

**PUBLIC SERVICE AGREEMENT 2010-2014**

**DEPARTMENT OF JUSTICE AND LAW REFORM / DEPARTMENTAL AGENCIES**

**ACTION PLAN**

**SEPTEMBER 2010**

AREA	RELATED SECTION OF AGREEMENT	ACTION / DESCRIPTION OF CHANGE PROPOSED	TIMESCALE / PERIOD IN WHICH TO BE ACHIEVED	BENEFITS / SAVINGS	SIGNIFICANT MILESTONES
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<b>DEPARTMENT</b>					
<b>Administration</b>	4.3	Redeployment of staff within the Department and its Agencies and where appropriate, to other Government Departments and Offices.	2011-2014	Better match of resources to priorities.	
		Regular review of the deployment of staff, in the light of available resources, and any necessary changes made. These changes will be supported, where necessary, by appropriate training.			
		All future promotions will be based on competition processes. The use of seniority and suitability for promotion purposes will no longer apply. The use of seniority/suitability for other purposes will be reviewed.		Best people are promoted, with merit the determining criterion.	
		All staff will be required to dress smartly at work and staff who are serving the public will be provided with uniforms.		Enhanced morale and more professional service to public.	
		Cross-stream reporting will be the norm where organisational and business requirements dictate		More efficient use and deployment of resources.	
		Use of the Performance Management and Development System (PMDS) to drive performance and to deal with instances of underperformance.		Improved morale, improved performance, better able to meet challenges of fewer resources.	
		Implementation of: - Process improvement in order to maintain services.	Ongoing	Services maintained/developed.	
- Administrative efficiencies.	Ongoing	Services maintained/developed.			
Development of governance arrangements (Department/Agencies and Inter-Agency) within the Justice Sector.		2011-2014	More integrated Justice system, improved performance.		

<b>Financial Shared Services</b>	4.15	Implementation of Shared Payroll Services for the Civil Service in accordance with TPS Cabinet Committee decision of 20 Sept 2009.	2012	€3.5 million annually.	Agreement of D/Fin for implementation costs and resources
	4.13	Automation of Accounts Payable by electronic transmission of invoices and/or invoice scanning system in the FSS and other similar projects.	2011-2012	Business Cases to be developed which will include estimated savings.	Approval of projects by D/Finance, as appropriate and establishment of test pilots.
	4.16	Electronic provision of all payments and remittance advices where feasible in respect of Supplier Payments and Expense Payments.	2011-2012	High level of EFT payments already achieved, accordingly further savings will be relatively small.	Co-operation of all client organisations in ensuring that all new suppliers are set up with EFT and email addresses.
<b>Procurement; ICT</b>	4.15	<p>Increased use of eProcurement, Shared Procurement and inclusion of electronic invoicing as a requirement at procurement stage.</p> <p>Cost effective unified communication system to be implemented, Elimination of PBX equipment, consolidation of operators across JLR Group, easier video-conferencing, between offices countrywide.</p> <p>Going to tender for ICT services to achieve value for money.</p> <p>Co-operation between IT units in Sector via Justice &amp; Law Reform Sector ICT Liaison Group.</p> <p>Development of web-based customer and business partner services for Departmental agencies and reuse of that technology.</p> <p>Justice IT Shared Service providing a common set of IT applications for centralised desktop data storage facilities and website templates across the Department and 23 offices and agencies.</p>	<p>Over next 6-12 months</p> <p>Q4 2010- Q1 2011</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Reduced licence and processing costs ( not precisely estimable).</p> <p>1st phase is estimation of exact savings. Then phased implementation based on those savings. Long term cost savings and efficiencies.</p> <p>Testing the market to ensure most competitive pricing.</p> <p>Benefits of shared experience and co-operation dealing with common problems.</p> <p>Achievement of economies of scale and avoidance of duplication of effort.</p>	



<b>Immigration (contd)</b>	4.4, 4.13	Examination of continuance of some administrative based schemes. Examination of the citizenship applications procedures with a view to reducing processing times.	2011 onwards	More customer focused service and possible release of staff time for higher priority work. Improved customer service	Review complete by March 2011.
		Increased focus on co-ordinated investigative activity across INIS, the cornerstone of which will be improved domestic and international information exchange.  General administrative efficiencies including:  Streamlining of procurement and invoice processing through direct access to electronic system for INIS staff and electronic issuing of purchase orders to suppliers;  Examine delivery mechanisms of external services with a view to critically determining their levels and identifying opportunities for alternative more cost efficient delivery methods.		2011 onwards	Abuses of immigration and asylum systems identified and tackled with indirect savings to other Departments.  More effective purchasing procedures for businesses in contact with INIS.  Potential cost savings with increased use of internal resources.

<b>DEPARTMENTAL AGENCIES</b>					
<b>Probation Service</b>	4.4	Probation Service - Extend the hours of service delivery where there is a clear and identifiable need.	Jan 2011- Dec 2011	The development of " Out of Hours" arrangements for the critical few high offenders to enhance capacity for effective supervision.	Evening and weekend working arrangements for staff where there is a clear and identifiable need.
	4.13	Restructure and re- engineer Community Service as a cost effective alternative to custody.	2010-2013	Community Service is a clearly identifiable cost effective direct alternative to imprisonment, benefit the wider community and increases the throughput of community service participants.	
<b>Data Protection Commissioner</b>	4.14	Implement <u>co-ordinated inspections</u> with consumer focussed regulators within the Data Protection Office.	Immediate and ongoing		First co-ordinated Data Protection inspection carried out in 2010.

<b>Private Security Authority</b>	4.14	Use of part time contracted Inspectors to assist with the inspection work for the PSA.	Dependent on enactment of Civil Law Misc Provisions Bill 2010		
	4.13,4.16	Introduction of a text service for requesting application packs and notifying licence holders of renewal dates.	Q1, 2010		
<b>Forensic Science Laboratory</b>	4.13	Transition of service from current Forensic Science Laboratory to new facility, starting construction in mid 2011 at Backweston, Co. Kildare - to be completed 2013. Project to review/improve business processes and work flows for implementation at new Laboratory.	2013 onwards	Operational efficiencies, improved service, optimise use of resources and increased productivity.	
<b>Irish Youth Justice Service</b>	Chapter 1 - Service Delivery Option	Transfer of the financial administration of 100 Garda Youth Diversion Projects from local Garda managed accounts to 25 management companies.	85% - Jan 2011 15% - Jan 2011	Increased effectiveness of schemes and administration.	Transfer of financial governance.
	4.3,4.16	Innovation in management of Garda Youth Diversion Projects.  Developing an integrated children detention school service in Oberstown.	2010-2011  2010-2011	Unified management structure and flexible, effective deployment of staff.	
<b>Office of the State Pathologist</b>	4.15	Creation of new shared service facilities in Medico-Legal Laboratories between Office of the State Pathologist and the Dublin City Coroner (Dublin City Council).	2011	Modern, cost-effective post-mortem, laboratory and mortuary facilities allowing for more efficient and effective investigation of suspicious deaths.	Building of new laboratories (currently underway) and agency co-operation.

