

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

**PART A – PROGRESS ON AGENCY ACTION**

**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>Timeframe</b>	<b>Action</b>	<b>Comment</b>
<b>(ref to relevant paragraph)</b> <i>Reduction in Numbers</i> 1.1 1.3 1.4 1.5 1.6 4.1	To end 2014	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.	Actual 2010 – 83 WTE (this excludes 2.6 posts seconded to CIB from DSP which were part of the DSP’s ECF total) Target 2011 – 80.6. Actual March 2011 – 81
	To end 2014	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.	The structure of CIB has been redesigned to re-assign staff in line with strategic aims and new responsibilities (52 staff members are reporting to new managers). To facilitate this re-assignment, re-skilling/up-skilling training has taken place in Q1 2011.
<i>Greater flexibility</i> 1.6 1.7 4.3	To end 2014	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.	The structure of CIB has been revised involving the redeployment of staff to facilitate new working arrangements.
<i>Attendance and absence</i> 1.4 1.8 4.1 4.4 4.10	To end 2014	The TOIL system will be closely and actively monitored to ensure compliance with the agreed limits specified in the staff resource pack.	Ongoing.
	To end 2014	Eliminate outdated absence practices and attendance patterns at holiday periods.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.	No progress to date.

	Policy developed by 1/7/2011 and rolled out by 31/8/2011.	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.	No progress to date.
<i>Efficiencies</i> 4.3 4.4 4.13	To end 2014  To end 2014	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.	CIB complies with travel and subsistence regulations as provided in Civil Service circulars. Ongoing monitoring of travel and subsistence budgets and impact of revised organisation structure.  Regional Management Team Meetings regularly use conference call facility. Meetings between CIB and the five Regional Advocacy Managers with responsibility for the National Advocacy Service for People with Disabilities avail of conference call facility.
<i>Redeployment in the integrated public service</i> 1.7 1.8	To end 2014  4 April 2011	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.	Payment of salaries being referred to the HR Sub-Group of Partnership.  2.6 posts seconded to CIB from DSP for the MABS Transition Unit. 1 post subsequently returned to DSP. Agreement in place to re-deploy 52 staff to new managers.

**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	Timeframe	Action	
<p><i>Reconfiguring the design and delivery of public services</i></p> <p>1.9 1.10 4.13</p>	To end 2014	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.	Project to evaluate services under way, to finish Q3/Q4 2011.
	To end 2014	To establish a panel of trained CIB coaches for potential use by other public service bodies subject to resources being available.	No progress to date.
	To end 2014	Delivery of training events for Delivery Partners using CIB premises wherever practical.	Approximately 25% of CIB training events for Delivery Partners were held in CIB premises, including 25 sessions of the accredited Information Providers Programme.
	Completed	Moving the technical platform for citizensinformation.ie to the Department of Finance.	citizensinformation.ie has been rebuilt and has been running successfully on the Department of Finance infrastructure since late 2010.
	To end 2014	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.	Email circulation list for Relate initiated to over 250 subscribers with view to reducing print runs.
	From April 2011 to end 2014.	Developing cross organisational 'project management' approach allowing for the rapid development of project initiatives and the development of key skills across the organisation.	Project Management Officer position created within the revised CIB structure. 'Downturn' related cross-organisational project initiative to configure resources to meet changing client profile and needs. Project commenced to develop a microsite as part of a group of organisations in the health sector and including representatives of the Office of the Ombudsman.

<i>Procurement</i> 1.10 1.11 4.13 4.15	To end 2014	Continue to utilise the various ICT frameworks which have been developed by the Public Service Management and Development Division of the Department of Finance.	ICT frameworks continue to be utilised for purchase of any IT hardware for both CIB and its Delivery Partners.
	December 2011	Development of a print management framework for CIB and our Delivery Partners.	As CIB and delivery partners' printers need to be replaced, they are being replaced by networked printers. Efficiency, quality and cost benefits of using networked printers is an element of the print management framework.
	June 2012	Centralised voice framework for both call and telephone line costs on behalf of CIB and Delivery Partners.	This action forms part of the evaluation of services project mentioned at 2.1 above.
	October 2011	Centralisation of general procurement arrangements for Service Delivery Partners to leverage cost savings available under National Procurement Service frameworks.	Preparatory work and discussions with delivery partners commenced.
	July 2011	Audit Costs. There will be a national panel of auditors established to service our Delivery Partners' auditing needs.	No progress to date.
	December 2011	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.	No progress to date.
	From April 2011 to end 2014	Centralisation of translation and editorial processes.	Translations contract re-tendered in December with significant cost reductions, for example, translations into Irish reduced from 17c per word to 10c per word and other languages from 16c per word to 8c per word. €4,300 saved Q1 2011.
	2011	Underwriting of insured risks transferred to the SCA.	No progress to date.
	2011	Explore the availability of the Chief State Solicitors Office to advise on legal matters.	No progress to date.

<p><i>Service integration</i></p> <p>1.11 4.13 4.15</p>	<p>1/1/2013 1<sup>st</sup> 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>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>All Advocate posts in the National Advocacy Service for People with Disabilities were filled in Q1 2011. These advocates were part of a transfer of undertakings from 46 Disability Advocacy Pilot Projects to the five Citizens Information Services which now have responsibility for the National Advocacy Service.</p> <p>CIB and MABS NDL have worked jointly to develop and roll-out training on governance for both CIS and MABS Board members. Six training events have taken place, up to the end of Q1 2011, with 120 participants in total.</p> <p>In progress and on target.</p> <p>All CIB/CIS and MABS leases are being reviewed at lease termination point with regard to co-location and lease cost reductions.</p> <p>MABS Dundalk to move to vacant CIB premises</p> <ul style="list-style-type: none"> <li>Initial cost of office upgrade will yield savings over new lease period. Final savings to be established.</li> </ul> <p>Tallaght CIS to move to CIB Tallaght premises</p> <ul style="list-style-type: none"> <li>To achieve more effective use of existing leasehold and achieve savings. (Current lease - €23,000 p.a.) To be finalised.</li> </ul> <p>CIB, CIS and MABS Castlebar to move to new leasehold</p> <ul style="list-style-type: none"> <li>Negotiations with delivery partners ongoing.</li> </ul>
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<p><i>Performance and skills</i></p> <p>1.13 4.12</p>	<p>June 2011</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>Performance Management Development System reviewed and referred to the HR Sub-Group of Partnership.</p>
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