

## LIFT SW Customer Focused Business Transformation Network

### MINUTES of CFT Steering Group (SG) Telcon 03-Dec-07

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#### Present:

- Caroline Taylor (Torbay)
- Denise Lyon (East Devon)
- John Rogers (Wilts CC) *SW Customer Service Managers Group (SWCSMG)*
- Helen Frances (Salisbury) *SW Customer Service Managers Group (SWCSMG)*
- Linda Le Milliere (Somerset CC) *SW Flexible Working Group (SWFWG)*
- Rodney Semple (Gloucestershire)
- Peter Shields (LIFT SW Partnership)
- Anita Tadayon (LIFT SW Partnership)

#### Apologies:

- Sue Bickler (Bournemouth)
  - Bob Clark (Torbay) *SW e-Government Group (SWeGG)*
  - Paul Critchley (Carrick)
  - Ian Parr (Bristol) *SW Flexible Working Group (SWFWG)*
  - Aly Murdoch (Mendip DC / IDeA) *SW esd-Toolkit Local Community (SWTLC)*
  - Pat Prately (Cheltenham)
  - Julian Morley (LIFT SW Partnership)
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## 1 Introduction and Welcome

- New member, Sue Bickler (Bournemouth), was welcomed in absentia. Reminder of forthcoming dates for diaries:
  - Next telecon Thursday 10<sup>th</sup> January 2008 10:00 -11:00
  - Next network conference 25<sup>th</sup> February 2008
- Note made to avoid Thursday telecons where possible as some Steering Group members do not work on Thursdays

## 2 Review Minutes and Actions, Last Telecon

Who	What	Status
Helen	Email Customer Services Manager Network to update them on the formation of CFT network, asking if it meets their needs and seek their input	On-going
Linda (correction from minutes which stated Helen)	As above but for flexible working representatives	On-going
Anita / LIFT SW	Publicize existing network list by sending it out to SG members and also add to website	Complete
Anita / LIFT SW	Propose themes for next network conference	Complete (see below)
Anita / LIFT SW	Propose an initial delivery plan for engaging members -	On-going

Question (Rodney) was raised about on-going life of the flexible working group, customer service managers and e-gov groups.

It was confirmed that both e-gov and customer service group membership and activities have folded into the wider CFT Network.

LIFT SW transformation support (Peter) confirmed the focus of their activities was the larger CFT Network.

Flexible working group will let CFT know their decision after further discussion (Linda and Ian).

### **3 CFT Website**

The group was made aware of the website space for this network

<http://www.swce.gov.uk/workstreams/businessstransformation/swbusinessstransformationnetwork.htm>

Current content includes:

- Details about role of the network
- Current membership
- Details of the steering group – membership and meeting/telecom minutes
- Details of forthcoming events and links to past event archives

The group was reminded to review network membership list for their local authority if not done so already including suggestions for elected members from their local authority.

### **4 Review 25<sup>th</sup> February “Sharing Agenda” Theme and Programme**

The draft agenda and theme were reviewed and the following comments and suggestions discussed and noted:

- Conference Chair
  - Suggest elected member should chair the conference to encourage buy-in and pull from elected members around the region. (Caroline)
  - A nominee may be sought from the regional Chief Executive group who could propose a couple of names from different political parties (Helen)
- Local authority case studies from outside of the region strongly welcomed by all
- Industry Case Study
  - Welcome, provided put a strong emphasis on lessons learnt for change as per the previous conference (Caroline)
  - And demonstrate how the change initiative delivered customer value (Helen)
- Surgery proposals
  - Excellent idea to have the surgeries but ensure they are positioned at a strategic level on the agenda (Helen)
  - General endorsement to run the surgeries more than once to maximize the value from them for the day (Helen, Linda, Caroline)

- To add variety to the surgeries suggest adding one on building the case for customer contact centres e.g. Ashford case <http://www.ashfordgateway.co.uk> (John)
- o Swindon case
  - Strong note to end the day on (Caroline)
- o Other comments / suggestions
  - Agreed to start a little earlier (09:45)
  - Cut-down presentations to 40 minutes max
  - Keep end time to 15:45

## 5 Other network activities

- o Proposal for newsletter will be put forward before year end for discussion in Steering Group January telecom
- o Clarks International field visit in planning for Q1 08
- o Ideas sought from Steering Group for action learning topics / session(s) for Q2 08

## 6 AOB

New National Indicators available for review and consultation. As a Customer Focused Network we should look to evaluate these to ensure they incorporate a customer centric view – <http://www.communities.gov.uk/publications/localgovernment/indicatorsdefinitions>.

LIFT SW (Peter) was endorsed as chair for these telecon

## 7 Summary of actions

Who	What	Status / Due Date
Anita / LIFT SW	Prepare and circulate newsletter proposal	Prior to year end
All	Review Network list for own local authority membership (if not done so already) Suggest elected members from own local authority for addition	Prior to year end
All	Propose action learning topics / sessions for Q2 08	Prior to year end
Helen	Email Customer Services Manager Network to update them on the formation of CFT network, asking if it meets their needs and seek their input	On-going
Linda (correction from minutes which previously stated Helen)	As above but for flexible working representatives Also inform CFT if flexible working group decide to continue meeting separately as an independent Network	On-going
Anita / LIFT SW	Propose an initial delivery plan for engaging members - for input and review by this SG	On-going