

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

Department/Office/Agency: InjuriesBoard.ie

1. Summary of Main Progress Achieved in the Six Month Period April 2011 to September 2011

InjuriesBoard.ie was developed on a "Greenfield site" basis in 2004 to perform specific functions set out by the Oireachtas and its systems have been designed from inception to deliver a quality public service. The Agency had no "legacy" issues and many of the strategies suggested in this Agreement are already incorporated into how the Agency manages its business. The introduction of new or improved technology, business process changes and staff mobility and flexibility have been features of the Agency's work and its relationship with staff from the outset. InjuriesBoard.ie was one of the first public sector organizations to utilize an outsourced arrangement for some of its activities including customer support. Our Service Centre is open from 8am to 8pm Monday to Friday, including lunchtimes, to facilitate customers. The outsourcing arrangement offers greater flexibility which ultimately benefits our customers.

From the outset the Board has operated on a self-funded basis with no requirement for an exchequer vote (although not a legislative requirement to generate a self funding entity); our income is derived from fees which we charge to those who use our services on a case by case basis i.e. predominantly those who pay for compensation or their insurers. These groups benefit from our customer centric administration service which is four times cheaper than the historic litigation system. As a direct result, the cost of insurance, which directly impinges upon the cost of all goods and services in Ireland, was reduced by 40% between 2002 and 2008; despite other intervening cost drivers, our objective has been to continuously reengineer, maintain lower processing costs and in turn the basis for continued lower insurance costs. This objective, 7 years later, is even more valid, competitiveness being central to our economy. Effectively we chose from the start to operate on a commercial basis.

Key outputs April/September 2011

- Ongoing commitment to **managing costs** has lead to the reduction in fees resulting in lower delivery costs and savings of **€1.1m** to the consumer during this period, an expected saving by year end 2011 of **€1.6m** and future annual savings of **€2.2m** on an annual turnover of €13.5m i.e. **16 %**.
- **Expanded use of electronic correspondence** has delivered additional savings of **€30k** on postal costs during this period, an expected saving by year end of **€45k** and future annual saving of **€60k**.
- **Expanded EFT** system rolled out to over 100 medical providers leading to projected labour savings in labour and banking charges by year end 2011 i.e. reducing cheque volumes by over 80% on an annual basis and saving **€36K** on an annual basis.
- New electricity supplier sourced with estimated savings of **10%** on annual outlay of €40k i.e. annual savings of **€4k**.
- Productivity, in terms of more statutory awards, increased by approximately **10%** in context of reduced staffing levels.

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2. Detailed Progress Update for the 6-months – April to September 2011

1. Better human resource management: *Actions under this heading include reductions in numbers, redeployment, reconfiguration of service delivery, revisions in attendance arrangements, better attendance and absence management, etc.*

Terms of the Public Service Agreement 2010 – 2014	Action	Target Date as per Current Action Plan	Current Position
1.8, 4.1, 4.4 CPA 2.1 DETI Plan	Introduce Min 5hrs and Max 9 hrs daily into the flexible working time policy based on current office opening hours of 7.30 am to 7.00 pm.	Q 1 2011	Policy now introduced which has contributed to a 10% increased productivity in terms of awards made.
1.8, 4.1, 4.4 CPA 2.1 DETI Plan	Introduce revised attendance management policy involving <ul style="list-style-type: none"> Currently all sick leave in excess of 2 days must be certified by a Doctor. The Board will now also introduce self-certification by staff members for sick leave not certified by a doctor, which is sick leave of less than 2 days duration. Back to work reviews with staff following periods of sick leave 	Q 1 2011	Improvements in other HR Policies, in addition to those proposed to the attendance policy were identified. Rather than proceeding in isolation to change the attendance policy it was decided to review all policies which has now been completed. The revised policies will be adopted following the normal staff consultation process by year end.

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 CPA 3.10 DETI Plan	Optimise benefits of extension of electronic correspondence with stakeholders	Q4 2011 and annually thereafter	For a defined category of cases, formal notifications are now being issued online rather than via Registered post which has resulted in savings in this period of €30k , expected savings of €45k to year end, and annualized savings of €60k .
4.13, 4.16 CPA 2.6, 3.13 DETI Plan	EFT roll-out to medical and other specialist professions. Replace majority of 5,500 cheques currently issued each year	Q4 2011 and annually thereafter	EFT system which was already in place for general providers has been customized and extended for medical providers. A phased rollout is underway which will deliver savings on labour costs and banking charges when fully operational, reducing cheque volumes by over 80% on an annual basis and projected savings of €36k annually.
4.13 CPA	Implement improvements to on-line application process	Q4 2011	Initial improvements implemented and further enhancements under consideration to enable full fulfillment via an online application service.
	Energy saving – in line with the National Energy Efficiency Action Plan 2009-2020 InjuriesBoard.ie will seek to be more energy efficient as well as reducing our energy costs. Actions are to engage		Report from SEAI has been completed and recommendations are currently being reviewed. New supplier sourced through the National

	with SEAI (Sustainable Energy Authority of Ireland) and implement recommendations.	Procurement Service will deliver savings going forward of approximately 10% of our current costs amounting to €4k on an annual outlay of €40k. An energy management policy/team and programme are now in place.
	Increased Productivity to account for reduced staff numbers.	Productivity has increased by approximately 10% in context of reduced staff levels, i.e. 10% more awards made on a pro rata basis taking account of staff levels.

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.

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Action	Target Date as per Current Action Plan	Current Position
Reduction in Respondent and Claimant fees	Q4 2011 and annually thereafter	Fees reduced from February 2011 by €200 per Respondent fee and €5 per Claimant fee. Due to the nature of the claims process, the savings do not accrue until 90 days post implementation of the fee reduction. Savings of €1.1m in delivery costs realized to date to the benefit of consumers with expected savings to year end of €1.6m and annualized savings of €2.2m i.e. 16% of turnover of €13.5m.