

PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)

PART B - SAVINGS VERIFICATION

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 <i>(refer to all relevant paragraphs)</i>	Action Implemented	Specific Target Date	Description of the Benefits Achieved: <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>
1.3	Total Reduction in Employee Numbers*	Achieved to end Q1 2011	<p>Numbers as at Q1 2010.... 108 Numbers as at Q1 2011.... 109</p> <p>In view of the priority of NCSE front line SENO services, derogation from the moratorium on appointments was granted by the D Finance and DES to NCSE for the filling of vacant and approved SENO posts during 2010. In December 2010, following a change in policy, a reduced ECF limit for 2011-2014 was applied to NCSE. This requires NCSE to reduce staffing to 107 by end 2011, 105 by end 2012, 103 by end 2013 and 102 by end 2014. This is being implemented. Pay savings do not accordingly arise in the current report.</p>

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.*

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	Reduction in Non Pay Budget	end 2011	<p>The NCSE operational budget for non pay in 2011 is a reduction of €100k on the 2010 budget. This reduction is being implemented by NCSE across all non pay expenditure while ensuring essential functions and services are maintained having regard to priority and risk.</p>

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.*

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