

## Public Service Agreement 2010-2014 (Croke Park Agreement) Integrated Progress Report

### 2. Detailed Progress Update for the 12-months – 1 April 2011 to 31 March 2012

**1. Better human resource management:** *To include, for example, actions around the reduction of staff numbers; the redeployment of staff to areas of greatest need; the restructuring/reconfiguration of service delivery; changes to work practices; revisions in attendance arrangements; absence management; performance management etc.*

Terms of the Public Service Agreement 2010 – 2014	Action	Target Date as per Current Action Plan	Current Position

**2. Better Business Processes:** *To include, for example actions to increase efficiency and productivity; rationalise core structures, business processes, accommodation requirements etc; establish shared service approaches, establish cross-functional teams/ new work structures, optimise the potential of new technology to streamline operations and generate efficiencies etc.*

Terms of the Public Service Agreement 2010 - 2014	Action	Target Date as per Current Action Plan	Current Position
4.4	Publish all information documents in electronic format only	Immediate and ongoing	Non-pay savings (from reduction in printing costs) from end Q1 2011 to end Q1 2012 were €12,000
4.15	Participate in all shared services	Ongoing	It is difficult to provide a realistic estimate of the cost of reproducing all shared services with standalone services. This Office's ongoing commitment to shared services means that it has limited experience of providing back-office functions on a standalone basis. However, on an actual costs avoided basis, it would not be possible to provide such standalone services without a minimum extra pay bill of €98,000 (1 year X (1 HEO + 1 EO + 1 CO)).
4.3	Ongoing re-tasking of staff to ensure resources deployed in areas of greatest need	Ongoing	It is not possible to put a monetary value on this initiative. This was our means of ensuring that our customers were Impacted as little as possible as a result of staff reductions etc.

**3. Delivering for the Citizen:** *To include, for example, actions to enhance service delivery to the public, including changes to the technology used, more online services, service integration, efforts to reduce information burdens on citizens through better data management/sharing of data, including around identity etc*

Terms of the Public Service Agreement 2010 - 2014	Action	Target Date as per Current Action Plan	Current Position
4.16	Encourage take up of electronic payments options for registration, with movement to totally electronic registration and re-registering process.	End 2012	We moved to a system of automated acknowledgements in Jan 2012 which has achieved approx savings of €1250 to end of first quarter 2012. with a possible annual saving of €5000. This savings has been achieved with firstly the cost of postage for acknowledgement letters and secondly in relation to printing costs. This action also from an administration point of view allowed resources to be redeployed in areas of greater need.
4.15	Strategic partnerships with universities etc to assist Office with performance of functions on a minimal cost basis	Ongoing	
4.14	Implement coordinated inspection opportunities with consumer focused regulators.	Ongoing	One Inspection conducted with Comreg first Quarter 2012