



PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)
PART A - PROGRESS ON DEPARTMENTAL /AGENCY ACTION PLAN
 For submission by 3 May 2011

1. Better human resource management : *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 .*

Terms of Agreement 2010-2014 (refer to all relevant paragraphs)	Target Date as per Current Action Plan	Action*	Comment**
<i>Reduction in Public Service Numbers</i>	Complete	Over the course of the last three years Léargas staff numbers have dropped significantly, from 57 to 41.5 mainly due to the moratorium on recruitment, the discontinuation of the North South Exchange Consortium and the introduction of flexible working arrangements. This represents a reduction of 29%. Staffing numbers will continue to be impacted upon by the employment control framework. At the same time as numbers of staff have been decreasing Léargas has taken on a range of new activities under the European Union's Lifelong Learning Programme.	While Léargas has reduced staff numbers in the last year from 45 to 41.5, the sustainability of current levels of activity is questionable given the overall level of staff reductions over the past three years

PLEASE NOTE: ALL ACTIONS STATED IN CURRENT ACTION PLAN SHOULD BE INCLUDED

* Please refer to Guidance note when colour-coding Actions

** Please elaborate on status of Action if necessary

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 Agreement 2010-2014 (refer to all relevant paragraphs)	Target Date as per Current Action Plan	Action*	Comment**
<i>Better Business Processes</i>	Complete	Léargas transferred its telephone system to VOIP (voice over internet protocol) over the last four months. Video conferencing is also being introduced as part of this process.	Reduced costs of telephone communication and travel on an ongoing basis. Financial savings of approximately €6,000 per annum are expected to be realised from this year onwards.
<i>Better Business Processes</i>	complete	Léargas has introduced new technology in grant management.	This provides us with greater efficiency in relation to grant management consistent with reduction in staff numbers.
<i>Better Business Processes</i>	Ongoing	NCGE (operating under the aegis of Léargas) is currently upgrading the Virtual Learning Environment system, as a tool for provision of CPD to guidance counsellors nationally and is piloting the development and use of internet based systems for further development and provision of in service training programmes and meetings	Implementation was delayed due to the tendering process and progress is expected in 2011 with expected savings in costs in CPD, staff travel and meetings

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** Please elaborate on status of Action if necessary

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

Terms of Agreement 2010-2014 (refer to all relevant paragraphs)	Target Date as per Current Action Plan	Action*	Comment**
<i>Delivering for the Citizen</i>	Ongoing	Use of new databases in respect of European programmes.	This provides us with greater efficiency consistent with reduction in staff numbers.
<i>Delivering for the Citizen</i>	Ongoing	Introduction of e-applications to the European programmes	This provides us with greater efficiency consistent with reduction in staff numbers.
<i>Delivering for the Citizen</i>	Ongoing	Ongoing development of the Léargas web-site, improving information and about and access to European and national programmes	This provides us with greater efficiency consistent with reduction in staff numbers.
<i>Delivering for the Citizen</i>	Ongoing	NCGE (operating under the aegis of Léargas) is currently redeveloping the website, and further developing web based resources to improve information provision to client groups both nationally and internationally	This provides us with greater efficiency consistent with reduction in staff numbers.

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** Please elaborate on status of Action if necessary