

Public Service Agreement 2010-2014 (Croke Park Agreement)

Action Plan for NCSE (Updated 2012)

1. Better human resource management		
<i>To include, for example, actions around the reduction of staff numbers; the redeployment of staff to areas of greatest need; the restructuring/reconfiguration of service delivery; changes to work practices; revisions in attendance arrangements; absence management; performance management etc.</i>		
Terms of the Public Service Agreement 2010 – 2014	Action/commitment	Target Date for Implementation
4.4	NCSE will review, develop and implement work practices, management and organisational arrangements having regard to strategic priorities, essential functions and policy changes.	Q1 2012 and thereafter
4.3, 4.17	NCSE will adhere to ECF limits and will implement agreed redeployment arrangements for the civil and public service	End 2012 and thereafter
4.10, 4.11, 4.12	NCSE will implement required new civil service staff conditions and management procedures.	2012 and thereafter

2. Better Business Processes

To include, for example actions to increase efficiency and productivity; rationalise core structures, business processes, accommodation requirements etc; establish shared service approaches, establish cross-functional teams/ new work structures, optimise the potential of new technology to streamline operations and generate efficiencies etc.

Terms of the Public Service Agreement 2010 - 2014	Action/commitment	Target Date as per Current Action Plan
4.15	NCSE will consider and implement suitable shared services options currently being developed in the civil service where they contribute to more efficient and effective provision of essential specialised corporate supports needed by NCSE.	2012 and thereafter
4.4	NCSE will review and continue to develop its system of internal financial controls in line with organisational needs and governance requirements	2012 and thereafter
4.4	NCSE will implement a new financial system and further consider shared service options	2012 and thereafter
4.16	NCSE will continue to maintain and develop its systems of on line banking, EFT payments and for on line staff expense claims.	2012 and thereafter
4.15	NCSE will participate in the development and implementation of the Civil Service Shared Service initiative	End 2012
4.15	NCSE will continue to develop and further implement the human resources management system including pension administration modules in co-operation with CMOD.	2012 and thereafter

Terms of the Public Service Agreement 2010 - 2014	Action/commitment	Target Date as per Current Action Plan
4.13, 4.15	NCSE will review, develop and implement its service delivery and attendance management policies and procedures including its electronic time and attendance systems	2012 and thereafter
4.4	NCSE will continue to appropriately develop and maintain its governance procedures in line with the governance code	2012 and thereafter
4.13, 4.14 4.13	NCSE will develop operational budgets in line with its reduced provision in 2011 and ensure in so far as possible the maintenance and development of essential and priority services in line with its corporate procurement plan and risks NCSE will continue to develop and maintain its ICT systems and to establish and review out sourced arrangements to ensure efficient and effective delivery of high quality ICT supports for its services.	2012 and thereafter 2012 and thereafter

3. Delivering for the Citizen

To include, for example, actions to enhance service delivery to the public, including changes to the technology used, more online services, service integration, efforts to reduce information burdens on citizens through better data management/sharing of data, including around identity etc

Terms of the Public Service Agreement 2010 - 2014	Action/commitment	Target Date as per Current Action Plan
4.4	NCSE will continuously review and adjust service delivery arrangements to ensure that services to schools for children with SEN continue to be delivered on a nationwide basis to the highest possible standard with resources available notwithstanding reduction in staffing and vacancies. The NCSE will endeavour to maintain a national local service to all schools and parents, in particular where the SENO post is vacant on a short or long term basis. This will be achieved through the flexible redeployment of SENOs on a temporary basis, to cover such vacancies.	2012 and thereafter
4.4	NCSE is required by EPSSEN to conduct research in SEN. The NCSE will continue to produce quality focused output at current level within available staff and budget resources through review and project management of commissioned work and conducting research internally as appropriate and feasible.	End 2012
4.4	NCSE is required by EPSSEN to develop and provide advice in regard to SEN policy. A Framework for the Development of Policy Advice 2010-2012 and a programme for the issuing of such advice for 2012 has been agreed by Council. It is intended that this programme will be developed and delivered by NCSE within the agreed timeframe within available staffing and budgetary resources	End 2012