

**STAFFORDSHIRE CONNECTS
CRM Support and Development Group**

**Minutes of the Meeting on 16th June 2010
Weaver Room, Town Hall, Burton on Trent**

Attendees:

Present:	Name	Authority
	Sara Davies	East Staffordshire Borough Council
	Ann Marie Bell (Vice Chair)	Stoke-on-Trent City Council
	Ysanne Williams (Chair)	Lichfield District Council
	Bob Crockard	Stafford Borough Council
	Urszula Rayner	Staffordshire Connects
	Stephanie Stanistreet	Staffordshire Connects
	Darren Buttery	Staffordshire Connects
	Jodie Guy	Staffordshire Connects
Apologies:	Paul Atkins	Staffordshire Connects
	Stuart Cliff	Tamworth Borough Council
	Rob Stevenson	Staffordshire County Council
	Julie Ray	Newcastle-under-Lyme Borough Council
	Erica Kiernan	Staffordshire Moorlands District Council
	Sandra Polles	Newcastle-under-Lyme Borough Council
	Karen Childs	South Staffordshire District Council
	Claire Peek	South Staffordshire District Council
	Rob Vernon	Tamworth Borough Council
	Leigh Brookes	South Staffordshire District Council
	Petra Foster	Cannock Chase District Council
	David Prescott	South Staffordshire District Council

Actions/Resolutions:

Actions carried over from previous meeting

Action 1 Ysanne Williams to contact Graham Oliver to discuss the possibility of a demonstration of functionality that he has developed for R12 CRM at a future meeting of the group

Actions resulting from this meeting

Action 1 Jodie to send around an e-mail to group members advising of the new date for the October meeting of the group [Action Completed](#)

Minutes of the Meeting

1	Introductions	
A	Introductions were made around the table and apologies recorded.	None – for information only
2	Minutes and Actions from previous meeting.	
A	The minutes of the previous meeting dated 11 th May 2010 were reviewed and agreed.	None – for information only
3	Feedback from CCFG Special Meeting	
A	<p>A report was presented to the group on the decisions taken at the special meeting of the CCFG that took place on 11th May 2010, at which the business cases for a number of CRM developments were reviewed and prioritised. In total 11 business cases were reviewed and approved, resulting in approximately 12 months of development work. Of these 11 projects, 4 were considered to be of particular importance and would therefore be prioritised:</p> <ol style="list-style-type: none"> 1. Auto population of attributes 2. Enhancements to calendars and scheduling 3. Integration between CRM and the Bartec in-cab system for waste and environmental services 4. Integration between CRM and GIS applications for map based presentation of data <p>The auto-population of attributes is being undertaken by Stephanie Stanistreet and Urszula is currently working on the integration between Bartec and CRM. Of the priority pieces of work, these are being looked at first, because they will develop features that will assist in the delivery of the other priority developments e.g. calendars/scheduling and the GIS work.</p> <p>Two additional servers are required in order to complete the Bartec integration and these are being funded by Lichfield as part of the overall joint waste project costs. Capula is undertaking the installation of these, at extra cost since this work falls outside the scope of the support and maintenance contract. The arrangements surrounding this are being managed by Paul Atkins.</p>	None – for information only
4	Work Plan Highlight Report	
A	The latest version of the work plan for the group (version 6.0) was reviewed and agreed.	None – for information only
5	CRM Support Statistics	
ITEM 6b - Minutes 16.06.2010 version 1.0		Page 2 of 3

A	The CRM support statistics to the end of May were reviewed by the group. No queries in relation to the data were raised, although if partners identify anything that they want to discuss then the core team can be contacted directly.	None – for information only
6	AOB	
A	<p>Attendance at both the CRM and CCFG groups has been low of late and the format/frequency of meetings was discussed. A return to combining the CCFG and CRM meetings (as before was discussed), primarily because for most authorities, the same person attends both. Trialling this over the summer months i.e. for the July and August meetings) was suggested, since this tends to be a fairly quiet time as a result of holidays. The proposal would be mentioned at the next CCFG on 30th June.</p> <p>Another possibility to give the group some focus would be to discuss in detail one or more of the pieces of development work that were either in progress, or planned. The purpose of this would be to raise awareness and to discuss some of the potential or implications of the development.</p> <p>It is likely that the incoming Director and Technical Manager will have their own opinions as to the roles of both the CCFG and CRM groups, Fundamental changes to either the structure or the roles should therefore wait until both posts are occupied to prevent changes being implemented which may subsequently need to be undone.</p>	None – for information only
B	There is a clash between the date of one of the future meetings of the group and the Oracle user group. The meeting in question is currently scheduled for 20 th October. After checking availability of a room with Newcastle-under-Lyme Borough Council (which had agreed to host the meeting), the date has been changed to 19 th October at 2pm-4pm. The meeting schedule will be updated accordingly	Action 1
C	Ann Marie Bell provided an overview of the recent visit to the Durham Partnership by Stoke-on-Trent City Council. Durham has implemented some useful features onto their CRM, some (but not all) of which are reflected in the development plan for the Staffordshire CRM. It would be beneficial if further opportunities for joint working or looking at what Durham has developed could be explored.	None –for information only
7	Date of next Meeting: -	
A	The date of the next meeting will be confirmed following the meeting of the CCFG on 30 th June. The date will depend upon whether joint meetings are to be held over the summer	None – for information only