

iNetwork Annual Winter Conference

Connecting People & Place

7th February 2019

!Audacious Church, Greater Manchester

#PeopleandPlace



2 Chair's Welcome

Welcome to iNetwork's 14th Annual Winter Conference!

iNetwork's 14th annual conference, Connecting People & Place, highlights the very best in place-based working with a focus on connecting people to place.

Given the continuation of high service demands and financial pressures on local public sector and community services, and with continuing political uncertainty at a national level, the need for councils, service providers, voluntary and charity organisations, and businesses to commit to new ways of working in their communities is greater than ever. This conference aims to demonstrate how organisations can, and are, working in radically innovative and collaborative ways to improve the lives of all citizens within a place. Today's event also serves as a celebration of such practices, which inspire us to believe in the possibility of inclusive, sustainable, and vibrant local communities fit for the future.

The iNetwork partnership has come a long way since its inception in 2002; it has delivered projects that have been adopted nationally, changed legislation and supported one of the largest and strongest improvement communities in the country. Make the most of it – it is a key enabler of our resourcefulness and source of ideas and opportunities.

A big thank you to everyone involved in iNetwork. Currently over 90 people inject passion, vision and direction through our Network Leadership Groups and Executive Board. On top of this, 150+ individuals will talk at our events this year and over 2,300 unique individuals will attend multiple events to learn and share their ideas.

We are a growing partnership, and if you want to know more please visit the iNetwork exhibition space today. I hope you have an insightful and inspirational day which enables you to make connections, and take away practical ideas and solutions.

Very best wishes,



Steven Pleasant

Executive Chair, iNetwork

Chief Executive, Tameside Council &
Accountable Officer, NHS Tameside &
Glossop CCG

MAKING THE MOST OF THE DAY

The overriding aim for the event is to create space to share the remarkable innovations in place based delivery. As such we have a very wide range of speakers and sessions. A few key points to note:

Refreshments: served throughout the day and lunch will be available from 12:25 – 13:30

Conference sessions: You have the option of attending seminars and skills workshops. Seminars are 40-minute sessions that include presentations from expert speakers with time for you to ask questions.

One hour skills workshops provide individuals with opportunities to learn new techniques, strategies and practices to implement in their communities and work places. Delegates must sign up on the day to attend skills workshops; registration is located in the foyer (spaces are strictly limited and available on a first-come-first served basis).

Exhibitors: Be sure to take time to visit the innovation showcase to speak with partners exhibiting today. The showcase has been curated to provide you with the very best opportunities to network with key partners in the local public agenda.

Networking: All delegates have been provided with an individual QR code on their name badge that contains their contact information. We have made exchanging contact details easy! Simply scan the code with your smart device; many free QR scanning apps can be found in the app store.

Twitter: You are invited to tweet on the day using #PeopleandPlace.

iNetwork's Twitter handle is @theinetwork.

Feedback: Please don't forget to complete your feedback form! We really value your feedback for future improvements. Feedback forms are provided to each delegate with this brochure; if you cannot find your copy, please ask at reception or the iNetwork exhibition table.

Thanks to Team 3 and Volunteers

We are here to help you today!

This is the 14th annual conference for iNetwork, and this event cannot run on the day without the hard work of the iNetwork team, and an army of volunteers from the partnership. Thank you to everyone that has given up their time to make today happen. Take a look at the friendly faces you'll see today to help the conference run smoothly.



Alan Boardman
Cyber Security Manager, Lancashire Care NHS FT



Alex Grundy
Head of Customer Services, Plus Dane Housing



Alison Moglione
Family Programme Manager, Liverpool City Council



Catherine O'Neill
Stakeholder Engagement Manager, Transforming & Innovating Public Services, iNetwork



Chris Lewis
Head of Transformation, Oldham Council



Chris Twomey
Deputy Director of Housing & Inclusion, West Lancs Council



Chris Woodhouse
Corporate Policy, Review Delivery Team, Bury Council



Ged Bowles
Assistant Director for Transformation, IEWM



Karys Thompson
Project Support Administrator, iNetwork



Louis Stockwell
Stakeholder Engagement Manager, Local Cyber Resilience Programme, iNetwork



Michael Taylor
External Affairs Advisor, Manchester Metropolitan University.



Mevish Khalid
Communications & Engagement Officer, iNetwork



Michelle Kern
Partnership Office Manager, iNetwork



Nadeer Hussain
Information Security Manager, Oldham Council



Paul Davidson
Director of Standards, iStandUK



Paul Hackett
Marketing Assistant, NHS Clinical Leadership Network



Peter Schofield
Procurement Hub Programme Manager, AGMA



Phil James
National Capabilities Research & Development Manager, MHCLG



Phil Swan
Chief Information Officer, GMCA



Rahna Riley
Digital Services Lead, Rochdale Borough Council



Rebecca Gamble
Programme Manager, GMCA



Sarah Bullock
Assistant Director - Vision and Change, St Helens Council



Sharon Winn
Programme Lead, Trafford Council



Shelley Heckman
Acting Director, iNetwork

4 Agenda Morning

8:30am

Registration, refreshments and networking – Innovation Showcase

9:30am

Welcome and Opening Address

Steven Pleasant MBE (Tameside Council & NHS Tameside & Glossop CCG)

9:50am

Panel Discussion: Social Innovation & the Courage to do things Differently

Chair: Steven Pleasant MBE (Tameside Council & NHS Tameside & Glossop CCG)

Panel: Craig Gaskell (UA92) Kersten England (Bradford Council) & Alison McKenzie-Folan (Wigan Council)

10:35am

Move to seminars

10:45am

SEMINAR ROOM 1

(downstairs)

Restorative Practice in
Liverpool

Caroline O'Neill, Alison
Moglione (Liverpool CC) &
Lesley Parkinson (Restorative
Thinking)

SEMINAR ROOM 2

(upstairs)

Data Sharing in the Public
Sector

Gill Dickson & Stacey Egerton
(ICO)

SEMINAR ROOM 3

(upstairs)

Building an Inclusive
Economy

Tom Lloyd Goodwin (CLES)

10:45am - 11:45am

WORKSHOPS *Please sign up in foyer. Limited places. (Room B upstairs)

Women in Development: Springboard

Becky Sharifi & Gemma Barlow (Go! Train and Develop)

11:25am

Break, Innovation Showcase and move to next session

11:45am

SEMINAR ROOM 1

(downstairs)

Sedgemoor District
Council – a Journey into
Digital

Bob Brown & Paul Davidson
(Sedgemoor District Council)

SEMINAR ROOM 2

(upstairs)

GMCA InfoGov Priorities
for 2019: Headlines,
Actions & Preview of New
InfoGov Training for GM

Jane Hancer (CC2) &
Phillipa Nazari (GMCA)

SEMINAR ROOM 3

(upstairs)

The Joys of Collaboration

Nichola Cooke (STAR Procurement)

11:45am - 12:45pm

WORKSHOPS *Please sign up in foyer. Limited places. (Room A downstairs)

Virtual Facilitation: Designing & Facilitating Successful Online Meetings

Orla Cronin (Orla Cronin Research & ICA:UK)

12:25pm

Lunch & Innovation Showcase

Agenda ⁵

Afternoon

1:30pm

SEMINAR ROOM 1

(downstairs)

The Future of Networking in Government

Mark Smith (GDS Cabinet Office)

SEMINAR ROOM 2

(upstairs)

Rubbish Design: The Future of Waste

Viola Apadoo (Futuregov) & Susan Spink (Bradford Council)

SEMINAR ROOM 3

(upstairs)

Implementing NICE Guidance: Mansfield Council's Assist Initiative

Bruce Smith & Deborah Collis (NICE) with Sandra Ward & Kathleen Moore (Mansfield DC)

1:30pm - 2:30pm

WORKSHOPS *Please sign up in foyer. Limited places. (Room B upstairs)

Restorative Practice... Come & Have a Go!

Lesley Parkinson (Restorative Thinking)

2:10pm

Break, Innovation Showcase and move to next session

2:30pm

SEMINAR ROOM 1

(downstairs)

Computer Says No: Using Data Effectively to Drive Service Delivery

Miranda Carruthers-Watt (Salford City Council)

SEMINAR ROOM 2

(upstairs)

A Place Based Approach to Early Child Development

Anette Algie (NSPCC)

SEMINAR ROOM 3

(upstairs)

Wigan's Place Based Public Service Integration

Stephen Gerrard (Wigan Council)

2:30pm - 3:50pm

WORKSHOPS *Please sign up in foyer. Limited places. (Room A downstairs)

Facilitative Leadership in the Public Sector

Alan Heckman (ICA:UK)

3:10pm

Move to next session

3:15pm

SEMINAR ROOM 1

(downstairs)

Enabling our Further Faster ambition in Greater Manchester

Phil Swan (GMCA)

SEMINAR ROOM 3

(upstairs)

Our Thriving Communities Approach

Vicky Sugars, Sarah Whittle & Martin Burroughs (Oldham Council)

4:00pm

End session

6 Workshops and Seminars

SKILLS WORKSHOPS

Limited places are available at these sessions! Sign-up for these skills workshop in the foyer; places available on a first-come-first served basis. Can't decide which sessions to attend? The session descriptions should help you choose:

10:45am - 11:45am: Women in Development: Springboard

Gemma Barlow & Becky Sharifi (GO! Train & Develop)

The Springboard Women's Development Programme is designed for women from all backgrounds, ages and stages of their lives. It allows women to enhance their own skills and abilities, challenge power and equality, while building confidence, assertiveness and a positive image.

11:45am - 12:45pm: Virtual Facilitation: Designing & Facilitating Successful Online Meetings

Orla Cronin (Orla Cronin Research & ICA:UK)

This will be an engaging and interactive session examining the benefits and pitfalls of virtual meetings and workshops.

1:30pm - 2:30pm: Restorative Practice... Come & Have a Go!

Lesley Parkinson (Restorative Thinking)

This is a hands-on session, introducing restorative practice, inviting participants to take part in their own learning. We hope participants will get to grips with a key principle of restorative practice - The Relationships Window - in addition to finding out about definitions of restorative practice.

2.30pm - 3:50pm: Facilitative Leadership in the Public Sector

Alan Heckman (ICA:UK)

Alan will introduce participatory methods for making meetings and events run smoothly in the public sector, and discuss how improving meetings by making them more participatory and engaging leads to better implementation of decisions and plans.

SEMINAR SESSIONS

These 40-minute seminars have something to offer for everyone! Choose to attend one in each time slot.

10:45am - 11:25am

Restorative Practice in Liverpool

Caroline O'Neill, Alison Moglione (Liverpool CC) & **Lesley Parkinson** (Restorative Thinking)

Liverpool City Council and Restorative Thinking Limited ran a pilot with six Liverpool schools, to develop whole school restorative practice, with the aim of improving behaviour in schools and reducing anti-social behaviour. This seminar explains what happened, how the pilot ran and the outcomes for schools.

Data Sharing in the Public Sector

Gill Dickson & Stacey Egerton (ICO)

Gill & Stacey will be talking about what the challenges are of sharing data in terms of maintaining public trust, under what conditions this data may then be shared and will also share some examples of benefits of Data Sharing.

Building an Inclusive Economy

Tom Lloyd Goodwin (CLES)

This session will draw upon CLES's experience of Local Wealth Building over the last 10 years to explain how this approach is being used to build and inclusive economy in areas such as Manchester, Preston and Salford.

11:45am - 12:45pm

Sedgemoor District Council – a Journey into Digital

Bob Brown & Paul Davidson (Sedgemoor District Council)

Bob Brown, Corporate Director and Paul Davidson, Chief Digital Officer, explain the council's vision for a digital transformation, designing and procuring a digital platform, and re-inventing the council through the Customer Access Programme.

GMCA InfoGov Priorities for 2019: Headlines, Actions & Preview of New InfoGov Training for GM Partners

Jane Hancer (CC2i) & **Phillipa Nazari** (GMCA)

GMCA and Oldham Council have been part of a co-design project developing new public sector focused Information Governance training. This session will preview the new training and highlight GMCA's priorities and plans to support GM partners and the wider public sector.

The Joys of Collaboration

Nichola Cooke (STAR Procurement)

In this session Nichola will discuss the benefits of collaboration but also the pitfalls and lessons learnt along the way. Collaboration is not always easy, but effective collaboration can support our place and our people.

1:30pm - 2:10pm

The Future of Networking in Government

Mark Smith (GDS Cabinet Office)

A programme to fundamentally change the way government networks operate in a cyber aware way, supporting departments and public bodies to easily move away from the PSN and onto the internet/cloud environments and provide HMG a long-term strategic approach in operating networks.

Rubbish Design: The Future of Waste

Vimla Apadoo (FutureGOV & Susan Spink, Bradford Council)

In this session FutureGov and Bradford Council will speak about the journey they are on, the lessons they have learned and how they have made decisions to help design the future of waste services in Bradford.

Implementing NICE guidance through Shared Learning: using Mansfield Council's ASSIST initiative as an example

Bruce Smith & Deborah Collis (NICE), supported by **Sandra Ward & Kathleen Moore** (Mansfield DC)

This session explains how NICE can support system colleagues who are looking to use NICE guidance and quality standards. They will explore two Shared Learning Case Studies including Mansfield Council's ASSIST initiative- its purpose is to deliver bespoke, wrap around holistic support services to meet the needs of Adult Social Care and Health (ASCH) customers and carers.

2:30pm - 3:10pm

Computer Says No: Using Data Effectively to Drive Service Delivery

Miranda Carruthers-Watt (Salford City Council)

This session will look at how digital by design needs to develop process for safe, transparent use and sharing of data and how Salford City Council is using our Squad methodology to be both transparent, compliant and innovative.

A Place Based Approach to Early Child Development

Anette Algie (NSPCC)

Blackpool Better Start is a 10 year lottery funded partnership working with children and families pre-birth to four which seeks to break the intergenerational cycle of poorer outcomes for children through early intervention and prevention. This session will give an overview of the partnerships approach to systems change and how it is employing a place based approach to ensuring sustainable change.

Wigan's Place Based Public Service Integration

Stephen Gerrard (Wigan Council)

Wigan Council will present an overview of their operating model setting out the key principles of place based public service working, the way in which public services are aligning their capacity into place, the overarching philosophy of public service working in the borough, and the way in which public services are blending their operational delivery.

3:15pm - 4:00pm

Enabling our Further Faster ambition in Greater Manchester

Phil Swan (GMCA)

The Greater Manchester Model "Further Faster" was recently launched by our Mayor Andy Burnham. This session will focus on the importance of digital as an enabler and how working together across GM is integral to successful delivery of the model.

Our Thriving Communities Approach

Vicky Sugars, Sarah Whittle & Martin Burroughs (Oldham Council)

This workshop provides an overview of Oldham's Thriving Communities Programme. This will include our approach to Social Prescribing linking people to 'more than medical care', which is starting to take off in the Oldham area. We will also talk about Oldham's Thriving Communities Index.

8 Speakers

Alan Heckman

@alan_heckman



Alan Heckman is a group facilitator, specialising in participatory workshops, meetings and events for the public and charitable sectors. He also teaches group facilitation skills and methods with ICA:UK. Alan is concerned with how groups work together to use the insights and knowledge of everyone in the room, and to reach decisions as a group that lead to real action. Alan is able to support public sector meetings and events as an outside neutral voice, guiding the group with his expert knowledge of consensus processes. Alan is always available for no-obligation discussion of your group and aims.

Alison Mckenzie-Folan

@AlisonMc_f



Alison is the Deputy Chief Executive at Wigan Council and part of the Senior Management Team with strategic responsibility for a wide range of services. She is leading the #digitalwigan strategy which has been awarded LGC Digital Council of the Year 2016 and Digital Leaders 2016 Digital Council of the Year. Alison is passionate about collaboration, innovation and technology and inspiring the next female generation. She is also chair of the GM Digital Inclusion Leadership group set up under the GM Mayors GM Digital Summit. Previous to this role, she was the Director of Customer and Policy, Head of HR & OD for Wigan Council and also the Interim Director of HR & OD for NHS Ashton, Leigh and Wigan PCT.

She is Vice Chair at Unify Credit Union and deputy spokesperson for SOLACE on the digital agenda. Alison was recently named in the Northern Power Women Top 50 Power list and one of the nine most influential digital leaders in Greater Manchester

Alison Moglione

@lpoolcouncil



Alison Moglione is the Families Programme Manager at Liverpool City Council, with responsibility for the local response to the national Troubled Families initiative and improvements across Children and Family based provision. The role involves working in partnership across the Merseyside region to improve information sharing and local response to complex family issues. Alison has a background in both public and private sector transformation, business development and multi-agency partnership programmes. Outside of work Alison's interests involve music, keeping fit and walking her dog.

Anette Algie

@annettealgie



Anette has worked for the NSPCC since 2007 primarily in Blackpool, and was part of the original bid writing team for the Better Start funding. In her role as Business Manager at the Blackpool Centre for Early Child Development she has worked on the embedding of public health messaging campaigns and development of the partnerships training and development programme.

Becky Sharifi

@gotraindevelop



Becky is an experienced trainer with an enthusiastic approach to her development work. With an impressive 11 years track record of delivering top quality training across a variety of government and private sector organisations nationally, she builds rapport and strong relationships with colleagues, clients and participants and has a positive outlook on life, living the values of the Springboard development programme.

"One thing I have learned is to go for it! Especially if you can't stop thinking about it. No matter how scared you are, if the opportunity arises you should grab it with both hands. Sometimes to do that you need a safe place, a platform, a springboard if you will, to help you. That is what this incredible programme is all about."

Bob Brown

@SedgemoorDC



Bob Brown is a strategic director at Sedgemoor District Council leading the digital transformation programme. Bob has worked across council services in unitary and districts starting life in local government as a trainee solicitor in the South Wales valleys.

Bruce Smith

@NICEcomms



Originally a secondary school teacher for 13 years, Bruce spent several years working in medical education before joining NICE in 2012. Whilst at NICE he has worked in several roles including, working in NICE's Technology Appraisals Reviews Team reviewing its medicine technology guidance, working in the NICE Adoption and Impact team exploring the implementation and impact of all NICE guidance and helping set up the systems and processes, and manage the workload of, NICE's Office for Market Access which is NICE's Health Technology Evaluation Directorate's engagement arm. In his current role as Project Manager for Shared Learning, he encourages health system stakeholders to submit Shared Learning case studies outlining how they have implemented NICE Guidance for the benefit of patients and the system.

Caroline O'Neill

@lpoolcouncil



Caroline has been a proud member of the Families Programme for the past 5 years, and has been involved in both Restorative Practice for schools projects. Caroline has worked at Liverpool City Council since 2003, and spent the early part of her career in Revenues and Benefits. Away from work Caroline is a keen netballer, loves to cook, and is currently learning to sew (and would very much like to learn to cut fabric properly too!)

Craig Gaskell @UA92MCR



Professor Craig Gaskell joined UA92 as the first substantive Principal and CEO on 1st September 2018. Prior to that (from March 2015 to August 2018) he held the position of founding Provost (and Associate Pro-Vice-Chancellor) of Coventry's new campus development on the Yorkshire coast: "CU Scarborough". Craig also became Professor of Higher Education Enterprise (personal chair) at Coventry University in 2015. He previously worked at the University of Hull and at Durham University. Craig has held a range of academic and executive/senior leadership roles and led a number of start-up, change and innovation projects. He is passionate about social mobility and the delivery of high quality, transformational and accessible Higher Education.

Deborah Collis @NICEcomms



Deborah joined NICE from NHS Kirklees, where she was an Assistant Director in Public Health. She has extensive management experience in the acute and primary care health sectors before specialising in public health. Deborah's previous roles have covered managing Medical Records services, deputy Chief Executive in a PCT and establishing a health intelligence function across health and local government. At NICE Deborah has established a NICE Endorsement programme and now engages with parts of the health and social care system to raise awareness of what NICE can provide.

Deborah has produced summary reports of public health investigations into infant mortality and into suicide prevention as well as producing a number of Joint Strategic Needs Assessments for Kirklees.

Gemma Barlow @gotraindevelop



Gemma is committed to the personal development of others, particularly women. Her passion lies in empowering individuals to be the best they can be and tapping into their potential. A real-talking, personable, true-believer in the impact of personal development. Co-delivering with Becky

Sharifi provides a fantastic group dynamic and ensures all attendees receive the attention they deserve, understand the material being delivered and have help and encouragement throughout each step.

Gill Dickson @ICOnews



Gill Dickson started work at the ICO in July as Senior Policy Officer Policy & Engagement (Public Services) Team. Her policy focus includes local government, education and families, and includes safeguarding issues. Prior to working at the ICO Gill has had experience in health, education and social care and in health charities, where her expertise included palliative care, medical law and ethics.

Jane Hancer @CC2i_



Jane's been working cross digital government for the last 15 years; in fact a little longer if you count the time spent in the early dotcom days at an outfit that spearheaded public access to government data and services. With a previous career running picture desks at a number of leading photo agencies, Jane has a split focus on 'process' and 'potential' which offers an interesting mix of skills to both innovate and get things done to a deadline. Making access easier, interaction less arduous and leveraging the value of public information to inform, support and improve people's lives is why she still loves doing it. And there's so much still to do... it's only getting more interesting.

Kathleen Moore @MDC_News



Kathleen Moore is an Engagement and Development Officer at Mansfield District Council. Kathleen will be available at the conference to answer questions about the ASSIST Hospital Discharge Project delivered by NICE. Mansfield District Council's ASSIST scheme means homes are made safe and accessible for a patient's return from hospital – this could include fitting a ramp, grab rails and key safes, making sure their heating works, or moving furniture to make space for a hospital bed.

Kersten England @Kersten_england



Kersten is Chief Executive of Bradford Council with responsibility for over 17,000 staff and a multi-million pound budget across one of the largest local authorities in the country. Her main challenge is to deliver sustainable and inclusive growth and in particular to strengthen the skills base of the District. Kersten is the lead Chief Executive for innovation and growth in the Leeds City Region. In addition she is a member of a number of Boards in and beyond the City including - Nesta, Bradford Economic Partnership, University of Bradford Council, Science Media Museum, Bradford Literature Festival and the Digital Health Enterprise Zone. She is a lay Canon of Bradford Cathedral. Kersten's career has included work in the voluntary sector, higher education, central government as well as 26 years in local government. She is passionate about building resilient and confident communities, supporting local democracy and sustainable urban growth. Despite the Edinburgh accent she regards herself as a bona fide Bradfordian, having lived and worked here for most of her adult life as well as bringing up her children in the city.

Lesley Parkinson @Re_Thinking



Lesley worked as a BBC Producer and Secondary Teacher/SLT member, before establishing Restorative Thinking Limited in 2012. As Executive Director at Restorative Thinking, Lesley promotes restorative practice and culture change in organisations. Lesley has co-written a suite of prevention and intervention programmes that deliver a restorative education to pupils, children, parents, teachers, members of the workforce and offenders with key life skills in restorative practice. In June 2013, Lesley received a Shackleton Foundation Leadership Award. Lesley is an avid cyclist and swimmer, is strongly family oriented and is regularly spotted on parks and beaches in the North West with the latest family addition – a black and white jackpoo.

10 Speakers

Mark Smith

@GDSTeam

Mark Smith is Head of PSN and Cyber Compliance at the Government Digital Service in the Cabinet Office. Mark works with organisations across the public sector to help them connect with each other using the Public Services Network (PSN), which includes assessing and certifying that all organisations who want to connect to the PSN meet the necessary security requirements. Mark has delivered large-scale transformation in diverse sectors including government, telecoms, health, language services and medical publishing. Mark is a member of the LG PSN Programme Board and the Health and Social Care Network (HSCN) Programme Board and was previously chair of the PSN Connectivity Accreditation Panel.



Martin Burroughs

@OldhamCouncil

Martin Burroughs is Senior Intelligence Analyst at Oldham Council. He is lead for the development of a thriving communities index, the first of its kind in the country.



Miranda Carruthers-Watt

@MCarruthersWatt

Miranda Carruthers-Watt is City Solicitor and Monitoring Officer for Salford Council as well as being the Council's SIRO. She is an effective, enthusiastic, results focused, strategic leader with over 20 years' experience in providing leadership and management support to both the public and private sectors. Miranda has led change and improvement in senior executive positions in local government and partnerships structure, delivering multi-million pound efficiencies and enhanced customer experiences. She has significant governance and regulatory background at Monitoring Officer level, development and delivery of complex organisational change, high performing teams committed to community engagement and co-production of targeted value for money services. She is passionate about customer service and sees barriers as challenges to be overcome rather than obstacles to delivery.



Nichola Cooke

@CookeNichola

Nichola Cooke is Assistant Director for STAR procurement. STAR procurement is an award winning shared services operating across Greater Manchester. With over fifteen years' experience in local government and procurement, Nichola is passionate about procurement and the real difference it make. She believes that procurement is so much more than buying, and instead should be viewed as an important catalyst for collaborative transformation and innovation.



Orla Cronin

@croninorla

Órla Cronin is an Associate at ICA:UK, director of Órla Cronin Research and an associate of the Framework Collective. After completing a PhD in Psychology, she held a number of posts in academia, the voluntary sector and the private sector. She now provides consultancy, facilitation and training to the public, voluntary and NGO sector in the UK and internationally. She supports organisations in strategy development, project planning, evaluation and learning, research and organisational development. A particular specialism of Orla's is virtual facilitation, virtual training, and the training of others in both face to face and virtual facilitation.



Paul Davidson

@paul_davidson

Paul Davidson has worked for Sedgemoor District Council for over 30 years; as the council's Head of Information Systems, then Chief Information Officer, and now Chief Digital Officer. Paul acts as the Director or Standards for iStandUK, whose mission is to promote data standards for efficiency, transformation and transparency of local public



Phil Swan

@phil_swan

Phil Swan is Chief Information Officer at GMCA. He leads Digital Services at the Greater Manchester Combined Authority with his main responsibilities being:



- the #GMdigital city-region growth, skills and infrastructure initiative
- the GM-Connect information exchange and insight programme
- ICT for the GMCA
- GM Cyber - Greater Manchester's cyber resilience and economic growth initiative

Phil's career includes ICT strategy and implementation work for Accenture, an MBA from Cambridge University, founding and exiting a SME, and leading the Tameside Council based public sector innovation partnership "iNetwork" over several years.

Phillipa Nazari

@PhilliNaz15

Phillipa is the Assistant Director of Information Governance and Data Protection Officer for the Greater Manchester Combined Authority. She is a passionate about making Information Governance practices more accessible including digitalising ways of working. Her remit currently spans enabling the GMCA to adopt IG practice throughout all levels and disciplines of delivery but also supporting Public Service Reform by leading on unlocking information Sharing capability across the city region.



Sandra Ward

@MDC_news

Sandra Ward is ASSIST Team Leader at Mansfield District Council. Mansfield District Council's Advocacy, Sustainment, Supporting Independence and Safeguarding Team (ASSIST) help residents to live independently in their own homes. The service can be used by anyone, although it is particularly useful for people who may feel vulnerable due to ill health, age, disability or isolation. Sandra will be available at the conference to answer questions about the ASSIST Hospital Discharge Project delivered by NICE.



Sarah Whittle

@OldhamCouncil

I started my career in Housing where I worked for 10 years leading the Housing Management and Customer Involvement teams. I was also responsible for Supporting People contract



management and service improvement. I have worked for Oldham Council for 10 years, where my previous role was Principal Officer Neighbourhoods. The main focus of this role was working alongside the district teams, to engage with residents and local organisations to co-produce and deliver community projects with key partners including the VCSFE sector. My role as Community Services Innovation Officer has all been around Public Sector Reform and Place Based Initiatives. I have led on the Social Action strand of our Thriving Communities programme which has included work around Social Prescribing, Asset Mapping, Fast Action Grants and Social Action funding.

Stacey Egerton @ICOnews



Stacey joined the Information Commissioners Office in 2012 and is currently a Senior Policy Officer within the Public Services Team of the ICO's Engagement Department. She provides advice and support to a range of organisations in the health, education and local authority sectors regarding information rights and data privacy. Stacey leads the stakeholder engagement for local government, specialising in multi-agency information sharing and risk management.

Stephen Gerrard @wiganCouncil



Steve is Service Footprint Delivery Manager at Wigan Council. He has over 20 years' experience of community and neighbourhood partnership working. More recently a Victim services coordinator before moving into a footprint manager role.

Steven Pleasant MBE @tmbc_chiefexec



Steven is Chief Executive at Tameside Metropolitan Borough Council and Accountable Officer for Tameside and Glossop CCG. Steven led the organisation working with its partners in being awarded the 'Local Innovation Award for Building Economic Resilience', the only local authority in the country to receive this award. Steven was lead officer for the North West Centre of Excellence for 3 years and took a leading role in the

development of the Regional Improvement and Efficiency Partnership (RIEP). He is now the chair of iNetwork which has been successfully supporting public service improvement and transformation across the North West region for the last 13 years. Steven is the lead Chief Executive on behalf of the Combined Authority for Health and Wellbeing and for Asylum, Refugees and Migration. He jointly chairs the Greater Manchester Health and Social Care Joint Commissioning Board and acts as the lead Chief Executive for the North West for Adult Social Care Sector led improvement. He is the Chair of the North West Regional Asylum Steering Group, which governs the work of the North West Regional Strategic Migration Partnership, and has been honoured with an MBE in recognition of this work.

Susan Spink @spink_susan



Susan Spink has worked for 30 years in local government with the last 15 years spent leading, managing and delivering major change programmes for Bradford Council. Her 'can do attitude' to implementing strategic and policy development is a particular strength. Whilst working as Programme Manager for Waste Services she has gained vast knowledge of the legislation and policies relating to Waste Management, which she put to good use to implement a Bin Policy across the Bradford district. This prescribed and changed the way in which residents present their waste in order to increase recycling and reduce domestic waste and landfill costs. She also concurrently introduced Alternate Week Collections and a chargeable Garden Waste Service. Susan's current challenge is to lead the Waste Service to address major budget issues, whilst delivering improved outcomes that benefit the whole organisation and district, maintaining the Council's statutory services and standards, safeguarding as many jobs as possible.

Tom Lloyd Goodwin @tomlloydgoodwin



Since completing his PhD in political theory in 2009, Tom has worked with numerous organisations across local government, academia, the NHS and the voluntary and community sector. He has delivered an array of local economic development and health policy projects, focused on addressing poverty, fostering social inclusion and promoting public

health. Tom brings expertise in political theory, policy and implementation research to his Associate Director role. He is also an Honorary Research Fellow in the School of Medical Sciences at the University of Manchester.

Vicky Sugars @OldhamCouncil



I started my career in 2002 working for the Electoral Commission and various governmental organisations before joining the London Borough of Newham to run an engagement programme with elected members prior to the 2012 Olympics. I have since built my career on Partnership working in Trafford and Oldham with a particular emphasis on integrated working across agencies, sectors and communities. I currently lead our Strategy, Partnerships and Policy team who pioneer our Oldham co-operative approach and public service reform in Oldham.

Vimla Appadoo @ThatGirlVim



As a Service Designer at FutureGov, Vimla is bringing her passion for Service Design and user-centred services to the forefront of public sector innovation. At 21, Vim co founded Experience Matters consultancy, winning the NHS CCG as her first client. Since, Vim has also co-founded SheSaysMCR, managed DrinkaboutMCR and managed Manchester Social Entrepreneurs, has been an advisor to the Youth Charter, is a Regional Ambassador for the Holocaust Educational Trust and is on the board for the Big Youth Group. Vim has been an advisor on international government tech missions and a mentor for various startup programmes. In 2016, Vim was voted on to the Northern Power Future List and in 2018 won the Young Digital Leader of the Year award at Digital Leaders. Throughout her career, Vim has remained conscious of her decisions and focus to bringing passion into her work, to make continuous a difference.

12 Exhibitors

Bury Directory

www.theburydirectory.co.uk



The Bury Directory (TBD) provides a digital offer which enables people to help themselves and others in managing their own health and wellbeing and is available 24 hours a day, 365 days a year. TBD underpins the prevention agenda by providing information on the wider determinants of health, including housing, education, employment along with health conditions and signposts people with a consistent approach. TBD is the catalyst for Bury residents and professionals to identify and access all the assets available in the person's local area and across the borough. As well signposting, there is a section on Voluntary, Community and Faith Sector (VCFA), a JSNA channel, a SEND Local Offer Channel and a low level assessment tool geared up for self or supported assessments. There is constant developments to ensure it is the best it can be to meet the needs of residents, businesses and partners in Bury.

CC2i

cc2i.org.uk



CC2i is a public sector co-funding and collaboration platform, which enables local authorities, health, housing and blue light organisations to come together to co-fund and co-design solutions to shared service delivery challenges. By co-funding solutions public sector organisations can make budgets go further, as well as having direct input during the design and development stages to create systems that specifically meet their business and technical requirements.

Extreme Low Energy

extremelowenergy.com/



Extreme Low Energy (ELE) is a specialist manufacturer of patent-pending power infrastructures. We offer a range of unique and innovative end-to-end DC solutions, including ICT systems, which allow our customers to operate partially or fully off-grid. Our unique technologies enable businesses to operate partially or fully off-grid, manage their power consumption and gain substantial savings in energy costs and carbon emissions.

Flowz

www.Flowz.co.uk



Flowz is a cloud-based tool for managing data assets, data risk and satisfying requirements of the General Data Protection Regulation (GDPR). Flowz uniquely merges the requirement of GDPR for a risk-based approach to the handling of personal data, with the International Standard Office's standard for information risk management – ISO27005. Flowz addresses the requirement to record and be able to report on processing activities (GDPR article

30), with the required link to determining appropriate levels of organisational and technical controls (GDPR article 32). New for 2019, Flowz is now extended to include risk-based Data Protection Impact Assessment (article 35) with supporting workflows.

Food cycle

www.foodcycle.org.uk



FoodCycle is a national charity that builds communities through the power of food. FoodCycle is based upon the simple idea that waste and poverty should not co-exist and that something powerful can be achieved by cooking and eating together. Every week, volunteers across the country reclaim over a tonne of surplus food destined for the bin. This food is instead cooked into healthy, tasty three-course community meals for vulnerable people.

Greater Manchester Combined Authority

www.greatermanchester-ca.gov.uk



GMCA Digital is responsible for designing and delivering new approaches to managing and using data across Greater Manchester public services. We consist of a team of professionals who bring skills in privacy and information governance, design and process improvement and technology and are committed to facilitating and supporting the workforce and residents of GM by providing access to the right information at the right time. The GMCA Digital team is currently working with a range of stakeholders to tackle the Greater Manchester wide priorities agreed with Andy Burnham and the GMCA Board as set out in the Greater Manchester Strategy 'Our People, Our Place'.

ICA:UK

www.ica-uk.org.uk



ICA:UK is a small charitable organisation dedicated to building participatory ways of working into organisations across the UK. Facilitation training from ICA:UK will help you and your staff lead genuinely participatory meetings, workshops, and events. ICA courses teach methods for organising meaningful conversations that lead to real action, and group workshops that build real consensus decisions, even for complicated or difficult topics.

IEG4

www.ieg4.com



IEG4 enables digital transformation for the public sector that is simply effective. We understand citizens' ever-changing expectations and that novel approaches to both answering queries and automating service requests are key. Our cloud-based solutions seamlessly integrate with back office systems, and, designed alongside our

customers, we make digital services more attractive for citizens to use.

All our solutions are Microsoft Azure Cloud-based enabling go live to be time efficient and without the need for expensive hardware or costly system administration resources. IEG4 has been enabling digital services for the public sector for over 12 years and has a customer base of 80+, which ranges from small district councils to the largest authority in Europe, as well as a number of Clinical Commissioning Groups (CCGs).

Information Commissioner's Office

ico.org.uk



The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

iNetwork

i-network.org.uk



A growing public sector partnership that helps local services use information better, be digitally savvy and design better services. iNetwork works with many Government departments, agencies and programmes including the Cabinet Office PSN team, MHCLG, BIS, DWP, NHS HSCIC, ICO, National Archives, national WARP programme, GCHQ / CESG, Local Digital Campaign plus a wide range of industry experts. We support a wide range of sub-regional and regional groups as well as individual organisations across the North and Midlands.

iStandUK

istanduk.org



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. iStandUK's mission is to promote information standards that support Efficiency, Transformation, and Transparency of Local Public Services in the UK.

Information Sharing Gateway

www.informationsharinggateway.org.uk



The Information Sharing Gateway (ISG) is an innovative web based system which allows organisations to create digital Information Sharing Agreements which can be managed, risk assessed, signed and stored easily online. The system provides a digitally collaborative way of working, allowing sharing agreements to be put in place quickly and signed off electronically within the system. With a growing national user base, the system is being used by over 2000 organisations across the UK and

beyond. With plans for further innovation, the ISG is focused on facilitating better information sharing and encouraging interoperability across the changing data landscape.

Kaleidoscope

kaleidoscopeconsultants.com



Kaleidoscope Consultants are thought-leaders and innovators in the ethical and lawful processing of personal data in health and social care. We design practical solutions to ensure compliance with data protection legislation (GDPR, DPA 2018, etc.); provide control and governance; and minimise risks. Our consultants all have a hands-on practical approach, backed up by strong academic qualifications and accreditations. Our team includes subject matter experts in information law, privacy and regulatory policy in the health and social care sector. We are passionate about good data governance, national policy advice, data sharing & processing agreements, professional & public communications, Internal governance and risk management for organisations, outsourced Data Protection Officer (DPO) and product market support and organisational control for Med Tech companies.

Lancaster CVS

lancastercvs.org.uk



Lancaster District Community and Voluntary Solutions (LDCVS) provides guidance, co-ordination, representation and development support to the voluntary community faith and social enterprise sector across the Lancaster District and has been the main umbrella organisation for the last 40 years. Our core work supports collaboration through partnership meetings; shared learning through events; training and funding advice; volunteer support and resources, particularly to organisations that work within our most deprived communities. We help organisations that support people and their communities in these target areas that are likely to experience other barriers, directly or indirectly.

Liverpool City Council

liverpool.gov.uk



Liverpool City Council exists to serve, safeguard and represent the interests of its citizens and communities and to ensure the provision of the best possible services for its residents. Liverpool City Council is committed to making Liverpool a strong city through inclusive and sustainable growth, and building a fair city through breaking the cycle of deprivation, improving health and tackling poverty. Liverpool City Council are sharing a stand with Restorative Thinking in order to promote their joint work on Restorative Practice in Liverpool.

14 Exhibitors

Mansfield District Council

www.mansfield.gov.uk



Mansfield District Council is located in Nottinghamshire. Mansfield DC are sharing an exhibition stand with NICE to showcase their ASSIST programme. The Advocacy, Sustainment, Supporting Independence and Safeguarding Team (ASSIST) help residents to live independently in their own homes. The service can be used by anyone, although it is particularly useful for people who may feel vulnerable due to ill health, age, disability or isolation.

National Cyber Security Programme (NCSP)

i-network.org.uk/2018/12/11/national-cyber-security-programme/



The UK Government has in place a National Cyber Security Strategy aimed at protecting UK Local Public Services from cyber-attacks. The National Cyber Security Programme (NCSP) is responsible for delivery of that strategy and is working with cross-government partners (such as the National Cyber Security Centre) to improve cyber resilience across UK Public Services. To help with this the National Cyber Security Programme (NCSP) is sponsoring a new Cyber Pathfinders scheme to help the local public service and resilience community navigate their way through the complexities of cyber security and cyber resilience. In particular the scheme is running free of charge a Cyber Pathfinder Training Seminar on the Cyber Landscape, Guidance and Support for local public sector participants running from February 2019 onwards

National Institute for Health and Care Excellence (NICE)

www.nice.org.uk



The National institute for Health and Care Excellence (NICE) was set up in 1999 to reduce variation in the availability and quality of NHS treatments and care in England. Today it is responsible for developing national guidance, standards and information on providing high-quality health and social care, and preventing ill health. NICE guidance helps health, public health and social care professionals deliver the best possible care based on the best available evidence.

NDL

www.ndl.co.uk



NDL offers easy-to-use software toolkits across Local Government that provides Councils with the ability to automate, integrate and mobilise work processes in one seamless solution. Our products make it quick & easy to design, develop and deploy; supplying your council with secure, valid information. The data can be used to improve service for citizens and gain valuable business insights, allowing easier KPI reporting from the data collected. This results in significant savings of both time and money, changing the way that services can be delivered to citizens across your authority. With a pedigree stretching over 35 years, NDL prides itself on both technical innovation and high standards of customer care, backed by a team of experienced professionals and a great customer base. NDL is proud to make such a tangible contribution to helping Local Government on its drive towards Digital Transformation to deliver tangible efficiency savings.

NHS Clinical Leaders Network

www.cln.nhs.uk



The Clinical Leaders Network (CLN) is a national, professional network for practicing clinicians in England - enabling development both personally and professionally in order to support and progress the NHS. CLN exists with the purpose of developing shared leadership between clinicians and managers in order to meet the NHS strategic vision, whilst embracing QIPP and clinical commissioning. It has many benefits with the hope that together, the network can bring about real change and improvement to patient experience and service delivery at a local, regional and national levels. Open to a variety of professionals from within the healthcare sector, the CLN strives to: Empower frontline clinicians, develop clinical leaders, influence health policy, improve quality and productivity, deliver patient centred services and promote shared leadership with system managers.

NSPCC

www.nspcc.org.uk

NSPCC stands for the National Society for the Prevention of Cruelty to Children. The NSPCC is the UK's leading children's charity, preventing abuse and helping those affected to recover. Child abuse is preventable, not inevitable. That's why, every day, we work to protect children, prevent abuse and make child abuse a thing of the past. That's why we're here. That's what drives all our work, and that's why - as long as there's abuse - we'll fight for every childhood. As the UK's leading children's charity fighting to end child abuse, we've remained committed to this mission for over 100 years.

NW Warning, Advice & Reporting Point (NW WARP)

i-network.org.uk/



The North West WARP 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 on a secure and very cost effective means of accessing professional advice.

Skills Development Network

www.skillsdevelopmentnetwork.com



The North West Skills Development Network (NWSDN) is an innovative network providing finance, informatics, payroll, procurement and associated NHS staff with the infrastructure for improving leadership and professional development skills, raising standards and sharing innovation and good practice through economy-wide learning. Offering development opportunities from Apprentice through to Director level, we have a dedicated website www.skillsdevelopmentnetwork.com to publicise and support our work, providing resources for both personal and organisational development.

Springboard Women's Development

www.gotrainanddevelop.co.uk



A vibrant and creative training company dedicated to providing enhanced personal, business and regulated training solutions that capture and captivate by talking in real terms. We provide quality courses that have been proven to exceed the expectations of our valued customers, often tailoring content to match their individual needs and values. In our aim to build long term relationships with our clients we provide exceptional customer service by pursuing new training techniques through innovation and our own continuous development.

STAR Procurement

www.star-procurement.gov.uk



STAR Procurement is the award winning shared procurement service for Rochdale, Stockport, Tameside and Trafford Councils. We help our councils (and the organisations they work with) to arrange contracts for any supplies, services or building work that can't be provided in-house. The suppliers who help us deliver these contracts can be from the public, private, voluntary or community sectors.

StarBright Seminars

starbrightseminars.wixsite.com



Starbright is a relationship coaching organisation. Through the coaching sessions we aim to ensure that people gain an understanding of aspects of relationships in families, friendships and the workplace. We run a variety of sessions to cater to a variety of needs.

Restorative Thinking

www.restorativethinking.co.uk



Restorative Thinking Limited is a Social Enterprise. We work with Local Authorities, Children's and Adult Services, Primary, Secondary and Special schools to develop restorative and relational practice. Our (award winning) curriculum programmes empower pupils and parents with a restorative education, delivering sustainable, key life skills. We work in partnership with the Shackleton Foundation and the Anti-Bullying Alliance.

Tech UK

www.techuk.org



techUK is the industry voice of the UK tech sector, representing more than 900 companies, from innovative start-ups to leading FTSE 100 companies. techUK has an active public sector programme which connects central and local government stakeholders with suppliers of all sizes to access innovative tech services to transform public services.

Verisec

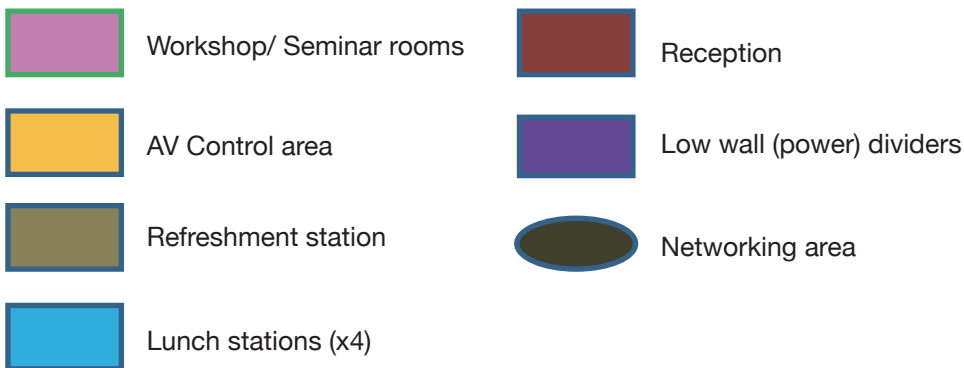
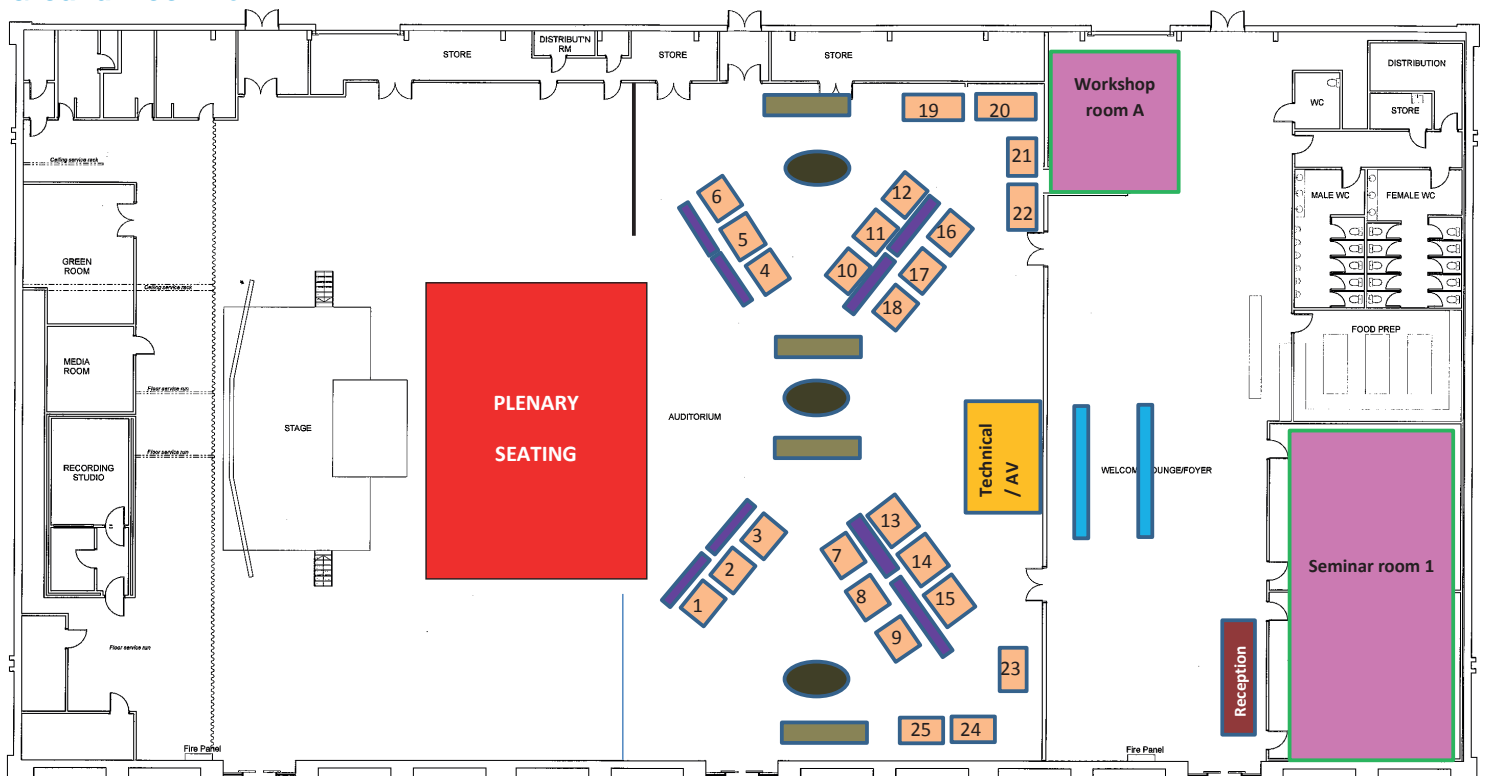
www.verisec.com



Verisec is an international IT security company that provides innovative security solutions for banking, government and businesses worldwide. Specialising in Digital Identities and Multi Factor Authentication, Verisec are the only Swedish Government approved eID service. With over 40 Public Sector, including City and County Councils, NHS, Fire and University customers in the UK. We are ideally placed to deliver secure services to digital transformation.

Floor Plan

Ground Floor Plan



Exhibition stands:

1. Verisec & Lancaster CVS
2. IEG4
3. Springboard Women's Development
4. Kaleidoscope
5. NDL
6. Information Sharing Gateway (ISG)
7. Greater Manchester Combined Authority
8. CC2i
9. Information Commissioner's Office
10. Flowz
11. NSPCC
12. Restorative Thinking & Liverpool CC
13. Bury Directory
14. NHS Clinical Leaders Network
15. NICE & Mansfield Council
16. FoodCycle
17. Skills Development Network
18. StarBright Seminars
19. ICA:UK
20. Extreme Low Energy (Ele)
21. STAR Procurement
22. techUK
23. iNetwork & iStandUK
24. NW Warning and Reporting Point (WARP)
25. National Cyber Security Programme

First Floor Plan

