

iNetwork Prospectus for

Local Public Services 2017-18

Involving, Influencing, Inspiring

www.i-network.org.uk @theinetwork

Introduction

About iNetwork

iNetwork is a public sector partnership that helps 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 Central Government and host the national information standards body for local government, iStandUK (see page 12).

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 in local public services. Working across many areas of the government and social sectors to upskill leaders, share best practice and facilitate collaborative thinking spaces.

With support from the partnership office, approximately 90 expert advocates inject passion, vision and direction into the iNetwork community through the Network Leadership Groups and Executive Boards.

Key member benefits:

- advice and support from our dedicated partnership office on service redesign and reform, digital delivery, procurement and information management, sharing & cyber security
- access to the collective views of colleagues from over 100 organisations on priority subjects
- access into unpublished insights into service redesign and reform activities
- free access to more than 50 cost effective local events, conferences and workshops 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 confidentially raise and discuss issues of concern
- ICT threat awareness and briefings via our Warning Advice & Reporting Point
- eligibility to enter the annual iNetwork Innovation Awards



In the world of reducing resources and increased expectations to deliver, we need better collaborative working and sharing of knowledge and experience which iNetwork supports and provides

Andrew White, STAR Procurement



Dear colleague

The iNetwork Partnership continues to grow thanks to its role in helping us access intelligence, collaborate and innovate. With big structural changes afoot with Brexit and regional devolution, coupled with the public sector reform challenges we face, it is more important than ever that iNetwork continues to stay relevant with its support to the membership.

iNetwork's priorities for 2017-18 are based on a combination of research and your views and directly tackle many of our big issues: Early intervention and prevention, more effective digital delivery, information sharing and security and more effective

procurement and commissioning.

Thank you to everyone who contributes to iNetwork and supports those contributions.

On behalf of my colleagues on the Executive Board, I encourage you to make the most of iNetwork's resources and support during 2017-18.



Steven Pleasant Chief Executive

Chief Executive
(Tameside Council & Chair,
iNetwork)



iNetwork Executive Board

Steven Pleasant - Tameside Council

Theresa Grant - Trafford Council

Chris Sinott - Chorley Council

Peter Jones - Warrington Council

Gareth Pawlett - Cheshire East Council

Simone Thomas - Cheshire West and Chester Council

Alan Ratcliffe - Cumbria County Council

Stephen O'Brien - Sefton Council

Robert Ling - North Yorkshire Council

Cazz Ward - Big Life Group

Cathryn Sloan - Advancing Quality Alliance

John Curtis - Sheffield City Council

Ian Brown - Manchester City Council

John Morrissy - Bolton Council

Chris Lewis - Oldham Council

Zohrah Zancudi - Calderdale Council

Jenny Spiers - Greater Manchester Combined Authority

Beverley Stephens - Tameside Council

Tim Rainey - Tameside Council

Phil Swan - Greater Manchester Combined Authority

Peter Schofield - Trafford Council

Supporting Public

iNetwork's membership and offer is stronger than ever; here is a taste of how we delivered value for our members last year...

EVENTS

attendees

400 public sector and voluntary organisations



attended 53 EVENTS

expert speakers made up of local colleagues. national leads and industry specialists

NORTH WEST WARNING ADVICE & REPORTING POINT

participating organisations

InfoSec professionals brought together

expert speakers and knowledge brokers

Service Reform

ANNUAL CONFERENCE

"Place Based Change" was our biggest event with

290

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

90

ORGANISATIONS

to hear from **56** local and national speakers of which nearly **50**% were women



CYBER SECURITY

National Cyber
Summits
delivered with
DCLG for local
government and
its partners

210

delegates attended

DELIVERED

3

NW WARP meetings for

33
actively engaged organisations

PROFESSIONAL DEVELOPMENT



DIGITALINCLUSION

Hosting Go-ON North West. Quarterly events for 98 attendees

AWARDING INNOVATION

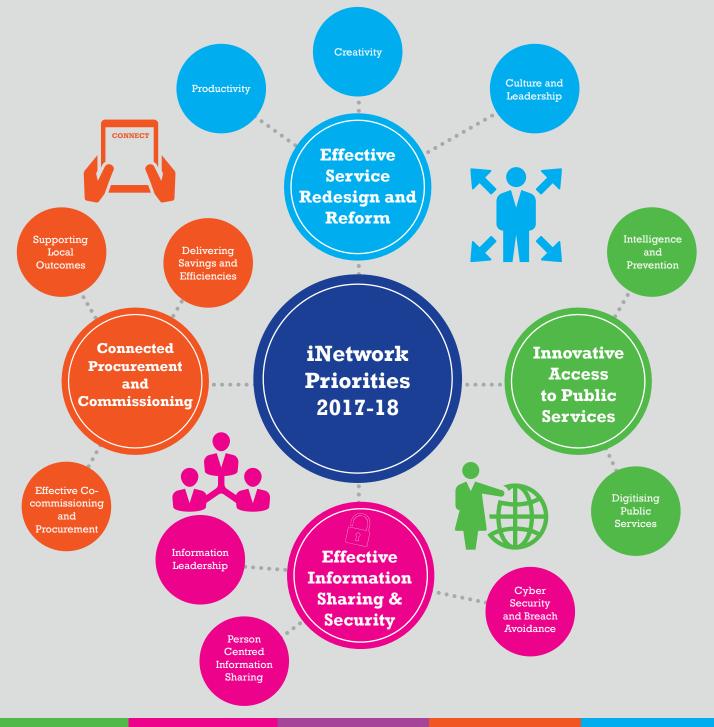


Celebrated excellence and delivered national recognition through iNetwork's Innovation Awards









Support for Innovative Access to Public Services

Introduction

We aim to provide support for digitising public services including the use of digital technology to support service improvements by sharing good practice and innovation. We will also act as a bridge to promote enhanced learning and best practice.

Building on our Digital Inclusion and Digital Managers' networks, our 2017-18 programme will focus on three main priority areas: digitising services, intelligence and prevention and network business relationship development.

Digitising Public Services

iNetwork Supports digital inclusion, exploring opportunities to improve digital effectiveness and enabling community focused working to foster local digital economies.



Zohrah Zancudi Calderdale Council (Chair)



Rahna Riley Rochdale Council (Deputy Chair)

Intelligence and Prevention

iNetwork encourages frontline services to facilitate holistic customer access, developing intelligence capabilities to make better informed service delivery decisions and utilising public sector open data to empower the customer.

Business Relationship Development

iNetwork aims to engage with a wider membership and public regular updates.

Network Leadership Groups Members

Alexandra Grundy - Plus Dane Housing

Jane Farnworth - Cheshire East Council

Jillian Gillespie - Carlisle City Council

Mandy Kinder - Tameside Council

Paul Hackett - Merseycare NHS FT

Rahna Riley - Rochdale Council

Shaun Walsh - West Lancashire Council

Toni Bosworth - Wirral Council

Zorah Zancudi - Calderdale Council



iNetwork Partnership Office Lead: Enes Senussi (Capability Improvement Manager) enes@i-network.org.uk

iNetwork digital is a flexible and accessible event enabling access to innovative ideas and examples of good/best practice. In current (very) challenging times, it is good to have practical and helpful inspiration! Thank you!

Laura Robertson-Collins, Digital & Community Officer, TUC





Support for Effective Service Redesign & Reform

Introduction

As ever, we're working in a fast-moving environment, with a mixture of major challenges and great opportunities. Our ability to influence and drive national developments could be limited over the coming year as government capacity is focussed on delivering Brexit – but this may also present us with the chance to make real progress on local and regional priorities, particularly those aligned to the devolution regional mayors' agendas.

Many partners have indicated that they're at a tipping point in their transformation programmes – unless they can deliver real change on ground, across systems, it will be hard to maintain capacity and make meaningful progress. The ESR2 programme has a vital role to play – by supporting genuine, high-impact change that can help to deliver increased productivity, by stimulating creativity and innovation, and by helping our members to provide visible, effective leadership that supports public service reform.



John Morrissy Bolton Council (Co - Chair)

Productivity

iNetwork will provide leadership and practical support to help members increase productivity through key areas including service redesign, systems thinking and our expertise in supporting collaboration across many different organisations.

Creativity

iNetwork will support members to analyse problems and find creative solutions; to identify opportunities for innovation; and equally importantly, to turn those ideas into deliverable, effective responses that make a difference to our customers.

Culture and Leadership

iNetwork will support members so that they can provide a clear vision and dynamic leadership to support these important programmes of change within and across organisations, so that staff and partners are engaged, committed and enthusiastic about the benefits that change will deliver for us.



Chris Lewis Oldham Council (Co - Chair)

Network Leadership Groups Members

Chris Woodhouse - Bury Council

Cath Timmons - Greater Manchester Police

Gail Porter - Liverpool City Council

Gez Roberts - Calderdale Council

Sarah Palmer - Wigan Council

Lisa Kitto - Lancashire County Council

Steve Fry - Salford City Council

Sarah Maynard - Trafford Council

Sarah Bullock - St Helens Council

Samantha Horton - Leigh - Cheshire East Council

Steve Wiseman - Stoke City Council

Vicky Clark - Manchester City Council

Great opportunity for networking, sharing experiences and excellent insight to inform current and future proposals to change and innovate.

Rob Huntington Sheffield Council



(ESR2 Effective Service Redesign & Reform Network Lead) Cath O'Neill (iNetwork Capability Improvement Manager) Cath@i-network.org.uk

Connected Procurement and Commissioning

Introduction

The change of name to include 'commissioning' in the programme title reflects our ambition to open up the group to public sector commissioners to support constructive conversation with procurement colleagues. This year's focus in 2017-18 will help procurement and commissioning officers to respond to the changing nature of public services, ensuring greater social value outcomes from procurement and commissioning activities, and delivering savings and efficiencies.





Ian Brown
Manchester City
Council
(Chair)



Peter Schofield Trafford Council (Deputy Chair)

Delivering Savings and Efficiencies:

iNetwork supports commissioners and procurement professionals to secure best value and deliver savings and efficiencies for organisations in the public service sector.

Effective Co-commissioning and Procurement:

iNetwork supports procurement and commissioning leads to jointly commission more effectively, particularly within the context of the wider devolution and public sector reform agenda.

Tackling social outcomes important to the public sector:

iNetwork supports social outcomes through improved procurement and commissioning practices such as embedding 'social value' to support inclusive growth of local economies and communities, and addressing poverty and inequality.



iNetwork Partnership Office Lead: Shelley Heckman (Deputy Director) Shelley@i-network. org.uk @shelleyheckman

Network Leadership Groups Members

Ian Brown - Manchester City Council Peter Schofield - AGMA

Jonathan Cliffe - Wigan Council

Ray Williams - Wirral Council

Keith Patterson - Wirral Council

Rob Banks - St Helens Council

Phil Cresswell - Sefton Council

Tim Broughton - Cheshire FRS

Andrew Williams - Cheshire West & Chester Council

Chris Bradley - Blackburn with Darwen Council

Helen McMahon - Lancaster City Council

Conway Stewart - Cumbria County Council

Mike Farren - Cumbria County Council

David Bemrose - YPO

Wendy Clarke - YPO

Sharon Robson - Lancashire Teaching Hospital NHS Trust

Neil Meadowcroft - Knowsley CCG

Tim Broughton - Cheshire FRS

Excellent way of accessing relevant procurement guidance and topics in a friendly atmosphere...at little/no cost

Mark Pearson, STAR Procurement

Support for Effective Information Sharing & Security

Introduction

iNetwork aims to bolster information leadership to enable better (safe, secure and appropriate) information sharing so that services can be provided at an earlier stage which meet the customer's needs in a more proactive and cost effective way.

We continue to work to promote cyber initiatives that aim to provide information and support around how to reduce the risk of attacks which can damage Confidentiality, Integrity and Availability of Information that is used to provide public services. Information Leadership:

Information Leadership:

iNetwork will upskill Senior Information Risk Owners, Information Asset Owners, Data Protection Officers and other information leadership.

Facilitate national level engagement to influence information access policy/programmes

Cyber Security and Resilience:

iNetwork will encourage effective engagement in the North West Warning, Advice and Reporting Point (North West WARP). The North West WARP will engage with NCSC, CARE CERT and other national bodies and disseminate these updates with WARP members.

Person centred information sharing:

iNetwork will communicate regular updates from ICO, national agencies, other relevant groups and bodies on compliance and legislation such as the EU General Data Protection Regulation (which comes into effect May 2018) via NLG Meetings and other activities

Engage senior leadership and seeking support for the following information roles: Senior Information Risk Owner, Chief Information Officer, Data Protection Officer and Caldecott Guardian roles in particular.



Jenny Spiers GM-Connect/Stockport Together (Chair)



David Willis Wrightington, Wigan and Leigh NHS Foundation Trust (Deputy Chair)

Network Leadership Groups Members

Andy Paton - St. Helens Council

Jenny Spiers - GM- Connect/ Stockport Together

David Willis - Wrightington, Wigan and Leigh NHS Foundation Trust

Andy Paton - St Helens Council

Shane Agnew - Blackburn with Darwen Council

Sarah Gallear - Warrington Borough
Council

Lesley Bullen - The Guinness Partnership

Lynn Evans - AGMA

Cora Suckley - Mid Cheshire Hospitals NHS Foundation Trust

John L Curtis - Sheffield City Council

Stacey Egerton - Information Commissioner's Office

Andrew Rose - Information Commissioner's Office

Shelley Heckman - iNetwork

Dani Mistry - Bradford Council

Ajike Alli-Ameh - iNetwork



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

Training and Services

The Warning Advice & Reporting Point

Introduction

Thanks to recent high profile attacks, cyber is well and truly in the public consciousness. No longer the provision of information security specialists, our customers are increasingly aware of the impact of a cyber-attack. With ICT being so critical for our modern lives, the WARP has moved into being a critical service for iNetwork members. The Information Security & Assurance Group gives access to specialists and national leads with expertise in national infrastructure and security policies. With 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 Warrington Borough Council (WARP Chair)



The WARP is governed within the EISS programme.

Please contact

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

2017 - 18 Membership includes:

Information Security and Assurance Forum meetings.





A trusted network of info sec and cyber practitioners to draw support from.

İİİİİİİ

Access to a variety of expert local and national speakers. Last year, speakers were from PSN, the Health & Social Care Information Centre, Regional Organised Crime Unit, Information Commissioner's Office plus local and industry experts.



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.

The event was very informative and pertinent to me in terms of cyber security and GDPR discussion

Jenny Spiers Pennine Care NHS FT and NHS England

iStandUK

Introduction

The sector is waking up to the importance of information standards, without which we would struggle to communicate and work effectively. Standards are there to help with public sector service reform and change.

iStandUK, is part of the iNetwork family. It is a programme that has its own governing board and like iNetwork, the accountable body is Tameside Council. Our mission is to promote Data Standards that support Efficiency, Transformation, and Transparency of Local Public Services in the UK.

Our steering board includes representatives from local authorities, Government departments, and other representative groups, such as the LGA, SOCITM, the Information Commissioner's Office, and TechUK.

Projects:

iStandUK's work this year will include supporting DWP and council electronic communications, supporting DCLG's standardised publication of brownfield site data, Smart Cities, Codes of Practice on Transparency, community asset publishing and developing a new

data ecosystem for complex families. The results of this work will be visible to many Local Authorities and partners.

iStandUK also continues to work closely with DCLG to support their local civic cyber resilience programmes. This includes hosting the civic cyber resilience model on istanduk.org



John Curtis Sheffield City Council (Chair)



Tim Adams Local Government Association (Deputy Chair)

iStandUK Steering Board

David Wright - DWP

Gavin Beckett - Bristol City Council

Jason Geldard-Phillips - North Yorkshire County Council

John Curtis - Sheffield City Council

Martin Ferguson - Socitm

Michelle Kern - Tameside MBC

Omid Shiraji - Camden Council

Nicholas Oughtibridge - NHS Digital

Paul Davidson - Sedgemoor District Council

Steve Peters - DCLG

Tim Adams - Local Government Association

Phil Swan - Greater Manchester Combined Authority







iStandUK Office Lead:
Paul Davidson
(Director of Standards,
Sedgemoor District Council)
Paul.Davidson@
Sedgemoor.gov.uk



Winners 2016-17

#iNetworkawards

Outstanding Contribution Award:

Bolton Council



Effective Information Sharing & Security Award:

Project: Share to CareWigan Council and partners



Innovative Access to Public Services Award:

Project: Digital Advice Stockport Council



Effective Service Redesign and Reform Award:

Project: St Helens Recycling Rewards



Connected Procurement Award:

Project: Data transparency, analysis, management and reporting STAR Procurement



iStandUK Award:

Project: Surrey Planning Hub
Organisation: Surrey Digital Services



Supplier Excellence Award:

Project: Customer focused site search on Rochdale Borough Council's website.

Smartlogic



Most Creative Video Award:

Project: Developing a Modern Council

North Yorkshire County Council



Health Innovation Award:

Project: Complex LifestylesBolton Council



iNetwork Events Programme 2017-18

Effective Information Sharing and Security

Information Leadership

Cyber Security and Resilience

Person Centered Information Sharing

WARP: Information security and assurance forums

Effective
Service Redesign
and Reform

Productivity

Creativity

Culture & Leadership

ESR2 Network Leadership Group

Innovative Access to Public Services

Digitising Public Services

Intelligence & Prevention

Business Relationship Development

IAPS Network Leadership Group

Connected Procurement

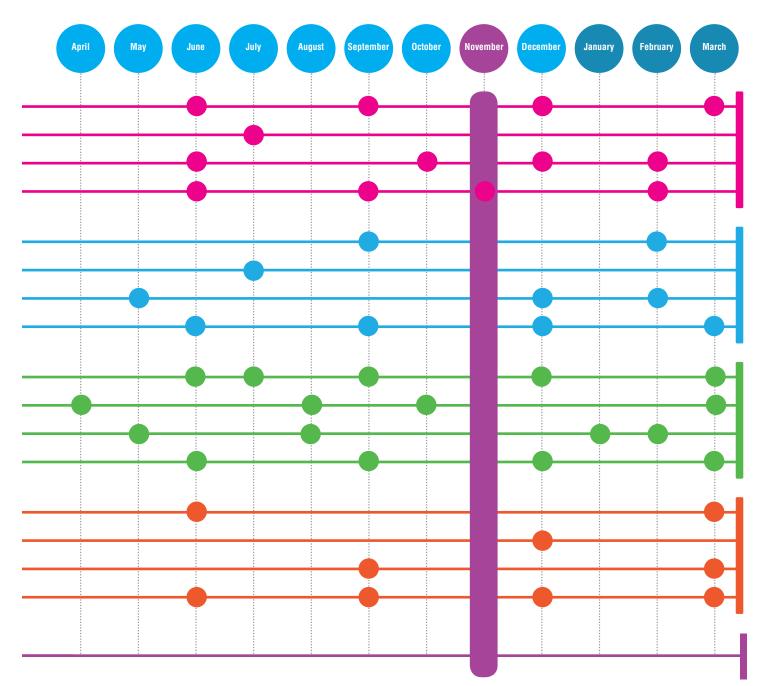
Delivering Savings & Efficiencies

Effective Co-Comissioning & Procurement

Tackling Social Outcomes Important to the Public Sector

CP Network Leadership Group

iNetwork Awards and Winter Conference



This plan is indicative and subject to change.



Produced by iNetwork Tameside MBC, Town Hall, King Street Dukinfield, SK16 4LA 0161 342 3445 www.i-network.org.uk

Join our growing partnership

Aintree University Hospitals NHS Foundation Trust

Barnsley Hospital NHS Foundation Trust

Big Life Group

Blackburn with Darwen BC

Blackpool MBC

Blackpool Teaching Hospitals NHS Foundation Trust

Bolton NHS Foundation Trust

Bradford Council

Bridgewater Community Healthcare NHS Foundation Trust

Burnley Borough Council

Bury Council

Calderdale Council

Carlisle City Council

Central Manchester University Hospitals NHS Foundation Trust

Cheshire & Wirral Partnership NHS Foundation Trust

Cheshire East Council

Cheshire Fire & Rescue Service

Cheshire West and Chester

Chorley Council

Cumbria County Council

Cumbria Fire & Rescue Service

Cumbria Partnership NHS Foundation Trust

East Cheshire NHS Trust

East Lancashire Hospitals NHS Trust

Greater Manchester Fire & Rescue Service

Greater Manchester Mental Health NHS Foundation Trust

Greater Manchester Police

Guinness Partnership Housing Association

Health Education England NW

Knowslev Council

Lancashire Care NHS Foundation Trust

Lancashire County Council

Lancashire County Council (Public Health)

Lancashire Teaching Hospital NHS Foundation Trust

Lancaster City Council

Liverpool City Council

Liverpool Community Health NHS Foundation Trust

Liverpool Heart and Chest Hospital NHS Foundation Trust

Manchester City Council

Mersey Care NHS Trust

Merseyside Fire & Rescue Service

Mid Cheshire Hospitals NHS Foundation Trust

NHS Blackburn with Darwen Clinical Commissioning Group

NHS Blackpool Clinical Commissioning Group

NHS Bolton Clinical Commissioning Group

NHS Bury Clinical Commissioning Group

NHS Chorley & South Ribble Clinical Commissioning Group

NHS East Lancashire Clinical Commissioning Group

NHS Eastern Cheshire Clinical Commissioning Group

NHS England (Mersey and Cheshire)

NHS Fylde and Wyre Clinical Commissioning Group

NHS Greater Preston Clinical Commissioning Group

NHS Halton Clinical Commissioning Group

NHS Heywood, Middleton & Rochdale Clinical Commissioning

NHS Knowslev Clinical Commissioning Group

NHS Liverpool Clinical Commissioning Group

NHS Manchester Clinical Commissioning Group NHS Morecambe Bay Clinical Commissioning Group

NHS North Cumbria Clinical Commissioning Group

NHS Oldham Clinical Commissioning Group

NHS South Cheshire Clinical Commissioning Group

NHS South Sefton Clinical Commissioning Group

NHS Southport & Formby Clinical Commissioning Group

NHS St Helens Clinical Commissioning Group

NHS Stockport Clinical Commissioning Group

NHS Tameside and Glossop Clinical Commissioning Group

NHS Vale Royal Clinical Commissioning Group NHS Warrington Clinical Commissioning Group

NHS Wigan Borough Clinical Commissioning Group

NHS Wirral Clinical Commissioning Group North West Ambulance Service NHS Trust

North West Boroughs Healthcare NHS Foundation Trust

North West Commissioning Support Unit

North Yorkshire Council

Oldham MRC

Pennine Acute Hospitals NHS Trust

Pennine Care NHS Foundation Trust

PLUS Dane Housing

Royal Liverpool & Broadgreen University Hospitals NHS Trust

Salford City Council

Salford Royal NHS Foundation Trust

Softon MDC

Sheffield City Council

Southport & Ormskirk Hospital NHS Trust

St Helens & Knowsley Teaching Hospitals NHS Trust

St Helens Council

Stockport Council

Stockport NHS Foundation Trust

Stoke-Upon-Trent Council

Tameside and Glossop Integrated Care NHS Foundation Trust

Tameside Council

The Christie Hospital NHS Foundation Trust

The Clatterbridge Cancer Centre NHS Foundation Trust

The Walton Centre NHS Foundation Trust

Trafford Housing

Transport for Greater Manchester

University Hospital of South Manchester NHS Foundation Trust

University Hospitals of Morecambe Bay NHS Trust

Urgent Care 24

Warrington & Halton Hospitals NHS Foundation Trust

Warrington Borough Council

West Lancashire District Council

Wigan Council

Wirral Community NHS Trust

Wirral Council

Wirral University Teaching Hospital NHS Foundation Trust

Wrightington, Wigan & Leigh NHS Foundation Trust

Wyre Borough Council

YOUR Housing Group



www.vpo.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.

This work is licensed under a Creative Commons license and can be shared and reused with an attribution please see http://creativecommons.org/licenses/by-nd/3.0