

PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)
PART A - PROGRESS ON DEPARTMENTAL /AGENCY ACTION PLAN
For submission by 3 May 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 (refer to all relevant paragraphs)	Target Date as per Current Action Plan	Action*	Comment**
2. Better Business processes: <i>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.</i>			
Terms of Agreement 2010-2014 (refer to all relevant paragraphs)	Target Date as per Current Action Plan	Action*	Comment**
1.10 - Restructuring and redesign of work processes	Introduction commencing end of December 2010 with quarterly reviews	Devolution of prosecutorial decision making in specific offence categories from Directing Division to District Court Section	The delegation of decision making to the District Court Section in relation to summary drugs offences was piloted over a two year period. The pilot phase ended in December 2010 and decision making is now fully devolved from Professional Officers in the Directing Division to Prosecution Solicitors in the District Court Section in the majority of cases in the specific offence category.
1.10 - Restructuring and redesign of work processes	Introduction commencing end of December 2010 with quarterly reviews	Devolution of decision making with regard to the management of judicial review files	The delegation function came into operation on 1 November 2010 - ahead of schedule. Under the terms of the function the Head of Judicial Review in the Solicitors Division directs on delegated function files and has sanction to settle cases for up to €10,000 without reference to the Directing Division of the Office. Between 1 November and 31 December 2010, 21 judicial review cases were directed on under the delegated function. From 1 January 2011 to 31 March 2011, 21 cases were directed on.

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

1.10 - Restructuring and redesign of work processes	Introduction commenced end of September 2010 with quarterly reviews	Devolution of decision making with regard to the management of asset seizing cases	The devolution of decision making in relation to the management of asset seizing cases has taken longer to implement than originally anticipated. Decisions in a number of very recent High Court cases relating to Section 39 Confiscation Orders were awaited before final sign off of the procedure. The procedure has now been finalised and the delegated function has been sanctioned by the Director. The new procedure also necessitated a reconfiguration of our Case Management System to support the implementation of the devolution of decision making. This is now in place.
1.11 - There will be a greater sharing of resources through the use of shared services within and across sectors	Catalogue Listing agreed by participating Government Libraries December 2010	Catalogue Listing agreed by participating Government Libraries December 2010	The DPP's Law Librarian completed collation of a hardcopy journal collection of 10 Government libraries into a single catalogue. Subsequently contact details and codes were agreed by all parties and the first draft of the Union Catalogue was circulated to participating Government Libraries in autumn 2010. The catalogue was agreed by participating libraries in December 2010 as planned.
4.13 - Business processes and service delivery will be improved by ... the elimination of data entry, the reuse of information already provided The introduction of new technology will be regarded as the norm	Launch of project Q1 2011 with incremental introduction to all participating libraries by Q4 2011	Launch of project Q1 2011 with incremental introduction to all participating libraries by Q4 2011	Due to adverse weather conditions prevailing in December 2010 the launch project was delayed. It is now due to take place in 2Q 2011.
4.15 - There will be a greater sharing of resources through the use of shared services within and across sectors			

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

1.10 - Restructuring and redesign of work processes	Ongoing	Implementation of robust Costs Settlement Policy	In recent years the DPP's Office has taken a pro-active role in reducing the amount paid in costs through implementation of a robust Costs Settlement Policy. This initiative has been ongoing since 2008 and was not originally included in the Action Plan. However, the implementation of the initiative over the course of the last 2 years has produced substantial savings which are set out in more detail in Part B. It should be noted that the success of this initiative has been supported by a parallel approach by the High Court in dealing with such issues. It should also be said that, despite implementation of the Costs Settlement Policy, there are a number of external factors which can adversely impact on the level of costs which this Office must pay and over which we do not have control.
---	---------	--	--

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**
1.10 - Introduction of new technology and online service provision	Implementation in relation to High Court Bail fees commenced in September 2010	Automation of payment of High Court Bail fees went fully live in autumn 2010	Automation of High Court Bail fees went fully live in autumn 2010.
4.13 - Business processes and service delivery will be improved by ... the elimination of data entry, the reuse of information already provided The introduction of new technology will be regarded as the norm	Implementation in relation to Circuit Court prosecution fees will commence in Q1 2011 Implementation in relation to Central Criminal Court fees will commence in Q2 2011 Implementation of all payments will be reviewed on a quarterly basis	Automation of payment of Circuit Court fees went fully live in February 2011 Implementation in relation to Central Criminal Court fees is on target to commence in Q2 2011 Review of automation of High Court Bail fees undertaken.	Automation of Circuit Court fees went fully live in February 2011.

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

<p>1.10 - Introduction of new technology and online service provision</p> <p>4.15 - Business processes and service delivery will be improved by ... the elimination of data entry, the reuse of information already provided ... The introduction of new technology will be regarded as the norm</p> <p>4.15 - Greater efficiency will be achieved by the use of EFT payments. Outdated and inappropriate practices and arrangements will be eliminated</p>	<p>End of December 2010</p>	<p>Introduction of electronic remittances</p>	<p>Software to provide electronic remittance advices was installed and tested over a 4 month period. The system subsequently went live on schedule. As a result over 60% of our suppliers now receive e-mail remittances.</p>
---	-----------------------------	---	---

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

PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)
PART B - SAVINGS VERIFICATION
For submission by 3 May 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 (refer to all relevant paragraphs)	Action Implemented	Specific Target Date	Description of the Benefits Achieved: <i>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</i>
1.3	Total Reduction in Employee Numbers*	Achieved to end Q1 2011	Numbers as at Q1 2010 = 195.52 FTE . Payroll costs at end of Q1 2010 = €3.463m . Numbers as at Q1 2011 = 198 FTE (This includes 6 temporary Prosecution Solicitors who were recruited on short term contracts during 2011. All of these contracts will terminate by the end of 2011.). Payroll costs at end of Q1 2011 = €3.550m .
2. Better Business processes: <i>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</i>			
Terms of Agreement 2010-2014 (refer to all relevant paragraphs)	Action Implemented	Specific Target Date	Description of the Benefits Achieved: <i>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</i>
1.10	Devolution of prosecutorial decision making in specific offence categories from Directing Division to District Court Section	End December 2010	Under the devolution scheme 71 files from Gardaí in the Dublin Metropolitan Area in the specific offence category were dealt with in the District Court Section in the period 1 April 2009 to 31 March 2010 without reference to the Directing Division. This number increased to 130 in the period 1 April 2010 to 31 March 2011. This restructuring of the work process has served to eliminate duplication of effort between the two legal Divisions of the Office. It has also provided a time saving for staff in the Directing Division which was needed to facilitate the additional time required to deal with the increased volume of files dealt with by that Division, the increase in complexity of cases, implementation new policies and areas of responsibility, and dealing with the impact of new legislation on the work of the Division.

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

1.10	Devolution of decision making with regard to the management of judicial review files	Introduction commence December 2010	Since introduction of the devolution scheme 21 judicial reviews were directed on in the Judicial Review Section in the period 1 November 2010 to 31 December 2010 without reference to the Directing Division. In the period 1 January 2011 to 31 March 2011, 21 files were directed on. This restructuring of work has resulted in elimination of duplication of effort between the Solicitors Division and the Directing Division; increased productivity of the Judicial Review section in that judicial review files are dealt with in a shorter period of time; court time savings by reducing the number of court dates and hearings; a reduction in costs (see separate section quantifying costs savings below); and elimination of the necessity to brief counsel in approximately two thirds of the cases dealt with under the devolution, resulting in savings of approximately €41,000 in full brief fees.
1.10	Devolution of decision making with regard to the management of asset seizing cases	Introduction commenced end of September 2010 with quarterly reviews	This initiative has progressed as planned but is not yet at the stage where benefits have accrued.
1.11 4.13 4.15	Leading the development of a combined Library Catalogue Listing	Catalogue Listing agreed by participating Government Libraries December 2010	This initiative has progressed as planned but is not yet at the stage where benefits have accrued. Benefits will be reported in the next Progress Report.

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

1.10	Implementation of robust costs settlement policy	Ongoing	In the period 1 April 2010 to 31 March 2011 the Office of the DPP paid €4,399,440 in costs in respect of 204 cases. In the same period the previous year the Office paid €7,401,085 in respect of the same number of cases. This reduction of €3,001,645 in costs paid is due to a large extent (but not solely) to the implementation of a robust Costs Settlement Policy by this Office and also to the parallel approach to costs adopted by the High Court. The policy involves this Office negotiating with the defence in order to settle for a substantially smaller amount on the basis that in appropriate cases we will not oppose the judicial review application and will pay a certain amount towards defence costs. In the period under review this has resulted in an increase of 289% in the number of cases settled for less than €10,000. In addition to reducing the amounts paid in costs, this policy has also resulted in court time savings by reducing the number of court dates and hearings.
3. Delivering for the Citizen: <i>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</i>			
Terms of Agreement 2010-2014 (refer to all relevant paragraphs)	Action Implemented	Specific Target Date	Description of the Benefits Achieved: <i>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</i>
1.10 4.15	Electronically capturing information required to make payments to the barristers on our prosecution panel		The automation of High Court bail fees to counsel and Circuit Court fees to counsel has led to a reduction of approximately 50% in data entry which has in turn reduced the workload at Clerical Officer level by 30%. In the short term the savings arising from the implementation of these workflows will be absorbed by the work involved in implementing the final two phases of the project. Fee payments are now generated in a much timelier manner and there is greater capability to estimate outstanding liabilities and to trace the progress of specific payments.
1.10 4.15 4.16	Introduction of electronic remittances	End December 2010	This initiative has resulted in a saving of approximately 7 hours work at Clerical Officer level per month. It has also provided our suppliers with a more expeditious service whereby they receive remittances electronically rather than by post and this in turn has reduced their administrative burden. Electronic remittances have also led to savings in postage costs in the order of €1,100 since the introduction of the initiative.

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