

**PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)**  
**PART B - SAVINGS VERIFICATION**  
**For submission by 3 May 2011**

<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 Agreement 2010-2014 (refer to all relevant paragraphs)</b>	<b>Action Implemented</b>	<b>Specific Target Date</b>	<b>Description of the 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>1.3</b>	<b>Total Reduction in Employee Numbers*</b>	<b>Achieved to end Q1 2011</b>	<b>Numbers as at Q1 2010.... 45</b> <b>Numbers as at Q1 2011....41.5</b>  <b>Savings as at Q1 2011....Total €162K - DES €97K - EU €65K</b>

\*This should be included in all returns. Numbers redeployed should also be recorded. See Guidance notes.

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

<b>Terms of Agreement 2010-2014</b> (refer to all relevant paragraphs)	<b>Action Implemented</b>	<b>Specific Target Date</b>	<b>Description of the Benefits Achieved:</b> 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>Better Business Processes</i>	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.	<b>Achieved to end of Q1 2011</b>	Costs of implementation €14,000                      Estimated Savings on an annual basis €6,000
<i>Better Business Processes</i>	Léargas has introduced new technology in grant management.	<b>Achieved to end of Q1 2011</b>	No direct savings but will alleviate the impact of the reduction in staff numbers
<i>Better Business Processes</i>	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	<b>Achieved to end of Q1 2011</b>	Projected savings have yet to be confirmed

\*This should be included in all returns. Numbers redeployed should also be recorded. See Guidance notes.

**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.*

<b>Terms of Agreement 2010-2014 (refer to all relevant paragraphs)</b>	<b>Action Implemented</b>	<b>Specific Target Date</b>	<b>Description of the 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>
<i>Delivering for the Citizen</i>	Use of new databases in respect of European programmes.	Ongoing	This provides us with greater efficiency consistent with reduction in staff numbers.
<i>Delivering for the Citizen</i>	Introduction of e-applications to the European programmes	Ongoing	This provides us with greater efficiency consistent with reduction in staff numbers.
<i>Delivering for the Citizen</i>	Ongoing development of the Léargas web-site, improving information and about and access to European and national programmes	Ongoing	This provides us with greater efficiency consistent with reduction in staff numbers.
<i>Delivering for the Citizen</i>	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	Ongoing	This provides us with greater efficiency consistent with reduction in staff numbers.

\*This should be included in all returns. Numbers redeployed should also be recorded. See Guidance notes.