iNetwork Support for
Local Public Services 2016-17
Involving, Influencing, Inspiring

iNetwork
involve influence inspire

www.i-network.org.uk   **@theinetwork**

Introduction

About iNetwork

iNetwork is a public sector partnership that aims to help local public service organisations to innovate and thereby provide effective support for their users, patients and communities.
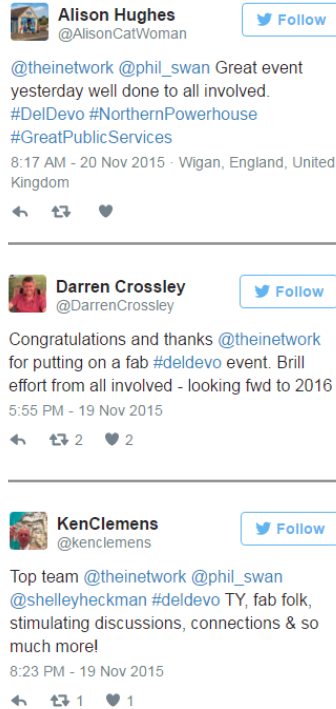
A large number of councils, police, fire, health, housing and voluntary sector organisations across the North and Midlands are members of iNetwork. In addition we run national programmes for Government and host the local government information standards organisation, iStandUK.

Established in 2001 by local authorities, we have been hosted by Tameside Council since 2006 and have a strong history of enabling and supporting reform including working with many parts of Government to influence national initiatives.

With support from the partnership office, approximately 80 public sector colleagues challenge, direct, inspire and inject passion into the partnership through the Network Leadership Groups and Executive Board.

Key member benefits:

- advice and support from our dedicated partnership office on service redesign and reform, digital delivery, procurement and information management, sharing & security

- access to the collective views of colleagues on priority subjects

- access into unpublished insights into service redesign and reform activities

- cost effective local events and conferences with a broad attendance from across the sector

- opportunities to influence national agendas and initiatives

- networking opportunities to support sharing, learning and innovation

- "safe spaces" to raise and discuss issues of concern

- ICT threat awareness and briefings via our Warning Advice & Reporting Point

- access to systems redesign support and free lean redesign training

- eligibility to enter the annual iNetwork Innovation Awards

- exclusive free or discounted training opprtunities

Alison Hughes
@AlisonCatWoman
Follow

@theinetwork @phil_swan Great event yesterday well done to all involved. #DelDevo #NorthernPowerhouse #GreatPublicServices

8:17 AM · 20 Nov 2015 · Wigan, England, United Kingdom

Darren Crossley
@DarrenCrossley
Follow

Congratulations and thanks @theinetwork for putting on a fab #deldevo event. Brill effort from all involved - looking fwd to 2016

5:55 PM · 19 Nov 2015

2   2

KenClemens
@kenclemens
Follow

Top team @theinetwork @phil_swan @shelleyheckman #deldevo TY, fab folk, stimulating discussions, connections & so much more!

8:23 PM · 19 Nov 2015

1   1

> *Being involved with iNetwork opens up exciting and interesting new vistas of people using digital media to make a real difference for people in their day to day lives*
> Marie-Ann Jackson, Head of Stronger Communities, North Yorkshire County Council

Welcome

Dear colleague

The iNetwork Partnership continues to grow thanks to its role in helping us access intelligence, collaborate and innovate.

iNetwork's priorities for 2016-17 are based on a combination of research and your views, directly addressing many of the sector's big issues:

- early intervention and prevention

- more effective digital delivery

- information sharing security

- effective procurement and commissioning.

On behalf of my colleagues on the Executive Board, I would like to thank everyone who supports and contributes to our exceptional partnership. I heartily encourage you to make the most of iNetwork's resources and support during 2016-17.

Steven Pleasant
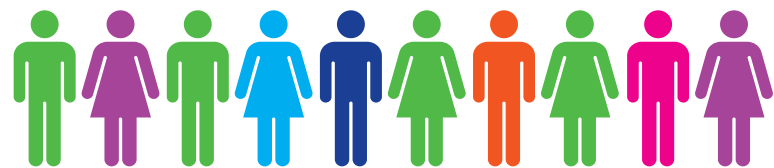Chief Executive
Tameside Council &
Chair, iNetwork

> *iNetwork events provide an opportunity to see what other organisation/partners are doing and to understand what works well and how this might be useful for my organisation*
> Marianne Hesketh, Head of Transformation, Wyre Council

Supporting Public Service Reform

Given the unprecedented scale and pace of change in the sector it has been an exciting and challenging year supporting our member organisations. iNetwork's membership and offer is stronger than ever; here is a taste of how we delivered value for our members last year…

EVENTS

1623 attendees

398 public sector and voluntary organisations

attended **51** EVENTS

198 Expert speakers

88 local colleagues
75 national leads
35 industry specialists

LEAN
REDESIGN TRAINING

31 Cohorts
free lean service redesign training cohorts

TOTALLING **280** PARTICIPANTS

£188,000 to upskill staff

ANNUAL CONFERENCE

"Delivering through Devolution" was our biggest event with

292 CHIEF OFFICER, POLICY, TRANSFORMATION, DIGITAL, ICT AND SERVICE LEADS FROM

102 ORGANISATIONS

to hear from 52 local and national speakers

CYBER SECURITY

Delivered a national cyber security programme for local government and its partners, strengthening organisational resilience.

700 participants

OVER **9** EVENTS

PROFESSIONAL DEVELOPMENT

Awarded **721** Continuing Professional Development (CPD) certificates

DIGITAL INCLUSION

Hosting Go-ON North West. Quarterly events for **43 organisation**

INNOVATION AWARDS

Innovation Awards 2015

Celebrated excellence and delivered national recognition through iNetwork's Innovation Awards

8 Winners
42 entries

iNetwork Priorities 2016-17

CONNECT

Effective Service Redesign and Reform
- Shaping Demand
- Supporting Change
- Engaging Community Resources

REDESIGN

Connected Procurement
- Supporting Local Economies
- Sharing Forward Procurement Plans
- Effective Co-commissioning

iNetwork Priorities 2016-17

Innovative Access to Public Services
- Intelligence and Prevention
- Digitising Public Services

Effective Information Sharing & Security
- Information Leadership
- Person Centred Information Sharing
- Cyber Security and Breach Avoidance

Support for Innovative Access to Public Services

Introduction

Building on our Digital Inclusion and Digital Managers' networks, we provide support for digitising public services including the use of digital technology to support service improvements and better access to the right services.

We therefore aim to strengthen digital leadership in the areas of inclusion, use of social media and digital platforms, mobile technologies, patient and customer services, and paperless working.

In addition, as shaping demand into public services is increasingly important, IAPS will support more effective digital intelligence based working.

Digitising Public Services

- Developing digital leadership skills and knowledge

- Improving digital inclusion through the Go ON North West network

- Improving patient & customer service experiences whilst reducing cost: channel shift, mobile and use of social media

- Peer reviewing enabling technologies

- Supporting national dialogue on digital in local public services

Intelligence and Prevention

- Providing intelligence and support regards multi-agent insight, open data and data visualisation

John Ryan
Bolton Council (Chair)

Zohrah Zancudi
Calderdale Council
(Deputy Chair)

Network Leadership Groups Members

Ben Renucci - Carlisle City Council

Jane Farnworth - Cheshire East Council

Jillian Gillespie - Carlisle City Council

John Ryan - Bolton Council

Mandy Kinder - Tameside Council

Rahna Riley - Rochdale Council

Shaun Walsh - West Lancashire Council

Toni Bosworth - Wirral Council

Zorah Zancudi - Calderdale Council

iNetwork Partnership Office Lead:

Shelley Heckman
Capability Improvement Manager
Shelley@i-network.org.uk
@shelleyheckman

A very different event that was thought provoking and good to be involved to discuss and share real issues and possible solutions

Wendy Moss
Strategic Workforce Development Lead, Liverpool Council

Support for Effective Service Redesign & Reform

Introduction

The 2016 ESR2 programme reflects the aspiration for more people-powered public services and has engaging community resources as a principle theme.

This goes hand in hand with helping iNetwork members shape and manage demand through user centric design-led thinking.
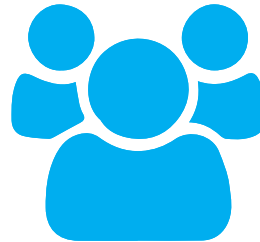
Continuing practical support around lean training and extending that provision to systems thinking will help members not only to improve what they do, but also to better understand why they do it.

John Morrissy
Bolton Council (Chair)

Jodi Duffield
Cheshire Shared Services
(Deputy Chair)

Engaging Community Resources

• Supporting organisations to identify and engage with their community assets/resources in ways that meet peoples' needs.

Shaping Demand

• Creating learning and collaboration opportunities for colleagues on techniques used to shape demand for support within local areas.

Supporting Change

• Free LEAN service redesign training

• "What Works" sessions for people centric design in integrated services

• Systems Thinking Masterclasses and System Thinking Service Redesign Interventions

Network Leadership Groups Members

Angharad Jackson - Cheshire East Council

Ben Kinley - Lancashire County Council

Cazz Ward - The Big Life Group

Chris Woodhouse - Bury Council

Chris Lewis - Oldham Council

Frances Jones - City of Stoke upon Trent Council

Gail Porter - Liverpool City Council

Gez Roberts - Calderdale Council

Jodi Duffield - Cheshire East Council

John Morrissy - Bolton Council

Kathryn Rees - Wigan Council

Rebecca Murphy - Greater Manchester Police

Samantha Plum - Bradford Council

Sameena Matthieson - Salford City Council

Sarah Maynard - Trafford Council

> " Today's session has been valuable and informative and a great opportunity to learn and take back ideas for change. "
>
> Munisha Savania
> Older People Lead, Bolton Council

iNetwork Partnership Office Lead:
Cath O'Neill
Capability Improvement Manager
Cath@i-network.org.uk

Support for Effective Information Sharing & Security

Introduction

This year we aim to bolster information leadership in iNetwork member organisations. This enables better (safe, secure and appropriate) information sharing around individuals so that services can be provided at an earlier stage to meet customer needs in a more proactive and cost effective way.

We have also worked closely to promote cyber initiatives that aim to provide information and support around how to reduce the risks such attacks can have on the Confidentiality, Integrity and Availability of Information that is used to provide public services.

We continue to share better working practices to reduce the risks of information breaches.

The Warning, Advice & Reporting Point will continue to provide alerts alongside confidential meetings where security issues can be reviewed and assessed with peers.

Information Leadership

• Up-skilling Senior Information Risk Owners (SIROs), Caldicott Guardians and Information Asset Owners (IAO).

• National level engagement to influence information access policy.

Person Centred Information Sharing

• Improving multi-agency information sharing and governance in the context of support for individuals with complex needs.

Cyber Security and Breach Avoidance

• Improving organisational resilience through better management of the information lifecycle from creation to destruction.

John Curtis,
Head of Information and Knowledge Management, Sheffield City Council & Chair EISS.

Jenny Spiers
Pennine Care NHS Foundation Trust and NHS England.

Network Leadership Groups Members

Andy Paton - St. Helens Council

Carol Johnson - Bolton Council

Cora Suckley - Countess of Chester Hospital NHS Foundation Trust

David Willis - Wrightington, Wigan and Leigh NHS Foundation Trust

Jenny Spiers - Pennine Care NHS Foundation Trust and NHS England

John Curtis - Sheffield City Council

Kathy Fleming - Your Housing Group

Lesley Bullen - Guinness Trust Housing Group

Lynn Evans - AGMA and Manchester City Council

Sarah Gallear - Warrington Council

Shane Agnew - Blackburn with Darwen Council

Stacey Egerton - Information Commissioners Office

> " Invaluable for networking and finding out about new techniques. "
>
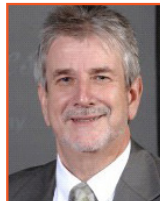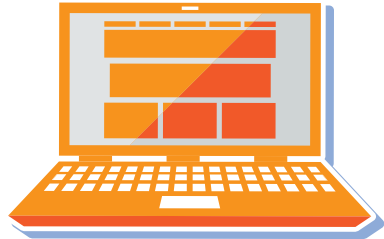> Toni Kershaw
> Access to Services PM, Calderdale Council

iNetwork Partnership Office Lead:
Ajike Alli-Ameh
Capability Improvement Manager
Ajike@i-network.org.uk

Introduction

CP's focus in 2016-17 will help procurement officers share forward procurement plans allowing more constructive dialogue across organisations with suppliers. This ensures greater social value in procurement activities and co-commission health and social services more effectively reflecting the changing nature of local public services.

Ian Brown
Head of Procurement, Manchester City Council & Chair, Connected Procurement

Sharon Robson,
Director, Stockport, Trafford and Rochdale Procurement Programme & Vice Chair, Connected Procurement

Supporting Local Economies

Helping embed "social value" in procurement tender activities to support growth of local economies and communities.

Effective Co-commissioning

Supporting procurement and commissioning leads to jointly commission more effectively, in line with the aspirations of many areas.

Sharing Forward Procurement Plans

Reflecting opportunities for more effective joint procurement, work on sharing forward procurement plans will be developed further.

iNetwork Partnership Office Lead:
Phil Swan
Director
phil@i-network.org.uk
@phil_swan

Network Leadership Groups Members

Allan Williams - Wyre District Council

Chris Bradley - Blackburn Council

David Bemrose - YPO

Helen McMahon - Lancaster Council

Ian Brown - Manchester Council

Jonathan Cliff - Wigan Council

Keith Patterson - Wirral Council

Matthew Spellman - Manchester Council

Peter Schofield - Trafford Council

Ray Williams - Wirral Council

Rob Banks - St. Helens Council

Sarah Janusz - Bury Council

Sharon Robson - STAR procurement

Tim Broughton - Cheshire Fire and Rescue

Wendy Clarke - YPO

> " *It pays to take time out of your busy week to attend. You learn, you network you grow and you transfer that learning into your own organization to help it work more effectively.* "
>
> Lea Fothergill
> Rochdale Council

The Warning Advice & Reporting Point

Introduction

Given the exponential increase in cyber attacks and organisational dependence on ICT, the WARP is not a "nice to have". It is a critical service for iNetwork members, helping them anticipate and mitigate risks and address issues they face.

The associated Information Security & Assurance Group gives us space with experts and national leads to review changes in national infrastructure and security policies.

With identified and named group members in a trusted environment, it provides regular access to PSN, N3 and PCIDSS experts in a secure and very cost effective means of accessing professional advice.

Sarah Gallear
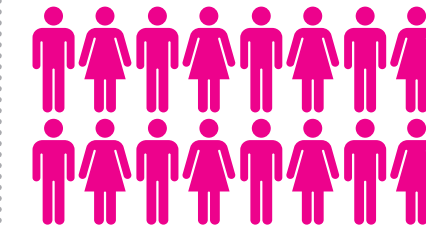Information Security Officer, Warrington Borough Council & WARP Chair

The WARP is governed within the EISS programme.

Please contact Ajike@i-network.org.uk for more information.

2015-16 recap

4
Information Security and Assurance Forum meetings

16 speakers

including from PSN, the Health & Social Care Information Centre, Regional Organised Crime Unit, Information Commissioner's Office plus local and industry experts.

336
WARP security advisories or alerts published

Key areas of focus

Cyber Security and Resilience

Improving organisational resilience and the ability to respond effectively when a breach occurs.

HSCN, PSN and PCIDSS Compliance

Facilitating compliance through in depth understanding of the requirements, potential changes to requirements and sharing of expert perspectives.

Information Governance

Enabling compliance with key information governance areas such the European Data Protection Regulation and NHS Information Governance Toolkit through expert advice and shared knowledge.

> " *iNetwork is invaluable in helping us identify what is happening out there! Without them there would be little opportunity for learning, networking and engaging with partners on some of the challenging areas of work we all face.* "
>
> Jenny Spiers, Pennine Care NHS FT and NHS England

Training and Services

Lean Service Redesign and Systems Thinking Support

Lean Service Redesign Coaching

Over 30 iNetwork lean service redesign cohorts have commenced since 2015 with significant savings being identified in addition to cost saving and upskilling associated with this FREE training.

What is it?

During the course delegates learn key skills enabling them to critically analyse their businesses' performance and make lasting improvements that benefit residents and internal customers.

The programme provides individuals with appropriate knowledge and understanding of systems and processes so they can improve their daily working tasks. It also provides opportunities to learn new skills and techniques. The training has been used to help embed a culture of continuous improvement in some iNetwork member organisations.

Fundamentals in Systems Thinking

This one day course introduces delegates to the fundamentals of systems thinking, allowing them to see the big picture of organisational operations and behaviours and the complex web of cause and effect that contributes to wasteful practices.

What is it?

The day provides an outline model to redesigning services from a systems thinking perspective. Delegates spend time exploring how systems thinking affects performance and are walked through a systems thinking approach which they can use in the workplace when looking at redesigning a service.

This training is governed within the ESR2 programme. Please contact Cath@i-network.org.uk for more

> *You are never alone in your experience and working, a forum for sharing experience and challenges boosts your motivation to tackle those challenges, this works!*
>
> Chris Hardman, Development Manager – Carlisle Council

> *iNetwork is a great partner in these times of austerity. We get excellent value from our membership in many different ways: from the Cyber Security information we get from the WARP to the LEAN process training that is so popular with colleagues across the council and in many other ways besides.*
>
> Mike Zammit
> Metropolitan Borough of Wirral

> *iNetwork's LEAN training provided a great insight into usable tools and techniques in a well presented and enjoyable manner, with great insights from the public and private sector as practical examples. Continuous improvement is something we are extremely keen on at Lancaster and so the training was thought provoking and helped to developing capability as well as influencing the culture of the organisation.*
>
> Chris Woodhouse
> Performance & Development Officer, Lancaster City Council

innovation Awards 2015

Winners 2015-16

#iNetworkawards

Outstanding Contribution Award:
Wigan Council

Effective Information Sharing & Security Award:
Information Sharing Gateway: Lancashire and Cumbria Information Governance Group

Innovative Access to Public Services Award: Trafford Innovation and Intelligence Lab, Trafford Council

Effective Service Redesign and Reform Award:
Fostering Transformation Project, Cheshire East Council

Connected Procurement Award:
STaR Procurement: Connecting Procurement in Greater Manchester, and Greater Manchester Social Value Policy, AGMA Procurement Hub

iStandUK Award:
Community Impact Mitigation, Sedgemoor District Council

Supplier Excellence Award:
Design and rebranding of Warrington Borough Council's website, Get Online campaign and Go ON Warrington, Future
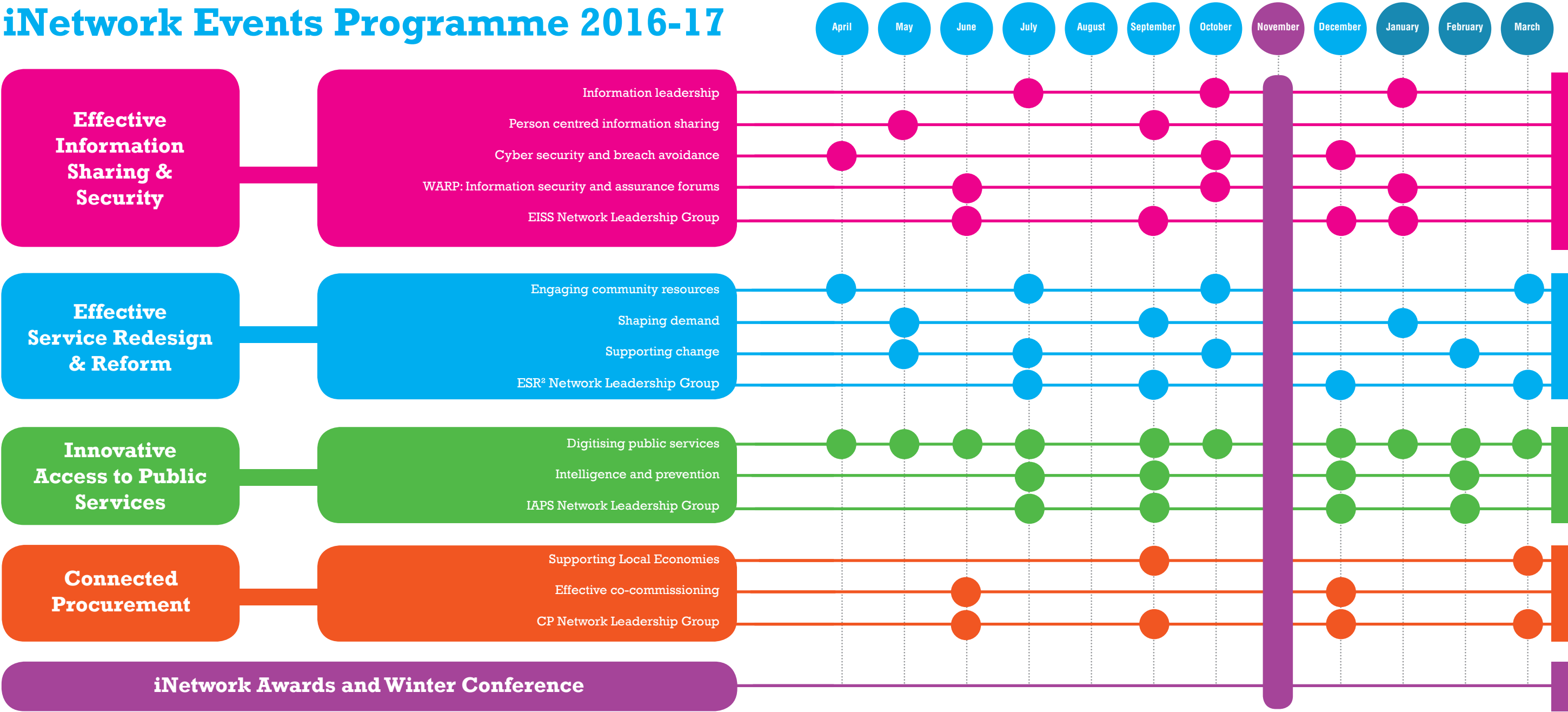

Most Creative Nomination Video:
Alcohol licensing toolkit, Tameside Council

Find out more about the Awards and how to enter via
www.i-network.org.uk

iNetwork Events Programme 2016-17

This plan is indicative and subject to change.

Effective Information Sharing & Security

Event	April	May	June	July	August	September	October	November	December	January	February	March
Information leadership				●			●			●		
Person centred information sharing		●				●						
Cyber security and breach avoidance	●						●		●			
WARP: Information security and assurance forums			●				●			●		
EISS Network Leadership Group			●			●			●	●		

Effective Service Redesign & Reform

Event	April	May	June	July	August	September	October	November	December	January	February	March
Engaging community resources	●			●							●	
Shaping demand		●				●				●		
Supporting change		●					●				●	
ESR² Network Leadership Group		●							●			●

Innovative Access to Public Services

Event	April	May	June	July	August	September	October	November	December	January	February	March
Digitising public services	●	●	●	●		●	●		●	●	●	
Intelligence and prevention				●		●			●		●	
IAPS Network Leadership Group				●		●			●		●	

Connected Procurement

Event	April	May	June	July	August	September	October	November	December	January	February	March
Supporting Local Economies						●				●		
Effective co-commissioning			●			●			●			
CP Network Leadership Group			●			●			●			

iNetwork Awards and Winter Conference

(November)

iNetwork
involve influence inspire

Join our growing partnership

Umbrella NHS membership
Advancing Quality Alliance (AQUA) - NHS

Big Life Group

Blackburn with Darwin Borough Council

Blackpool Council

Bolton Council

Bradford Metropolitan District Council

Burnley Borough Council

Bury Metropolitan Borough Council

Carlisle City Council

Calderdale Borough Council

Cheshire East Council

Cheshire Fire & Rescue Service

Cheshire West and Chester Council

Chorley Borough Council

Cumbria County Council

Greater Manchester Police

NHS Greater Manchester CSU

Lancashire County Council

Lancaster City Council

Liverpool City Council

Manchester City Council

Manchester Fire & Rescue Service

Merseyside Fire & Rescue Service

North West Shared Infrastructure Service

North Yorkshire County Council

Oldham Metropolitan Borough Council

Preston City Council

Rochdale Metropolitan Borough Council

Salford City Council

Sefton Metropolitan Borough Council

Sheffield City Council

St Helens Metropolitan Borough Council

Stockport Metropolitan Borough Council

Stoke upon Trent City Council

Tameside Metropolitan Borough Council

The Guinness Partnership

Transport for Greater Manchester

Trafford Metropolitan Borough Council

Warrington Borough Council

West Lancashire Borough Council

Wigan Metropolitan Borough Council

Wirral Metropolitan Borough Council

Wyre Borough Council

YOUR Housing

Partners

NDL

www.ndl.co.uk
NDL's software tools enable clients to integrate existing business applications and extend them to field workers - quickly, simply and cost effectively.

ieg4

www.ieg4.com
Channel Shift is not just about putting a service online. It is about making the digital channel the one which provides the easiest access, the best user experience and the quickest response times for customers.
IEG4 – award winning solutions for channel shift.

YPO

www.ypo.co.uk
YPO supplies public sector organisations with products and contracts, and is 100% publicly owned.
This means that the profits we make are returned to our customers, to deliver even better value for money.

A full list of iNetwork member organisations is available at www.i-network.org.uk

Anyone in a member organisation can attend iNetwork events for free.

All information contained in this document is, as far as we are aware, correct at the time of going to press. iNetwork cannot accept any responsibility for errors or inaccuracy in the information within.