

Public Service Agreement 2010-2014 (Croke Park Agreement) Action Plan

Department/Office/Agency: **Údarás na Gaeltachta**

1. Summary of Main Progress Achieved in the Period February 2012 to October 2012

- Staff Numbers reducing ahead of ECF target, October 2012 ...82.48 WTE. Target for 2012, 88 WTE.
- New CEO appointed from 1 June 2012.
- Pay bill savings; however provision to be made for further pension lump sums and on-going pension costs.
- Continuous streamlining of Property Management
- Continuous development of general data and document central IT storage and ifocal.
- Website upgrade and development completed.
- Working group on Straitéis 20 Bliain don Ghaeilge in place with Parent Department and Foras na Gaeilge.
- Continuous external service delivery as administrators of employment schemes, e.g. C.E., R.S.S., J.I. and Tús.

Terms of the Public Service Agreement 2010 – 2014	Action	Target Date as per Current Action Plan	Current Position
4.3	Subject to needs regarding specialists with professional qualifications – engineers, accountants and a solicitor in particular - continuous staff development in areas relevant to Údarás’ changing remit.	period of plan	<p>organisation, and this figure is now reduced to 82.48 WTE at October 2012, which is below the ECF for the period (88).</p> <p>Staff training and development on-going and to be intensified once there is sufficient clarity to a new organisational and staff structure.</p> <p>Temporary arrangements to cover vacancies as they occur are still a matter of serious concern, in the light of the failure so far of negotiations for permission to fill any senior positions in the organisation, apart from the CEO position (see below).</p>
4.10 4.7	<p>Attendance patterns: Further on-going analysis will be made of attendance patterns to ensure that areas of concern, if they arise, are dealt with promptly in a fair and consistent manner.</p> <p>Where work life balance arrangements are agreed, agreements with relevant staff will ensure flexibility to deal with changing circumstances during absences, and on their return to work or return to increased hours.</p>	<p>Throughout period of plan</p> <p>Throughout period of plan</p>	<p>Apart from normal illness, no underlying absenteeism identified.</p> <p>Further flexibility now in place as planned and temporary arrangements being applied as required.</p>
4.8, 4.11	Solicitor being sought from redeployment pool, or failing a	Immediate and urgent	Despite re-assessment of needs for the Legal Division and the presentation of a stronger case for the continued need

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	<p data-bbox="383 443 1055 475">prompt solution in this way, permission to fill a vacancy.</p> <p data-bbox="383 715 1048 826">Based on planned closure of Brussels NASC office, redeployment opportunity being sought for manager of that office, who is an Údarás employee.</p> <p data-bbox="383 866 999 898">Permission granted to recruit a Chief Executive.</p>	<p data-bbox="1122 643 1182 675">2011</p> <p data-bbox="1122 778 1249 810">Q. 2. 2012</p>	<p data-bbox="1317 443 2049 635">for an in-house solicitor, approval has not been forthcoming. Temporary arrangements in place and urgent steps being taken to outsource legal services, but serious concerns remain regarding the lack of legal expertise/qualified practitioner in-house.</p> <p data-bbox="1317 675 2049 746">The Brussels Office manager seconded to The Committee of the Regions for a 2 year period: Sept. 2011-Sept. 2013.</p> <p data-bbox="1317 786 2049 858">New CEO appointed from 1 June 2012. Other consequential vacancy to be dealt with still.</p>
4.4, 4.12	<p data-bbox="383 1129 976 1201">Staff development for realigned Employment and Enterprise Division.</p>	<p data-bbox="1122 1145 1182 1177">2011</p>	<p data-bbox="1328 1074 2056 1225">In context of the new Act, ECF and staff reductions, new staff plan being developed which will provide for staffing for this division, and further staff development to be provided as required.</p>

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 the Public Service Agreement 2010 - 2014	Action	Target Date as per Current Action Plan	Current Position
4.13 4.13, 4.15	<p>Public Procurement reorganisation to be completed, with manuals, resource allocations and new practices bedded down.</p> <p>Property Management being streamlined and standardised throughout regions. Specific IT programmes being further developed and applied in Property function.</p> <p>Continuous development of general data and document central IT storage and ifocal (for shared access of property information) within the whole organisation including regional offices.</p> <p>Increased use of Video conferencing between regional offices etc.</p>	<p>March 2011</p> <p>Throughout period of the plan</p> <p>January 2011 Data on ifocal continuously upgraded</p> <p>Throughout period of plan</p>	<p>Procurement procedures and practices reorganised and bedded down. Work-flow and IT system development in the process of being implemented to comply with new 15 day directive on Prompt payments.</p> <p>Up and running</p> <p>Upgrading and development of IT personnel, payroll completed, expense completed , grant-processing, finance and purchase ordering systems on-going at the moment. Now distributed to all departments except accounts. Server upgrade has taken place, being tested now. Due to go live in early 2013.</p> <p>Video-conferencing being used as appropriate.</p>

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 the Public Service Agreement 2010 - 2014	Action	Target Date as per Current Action Plan	Current Position
4.4, 4.13	<p>Re-assess website www.udaras.ie to improve it as a facility for the public with the aim of increasing the level of online services provided to the public.</p> <p>Building on significant progress to date, electronic fund transfers to be made the norm as far as feasible.</p>	<p>2012 Throughout period of the plan</p> <p>2011</p>	<p>Website upgrade and development completed. Further improvements being undertaken currently.</p> <p>All payroll and expenses are currently made by electronic funds transfers (EFT) and the Bank of Ireland Banking-on-Line system is widely used to make both grant and account payables payments. When the upgrades to the finance and grants systems referred to above are complete. EFT will be standard payment method for all remaining payments – deadline early 2013.</p>
4.4	Update procedures and systems, with back-up manuals for various stages and processes, to ensure more streamlined services to clients in the light of changing requirements.	March 2011	All manuals developed and circulated, and in-house training applied. Payment process manual completed.

	Build on new integrated property and engineering division to further improve response time to client requirements – e.g. delivery of property to tenants, approval of payments for grant-aided property refurbishments carried out by tenants with approval of Údarás Na Gaeltachta etc.	2010-2011 Implemented and continuously upgraded	New interface (iFocalpoint 2010 System) developed, and implemented, to facilitate expeditious processing of leases in relation to properties in Údarás na Gaeltachta property portfolio and enable all staff in an tÚdarás to enquire directly themselves as to the current status of all properties be they leased, reserved or free to let. Detailed data in relation to Planning Permissions, Fire Safety Certificates, Building Energy Ratings, Rateable Valuations, Rental Rates, etc. being collated to populate fields in the property database (Archibus). This information will be available to all staff via the iFocalpoint 2010 interface.
4.1, 4.17	Coordination of service delivery and grant approvals with MFG and Comhar na nOileán (LEADER companies functioning in the Gaeltacht), including written memorandum of understanding	2010 and throughout plan	We have a memorandum of agreement with Comhar na nOileán. Cooperation at local level good. We await outcome completion of new LEADER arrangements for the Gaeltacht in place of MFG (in liquidation). Solutions almost in place.
4.14	Better procedures for risk management, including greater divisional and staff involvement. Greater involvement in risk management in Subsidiary Companies, with the Údarás Audit Committee overseeing risk management under its revised	September 2010	Implemented. Audit Committee has put procedures in place to enhance this.

<p>4.3, 4.4, 4.15</p> <p>4.3, 4.4, 4.15</p>	<p>terms of reference.</p> <p>Cooperation with other state agencies re effluent treatment plants, supports to community organisations, offshore islands etc. realignment of supports for third level education through Irish in the Gaeltacht etc.</p> <p>Attainment of clarity with parent Department on allowability of Údarás industrial and employment promotion activity/grant aid.</p>	<p>2011</p> <p>2011</p>	<p>Working group on Straitéis 20 Bliain don Ghaeilge in place with Parent Department and Foras na Gaeilge. New high level group on education, established under the Straitéis 20 Bliain don Ghaeilge, to meet soon.</p> <p>An tÚdarás and Donegal County Council actively pursuing the transfer of the Údarás effluent plant in Gaoth Dobhair to the Council for development as an area facility, still under negotiation.</p> <p>Within present staffing arrangements, Tús being implemented on behalf of Dept. of Social Protection by an tÚdarás in the Gaeltacht.</p> <p>Constructive negotiations continuing between agencies on mechanism for cooperation on industrial and employment promotion and support in the Gaeltacht. Progress good.</p>
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