

Croke Park Public Service Agreement

InjuriesBoard.ie (PIAB) Action Plan

1. Introduction

The following Action Plan specifies measures which InjuriesBoard.ie proposes to take on foot of the Croke Park Agreement.

The PIAB Act allows for an annual grant to be **paid by the Exchequer** to the Board. However, the Board made a decision from the outset to pursue a policy of self financing and has made no draw on the **Exchequer**. Efficiency savings which the Agency generates through day to day management of the Board contribute on an ongoing basis to lower running and/or delivery costs.

InjuriesBoard.ie was developed on a “greenfield” basis since 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 does not carry “legacy” issues and many of the strategies suggested in the 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 outsources some elements of its activities including its customer support Service Centre which is open from 8am to 8pm Monday to Friday.

2. Central Policy Issues

The National CPA Agreement provides a framework within which remuneration and pension arrangements are determined and InjuriesBoard.ie are subject to central initiatives which are taken on foot of the Action Plan for the Civil Service and non-commercial State Agencies e.g. revised policy on office closure and attendance at holiday periods, revised PMDS, etc.

3. InjuriesBoard.ie Action Plan

The Action Plan below sets out a number of operational initiatives which fall within the parameters of the Agreement and which InjuriesBoard.ie is committed to delivering during the course of the agreement.

The action points are cross referenced with the Action Plan for the Civil Service and non-commercial State Agencies and the Department of Enterprise Trade and Innovation's Implementation Action Plan for Operational Efficiencies.

No.	Action Category	Actions Proposed	Benefit/Saving	Completion Date
1	Delivering for the Citizen	Reduction in Respondent and Claimant fees.	Reduction in Respondent fee from €1050 to €850 and Claimant fee from €50 to €45 for postal and €40 for on line applications which will lead to a reduction in annual delivery costs of circa €2m.	Q4 2011 and annually thereafter
2	Better Business Processes 4.13 CPA 3.10 DETI Plan	Optimise benefits of extension of electronic correspondence with stakeholders	The use of encrypted electronic correspondence was rolled out in 2010 and has produced savings of €50K to date. Further savings of €50k annually are projected including the reduction in the usage of registered post.	Q4 2011 and annually thereafter

3	Better Business Processes 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	Increased efficiencies and cost savings in terms of postage, paper costs and stamp duty on cheques are just some of the benefits that will arise from the implementation of this project	Q4 2011 and annually thereafter
4	Better Business Processes 4.13 CPA	Implement improvements to on-line application process	Revised on line application facility will provide improved customer service.	Q4 2011
5		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 with SEAI (Sustainable Energy Authority of Ireland) and implement recommendations.	Become more energy efficient and in doing so reduce energy costs. Specific actions/savings will be identified from the Energy Audit.	Q1 – Q4 2011 and annually thereafter

6	Better Human Resource Management 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.	Will improve work management and work flow.	Q 1 2011
7	Better Human Resource Management 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 of 2 days or less not certified by a doctor • back to work reviews with staff following periods of sick leave • Periods of extended sick leave will form part of staff review programme including 	Improved staff management/welfare	Q1 2011

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