Member Benefits 2012-13

iNetwork exists to support a passionate community of local public service officers who believe in better and more efficient outcomes.

iNetwork brokers knowledge, connects people, supports innovation and pushes for change.

iNetwork's sector support programme for 2012-13 will help members resolve "unacceptable" challenges such as:

* Silod activities relating to Troubled Families
* Low dementia diagnosis rates
* Information Security challenges
* Inefficient procurement
* Ineffective use of social media

in the context of efficiency and wider structural reform of the public sector.

Five themes are at the heart of this support:

Collective Leadership

* Shaping, prioritising, ownership and accountability with strong links with local public service sectors sub-regions and individual organisations.

Brokering Good Practice

* Accelerating the spread of successful practices, collectively resolving persistent challenges through peer support and communications.

Safe Spaces

* Creating space for dialogue, agreement and resolution across the sector.
* Closed forums for sensitive dialogues such as Information Security.

Engaging Government

* Influencing Government programmes and activities.
* Engaging with key agencies like the Information Commissioners Office.
* Representing members at the Local Government Delivery Council.

Skills and Learning

* CPD accredited briefings, lean service redesign courses, over 60 workshops, seminars and conferences.

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Where good ideas and knowledge come together

iNetwork's delivery activities for 2012-13 build on a set of well formed and prolific networks that span the sector and include strong links with central government departments and programmes.

In 2011-12 this included over 65 briefings, forums and conferences with 155 speakers and 1,500 attendees, direct 1:1 support, lean systems redesign training, a greater lobbying role and collaborative efficiency projects.

The programme for 2012 includes a similarly wide range of initiatives, peer support activities, training and briefings targeting areas of real need in the context of wider public service reform.

(DRAFT)

2012-13: iNetwork activities

Service Redesign and Reform

- Common Financial Assessment initiative
- Northern Dementia initiative
- Troubled Families support
- Lean redesign masterclasses
- Improvement techniques course
- Service reform briefings and peer working support

Frontline Service Delivery

- Self service and channel shift briefings
- Multi-agency customer insight briefings
- Social media support
- CRM and integration briefings
- Open Public Services updates
- Tell us Once and Blue Badge updates

Information Sharing & Security

- Information security Warning Advice & Reporting Point
- Risk management
- Sharing between local and central services (NHS, councils, FRS, Police, DWP).
- ICO briefings.
- Guidance on hot topics e.g. cloud computing, PSN Open Data and FOI briefings
- Peer working and support

Project & Programme Management

- National Collective Voice updates
- Skills Matrix
- Expert briefings and updates
- Peer working and support.

Efficient Procurement

- Shared asset initiative
- Safe space for procurement dialogue
- Engagement with Government Procurement Service and framework providers

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