

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

Effective Service Redesign Network?

Why people engage with the ESR Network

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

Increased awareness of efficiency and service improvement opportunities that have been proven elsewhere

Opportunities to debate issues relating to service re design and a means to feedback on government guidance and policy

Single place that organisations can come to find out who else is working on similar projects in order to compare approaches, business cases, success factors and resources.

Ways to meet people in other organisations, who can help resolve issues, provide site visits and support.

Additional income for thought leading projects.

Increased awareness of national initiatives and opportunities they present

Specific tools and guidance that can be used locally without having to re-invent the wheel

How can you engage with the ESR Network?

Contact Catherine O'Neill via catherine.oneill@tameside.gov.uk or 0161 342 3445.

... and join the **Effective Service Redesign Community of Practice** on the Local Government Community of Practice website: <http://www.communities.idea.gov.uk/c/4953631/home.do>



Join us

A strong community with over 250 Service Redesign professionals from across the region.

Access to FREE training which has delivered over £3 million of savings to date across the North West.

Advice and guidance for your staff in Lean Techniques with support before, during and after the training period.

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

A means of bringing extra resources to jointly work on common challenges or opportunities through regional projects.

Opportunities to see new methods and technologies that support service redesign and review them alongside peers.

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

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

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



**For more information please contact:
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