

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

## Integrated Action Plan for the Department of **[INSERT AS APPROPRIATE]** and its agencies

### LÉARGAS - NCGE - APRIL 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/commitment	Target Date for Implementation
Reduction in Public Service Numbers	Since the last report (to September 2011) Leargas has lost one further staff member.	On-going
Reduction in Public Service Numbers	<p><b>Since the last report, the FAS Work Placement Programme participant has completed her placement.</b></p> <p><b>NCGE 2012: In total, NCGE lost one full staff member in 2011</b></p>	complete
Performance management	NCGE will be developing new Performance management system as result of Strategic planning with management of guidance committee	On-going

<b>Terms of the Public Service Agreement 2010 – 2014</b>	<b>Action/commitment</b>	<b>Target Date for Implementation</b>

## 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/commitment	Target Date as per Current Action Plan
	<p>Transfer to VOIP by NCGE</p> <p>Delayed to due to deferment of premises consolidation</p> <p>( SAME for NCGE 2012)</p>	End June
	<p>Consolidation of business divisions into one premises delayed due to legal issues</p> <p>( SAME for NCGE 2012)</p>	End June
	<p>Development of Grant management system – we continue to develop this system to more effectively and efficiently manage our grant processes.</p>	On-going
	<p>Leargas intends to extend its use of EFTs to payment of all suppliers.</p> <p><b>NCGE has recently compiled bank details for all creditors with a view to implementation of EFT payments. Leargas intends to extend its use of EFTs to payment of all suppliers.</b></p>	End June 2012

Terms of the Public Service Agreement 2010 - 2014	Action/commitment	Target Date as per Current Action Plan
	<p>Use of new databases in respect of EU programmes. Leargas, in conjunction with the European Commission continues to improve the quality of the online reporting systems.</p> <p><b>NCGE has developed new work practices to ensure best use of staff resource, ie sharing of skills</b></p> <p><b>NCGE Management of Guidance Committee have agreed Strategic Plan for 2012-2014 identifying key objectives and targets for next 3 years</b></p>	<p>On-going</p> <p>On-going</p> <p><b>COMPLETE</b></p>

### 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/commitment	Target Date as per Current Action Plan
	<p>NCGE / Euroguidance introduced Facebook page to communicate with clients / stakeholders</p> <p>NCGE is currently working on redevelopment of NCGE website</p> <p>NCGE has completed the re- development of a Virtual Learning Environment , via Moodle for delivery of E-learning cpd programme for guidance counsellors</p> <p>NCGE has developed the Moodle system within VLE as a tool for communication and collaborative work with client groups</p> <p>NCGE has developed cpd programme for support of guidance counsellors through Second Life educational facilities</p>	<p>Complete</p> <p>COMPLETED DEVELOPEMENTS for on-going use</p>
	<p>The introduction of e-applications for European programmes.</p> <p>Leargas, in conjunction with the European Commission continues to extend the use of e-applications within the LLP and YIA programmes. The majority of actions within these programme are now accessible to the public by this method</p>	<p>On-going</p>
	<p>The Leargas website continue to be updated on an on-going basis</p>	<p>On-going</p>

<b>Terms of the Public Service Agreement 2010 - 2014</b>	<b>Action/commitment</b>	<b>Target Date as per Current Action Plan</b>
	Leargas has introduced facebook and twitter as methods of communication with the general public	Complete

## **Guidance Notes**

1. Existing Croke Park Action Plans should be revised to produce a single integrated Action Plan which should encompass the actions to be taken forward by the Department as well as those key actions being proposed by each of those agencies under its remit.
2. It is critical for the process that all of the Department's agencies are seen to be fully reflected in their integrated plan.
3. Departments are asked to confirm to the Secretariat that Action Plans have been received from all of their agencies in their cover letter / e-mail accompanying their return. However, the individual plans of each Agency should no longer be forwarded to this Department.
4. Actions contained in the current iteration of Croke Park plans which have been completed/ delivered should now be removed.
5. In their place, new or revised Actions and targets on change and reform should be included as appropriate, taking account, for example, of recent Expenditure Review and Budget decisions and the reform agenda set out in the Government's Public Service Reform Plan.
6. Action Plans should contain all those actions it is intended to deliver over the remaining lifetime of the Agreement (i.e. to 2014).
7. Plans should fully reflect all relevant initiatives being led from the centre and the contribution of your Department and its agencies to the achievement of same (e.g. reduction in days lost to sick leave and standardised methodology reporting same).
8. Specific target dates for full implementation of each action should be indicated. Where an action is to be undertaken in phases, the target date for each phase should be clearly indicated.
9. It is appropriate to consult with staff representatives through a Departmental forum (e.g. Departmental Council) on the proposals submitted. Each State Agency should also ensure that there is a consultation process on the proposals being submitted by them to you.
10. Any queries in relation to this process should be directed to Alan Plummer, Implementation Body Secretariat (ph: 01-6045340, e-mail: [alan.plummer@per.gov.ie](mailto:alan.plummer@per.gov.ie))