

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

**2. Detailed Progress Update for the 9 months – 1 April 2012 to 31 December 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.*

<b>Terms of the Public Service Agreement 2010 – 2014</b>	<b>Action</b>	<b>Target Date as per Current Action Plan</b>	<b>Current Position</b>
Reduction in Public Service Numbers	Three members of Léargas staff have had their working week reduced to 3 days . 3 days and 1 day. Léargas also has had one member of staff take three months unpaid leave.	Ongoing	Staffing levels are reviewed on an on-going basis and we expect to have 2-3 redundancies within the next few months Some tasks are currently being outsourced to external service providers
Reduction in Public Service Numbers	In NCGE one staff member has changed to a four day working week	Ongoing	Staffing levels are reviewed on an on-going basis Some tasks are currently being outsourced to external service providers
Performance management	NCGE and Léargas have both developed a new Performance management system as result of both Strategic planning and the implementation of the new Government PMDS.	Ongoing	Both systems have been introduced.

**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
	Transfer to VOIP by NCGE	Delivered	In use
	Consolidation of business divisions into one premises	Complete	
	Development of Grant management system – we continue to develop this system to more effectively and efficiently manage our grant processes.	Ongoing	
	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.	End June 2012	Revised date for completion is now December 2013 EFT's are being used for all grant payments
	<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>NCGE has developed new work practices to ensure best use of staff resource, ie sharing of skills</p> <p>NCGE Management of Guidance Committee have identified key objectives and strategies for next 3 years</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

Terms of the Public Service Agreement 2010 - 2014	Action	Target Date as per Current Action Plan	Current Position
	Léargas have introduced new e-forms for its Grundtvig and Leonardo Programmes	Ongoing	
	Léargas and NCGE have introduced efficient work practices as a result of moving to shared premises ,including shared staff roles and resources	Ongoing	

**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
	<p>NCGE / Euroguidance has introduced Facebook page to communicate with clients / stakeholders</p> <p>NCGE has completed 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 cpd programme for support of guidance provision through Second Life educational facilities</p> <p>NCGE is currently redeveloping the schools guidance handbook as an on line resource.</p>	<p>Ongoing</p> <p>Completed</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>NCGE now uses this Moodle system as a communications tool with stakeholders thus cutting down travel and communication costs.</p>
	<p>The introduction of e-applications for European programmes. 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>Ongoing</p>	
	<p>The Leargas website continue to be updated on an ongoing basis</p>	<p>Ongoing</p>	

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