

**Public Service Agreement 2010 -2014 (Croke Park Agreement)**

**PART B – SAVINGS VERIFICATION**

**CITIZENS INFORMATION BOARD ACTION PLAN**

<b>1. Better human resource management:</b> <i>Actions to include under this heading include reductions in numbers, redeployment, reconfiguration of service delivery, revisions in attendance arrangements, better attendance and absence management etc.</i>			
<b>Terms of the Public Service Agreement 2010 – 2014</b>	<b>Action Implemented</b>	<b>Specific Target Date</b>	<b>Description of Benefits Achieved:</b> <i>this should include, where possible, a qualitative description including (i) Reduction in numbers (WTE) employed on activity (ii) Paybill savings (iii) Non-Pay Savings and/or (iv) Actual Costs Avoided</i>
<b>(ref to relevant paragraph)</b> <i>Reduction in Numbers</i> 1.1 1.3 1.4 1.5 1.6 4.1	To seek to achieve Employment Control Framework targets on each year of the Action plan through compliance with the moratorium on recruitment to and promotion in CIB or through availing of voluntary mechanisms to exit CIB where such exist.  To develop opportunities for re-skilling and re-assignment to allow for the business of CIB to be continued in an environment of reduced employee numbers.	To end 2014    To end 2014	<b>€5,198</b>
<i>Greater flexibility</i> 1.6 1.7 4.3	There will be a flexible approach by staff to redeployment so as to best meet the changing needs of the organisation. This will include redeployment to cover posts deemed critical by CIB management.	To end 2014	
<i>Attendance and absence</i> 1.4 1.8 4.1 4.4 4.10	The TOIL system will be closely and actively monitored to ensure compliance with the agreed limits specified in the staff resource pack.  Eliminate outdated absence practices and attendance patterns at holiday periods. The revised policy on office closure and attendance at holiday periods which is to issue across in the Civil Service will be adopted in CIB.	To end 2014   To end 2014	

	Tighter management of sick leave. An absenteeism management policy based on best practice in the wider public service will be developed which will set specific trigger mechanisms for independent medical review, and set mechanisms for return to work interviews.	Policy developed by 1/7/2011 and rolled out by 31/8/2011.	
<i>Efficiencies</i> 4.3 4.4 4.13	Essential travel only will be permitted and the use of public transport will be maximised. There will be more proactive management of budgets and assignment of travel & subsistence budgets to managers which must not be exceeded.  The use of conference or video calls as the preferred media for the conduct of meetings where staff are not in one location.	To end 2014  To end 2014	
<i>Redeployment in the integrated public service</i> 1.7 1.8	To the greatest extent possible to work to standardise terms and conditions of employment across the organisation through a review and revision of contractual and other arrangements or practices which generate inflexibility or restrict mobility. A specific area which will be examined in this context includes a change of pay frequency to monthly for all staff in payroll.  Staff will be redeployed across the organisation in line with the service delivery model which supports the strategic plan using the mechanism agreed between management and staff.	To end 2014  4 April 2011	

**2. Better Business processes:** *Actions under this heading would include efficiency measures and improvements to the processes by which your Department/Body delivers its services to the public, including changes to the technology used, better data management, including around identity, and so on.*

Terms of the Public Service Agreement 2010 – 2014	Action Implemented	Specific Target Date	Description of Benefits Achieved: <i>this should include, where possible, a qualitative description including (i) Reduction in numbers (WTE) employed on activity (ii) Paybill savings (iii) Non-Pay Savings and/or (iv) Actual Costs Avoided</i>
<p><i>Reconfiguring the design and delivery of public services</i></p> <p>1.9 1.10 4.13</p>	<p>To re-use and better collate data and personal information and to work towards interoperability of data systems and strategies and a standardisation of specifications and systems (both hardware and software). This includes using gov.ie to deliver integrated information on public and social services for reuse/syndication by other public bodies.</p> <p>To establish a panel of trained CIB coaches for potential use by other public service bodies subject to resources being available.</p> <p>Delivery of training events for Delivery Partners using CIB premises wherever practical.</p> <p>Moving the technical platform for citizensinformation.ie to the Department of Finance.</p> <p>Use of email for periodicals distribution where possible and reduction in quantity of printed materials produced and a reduction in the size of print runs for same.</p> <p>Developing cross organisational ‘project management’ approach allowing for the rapid development of project initiatives and the development of key skills across the organisation.</p>	<p>To end 2014</p> <p>To end 2014</p> <p>To end 2014</p> <p>Complete.</p> <p>To end 2014</p> <p>From April 2011 to end 2014.</p>	<p><b>Approximately €15,000</b></p>
<p><i>Procurement</i></p> <p>1.10 1.11 4.13 4.15</p>	<p>Continue to utilise the various ICT frameworks which have been developed by the Public Service Management and Development Division of the Department of Finance.</p> <p>Development of a print management framework for CIB and our Delivery Partners.</p>	<p>To end 2014</p> <p>December 2011</p>	

	<p>Centralised voice framework for both call and telephone line costs on behalf of CIB and Delivery Partners.</p> <p>Centralisation of general procurement arrangements for Service Delivery Partners to leverage cost savings available under National Procurement Service frameworks.</p> <p>Audit Costs. There will be a national panel of auditors established to service our Delivery Partners' auditing needs.</p> <p>Insurance. A single broker service will be sought to meet the needs of all service delivery partners and CIB. CIB will seek to maximise the savings for the exchequer through the use of the services of the National Claims Agency.</p> <p>Centralisation of translation and editorial processes.</p> <p>Underwriting of insured risks transferred to the SCA.</p> <p>Explore the availability of the Chief State Solicitors Office to advise on legal matters.</p>	<p>June 2012</p> <p>October 2011</p> <p>July 2011</p> <p>December 2011</p> <p>From April 2011 to end 2014</p> <p>2011</p> <p>2011</p>	<p><b>€4,300</b></p>
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<p><i>Service integration</i></p> <p>1.11 4.13 4.15</p>	<p>There will be a review of the number of delivery partner companies with a view to consolidation to achieve efficiencies.</p> <p>Pooling of training resources of CIB and MABS NDL to deliver to Delivery Partners.</p> <p>Development of an integrated voice and data infrastructure for both CIB and Delivery Partners.</p> <p>Active management of the portfolio of property owned and leased by CIB and its Delivery Partners.</p> <p>Merging of premises between CIB and Service Delivery Partners wherever possible taking account of lease requirements and budget availability to achieve a reduction in number of premises and the need to provide support for same thereby also reducing administrative and other overheads.</p>	<p>1/1/2013 first phase of consolidation</p> <p>1/1/2014 2<sup>nd</sup> phase of consolidation</p> <p>To end 2014</p> <p>June 2012</p> <p>To end 2014</p> <p>To end 2014</p>	
<p><i>Performance and skills</i></p> <p>1.13 4.12</p>	<p>There will be significantly improved performance management with promotion and incremental progression linked in all cases to performance and the implementation of appropriate systems to address under performance including, where appropriate training or, where necessary, through disciplinary procedures. The revised PMDS procedure developed by a subgroup of CIB's Workplace Partnership will be re-examined by that group in the context of both the CIB organisational review and the Croke Park Agreement and will then be referred back to Partnership.</p>	<p>June 2011</p>	

**3. Delivering for the Citizen:** *Actions under this heading would include efficiency measures and improvements to the processes by which your Department/Body delivers its services to the public, including changes to the technology used, better data management, including around identity, and so on.*

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<p><i>Efficiency measures</i></p> <p>4.13</p>	<p>Expanded use of email for core communications and reductions in 'mail outs' of documentation through developing more targeted responses to needs of client groups.</p>	<p>To end 2014</p>	
<p><i>Process improvement</i></p> <p>1.9 1.10 1.11 1.14 4.13 4.15</p>	<p>CIB will redesign its work processes in line with the revised service delivery model developed in the organisation review to meet the strategic priorities of CIB's strategic plan.</p>	<p>To end 2014</p>	
<p><i>Service provision online</i></p> <p>4.13</p>	<p>Training delivery to be provided online- or if not on the web- then by way of greater use of technology with emphasis on resources to support distance learning. Personnel have continuing access to training materials/tuition. This will support a drive for quality based service delivery and allow for savings in travel cost and time.</p> <p>All CIB publications available online for downloading. Online publication of '<i>know your rights</i>' on citizensinformation.ie</p> <p>Strengthen organisation's focus on online service delivery in relation to citizens information and money advice through the enhanced use of targeted cost effective online services and microsites thereby maximising the numbers of customers reached and serviced with targeted information.</p>	<p>To end 2014</p> <p>To end 2014</p> <p>To end 2014</p>	

**Gross Numbers and Pay Expenditure Figures = €5,198**

**Non- Pay Savings, Efficiencies and Improvements in Service to end 1<sup>st</sup> QTR 2011 = €19,300**

