



East
Northamptonshire
Council

Committed to Continuous Service Improvement?

Thursday 22 July 2010, 10am – 4pm
East Northamptonshire Council,
Cedar Drive, Thrapston, NN14 4LZ

Introducing life after NI14 using case studies and interactive sessions from the East Midlands and beyond



Aimed at Heads of Service, service managers and service improvement/ transformation practitioners this free one day workshop will provide the opportunity to learn and share in the experiences of others in how to progress beyond NI14 and highlight things to consider when doing so in your own organisation.

Reasons for attending:

- Take part in interactive sessions and share learning, ideas and tips from other authorities who are keen not to miss any opportunities for service improvement and customer insight
- Reflect on how to capture and analyse opportunities for service improvement in your organisation
- Be inspired by examples of valuable insights and service improvements achieved
- Network with colleagues over lunch

Book your FREE place today, email:
pmatheson@east-northamptonshire.gov.uk
Hurry....places are limited!

The East Midlands Improvement and Efficiency Partnership (EM IEP)
has sponsored this event so that it is free for authorities to attend.



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The Council Chamber
East Northamptonshire Council
Cedar Drive Thrapston NN14 4LZ
Thursday 22 July 2010

Draft Programme	
0945	Registration and refreshments
1000	Welcome David Oliver, Chief Executive
1010	Continuous Service Improvement (CSI) Thrapston Pauline Matheson, Business Analyst Case study from Corby Borough Council Speaker to be confirmed
1100	Refreshments
1120	Case studies and interactive session Tony Hinckley, esd-toolkit
1230	Lunch
1315	Case study Sarah Fogden, GES Connect Digitally East Midlands Improvement and Efficiency Partnership Merlin Tinker, Programme Manager - Business Transformation
1430	Refreshments
1450	Case studies and interactive session Ben Evans, Value Adding.com
1530	Questions, views, responses, impact, networking What will you take away from today? What will you do next?
1545	Close