

PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)
PART A - PROGRESS ON DEPARTMENTAL /AGENCY ACTION PLAN
April to September 2011

1. Better human resource management: <i>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.</i>			
Terms of Agreement 2010-2014 <i>(refer to all relevant paragraphs)</i>	Target Date as per Current Action Plan	Action*	Comment**
			The RSC are currently operating with less staff than we have sanction for (Sanction for 13, currently have 11 staff) Very high levels of attendance Very low absence level
		Installation of multi-function devices to replace copiers and printers and reduce ink usage	Completed.

PLEASE NOTE: ALL ACTIONS STATED IN CURRENT ACTION PLAN SHOULD BE INCLUDED

* Please refer to Guidance note when colour-coding Actions

** Please elaborate on status of Action if necessary

2. Better Business processes: *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)	Target Date as per Current Action Plan	Action*	Comment**

PLEASE NOTE: ALL ACTIONS STATED IN CURRENT ACTION PLAN SHOULD BE INCLUDED

* Please refer to Guidance note when colour-coding Actions

** Please elaborate on status of Action if necessary

3. Delivering for the Citizen: *Actions under this heading would include efficiency measures and improvements to the processes by which your Department/Body 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)	Target Date as per Current Action Plan	Action*	Comment**

PLEASE NOTE: ALL ACTIONS STATED IN CURRENT ACTION PLAN SHOULD BE INCLUDED

* Please refer to Guidance note when colour-coding Actions

** Please elaborate on status of Action if necessary