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APSE Northern Ireland Seminar Performance Improvement Planning & Building Control Workshop

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Planning and Building Control

- Welcome & Introductions
- Using data to improve performance
- What is important to you?
- What do we have to work with?
- Let's make some PI's together

Welcome and Introductions



Using data to improve performance



- Linking data collection with service plans
- Identifying priorities for investment
- Customer satisfaction
- Performance comparison with neighbours/averages/quartiles
- Investigation of whether arrangements elsewhere can be used to improve your service

What is important to you?



- Quality?
- Productivity?
- Turnaround times?
- Cost?

What do we have to work with?

The logo for APSE (Association of Public Service Expenditure) is located in the top right corner. It consists of the word "apse" in a white, lowercase, sans-serif font, set against a purple, rounded rectangular background.

- The new legislative framework for performance improvement
- Central performance standards and indicators
- New organisations
- New accountability structures
- What can we carry forward?



Let's make some PI's together

- Labour of love or necessity?
- SMART objectives
- The value of benchmarking



LOCAL SERVICES
LOCAL SOLUTIONS