



An tÚdarás Slándála Príobháidí  
The Private Security Authority

## Public Service Agreement 2010-2014

### Progress Report On Action Plan For The Private Security Authority Prepared For The National Implementation Body

#### 1. Summary of Main Progress Achieved in the 12 Month Period 1 April 2011 to 31 March 2012

- Completion of regulation to enable the introduction of new areas of regulation within existing resources.
- Resources provided to Garda Vetting Unit to ensure faster processing of licence applications has resulted in vetting times dropping from 24 days to 11 days.
- Savings achieved on legal service provider following new tender.

**Public Service Agreement 2010-2014 (Croke Park Agreement) Integrated Progress Report**

**2. Detailed Progress Update for the 12-months – 1 April 2011 to 31 March 2012**

**1. Better human resource management:** *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.*

<b>Terms of the Public Service Agreement 2010 – 2014</b>	<b>Action</b>	<b>Target Date as per Current Action Plan</b>	<b>Current Position</b>
<b>Inspection services</b>	Amending legislation has now been enacted which allows the Authority to engage inspection services on a contract basis. A request for sanction has been submitted to the Department of Justice and Equality for DPER sanction to issue an RFT for such services.	Early 2012 but dependant on obtaining relevant sanctions.	Consultation has taken place with a representative of the PSEU as required under the Croke Park Agreement. A reply is awaited from the PSEU. Revised target date end Q.3.
<b>Organisation Restructuring</b>	Restructuring of organisation to continue service delivery with reduced staff.	March 2012	Achieved and implemented

**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	Action	Target Date as per Current Action Plan	Current Position
<b>Business Processes Procurement</b>	Revised methodology of legal service provision to achieve 15% savings in the cost of legal services. Two RFT's issued in December 2011. Replies have been evaluated. Successful tender selected and notified.	New contracts to be in place in March 2012	Tender process completed. Contracts being drafted. A saving of 43% over the 2008 contract price has been achieved in relation to the provision of legal services for criminal prosecutions.  A reduction of 11% over the 2008 contract price has been achieved in relation to the provision of legal advice.
<b>Business Processes</b>	Introduction of an online/E-Fill application process for licence applicants. Work scheduled to start in Feb 2012.	Q2 -2012	Work started on time, Test of system to commence shortly.
<b>Business Processes</b>	Introduction of on-line payments to release staff involved in payment processing to other work.	Q2 – 2012	Work started on time, Test of system to commence shortly.
<b>Business Processes</b>	Introduction of Electronic Fund Transfer/Online Banking services to reduce processing of paper payments. To be introduced in March 2012.	Q1 – 2012	Review concluded, audit controls being developed to safeguard accounts. To be implemented by Q.3 2012.
<b>Business Processes</b>	Revised method of proving compliance with licensing standards	Q 4 – 2012	Draft Agreement with Authority's legal advisors. Amended draft expected imminently. All commercial certification bodies consulted on proposal. Agreement to be circulated once draft finalised.

**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*

<b>Terms of the Public Service Agreement 2010 - 2014</b>	<b>Action</b>	<b>Target Date as per Current Action Plan</b>	<b>Current Position</b>
<b>Better Regulation</b>	Introduction of new areas of regulation within existing resources.	Staged introduction in May 2012 and 2013. Dependant on completion of supporting regulations by Office of Parliamentary Council.	Licensing of two new sectors to open in May 2012 on course. Preparatory work on licensing further sectors in 2013 underway.
<b>Easier Communication</b>	Resources allocated to redevelop PSA website to ensure more citizen focused communication.	Q.3 2012 subject to obtaining relevant sanction.	Business case to be developed.
<b>Improved Licence Processing Times</b>	Resources provided to Garda Vetting Unit.	End Q.1 2012	Resources allocated to Garda Vetting Unit in January 2012. This has reduced the licence processing days by reducing the time taken to process PSA Vetting. Dropped from 24 days to 11 days.