

Public Service Agreement 2010-2014 (Croke Park Agreement)

Revised Action Plan for the Valuation Office – January 2012

1. Better human resource management		
<i>To include, for example, actions around the reduction of staff numbers; the redeployment of staff to areas of greatest need; the restructuring/reconfiguration of service delivery; changes to work practices; revisions in attendance arrangements; absence management; performance management etc.</i>		
Terms of the Public Service Agreement 2010 – 2014	Target Date for Implementation	Action/commitment
Flexibility – Redeployment (Internal or External) 4.4	Ongoing through to 2014 As required February 2012 Ongoing February 2012 April 2014 February 2012	Maximum flexibility and ongoing redeployment, restructuring and re-organisation to align with changing priorities and, in particular, so as to achieve a speeding up of the National Revaluation programme. To include. <ul style="list-style-type: none"> - Re-organise Valuation Services as required to facilitate the delivery of our statutory commitments and to implement successfully the proposed Self Assessment and Outsourcing Pilot projects - Establish a Data Capture Unit - Maintain the flexibility to deploy staff as necessary throughout all operational areas of the Office. - Review placement of administration and technical staff <ul style="list-style-type: none"> o Discontinue Public Office face to face Services and redeploy any surplus staff as necessary internally or externally o Rationalise Mapping Services and redeploy any surplus staff as necessary internally as far as possible - Co-operation with implementation of Public Service Reform programme
Work Practices 4.4	Ongoing April 2012	<ul style="list-style-type: none"> - Adopt Valuation work practices to secure maximum output and achieve business plans - Improve Financial and Accounting arrangements - Relocate the reception/switchboard to the Service Officer's area and transfer the operation of the switchboard to the Service Officer staff
Staffing Levels & Structures. 4.4	Ongoing through to 2014	Review staffing structures, in line with ECF targets, to achieve optimum efficiencies. Work towards our ECF targets as determined by the Department of Public Expenditure and Reform (140 in 2012, 135 in 2013, 132 in 2014)
Work Practices 1.13	Throughout 2012 – 2014	<ul style="list-style-type: none"> - Maintain 100% merit-based promotions and appointments. - Move to open recruitment competitions for promotions whenever the option is available.
Work Practices 4.4	June 2012	Prepare a report recommending options for improving Records Management procedures in the Office

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Attendance 1.4, 1.,8 4.9	End 2014	Reduce sick leave to achieve a reduction of 10% in days lost to the organisation
Delivery of Public Services 1.9	2012	Engage fully with Critical Review of proposal to merge the Valuation Office with the Property Registration Authority and Ordnance Survey Ireland
Performance Management 1.13, 4.12	Throughout 2012	<ul style="list-style-type: none"> - Setting of appropriate Output and Unit cost targets at Office and individual level - Production of comprehensive management reports from the Integrated database to facilitate management and measurement of performance - Deliver training and support on a phased basis to match the roll out of the PMDS stages throughout the year.

2. Better Business Processes

To include, for example actions to increase efficiency and productivity; rationalise core structures, business processes, accommodation requirements etc; establish shared service approaches, establish cross-functional teams/ new work structures, optimise the potential of new technology to streamline operations and generate efficiencies etc.

Terms of the Public Service Agreement 2010 – 2014	Target Date for Implementation	Action/commitment
Improved Business Processes	June 2012	- Produce a scheme to support implementation of a pilot project to outsource the valuation of targeted Local Authority areas
1.10	June 2012	- Produce a scheme to support implementation of a pilot project to complete the valuation of targeted Local Authority areas by means of Self Assessment
4.12	April 2012	- Establish a Data Capture Unit
4.13	End 2013	- Refocus the revaluation project from a property data capture to market analysis exercise
	Throughout 2012	- Review and refine the operation of the Revaluation project taking into account lessons learned from completed Local Authority areas
	Ongoing	- Improve efficiency in dealing with case workload and examine options for increasing Office outputs
	Mid February 2012	- Undertake a Pilot project to outsource and complete data capture of 300 Office records to assess the feasibility of using this approach more widely
	February 2012	- Complete the project to scan 288,000 Archive records for Dublin City
	March 2012	- Make available digitally hardcopy Notebook records dating back to 1970
	Incremental rollout to end 2014	- Develop and implement the use of GIS to facilitate remote access to data, remote data editing, remote data capture and enhanced in-house data analysis.
	Ongoing	- Increased use of GIS technologies in desktop and mobile applications
	End 2012	- Develop an Automated Valuation Modelling system to undertake mass bulk class valuations
	May 2012	- Introduce tone of the list "schedules" for revision to assist with the identification of comparative properties at valuation stage.
	October 2012	- Introduce a mechanism for exchanging 'Best Practice' information within the Office

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Centralisation of transaction handling 1.10, 4.15	2012	Shared Services – We will continue to explore the options for using Shared facilities for various functions taking account of developments in Public Service reforms
Use of Electronic Funds 4.3, 4.16	End May 2012	Put in place necessary arrangements to accept payments from Local Authorities and other organisations by EFT
Review of relevant legislative Provisions 4.13	2012	Facilitate the preparation and enactment of legislation to amend the Valuation Act 2001
Eliminate inefficient & outdated Practices 4.1,4.4	June 2012	In the waiting period before legislative changes governing the Appeal system are enacted, review the Appeal process to eliminate inefficiencies.
Risk Management 4.14	March 2012	In consultation with the Audit Committee, put in place an updated Risk Management policy and associated Risk Register for the Office

3. Delivering for the Citizen

To include, for example, actions to enhance service delivery to the public, including changes to the technology used, more online services, service integration, efforts to reduce information burdens on citizens through better data management/sharing of data, including around identity etc

Terms of the Public Service Agreement 2010 - 2014	Action/commitment	Target Date as per Current Action Plan
Provisions of Online Services 1.10,4.13	Throughout 2012, 2013 and 2014 February 2012 March 2012 March 2012 April 2012	Improve business processes and service delivery through increased on-line services in accordance with submitted eGovernment Plan 2010/2011 and subsequent plans. The more immediate items being: For Local Authorities - Submission of online Revision requests - View and download Revision outcomes online For Ratepayers - View Revision Valuation reports online - Make Revision Representations online - View Revision Representations outcome online
Reuse of information 1.10,4.13	April 2012	Secure the delivery of relevant information on the Particulars Delivered Forms from the Revenue Commissioners and prepare the necessary IT systems with capability to receive this information in usable format.