

PUBLIC SERVICE AGREEMENT 2010-2014

CIVIL SERVICE AND NON-COMMERCIAL STATE AGENCY SECTOR

DEPARTMENTAL ACTION PLAN

The Property Registration Authority

As at end September 2011

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

- Extension of compulsory first registration to counties Cork and Dublin from 1 June 2011. This is a key milestone in the ongoing completion of the Irish Land Register. The PRA estimate that some 95% of the land mass of the state is now registered and this latest development will facilitate further progress in this area.
- Cross functional teams, including Examiner Cross functional teams are now operational in the PRA's three main locations. These teams comprise of staff from administrative, legal and technical grades and will play a key role in ensuring the achievement of further efficiencies in outputs. A key outcome of this process will be ensuring best use of scarce legal resources.
- The PRA has established a central "Transformation Forum". Drawing heavily on the social partnership model, it comprises representatives of staff, management and unions. This forum is augmented by local transformation groups, based in each of the PRA's offices in Dublin, Waterford and Roscommon. Their remit includes communicating the transformation message and encouraging innovation in their local area. This ensures a continuous focus at a local level on improving processes, reducing costs and delivering a high quality customer service. To date, a number of process and technological suggestions have been put forward by this forum and they are currently being developed further with a view to being implemented.
- The cost saving initiatives commenced by the PRA prior to the implementation of the Public Service Agreement continue to make an impact on expenditure. Net Vote 23 expenditure in 2011 is expected to be some €3M less than in 2010 and some €8M less than in 2009. It is estimated that the Public Sector agreement initiatives implemented by the PRA have generated in excess of €3M in savings since 1 April 2010.

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

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

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 Public Service Agreement 2010 – 2014	Target Date as Per Current Action Plan	Action	Comment
4.4	March 2011	Implement organisational rationalisation by assimilating the Mapping technical streams into the General Service grades	<p style="color: orange;">Bringing about structural organisational change as envisaged in this action item requires careful planning. The support of the Department of Public Expenditure and Reform across a number of its functions (e.g. Staff Numbers and Grading, Decentralisation, Pay Policy and Administrative Budgets) is essential to the success of this item in our action plan.</p> <p style="color: orange;">A formal detailed proposal on the assimilation of the mapping streams has now been presented by Management to the Department of Public Expenditure and Reform and to the Union representatives. Discussions with the Department of Public Expenditure and Reform are still ongoing.</p>
4.3, 4.4	October 2010	Realign responsibilities among Deputy Registrars and Senior Management Team	This has been implemented.
4.3, 4.4	Ongoing, 2010 - 2014	Commitment, co-operation and flexibility in carrying out tasks involving departure from demarcations and historically assigned duties.	This is facilitated by the assimilation of the mapping technical grades as set out above and by the recently established Examiners Cross Functional Teams.
4.3, 4.4	Ongoing, 2010 - 2014	Co-operation with the introduction of all modernisation and flexibility	This has been implemented.

		initiatives.	
All	November 2010. Complete	Devise a communications strategy to inform all staff members of their role in the transformation process. Seminars to be delivered to staff in all locations so as to ensure that everybody is afforded the opportunity to become more aware of their role in the transformation process.	<p>This has been implemented.</p> <p>Transformation groups have been established in the PRA's three locations and have been extremely active in devising and implementing a series of transformation initiatives which impact positively upon day to day work practices.</p> <p>Conducting a staff climate survey is a central element of the communication strategy. This survey has been drafted and will be conducted by end 2011.</p>
4.12	To be developed and implemented in 2011	Co-operation with enhanced method of measuring outputs through an Automated Returns function that is web based and easily accessible to both staff and management.	The relevant technical work has been completed and roll out of this facility is imminent.
All	Ongoing	Implementation of decentralisation project	<p>The new PRA building in Roscommon was opened in January 2011 and PRA staff have been successfully transferred to the new building.</p> <p>The PRA continues to experience difficulties in increasing the numbers of staff located at the Roscommon office.</p>
4.11	All appointments from January 2011	Merit based competitive processes will be the norm for all promotion posts.	This has been implemented.
4.11	From dates of next interdepartmental competitions	Full participation by the PRA in interdepartmental competitions at all levels.	This has been implemented.
4.10, 4.11	October to December 2010	PRA Attendance Management policy to be agreed and implemented. Provision of focused training to all officers to	This has been implemented.

		whom staff report, in the management of staff and the handling of attendance related issues.	
1.25	Ongoing	Maintenance of stable industrial relations	There have been no significant industrial relations issues

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 Public Service Agreement 2010 – 2014	Target Date as Per Current Action Plan	Action	Comment
4.3, 4.4	Ongoing from October 2010	<p>Creation of a transformation working group in Dublin, Waterford and Roscommon offices, made up of a cross section of staff. The purpose of the group is to monitor the implementation of the transformation measures, assess work flow efficiencies and address related problems. There will be a continued emphasis on high quality customer service and the elimination of wasteful practices.</p> <p>The transformation working groups will report to a central internal board overseeing the implementation of the Public Service Agreement</p>	This has been implemented.
4.3, 4.4	October 2010 - January 2011	Establishment of cross functional teams in all locations. These work teams will be assigned specific categories of cases. The team will consist of a HEO, an officer with Mapping expertise, clerical staff and settling officers.	This has been implemented.
4.3, 4.4	October 2010 – January 2011	Specific Cross functional teams, headed by an Examiner/Chief Examiner, will be established to process cases that require examination of title.	This has been implemented.

4.3	Ministerial order to be signed in October 2010.	Extend compulsory first registration (CFR) to Dublin and Cork.	This has been implemented.
4.15	Ongoing	The PRA will work to identify ways in which its registration services and online database can act as a hub for and be utilised by other Public Service bodies either directly or through joint initiatives between the PRA and such bodies, e.g. NAMA, Department of the Environment, Revenue Commissioners, CSO, NRA.	<p>There are a number of instances where PRA provides its services and expertise to other Government Departments and Agencies.</p> <p>A Property Portfolio Management facility for all interests NAMA acquires in mortgages has been implemented. The PRA has been able to deliver upon its commitments from within existing resources – thereby bringing about a net saving to the state.</p> <p>A number of state agencies are now using information from the PRA digital mapping database to facilitate process improvements in their own respective areas. This information is provided at a minimal cost to these agencies and as a result significant costs for those agencies have been avoided. Examples of such agencies include Department of Environment, NRA and some local authorities.</p>
4.15	Ongoing	Co-operation with all central initiatives on the implementation of shared services in services such as HR, pensions, payroll, financial management, procurement and ICT.	The PRA is currently fully utilising the Justice Financial shared services centre. In addition the PRA uses the HR computerised management system provided by Department of Finance. In addition, where possible, the PRA utilises centrally agreed procurement frameworks.
All	Ongoing	Co-operation in implementing any other initiatives which save money, e.g. through better procurement, green initiatives etc.	The day to day costs of maintaining the PRA offices continue to be reduced by various cost saving and environmentally friendly initiatives.
All	The implementation actions in this case are contingent on a government decision.	Cooperation in the implementation of any decisions arising from the Report of the	This is awaiting Government decision.

		Special Group on Public Service Numbers and Expenditure Programmes ("McCarthy Report").	
All	Ongoing	Cooperation with any new extension of services provided by the PRA in regard to property related matters.	A business development unit has been established and is actively engaging with other bodies in this regard.

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 Public Service Agreement 2010 – 2014	Target Date as Per Current Action Plan	Action	Comment
4.13	www.landdirect.ie services extended to general public by end Q2, 2011	Provision of on line services to the general public by the extension of www.landdirect.ie without the need to maintain and top up a prepaid account.	This has been implemented.
4.16	Q4, 2012	Provision for payment of fees by electronic means, including EFT.	Ongoing.
4.13	Q4, 2012	Extension of eRegistration project to ePriority Notices	Ongoing.
4.13	Q4, 2012	Extension of eRegistration project to eCharges	Ongoing.
4.13	Q4, 2012	Extension of eRegistration project to full eTransfers	Ongoing.
4.13	Q4, 2012	Extension of eRegistration project to eTransmissions	Ongoing.
4.13	Ongoing from November 2010	Maintain and extend PRA's website as a comprehensive and up to date information resource for the PRA's customers	This has been implemented.
4.1	Further extension of use of electronic communications – e.g. using email for completion notices, video conferencing and cost effective voice technology etc. Provide outputs from Digital Mapping system in electronic format, where appropriate.	Further extension of use of electronic communications – e.g. using email for completion notices, video conferencing and cost effective voice technology etc. Provide outputs from Digital Mapping system in electronic format, where appropriate.	This has been implemented.

	Provide copies of folios in electronic format, where appropriate.	Provide copies of folios in electronic format, where appropriate.	
4.13	Scanning of instruments in order to reduce the movement of paper both within the PRA and between the PRA and the customer	Scanning of instruments in order to reduce the movement of paper both within the PRA and between the PRA and the customer	Ongoing.
4.13, 4.15	Collaborate with other Government Departments for the provision of common electronic services	Collaborate with other Government Departments for the provision of common electronic services	Ongoing.