apse performance networks

Taking Ownership of Your Improvement

Tuesday 7 October 2025

Theatre at the Mill, Mossley Mill
Carnmoney Rd N, Newtownabbey BT36 5QA

A free event for APSE Northern Ireland members

Programme

9.00: Coffee and Registration

10.00: Opening welcome
Welcome to the Borough from the Mayor, Councillor Leah Kirkpatrick

10.15: Session 1: Performance matters

The vision for Antrim and Newtownabbey
Richard Baker GM MSc, Chief Executive, Antrim and Newtownabbey

Challenges being faced by local councils and the importance of performance and benchmarking in improving public services
Councillor Billy Webb, NILGA President

Performance in Northern Ireland
- Update on the Local Government Performance Improvement Working Group
- The picture on performance across Northern Ireland
- Future focus of the group

Josephine Kelly, Chair of the Local Government Performance Improvement Working Group

APSE Northern Ireland Benchmarking Project
- Latest performance issues affecting Local Government
- What are the trends?
- New service launch: Climate Change module

Debbie Johns, Head of performance networks, APSE

Audience Q&A

11:45 Tea and coffee break

12.00 Session 2: Digitalisation and service transformation

Customer Service Hub – Belfast City Council
- Why was this introduced?
- Customer Service improvements
- Measuring performance improvements

Cormac Quinn, Customer Development Manager, Belfast City Council

Digitalisation of council services
- Customer service improvements
- Exploring Live Chat
- Use of AI

Ciaran McLogan, Account Manager, NI Public Sector, Amazon Web Services

How Apps can aid performance improvement
- Why use the inspection Apps?
- How to use data to drive decisions
- UK-wide case studies

Debbie Johns, Head of performance networks, APSE

UK case study: North Northamptonshire: Using data for service transformation
- Data-led intelligence to support service improvement
- Using data to support North Northamptonshire through the reorganisation process
- How Performance Networks LAMS data is driving improvements in the quality of grounds maintenance and street cleaning

Liam Faulkner, Head of Environment, North Northamptonshire Council

13.15 Lunch

14.00 Session 3: Workshops

Workshop 1: Use of digital technology
Workshop 2: Service transformation and HR issues

15:00 Seminar close

How do I book?
Use this link to book your place online
Click Here to Book Online

What does it cost to attend
This event is **FREE** to attend for APSE Northern members and includes all refreshments, a delegate pack, post event materials and lunch.
Non-members may attend at a cost of £150 + VAT