

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

TO BE RETURNED NO LATER THAN Tuesday 18TH October 2011

Department/Office/Agency: **[Radiological Protection Institute of Ireland]**

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

- Implementation of enhanced PMDS model to include competency related goals as well as task performance goals
- Analysis of potential benefits/costs of merger of RPII with EPA
- Preparation of detailed inputs for Shared services and comprehensive spending reviews
- Implementation of debt management software
- Preparation of joint standard operating procedures for response to CBRN events
- Establishment, with DECLG, of national expert group to oversee the development of a national radon control strategy.
- Agreement obtained on the operational protocol for the management of orphan radioactive sources

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Public Service Agreement 2010 -2014 (Croke Park Agreement)
CIVIL SERVICE AND NON-COMMERCIAL STATE AGENCY SECTOR
STATE AGENCY ACTION PLAN
Progress Report – by 18th October 2011

| 1. Better human resource management <i>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.</i> | | | | |
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| Terms of the Public Service Agreement 2010 – 2014 <i>(refer to all relevant paragraphs)</i> | Action | Timeframe | Benefits Arising 2010 - 2014 | Reporting Comment |
| Greater flexibility – performance management (4.12) | Implementation of enhanced PMDS model to include competency related goals as well as task performance goals | Piloted in 2010. Full launch in 2011 | Will support consistency of standards and clarity of expectations of performance | Enhanced PMDS system has been launched and is fully operational |
| NEW ACTION Managing sick leave (4.1) | Revision of Sick leave and other leave approval process | | Strengthen oversight of sick leave and other absences | Complete |
| NEW ACTION Greater flexibility (1.9/4.4) | Project management training for all staff | Q3 2011 | Better co-ordination of cross | Complete |

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| | | | organisational working. Optimising human resources | |
| NEW ACTION Greater Flexibility (4.18) | Avail of FAS placement scheme as appropriate | Q4 2011 | Cost neutral enhancement of resources while offering opportunity to unemployed | Advert in place through FAS for 1-2 placements. |
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| 2. Better Business Processes <i>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.</i> | | | | |
| Terms of the Public Service Agreement 2010 - 2014 | Action | Timeframe | Estimated Savings/Benefits Arising 2010 - 2014 | Reporting Comment |
| Greater flexibility – restructuring (4.3) | Centralised management within the RPII of all licensing fees and associated financial issues | Procedures have been drafted and implementation has commenced. To be completed by mid-2011. | The centralisation will avoid duplication of work between the Regulatory Service and the Finance Section. | Completed – the work is now carried out by the Finance Section, taking advantage of the more up-to-date systems at their disposal |

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| <p>NEW ACTION Rationalisation of State Agencies (1.9)</p> | <p>Analyse potential benefits/costs of merger with EPA</p> | <p>Q2 2011</p> | <p>Investigate cost savings and risks pertaining in such a move</p> | <p>Complete. Intensive engagement with EPA at senior management level, and between Chairman of Board and DECLG Secretary General. Letter from Board to Minister. Joint EPA/RPII Report submitted to DECLG setting out findings.</p> |
| <p>NEW ACTION Rationalisation of State Agencies (1.9)</p> | <p>Shared Services Review</p> | <p>Q2 2011</p> | | <p>Complete. Full participation in information gathering phase</p> |
| <p>NEW ACTION Rationalisation of State Agencies (1.9)</p> | <p>Comprehensive Spending Review</p> | <p>Q2 2011</p> | <p>Saving of 0.25 WTE Better cash flow</p> | <p>Complete. Full participation in review</p> |

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| Better business processes – new technology (4.13) | Implementation of debt management software | System installed – Q4 2010. System operational Q4 2010 | Improved and sustainable debt recovery. | Completed – use of the new software is more efficient and saves on average 1 day per month WTE |
| Better business processes – new technology (4.13) | Virtualisation of up to twelve servers on two host servers. | Q4 2010 | A reduction in future costs such as maintenance, upgrade and energy. The savings are expected to pay for the capital outlay within 2 to 3 years with savings ongoing into the future. | Completed – a full review of the system quantifying the savings will be prepared at end 2011. Already, it has allowed implementation of a new system which would typically have cost €6,000 and 2 man days to install |
| Better business processes – new technology (4.13) | Implementation of HR software | Q1 2011 | Will support a more efficient and effective HR administration by centralising staff and training related data, eliminating duplication of data, providing better management information, including budget information. | The new software has been installed and is being populated with relevant data |

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| <p>Better business processes – new technology (4.13)</p> | <p>Establish a direct data link between RPII and Met Éireann and National Emergency Co-ordination Centre</p> | <p>2010</p> | <p>Improved flexibility of response delivery in the event of an emergency and improved efficiency in the daily sharing of radar rainfall data between Met Éireann and RPII</p> | <p>Due to technical difficulties with the NECC, the original solution could not be implemented as planned. A temporary link was established with Met Éireann to support the on-site Duty Officer. A permanent link with full operability is now completed</p> |
| <p>Better business processes – new technology (4.13)</p> | <p>Implementation of a common computer system (LIMS) across all of the RPII’s laboratories.</p> | <p>2010 – 2011</p> | <p>Reduced maintenance and development costs, increased sustainability and consolidation of expertise.</p> | <p>LIMS implemented across the RPII laboratories. As compared with bespoke software LIMS delivers savings in terms of reduced development costs, reduced maintenance costs and reduced cost associated</p> |

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| | | | | with software modification. At a conservative estimated these savings amount to a once off saving of €50,000 and annual savings of €20,000. |
| Better Business Processes - Co-ordinated inspection arrangements (4.13) | Inspections with National Crime Prevention Unit. In line with the RPII / Garda Joint Understanding, security surveys of licensees holding disused radioactive sources are to be undertaken by the Garda Síochána Crime Prevention Officers nationwide (Co-ordinated by the Garda National Crime Prevention Unit and the RPII) | 2011 | Eventually security audits will be carried out by local CP officers without RPII inspectors. Reduction in demands on RPII inspectors. Some time and financial savings Elimination of the need for two regulatory authorities to develop separate guidance on issues of common concern. Better service delivery and security standards complying with best international practice. | The protocol for conduct of security surveys has been completed and tested successfully. The number of surveys conducted is contingent on Garda resourcing |

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| <p>Better Business Processes - Co-ordinated inspection arrangements (4.13)</p> | <p>Co-ordination with the Veterinary Council of Ireland (VCI) on areas of mutual interest particularly in the area of inspections.</p> | <p>2011</p> | <p>A greater awareness of the VCI Premises Accreditation Scheme inspection processes and stakeholders with a view to identifying any areas of duplication in function or combining resources.</p> | <p>A series of meetings to share information has been completed.</p> |
| <p>Better Business Processes – Sharing resources (4.15)</p> | <p>Participation in DEHLG HR network</p> | <p>Currently the DEHLG HR network is not meeting formally but some members of the group continue to make contact by email.</p> | <p>Access to policy documents and advice from colleagues. Saves staff time and financial resources required to generate materials or source advice from scratch.</p> | <p>The HR network has not been re-established.</p> |
| <p>Better Business Processes – Sharing resources (4.15)</p> | <p>Participation in the Heads of Admin network</p> | <p>From Oct 2010</p> | <p>Access to policy documents and advice from colleagues. Saves staff time and financial resources required to generate materials or source advice from scratch.</p> | <p>RPII has joined the Heads of Admin network and participated in recent meetings</p> |

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| Better Business Processes – Sharing resources (4.15) | Participation in SEAI Energy Consumption review | Ongoing Commenced September 2010 | Tracking of energy savings | Full participation as required |
| Better Business Processes – Sharing resources (4.15) | Avail of central government energy purchase agreement | Once agreement in place. | Reduced gas and electricity costs | Complete |
| Better Business Processes – Sharing resources (4.15) | Avail of procurement agreement for printing of reports and leaflets | Ongoing - Commenced September 2010 | Value for money on relevant projects optimised. Staff resource saved on tendering process | Agreement in place and being used |
| Better Business Processes – Sharing resources (4.15) | Avail of IT purchasing agreement -For the past few years we have been making use of IT purchasing agreements made by DEHLG and Government. Examples include IT Framework, Government voice agreements. This has allowed us to achieve large volume discounts when purchasing low volumes. We are now looking at expending this by looking at linking into networks such as HEAnet for our broadband requirements. | On-going | Value for money on relevant projects optimised. Staff resource saved on tendering process | Centralised purchasing in use where appropriate |

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| <p>Better Business Processes – Sharing resources (4.15)</p> | <p>Participation in the Health and Social Care Regulators Forum purchasing agreement on taxis and couriers</p> | <p>Agreement at early stages. Progress expected in 2011.</p> | <p>Value for money on taxi and courier services optimised. Staff resource saved on tendering process</p> | <p>Agreement not yet finalised</p> |
| <p>Better Business Processes – Sharing resources (4.15)</p> | <p>Sharing of licensee data with HSE to assist them in meeting their requirements of SI 478</p> | <p>On-going</p> | <p>Eliminates the need for the HSE to develop and maintain its own database of radioactive sources and X-ray equipment.</p> | <p>Sharing of existing RPII data complete and protocol in place for regular updating. Cost of duplication avoided by HSE</p> |
| <p>Better Business Processes – Sharing resources (4.15)</p> | <p>Development of joint guidance documents with EPA</p> | <p>2011 to 2014</p> | <p>Elimination of the need for two regulatory authorities to develop separate guidance on issues of common concern.</p> <p>Co-ordination and collaboration leading to a more joined up approach to management of radioactive waste.</p> | <p>Two joint guidance documents published (1) Guidance Note on the Management of X-Ray Units at End of Life, and (2) Guidance Note on the Management of Waste Ionisation Chamber Smoke Detectors</p> |

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| Better Business Processes – Sharing resources (4.15) | Sharing of sample collecting resources with the EPA. | Ongoing | Direct saving in staff time and travel and subsistence. | EPA collected all sample for RPII groundwater project resulting in a saving to RPII of approximately €10,000. |
| Better Business Processes – Sharing resources (4.15) | Preparation of joint standard operating procedures for response to CBRN events | 2010-2011 | Ensuring best use of national resources in the event of a CBRN event, thus avoiding duplication and inefficiencies of response delivery | Complete. Agreed protocol in place |
| Better Business Processes – Sharing resources (4.15) | Establishment, with DECLG of national expert group is being convened to oversee the development of a national radon control strategy. The aim of the strategy is to coordinate effort on radon across all relevant State bodies. | Expected to commence in 2011 | <ul style="list-style-type: none"> - Avoid duplication and ensure that the work of all Departments and agencies on radon is aligned so as to maximise effectiveness. - Achieve the maximum public health benefit for the money spent on the | Government approval obtained for the establishment of an expert group. Work underway to commence co-ordination |

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| | | | programme. | activity |
| Better Business Processes – Sharing resources (4.15) | Sharing of data between SEAI and RPII to facilitate research on the impact of retrofitting of energy efficiency measures on indoor radon levels. | Scheduled for 2011. | Ensure that the work done by SEAI on energy efficiency and RPII on radon are aligned | Advice on radon included on SEAI website. RPII collaborating on review of technical standards for retrofit so as to avoid additional cost to homeowners undertaking retrofit. |
| Better Business Processes – Sharing resources (4.15) | Collaboration and information sharing on radon between RPII and local authorities. | On-going | RPII provides expertise to local authorities while data provide to RPII supports strategy development and mapping. | Local authorities sharing their measuring data with RPII for research purposes avoiding substantial costs to RPII to fund the research |

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| | | | | separately. The cost of the data provided to date is approximately €250,000. |
| Better Business Processes – Sharing resources (4.15) | MoU with the HSE | Ongoing | Ensuring that there is no duplication of effort or conflicting requirements | Provides ready access to RPII to public health expertise – very valuable in recent response to Fukushima accident |
| Better Business Processes – Sharing resources (4.15) | MoU with HSA | Ongoing | Ensuring that there is no duplication of effort or conflicting requirements | MOU in place. |
| Better Business Processes – Sharing resources (4.15)- possible future actions | Exploration of expertise that exists within other agencies/organisations that may be utilised to deliver advice on issues such as disposal of nuclear and radioactive waste | 2011-2013 | Use of expertise from within the Civil and Public Services will reduce the need to engage outside experts on topics that do not fall within the remit of RPII but do impact on the advice RPII provides | During Q1 2011, RPII progressed this by liaising with EPA on hazardous waste management |

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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| Terms of the Public Service Agreement 2010 - 2014 | Action | Timeframe | Estimated Savings/Benefits Arising 2010 - 2014 | Reporting Comment |
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| NEW ACTION Enhanced use of ICT (4.13) | Implementation of file sharing portal for secure sharing of sensitive documents with outside parties | Q2 2011 | | Complete. In place for Board and Audit committee paper and for staff remote access purposes. |
| NEW ACTION More co-ordination of inspections (4.14) | Publication of Inspection programme | Q2 2011 | | Complete. Inspection programme for 2011 published. |
| NEW ACTION Enhanced use of ICT (4.13) | Implementation of enhanced phone system | 2011 | Enhanced customer support | Complete. New system in place and operational. |
| NEW ACTION Better management of risk (4.14) | Obtain agreement on the operational protocol for the management of orphan sources | Q2 2011 | Improvement in safety and security of seized or orphaned radioactive sources | Complete. Protocol in place |
| Greater flexibility – cross-stream working arrangements (4.4) | Completion of project to assess the impact of new nuclear build in the UK on Ireland. This project will be used to underpin RPII's advice on new nuclear build issues for many years to come. | Commenced Q3 2010. To be completed Q2 2011 | The project has been designed to deliver the necessary assessment in such a way that it is achieved efficiently and the outputs are future-proofed | Work progressed in line with project plan until Fukushima accident on 11 th March. Following |

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| | | | against changes to plans by the UK | this staff diverted to this work. Work resumed September and expected to be completed by end 2011 |
| Better business processes – new technology (4.13) | Reviewing and updating licensing processes | End 2011 | Greater internal efficiency and better service delivery. | Project Team in place. Expert engaged and process on track to be completed early 2012 |
| Better business processes – new technology (4.13) | Continue to take advantage of opportunities to improve business process through the use online technology. This has already been applied very successfully in the areas of radon measurement and Dosimetry Services. | On-going | Improved customer service by allowing online amendments to orders and access to test results for Dosimetry customers. Radon measurement customers can order and pay for measurements on line. | On-line dosimetry and online radon application systems are in place and are already resulting in significant efficiencies. |
| Better Business Processes – Sharing resources (4.15) – possible future actions | Investigate opportunities to take a more joined up approach with other agencies (EPA, FSAI, etc) towards the publication of environmental data. | To be explored during 2011 with EPA and FSAI. | Consumer can more easily access broader range of information. | Initial contacts made with EPA and discussion initiated |