

Are you making use of **your...**

# Frontline Service Delivery Network?

## Why people engage with the FSD Network

Colleagues in the region engage with the Frontline Service Delivery Network because it gives them:

- A space to frankly explore CRM and CRM Integration products with peers under Chatham house rules
- A toolkit for Business Continuity in customer Services
- Opportunities to attend site visits across health and local government organisations to learn about agile and flexible working
- Expert seminars and discussions on hot topics including: Customer Insight and Channel Migration
- A means of connecting with peers to discuss and consider common issues
- Updates on funding opportunities
- A collective voice for responding to government initiatives and consultations such as Tell Us Once, Blue Badge Improvement Service and Performance Management Framework
- Access to a large number of past speaker presentations

## How can you engage with the FSD Network?

Contact Shelley Heckman via [shelley.heckman@tameside.gov.uk](mailto:shelley.heckman@tameside.gov.uk) or 0161 3423445.

... and join the **Frontline Service Delivery Network** on the Local Government Community of Practice website:

<http://www.communities.idea.gov.uk/comm/landing-home.do?id=3562091>



## Join us

A strong community with over 200 Frontline Service Delivery professionals from across the region.

Seeking more health professionals to join the network to support improved patient experience.

Access to free, practical and appropriate advice and support from peers, knowledge brokers and experts.

Potential savings nationally of £50 million a year from transformed practices between DWP and Councils with additional further potential.

**“Bury and Rochdale Councils are working in partnership to deliver a Tell Us Once Service for Rochdale citizens. This joint working project, which puts the needs of citizens first, was made possible through contact made at the Tell Us Once networking event.”**

Jason White, Rochdale MBC

# Overview of the 2011-12 Partnership

With fewer resources it is all about practical collaboration – doing what we can with what we have.

The support activities for 2011-12 builds on the last eight years' work. Here's a summary of the activities we have planned which focus on opportunities for innovation, learning, efficiency and cost avoidance.

## Effective Frontline Service Delivery

FSD1: Maximizing the benefits of Customer Relationship Management (CRM) systems

FSD2: Support to realize the benefits of flexible and agile working

FSD3: Joint working on front office led end-to-end service redesign

FSD4: Lobbying government to align customer access to public services

## Effective Information Sharing and Security

EISS1: Mitigating information security risks through filtered warnings and advice

EISS2: Improving health and social care information management

EISS3: Developing the evidence base for a NW Public Service Network

EISS4: Understanding the impact of open data and transparency on information management

## Effective Service Redesign

ESR1: Delivery of low cost training and implementation support

ESR2: Developing the North West Service Redesign Learning Network

ESR3: Building on the successful Common Financial Assessment initiative with the DWP

## Right Track North West (for programme and project management)

RTNW1: Improving management of change by sharing good practice and participation with the national PPM Collective Voice

RTNW 2: In depth demonstrations of key opportunities

**“The training delivered in partnership has helped Fylde to implement business improvement projects across a range of service areas. The training has delivered tangible savings across the authority and we now have the in-house skills to continue driving improvements across the whole authority.”**

Phillip Woodward, Chief Executive, Fylde Borough Council

**“This is a key voice for local authorities in the region.”**

Mary McGinley, Pension Disability and Carers' Service Strategy, Department of Work and Pensions



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