

Public Service Agreement 2010 -2014 (Croke Park Agreement)
AN GARDA SÍOCHÁNA
Part A – Progress on Departmental/Agency Action Plan
For Submission May 2012

1. Better human resource management *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.*

Terms of the Public Service Agreement 2010 – 2014 <i>(Transformation Agenda)</i>	Target Date as per Current Action Plan	Action*	Comment**
Garda Síochána – Sectoral Agreement	Implementation 4th Quarter 2011	ROSTERS Will constructively engage for the purposes of developing in 2010 and to be piloted and implemented as soon as possible thereafter, a more effective Garda rostering system to more closely match the availability of staff with policing demands, while protecting the welfare of members;	A new Roster has been developed and was rolled out on a national pilot basis at 07.00hrs on 30th April 2012. The roster known as the 'Westmanstown working pattern' applies to all Garda Personnel with exception of those conditioned to work Monday to Friday. There is one main roster comprising of Core, Non-Core and District Detective Unit rosters. There are other rosters for Specialist National Units. Key features of all rosters include 10 hour shifts which are forward rotating and are in compliance with the European Working Time Directive. The roster will match the supply of Garda personnel to peak demand for services, particularly at week-ends. There is flexibility in changing the roster to the police extraordinary or exceptional events, subject to the appropriate notice being given. The roster shall provides time for pre-duty briefing and handover from each working unit(s) to the oncoming unit(s). An interim IT system has been developed and tested to capture details of th ehours worked and to support the new roster.

Terms of the Public Service Agreement 2010 – 2014	Target Date as per Current Action Plan	Action*	Comment**
Garda Síochána – Sectoral Agreement	Immediate and on-going	GARDA TRAINING Will constructively engage in the enhancement of Garda training, in line with the Report of the Training and Development Review which has recently been published;	As there is no training of Garda trainees at the Garda college planned in the imminent future, this project will not be progressed further during the life time of the plan. Accordingly steps are being put in place to record agreement and closure of this stream of the Agreement.
Garda Síochána – Sectoral Agreement	Implementation 1st Quarter 2013	PERFORMANCE MANAGEMENT Acknowledge that An Garda Síochána should be subject to performance management which takes account of the unique nature of a policing service, to be developed in 2010 and to be piloted and implemented as soon as possible thereafter	A performance management system has been developed for An Garda Síochána. The Performance Accountability Learning Framework (PALF) pilot commenced in January 2012 at three locations, Donnybrook in the Dublin South Central Division, Tralee in the Kerry Division, and the Garda Bureau of Fraud Investigation, Harcourt Square, Dublin. This is to ensure a good mix of urban, rural and specialist input into the pilot to test the IT system, the new processes and the training. Training in the pilot locations commenced week beginning 23rd January 2012 and will continue until April 2012. User Acceptance testing of the IT system to support PALF was carried out in December 2011 and the system is now fully functional.
Garda Síochána – Sectoral Agreement	Implementation 3rd Quarter 2011	REPORTING ARRANGEMENTS Will implement appropriate reporting arrangements involving members and civilian staff in the Garda Síochána;	This item deals with the reporting in the limited area of non operational policing where members of Garda Síochána interact with civilian support staff. It is an on-going process which requires consultations and agreement with all Staff Associations and Civilian Staff Unions. The working group continue to progress the matter on this basis. A report compiled by the Project Group is has been examined. It centres on the interpretation of the SMI report 2001 and the transitional arrangement which followed from the Garda Síochána Act 2005 and a separate Garda agreement in 2008 which has been accepted by the Commissioner and Garda staff associations. A meeting of the working group was held with representatives from the four Civilian Unions namely the Civil Public and Services Union, Public Service Executive Union, Association of Higher Civil and Public Servants, and the Irish Municipal, Public and Civil Trade Union. The working group have also met the four Garda staff associations separately regarding the item. Broad agreement has been achieved with the Unions and staff associations on the contents of the discussion document charting the history. Further consultations ongoing with staff associations and with civilian unions and will continue during 2012.

2. Better Business Processes *Actions under this heading would include efficiency measures including procurement, revisions to business process, reconfigurations and other changes to service delivery options, including sharing of service, revisions to regulatory/inspection actions, and so on.*

Terms of the Public Service Agreement 2010 - 2014	Target Date as per Current Action Plan	Action*	Comment**
Garda Síochána – Sectoral Agreement	Implementation 4th Quarter 2011	CIVILIANISATION Support the augmentation of the civilian staff of the Garda Síochána through appropriate redeployment of staff from elsewhere in the public service, with the objective of maximising the availability of members for duties of a policing character and enhancing support for policing services and undertake to co-operate with this process;	<p>Members of the working group recommend the following areas be prioritised as being suitable for increased civilianisation: 1. Garda Central Vetting Unit. This area has already been identified as not just needing civilian staff to augment members of An Garda Síochána but to substantially increase civilian numbers (300) to improve the service provided to the public. possible. Currently 16 interns are being sought under the Job Bridge initiative. 2. Command and Control/ECAS. (Emergency Call Answering System). This process has already begun in Command and Control with the recent deployment of 18 civilian staff at Harcourt Square. This has been quite a successful use of civilian staff and no issues have been identified thus far. A detailed examination of 5 named ECAS centres, Waterford, Sligo, Anglesea St, Cork, Henry St Limerick and Mill Street Galway to be carried out for the purpose of establishing a Pilot Project at these locations. 3. Immigration (Pilot) - A pilot was launched in February 2012 at Dublin Airport with 9 members of civilian staff from the Irish Naturalisation and Immigration Service carrying out duties as Immigration Control Officers (ICO) at booths in an agreed Pier. 4. Public Office Assistant - The Working Group agreed that a Pilot Project be carried out in 3 agreed locations as soon as practicable. The locations suggested are as follows Store Street, Dublin, Drogheda, Co Louth and Henry Street, Limerick. A civilian public office assistant will perform those duties at the public office of a Garda Station as detailed by the Sergeant in charge of the Station. These duties will not involve those requiring either a statutory power or that one governed by regulation which requires that a member of An Garda Síochána only must perform it.</p>
Garda Síochána – Sectoral Agreement	Implementation 1st Quarter 2011	IMPLEMENTATION OF ICT STRATEGY Will co-operate with the development, introduction and implementation of a new ICT Strategy (2010 to 2012);	<p>The I.C.T. Strategy was published in December 2010. There has been full acceptance of the strategy and a closure process has been put in place to ensure all internal controls have been recorded.</p>

Terms of the Public Service Agreement 2010 - 2014	Target Date as per Current Action Plan	Action*	Comment**
Garda Síochána – Sectoral Agreement	Implemented 4th Quarter 2010	ELECTRONIC TRANSFER OF PAY Will work constructively towards an arrangement whereby, on or before 31 December 2010, all payments, salary or otherwise, to members in the Garda Síochána shall be made exclusively by means of electronic funds transfer.	Members of An Garda Síochána and Garda civilian staff are no longer paid by cheque but by electronic fund transfer. A closure process has been put in place to ensure all internal controls have been recorded.
Garda Síochána – Sectoral Agreement	Implementation 3rd Quarter 2012	ELECTRONIC TRANSFER RECEIPTS Will work constructively towards an arrangement whereby all receipts for payments, salary or otherwise, to members in the Garda Síochána shall be made exclusively by means of electronic transfer.	Online pay-slip software was successfully tested to the disaster recovery site in Financial Shared Services (FSS) Killarney and Garda Headquarters. The suitability of the Garda Portal for placement of the online pay-slip web link has been confirmed. The roll out of the online pay slip may not commence until Quarter 3 2012 because of the need to purchase new server hardware and upgrade the payroll system. This is on hold pending a Government decision on payroll shared services. Sanction however was provided to FSS in respect of testing for external access to online pay-slips. It is expected that security testing will be fully completed by the end of March 2012. In addition from the 26th March 2012, all remittance advice slips for all Expense payments including Travel & Subsistence were being provided via e-mail only.
Garda Síochána – Sectoral Agreement	Implementation 1st Quarter 2012	STATE CLAIMS Garda Compensations claims dealt with by State Claims Agency process	There are potential savings of some €4.7 million in legal fees costs per annum with future claims being dealt with by the State Claims Agency. Before this can take effect, it is necessary that the Department of Justice & Equality bring about the necessary legislative changes to the current legislation. There has been full acceptance of the new approach by all concerned and a closure process is being put in place to ensure all internal controls are recorded.

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	Target Date as per Current Action Plan	Action*	Comment**
Garda Síochána – Sectoral Agreement	Implemented 1st Quarter 2011	SAFETY CAMERAS Examine efficiencies accruing as result of the outsourcing of safety cameras	<p>The safety camera project commenced in November 2010 and was "ramped up" in February 2011 with full "roll out" achieved in March 2011 in accordance with the plan. The project is now at full capacity with 6,000 hours of speed monitoring and detection outsourced to a commercial entity "GoSafe". Members of An Garda Síochána are now concentrated on other areas of the road network and on other key road safety offences such as drink driving. GoSafe also provides; speed surveys per month; performing back office functions. At full capacity this all equates to 16,000 Garda man hours per month or 400 full time equivalent Gardai and reduced capital requirements in terms of Potentially, there will be significant saving to the Exchequer, other than the efficiency of the project itself, achieved through a reduction in speed related deaths and injuries.</p> <p>In terms of operational costs, the contractual cost of the outsourcing of the operation of safety cameras will be off-set by revenue received from fixed charge notices issued as a consequence of GoSafe speed monitoring activity, and in that regard is expected to be cost neutral.</p>