some base-lining work.	None – for information only
D	Linked in with this Wirral appears to be doing both adult and children's social care through LG45. Karen Childs advised that this is something that had been floating about on the one stop shop forum over recent times. Karen is attending a meeting of that group on 20 th May and will find out more details to bring back to the group. If this works then there is the potential for the CRM to become the front facing customer record for social care and health.	None for information only
E	Ann Marie said that related to this, during their visit to Durham Stoke saw something that had been implemented that enabled proofs of documents to be stored against a customer record which could then be used for authentication e.g. passport numbers and NI numbers that are supported by electronic copies of the documents themselves. This could be used to determine people's eligibility to particular services.	None – for information only
2	Minutes of the Previous Meeting	
A	The minutes of the previous meeting held on 14 th April 2010 were reviewed and agreed.	None – for information only
3	Telephony	
A	Ann Marie provided feedback from the meeting with MacFarlane that took place on 13 th May. At the meeting, MacFarlane reiterated that most issues partners were experiencing would be fixed at next release of system. LDC advised that prior to the meeting on the 13 th MacFarlane had upgraded their system to the latest version and that they had continued to experience problems. Paul Atkins has been asked by Rita to look at the terms of the contract with regard to withholding payment for non delivery of service.	None – for information only
B	The work being undertaken by SCC looks a promising alternative to jointly procuring a replacement for the MacFarlane system. The main issue for partners joining in with this relates to the timings between the current contractual arrangements with MacFarlane and the implementation plan for SCC which is wider than just the purchase of a telephony system. There is also the issue in relation to whether partners can cope with the ongoing	None – for information only

	problems with MacFarlane and can put up with these until a replacement is implemented.	
C	SCC is undergoing a competitive dialogue process for the purchase of telephony and broadband services. Short-listing of potential partners is taking place in May with final selection expected in July. Once SCC has made a decision there is the opportunity for partners to come on board and help scope what is required from a telephony system. The issue of partner participation is to be raised at the next SAB meeting. The SCC work is wider than just the County and districts – health and other public sector bodies may well also come on board. SoTCC also want to see closer integration between CRM and the telephony system – again, these requirements can be incorporated into a spec drawn up in conjunction with SCC.	None – for information only
3	CCFG Work Plan	
A	Due to the small number of partners present at the meeting, the revised CCFG work plan was not looked at. This would be carried over to the next meeting of the group.	None – for information only
4	CRM Support and Development Group	
A	Due to the small number of partners present at the meeting, the updates in relation to the CRM Support and Development Group were not looked at. This would be carried over to the next meeting of the group.	None – for information only
5	Any Other Business	
A	Attendance at CCFG The small number of partners present at the group was noted. It was thought advisable to send around something to partners to encourage them to attend and to request that partners should send through their apologies in advance if they are not intending to come along to a meeting.	Action 2
B	Appointment of Chair and Vice Chair The positions of Chair and Vice Chair are due for re-election. The group agreed that nominations for these positions should be sought in advance with election to the positions being agreed (if possible) at the next meeting.	Action 3
C	Update from SSDC The SSDC download from Revs and Bens is causing problems in terms of address discrepancies between CRM and Pericles and SSDC are looking to do away with the need for the downloads. From the end of November, they want CRM to be master database for address changes and for this to populate other systems. They asked for feedback from other partners about how they deal with changes of address. SBC advised that they have a slightly modified version of the LLPG held locally. They use this to search for property and can then use it to cross reference against other systems to try to identify the property on that system. There is the possibility to extract property information from various systems e.g. electoral roll, Council Tax and the use this to modify the LLPG records that then amended the records before they are pushed to the hub and subsequently downloaded to CRM. This can be used to overcome problems with for example properties where the customer refers to it by a name, but on the LLPG it has a property number. This would allow the property name to be added to the LLPG record so that it reads for example as Rose Cottage, 3	Action 4

	Bramble Lane thereby satisfying the customer's wish to have their property referred to by a name, rather than a number.	
6	Date and Time of Next Meeting	
A	The next meeting of the group is scheduled for Wednesday 30 th June (2.00 pm to 4.00 pm). A venue for the meeting has yet to be identified.	None – for information only