

SAVINGS ACHIEVED IN YEAR TWO OF THE *PUBLIC SERVICE AGREEMENT 2010-2014*

Office: Office of the Ombudsman

PERIOD UNDER REVIEW: 01.04.2011 to 31.03.2012 (i.e. end Q1 2011 – end Q1 2012 incl.)

Category of Savings	Details of the Specific Initiative(s)/Measure(s) Taken	Gross Savings for Q1 2011 - Q1 2012	LESS any Upfront Costs /Outlay (if applicable)	Net Savings For Q1 2011 – Q1 2012	Annualised or Full Year NET Savings (when fully implemented)
		€	€	€	€
1. Exchequer Pay Bill savings in YEAR 2					
Savings due to Staff Number Reductions: Please note that the figure for pay bill savings due to the reduction in staff numbers will be calculated centrally by the Department of Public Expenditure & Reform. Accordingly, there is <u>no need to include figures for savings under this heading in this return.</u>					
Other Pay Bill-Related Savings, including on overtime, allowances, premium pay etc <i>(arising from initiatives or measures taken forward under Action Plans, which may include, for example, reform of work practices, attendance management, rationalisation or restructuring of operations or the reconfiguration of services etc.)</i>	Specify here ▪ Overtime.	€15,000	n/a	€15,000	
TOTAL		€15,000	n/a	€15,000	

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		€	€	€	€
2. Non-Pay (Administrative Efficiency) Savings in YEAR 2					
<p><i>(arising from initiatives taken forward under Action Plans, for example, in the following areas:</i></p> <ul style="list-style-type: none"> <i>– Productivity and Performance</i> <i>– ICT, online services, other e-Government initiatives</i> <i>– Procurement and purchasing costs</i> <i>– Travel costs</i> <i>– Shared services, integration of services</i> <i>– Changed Work Practices</i> <i>– Restructuring or rationalising of operations and accommodation costs</i> <i>– Reconfiguration of Services</i> <i>– Other Administrative Efficiencies/VFM Initiatives</i> 	<p>List details of each initiative/area giving rise to non-pay related savings here:</p> <ul style="list-style-type: none"> Review of expenditure incurred in the IT area has identified savings in respect of the proxy server and system for backing up data realising savings of €6,000. Reduction in telephone costs. Savings were achieved with regard to mobile phones and fixed to mobile calls as a result of tender competitions held. Following a review of legal research facilities, savings were identified. Through our involvement with the OPW Energy Co-operation Initiative and engaging with the energy tenders carried out by the NPS, energy costs have been reduced. Review of records management, resulted in a reduction of storage requirements. This facilitated the cancellation of off-site storage services which were no longer required. Reduction in purchase of newspapers and periodicals. Reduction in travel costs. 	<p>€6,000</p> <p>€2,600</p> <p>€6,000</p> <p>€11,000</p> <p>€1,250</p> <p>€6,000</p> <p>€12,000</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p>€6,000</p> <p>€2,600</p> <p>€6,000</p> <p>€11,000</p> <p>€1,250</p> <p>€6,000</p> <p>€12,000</p>	<p>€6,000</p> <p>€6,500</p> <p>€6,000</p> <p>€11,000</p> <p>€5,000</p> <p>€6,000</p> <p>€12,000</p>

Category of Savings	Details of the Specific Initiative(s)/Measure(s) Taken	Gross Savings for Q1 2011 - Q1 2012	LESS any Upfront Costs /Outlay (if applicable)	Net Savings For Q1 2011 – Q1 2012	Annualised or Full Year NET Savings (when fully implemented)
		€	€	€	€
TOTAL		€44,850	0	€44,850	€52,500
3. Costs Avoided in YEAR 2					
<i>(i.e. costs that have been successfully avoided / which would have been incurred without the flexibilities and co-operation provided by the Agreement)</i>	List details here: <ul style="list-style-type: none"> The Office of the Ombudsman undertook a significant structural and process transformation which came into effect on 1 March 2011. This has resulted in an increase of approximately 30% in case processing rates. 	€1.01 million (notional saving)	€67,000	€943,000 (notional saving)	€1.01 million (notional saving)

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		€	€	€	€
TOTAL		€1.01 million (notional saving)	€67,000	€943,000 (notional saving)	€1.01 million (notional saving)
4. Ongoing Annual Savings from Initiatives taken in YEAR 1					
	List details here: <ul style="list-style-type: none"> Savings on Annual Reports, including moving to web-based Reports Postal costs reduced as a result of efficiencies introduced. 	€23,000 €15,000	0 0	€23,000 €15,000	€20,000 €15,000

3. **Comprehensive:** In this regard, it is crucial that the figures supplied are comprehensive and as exhaustive as possible, so as to ensure that they give an accurate account of the true level of savings being realised under the Agreement.
4. **Exclude savings from Staff Number Reductions:** Paybill savings directly linked to headcount reduction should not be included. These savings will be estimated centrally by the Department of Public Expenditure and Reform based on average annualised savings per employee arising from the reduction in public service numbers during the review period.
5. **Include** all other paybill savings, non-pay savings (admin. efficiencies) and costs avoided achieved under the framework of the Agreement over the 12 month reporting period, Q1 2011- Q1 2012. To ensure that all savings are captured as comprehensively as possible, very small level specific savings should be aggregated where relevant or appropriate into broader categories for inclusion in the return.
6. **Use sections 1-3** of the template to set out all new or additional saving achieved in this reporting period (Year 2) in the areas of pay savings, non-pay efficiency savings and costs avoided. Where an initiative has been progressed over both Years 1 and 2 an attempt should be made to disaggregate the additional saving that was achieved as a result of activity on the task in Year 2.
7. **Use section 4** of the template to include ongoing annual savings from relevant initiatives taken in Year 1 of the Agreement.
8. **One off savings realised in Year 1 of the Agreement and reported on the last occasion** should be excluded. It is important that we avoid double counting or claiming credit for savings twice.
9. **Net Figures:** It is important that any known or identifiable upfront costs/outlay in respect of any given savings initiative or area are deducted from gross savings figures to arrive at a net saving in each case. A full annualised estimate of these net savings should also be included in the last column. Please indicate in brackets when full year savings will be achieved.
10. **Costs avoided** are defined for this purpose as those costs which would have been incurred without the flexibilities and co-operation provided for under the framework of the Croke Park Agreement.
11. **Total Savings:** This template should be expanded as required to include all relevant savings and TOTALS should be inserted under each of the categories. The Implementation Body will aggregate totals across the sectors to arrive at overall estimates for the savings achieved in Year Two of the Agreement.

12. **Narrative/description:** Meaningful description and detail should be provided in all cases to enable the Implementation Body (and ultimately the public) to understand the source of the savings. This detail will also be required by the Body for its Annual Progress Report which will be published on foot of this review.
13. **Queries:** If you have any queries regarding this template or the Annual Review exercise that the Implementation Body is undertaking, please contact Alan Plummer in the Implementation Body Secretariat at (01) 6045340 or alan.plummer@per.gov.ie

***Implementation Body Secretariat
March 2012***