

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 (refer to all relevant Paragraphs)	Action Implemented	Specific Target Date	Description of the benefits achieved: 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
4.1 and 4.4	Authorised staffing level reduced from 102 to 93 for 2010 and to 89 by the end of 2011. In this regard, it should be borne in mind that an additional staffing complement of 13 was sought to deal with the proposed extension of the Ombudsman's remit but in light of economic circumstances, the Ombudsman indicated that the Office would try to deal with additional work with a reduced complement of 102.	December 2011	Reduction of 13 in authorised staffing level on target against an increased demand for the services of the Office of the Ombudsman and increased output. 3,725 complaints received in 2010 (+30% on 2009) and 3,209 cases closed in 2010 (+15% on 2009). Actual serving numbers as at 31/03/2011 was 90.56
4.1 and 4.4	Reduction in 2011 REV Pay allocation over 2010.	In place.	2011 REV Pay allocation reduced by €334,000 in 2011 (-5.35% on 2010).
4.1, 4.3, 4.4 and 4.15	Amalgamation of Commission for Public Service Appointments (CPSA) with the Office of the	In place.	Staffing levels have been adjusted within the organisation to ensure best fit with demand and has delivered improved flexibility to quickly match resources with demand patterns across the organisation as a whole. Shared

	Ombudsman.		services for the CPSA now provided by the Office of the Ombudsman. Sustainable savings arising for CPSA.
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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.			
Terms of Agreement 2010-2014 (refer to all relevant Paragraphs)	Action Implemented	Specific Target Date	Description of the benefits achieved: 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
4.1	Reduction in 2011 REV non-pay allocation over 2010.	In place.	2011 REV Non-pay allocation reduced by €214,000 in 2011 (-12% on 2010).
4.4 and 4.16	Ombudsman structure and processes review has been completed and a revised complaints process is now in place.	In place.	Revised structures and processes have created a smoother and faster flow throughout the Office, thereby allowing for increased demand and output to be met from fewer resources. Complaints received in 2010 increased by 30% on 2009.
4.13	New technology has significantly reduced invalid complaint demand impact on the revised complaints process.	In place since 1 March 2011.	Of the approximate 1900 calls made to the Office since 1 March 2011, 25% of calls were re-routed automatically to the appropriate body which would otherwise have been dealt with by the Enquiries team.
4.13 and 4.16	Annual reports are now web-based.	In place	Saving of approx. €20,000 in 12 months to 31 March 2011.
4.15	Tender process completed in 2010 for gas and electricity suppliers	In place	Saving of approx. 20% expected. Heat and light costs in 2010 were approx. €58,000.
4.13 and 4.16	Postal costs reduced as a result of efficiencies introduced.	In place	Saving of approx. €14,000 in 12 months to 31 March 2011.

4.15	Savings achieved on maintenance projects as a result of direct contractor engagement.	In place	Saving of approx. €16,000 in 12 months to 31 March 2011.
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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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4.13	A cross organisational website review has been conducted and a website manager has been appointed to implement recommended improvements.	December 2011	The various websites will be developed to improve customer accessibility and make complaint handling more efficient. Feedback will be gathered through a range of initiatives, including customer focus groups.
4.4 and 4.16	Revised complaints process ensures that quicker throughput is a key focus.	In place since 1 March 2011.	Improvement in complaints processing time will not be available until later in 2011.
4.4 and 4.16	Dedicated Enquiry team trained and in place to address enquiries efficiently and effectively at first point of contact.	In place since 1 march 2011.	All enquiries processed within one week of receipt.
4.4	Quarterly customer feedback process has been reviewed and a more extensive process is now in place.	In place.	More extensive feedback now received from customers which informs improvements to service delivery.