PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)
PART B - SAVINGS VERIFICATION

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*
1.3	***Total Reduction in Employee Numbers****	***Achieved to end Q1 2011***	***Numbers of civil servants as at Q1 2010: 364 wtes*** ***Numbers of civil servants as at Q1 2011: 346 wtes***
	Number of civil servants reduced by 18		The reduction of 5% in numbers is reflected in the reduced ECF ceiling and reduced pay allocation. The allocation for 2011 was reduced by 1% compared with the allocation for 2010. The turnover in staff due to the decentralisation of the Department's HQ to Newbridge is close to completion. A number of moves have yet to take place which will have an impact on the numbers and spend in 2011.
	Number of civilian employees reduced by 39.		***Number of civilian employees at Q1 2010: 764.*** ***Number of civilian employees at Q1 2011: 725.*** Annual paybill savings amounting to €1.5m
	Reconfiguration of security services in Galway office through a mix of private security and directly employed night security to manage out of hours security.	Reconfigured service put in place in mid 2010	Full year's saving is €35k.

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

	Reconfiguration of telephone switch service	Reconfigured service put in place in late 2010	The decentralisation of the Department's HQ to Newbridge provided an opportunity to reconfigure telephone switch service. This is providing annual savings in the region of €62k.

*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.*

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4.13	Decentralisation of Dublin-based staff to Newbridge has now resulted in the location of all such staff in one building with projected savings in the areas of energy, maintenance, cleaning and waste management	Commencing in 2011 and beyond	Initial savings arising in Q1 2011 are in the region of 43,000 when compared with Q1 2010. This includes savings in salary costs of some €10,000 for Q1 2011 in respect of 4 cleaners and a superintendent for both Colaiste Ui Chaomiin and Parkgate during Q1 2010

*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.*

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*

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