

**PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)**

Housing Finance Agency plc.

**PART B - SAVINGS VERIFICATION**

For submission by 3 May 2011

<b>1. Better human resource management:</b> <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>			
<b>Terms of Agreement 2010-2014 (refer to all relevant paragraphs)</b>	<b>Action Implemented</b>	<b>Specific Target Date</b>	<b>Description of the Benefits Achieved:</b> <i>this should include, where possible, a qualitative description including (i) Reduction in numbers (WTE) employed on activity (ii) Paybill savings (iii) Non-Pay Savings and/or (iv) Actual Costs Avoided</i>
<b>1.3</b>	<b>Total Reduction in Employee Numbers</b>	<b>Achieved to end Q1 2011</b>	<b>WTE numbers as at Q1 2010....12</b> <b>WTE numbers as at Q1 2011....11</b> Payroll savings achieved from the above reduction are as follows:- <div style="text-align: right;">                         Payroll - €23,200 p.a.                          Employer's PRSI - €2,500 p.a.                     </div>

\*This should be included in all returns. Numbers redeployed should also be recorded. See Guidance notes.

<b>2. Better Business processes:</b> <i>Actions under this heading would include efficiency measures and improvements to the processes by which your Department/Body deliver its services to the public, including changes to the technology used, better data management, including around identity, and so on.</i>			
<b>Terms of Agreement 2010-2014</b> <i>(refer to all relevant paragraphs)</i>	<b>Action Implemented</b>	<b>Specific Target Date</b>	<b>Description of the Benefits Achieved:</b> <i>this should include, where possible, a qualitative description including (i) Reduction in numbers (WTE) employed on activity (ii) Paybill savings (iii) Non-Pay Savings and/or (iv) Actual Costs Avoided</i>
	<b>Administrative expenditure cost savings</b>	<b>End Q4 2011</b>	The Agency projects savings being made, in 2011, in its administrative expenditure of 4% over that incurred in 2010 (excluding any payroll related savings above).  Estimated saving in 2011: €58,000

<b>3. Delivering for the Citizen:</b> <i>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.</i>			
<b>Terms of Agreement 2010-2014</b> <i>(refer to all relevant paragraphs)</i>	<b>Action Implemented</b>	<b>Specific Target Date</b>	<b>Description of the Benefits Achieved:</b> <i>this should include, where possible, a qualitative description including (i) Reduction in numbers (WTE) employed on activity (ii) Paybill savings (iii) Non-Pay Savings and/or (iv) Actual Costs Avoided</i>
	<b>Please note that the Agency's customers are the local authorities and it does not deliver services to the Public.</b>		

\*This should be included in all returns. Numbers redeployed should also be recorded. See Guidance notes.