

PUBLIC SERVICE AGREEMENT 2010 -2014 (CROKE PARK AGREEMENT)
PROGRESS REPORT ON ACTION PLAN
National Council for Special Education
(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)	Action	Target date as per current Action Plan	Comment
4.4	NCSE is a developing statutory agency of the Department of Education and Skills within the civil service which is required to implement policies determined by the Minister. NCSE will review, develop and implement work practices, management arrangements and priorities as necessary on an ongoing basis having regard to statutory requirements and policy changes.	2011 and thereafter	NCSE is reviewing work practices, management arrangements and priorities to ensure critical functions and services continue within the significantly reduced NCSE ECF limits 2011-2014 and 2011 budget.
4.3, 4.17	NCSE will adhere to the terms of the ECF and will co-operate fully as necessary with and implement agreed redeployment arrangements for the civil and public service	End 2011 and thereafter	NCSE is operating with the reduced ECF and is developing and implementing plans in consultation with staff, DES, Dept Finance and PAS to ensure essential functions and customer services are maintained
4.10, 4.11, 4.12	NCSE will adopt and appropriately implement and develop all new staff conditions and management procedures including sick leave, work sharing, merit based promotion, use of open recruitment, work experience and PMDS. NCSE will implement new sick leave reporting and recording arrangements in line with Circular 9/2010.	During 2011 and thereafter	This process is underway in line with the civil service generally. Staff have been advised of the new sick leave circular and new procedures introduced, work experience arrangements are being considered, recently introduced PMDS is being implemented and strengthened and arrangements for new PMDS underperformance procedures are being developed in line with the civil service initiatives

2. Better Business Processes Actions under this heading would include efficiency measures including procurement, revisions to business process, reconfigurations and other changes to service delivery options, including sharing of service, revisions to regulatory/inspection actions, and so on.

Terms of Agreement 2010 – 2014 (refer to all relevant paragraphs)	Action	Target date as per current Action Plan	Comment
4.15	NCSE will avail where possible of shared services (such as Finance, Payroll, HR, Pension) currently being developed in the civil service where this will contribute to more efficient and effective provision of essential specialised corporate supports needed by NCSE.	2011 and thereafter	NCSE has commenced process of planning for shared services in conjunction with the civil service initiatives or within its parent Department where possible and practical to engage. This will be of particular importance in achieving the ECF reductions while minimising adverse on essential functions
4.4	NCSE will review and continue to develop on an efficient and effective basis its system of internal financial control in line with organisational needs and governance requirements		System in place. Under ongoing review and improvement. Annual review of System of Internal Financial Controls by Council in line with Governance Code
4.4	NCSE will review and make appropriate arrangements to replace its current financial system as required		Specifications being developed. Regard will be had to shared services options in civil service and parent Department. This is of particular urgency as NCSE current financial package MYOB will no longer be supported from 2012
4.16	NCSE will continue to develop its systems of on line banking and EFT payments		System in place. All staff now paid electronically with e-payslips. Majority of suppliers now paid electronically. Ongoing development
4.15	NCSE will continue to maintain and develop its systems for on line staff expense claims.		System in place. 80 travelling staff with annual budget of €250k. Ongoing development and improvement.
4.13, 4.15	NCSE will continue to develop and further implement the human resources management system including pension administration modules in co-operation with CMOD.		System in place. Ongoing development
4.4	NCSE will review, develop and implement its service delivery and attendance management policies and procedures including its electronic time and attendance systems		Electronic systems in place. Further review and development to take place

	NCSE will continue to appropriately develop and maintain its governance procedures in line with the governance code		System in place. Ongoing development
4.13, 4.14	NCSE will develop operational budgets in line with its reduced provision in 2011 and ensure in so far as possible the maintenance and development of essential and priority services in line with its corporate procurement plan and risk policies	2011 Q1 and thereafter	Operational budget 2011 developed and approved by Council and being implemented within reduced limits. New reporting arrangements to DES developed and under review with DES
4.13	NCSE will continue to develop and maintain its ICT systems and to establish and review out sourced arrangements to ensure efficient and effective delivery of high quality ICT supports for its services.	2011 and thereafter	ICT system in place. Further developments being pursued to ensure and improve efficiency and effectiveness. Review of SEAS conducted and final report being finalised. SEAS system requirements and development priorities to be further clarified in context of currently changing DES SNA and SEN teaching resource allocation policies

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.

Terms of Agreement 2010 – 2014 (refer to all relevant paragraphs)	Action	Target date as per current Action Plan	Comment
<p>4.4</p>	<p>NCSE will continuously review and adjust service delivery arrangements to ensure that services to schools for children with SEN continue to be delivered on a nation wide basis to the highest possible standard with resources available notwithstanding short term and long term vacancies.</p>	<p>2011 and thereafter</p>	<p>The parameters attached to the delivery of services to schools altered during the course of the year. In this context the NCSE adopted a flexible approach to ensure that the resource allocation process was effected and that a nationwide local service to schools and parents was maintained.</p>
<p>4.4</p>	<p>The NCSE will endeavour to maintain a national local service to all schools and parents, in particular where the SENO post is vacant on a short or long term basis. This will be achieved through the flexible redeployment of SENOs on a temporary basis, to cover such vacancies. NCSE is required by EPSEN to conduct research in SEN. The NCSE will continue to produce quality focused output at current level within available staff and budget resources through review and project management of commissioned work and conducting research internally as appropriate and feasible.</p>	<p>2011 programme of research and subsequently as planned</p>	<p>2011 programme as planned is on target. An additional initiative was undertaken which resulted in the publication of a European Journal dedicated to research commissioned by the NCSE</p>
<p>4.4</p>	<p>NCSE is required by EPSEN to develop and provide advice in regard to SEN policy. A Framework for the Development of Policy Advice 2010-2012 and a programme for the issuing of such advice for 2011 has been agreed by Council. It is intended that this programme will be developed and delivered by NCSE within the agreed timeframe within available staffing and budgetary resources</p>	<p>2011 programme of advice and subsequently as planned</p>	<p>NCSE policy advice on the future role of Special Schools and classes was submitted to the Minister for Education and Skills on 3rd February 2011. A new programme of on line training for SENOs was designed with the first module implemented delivered in May 2011. This is a new flexible model for the efficient delivery of training to a dispersed group with the content specifically tailored to meet the professional development requirements of SENOs</p>