

ENVIRONMENTAL PROTECTION AGENCY ACTION PLAN - PROGRESS REPORT

1 APRIL 2011 - 31 MARCH 2012

**Public Service Agreement 2010 -2014 (Croke Park Agreement)
CIVIL SERVICE AND NON-COMMERCIAL STATE AGENCY SECTOR**

EPA Ref No	Terms of the Public Service Agreement 2010 – 2014 (ref to relevant paragraph)	Action	Target Date for Implementation in EPA	Current Position as at 31/3/12	Status
1. BETTER HUMAN RESOURCE MANAGEMENT					
Actions identified by the Civil Service and Non-Commercial State Agency Sector					
CS.1.1	Resources 1.5 4.3 4.4	Reduction in Public Service Numbers: Implementation of Employment Control Frameworks to reduce Public Service Numbers while maintaining services to the greatest possible extent	ECF target achieved for 2011	EPA met ECF target in 2011 and is on target to meet ECF numbers in 2012	Underway, On-time
CS.1.2	Redeployment 1.7 1.8 1.10 4.3 4.4 6.3	Redeployment within Public Service Redeployment will occur as required between Departments, non-commercial state agency, or other Public Service organisations in accordance with the terms of the agreement on redeployment and Circular 8/10 issued in July 2010. This will facilitate in particular the rationalisation of state agencies (see below), the integration and reconfiguring of services to enhance efficiency and service delivery while minimising service costs in the context of reducing public service numbers in accordance with the Employment Control Frameworks. Redeployment should also facilitate a better use or reinforcement of skills across Departments and agencies.	For the lifetime of the agreement	No staff surplus identified. Vacancies in EPA arising from retirements could be filled through redeployment but no posts were sanctioned for filling. DG post sanctioned and filled in 2011 and Directors post sanctioned and advertised March 2012	Underway, On-time
CS.1.3 See EPA 1.4 & 5.4	Reconfiguration 1.7, 1.8, 1.9, 4.3, 4.4 6.4	Rationalisation of State Agencies Implementation of the programme of rationalisation of State Agencies as has been determined, or that may be determined, by Government.	Ongoing over the life of the agreement. Critical review of potential for merger of EPA/RPII by mid 2012.	Joint report prepared by EPA /RPII on potential merger and submitted to DOECLG.	Underway, On-time
CS.1.4	Reconfiguration 1.7 1.8 1.9 4.3 4.4 6.4	Reduction and Rationalisation of State Properties and Office Accommodation Government Departments and Offices will reduce office requirements in line with opportunities provided by the rationalisation of services and reduction in public service numbers. Such rationalisations include those that will be pursued by the Revenue Commissioners, Department of Agriculture, Fisheries and Food and Teagasc.	EPA Letterkenny Office to close Q1/2012	Letterkenny Office closed Q1/2012.	Underway, On-time
CS.1.5	Performance Management 1.13 4.12	Measures to address the main issues arising from the PMDS Review required under General Council 1452 will be identified and implemented. Centrally we will: o Introduce measures which strengthen the approach to tackling underperformance in the Civil Service o Strengthen links between PMDS and disciplinary process o Proactive monitoring of and promotion of better technical structures for completion of PMDS throughout the Civil Service o Increase awareness of issues identified in the survey carried out as part of the review at end of 2009 among Departments Individual Departments and Offices will tackle underperformance, strengthen management of individual performance and use individual quantitative and qualitative performance targets with a strong focus on increasing productivity in the context of lower staff numbers, including the use of technology to measure performance. All State Agencies will apply a performance management scheme.	Full participation in PMDS in EPA. On-line system in place with regular monitoring and reporting	Performance management fully functional and mature in the EPA. Revised CS PMDS Scheme will be reviewed in EPA in 2012	Underway, On-time
			see above		
CS.1.5	Recruitment 1.13, 1.4 1.8 4.9	Top Level Appointments Committee (TLAC) will be reconstituted to increase representatives from outside the Civil Service, with an external chairperson. Introduction of the Senior Public Service, initially in the Civil Service	1. N/A in EPA 2. EPA will participate when requested. 3. Already in place in EPA	A statutory Selection Committee in place for DG and Directors posts with formal appointments made by Government.	Underway, On-time
CS.1.6	Recruitment 1.7 1.13 4.3 4.11 6.3.1 (i) 6.3.3	Avail of services of PAS to maximise efficiencies in open recruitment; targeted use of recruitment licences to recruit specific skills (while complying with employment control frameworks) Increase specific skills levels in Government Departments and Offices using open recruitment as the norm, including both analysis and policy making skills and technical skills. There will be open recruitment of specialist ICT staff at all grade levels.	With immediate effect	PAS carries out recruitment process for DG and Directors posts.	Underway, On-time

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CS.1.7	Attendance Patterns 1.8 4.1 4.4	Eliminate outdated absence practices, including bank time and attendance patterns at holiday periods. A revised policy on office closure and attendance at holiday periods will be issued.	Bank time eliminated in EPA from 1998. Privilege days eliminated in 2011. Revised arrangements in place for holiday periods	Bank time eliminated in EPA from 1998. Privilege days eliminated in 2011. Regular reporting to the Board on staff attendance patterns plus statistics on all absence types discussed with senior managers.	Complete
CS.1.8	Attendance Patterns 1.8 4.1 4.4	Office opening hours will be extended or varied in areas which will provide better customer service for example as set out in the Action Plans of the Department of Social Protection, Department of Foreign Affairs, Probation Service and Department of Environment, Heritage and Local Government. Standard hours of attendance and shift patterns will be revised, having regard to the flexitime periods of attendance, to meet the business needs of the organisation and to deliver public services outside standard office hours.	Not an issue for EPA	Not an issue for EPA	Complete
CS.1.9	Attendance Patterns 1.8 4.1 4.4	Deductions of pay for all days of absence will be standardised at a 1/5 of weekly pay, in the interests of equity and consistency across all staff taking unpaid leave or availing of reduced hours working patterns.	In place in EPA	Already in place in EPA	Complete
CS.1.10	Resources 1.4 1.8 4.9	The Employee Assistance Service will be reorganised to provide an inter-Departmental service on a regionalised basis to accommodate increased staff ratios; and to centralise management of the EAS. A shared service may thereafter be available to State Agencies.	Local arrangements in place pending establishment of Regionalised EAP	Local arrangements in place pending establishment of Regionalised EAP	Underway, On-time
CS.1.11	Attendance Patterns & Management 1.4 1.8 4.9	Worksharing arrangements will be better managed by Departments and Offices by altering individual work sharing arrangements as appropriate in line with the terms of Circular 11/2010, issued in August 2010. That Circular updated the provisions applying to the duration and modification of worksharing arrangements and provides for regular review of individual arrangements to meet the business needs of both the organisation and the needs of staff. The revised provisions will be applied in ?	Q2/2012	Worksharing policy drafted to be completed Q2/12. Job Sharing Policy and Procedures already in place.	Underway, On-time
CS.1.12	Attendance Patterns & Management 1.4, 1.8, 4.9	Each Department and Office will manage sick leave more effectively, with a target for a 10% reduction in days lost by end 2011 with further reductions thereafter, in accordance with Department of Finance Circular 9/2010 issued July 2010.	Revised Sick Leave Policy Q1/2012 incorporating provisions of Circular 11/2010. Active absence management and monitoring in place	Revised Sick Leave Policy approved by the Board in Q1 2012. Roll out Q2/2012. Process of active sick leave absence management already underway.	Underway, On-time

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Actions identified by the EPA					
EPA. 1		BETTER HUMAN RESOURCE MANAGEMENT			
EPA.1.1 - see also 2.5		Implementation of the EPA Corporate Learning Strategy (CLS)	2010-2012	Implementation on-going. 2011 saw the development of further innovative approaches to L&D with a strong focus on Informal Learning. A pilot programme based on an EPA High Performance Team Model will be rolled out on a team basis in 2012.	Underway, On-time
EPA 1.2		Continue roll out of People Management Programme for managers covering adaptive leadership, coaching and other people management skills.	2010 - 2012. Final PMP Q1/2012. New Essential Skills of Management programme Q4/2012	Four programmes run since March 2011 including final People Management Programme run in March 2012. Increased Line Manager awareness of the effect of their leadership style on team climate. Building critical leadership skills of Performance Management, Staff motivation, Coaching, Managing technical and adaptive problems. The information from this programme forms the basis for the EPA Leadership Framework which is currently being developed.	Underway, On-time
EPA 1.3		Procurement of an integrated HR/Training /Payroll system	2012 - 2013	Tender ready to issue but on hold at request of DOECLG in context of consideration of shared services. Continuing to identify and implement process improvements. Following a recommendation from the DOECLG a business case is to be developed.	Delivery Delay greater than 2 Months
EPA 1.4 see also 5.4		EPA will continue to work with other Agencies operating in a similar environment (RPIL, An Bord Pleanála, Heritage Council, NWPS etc) to identify areas where better collaboration and cooperation will yield efficiencies	Sharing of expertise and experiences ongoing	1. Participated in DOECLG Agencies meeting in February 2012 regarding the Reform Agenda and Shared Services. 2. Seminar held in DOECLG in May 2011 and a cross Agency initiative led by the EPA and OSI is proceeding. 3 Cross Agency group established to review hydrometric services. Draft report prepared. 4. EDEN - see ref EPA 5.1. 6 EEN - see ref EPA 5.5. 5. Green Map for Business developed in conjunction with EI, SEAI and IDA- see ref EPA 6.12.	Underway, On-time
EPA 1.5	4.18	Ongoing engagement with the FAS Graduate Placement Programme	Ongoing. 18 Interns in place end 2011.	Excellent progress and on-going engagement with FAS graduate scheme and the new JobBridge scheme. 12 people have completed placements with the EPA to date with at least 8 of these moving on to employment outside of the EPA / returning to full-time education. 17 people are currently placed with the EPA with opportunities for a further 17 placements identified.	Underway, On-time
2. BETTER BUSINESS PROCESSES					
Actions identified by the Civil Service and Non-Commercial State Agency Sector					
CS.2.1	Business Process 4.13	Increased use of Business Process Re-engineering to bring about administrative simplification and enhanced user choice and experience. This will include the provision of services online, reduced data entry, reduced collection of duplicate data and the centralisation of transaction handling. Any Relevant legislation will be reviewed. Specific areas where this will be pursued include the Courts Service, the Revenue Commissioners, Department of Social Protection and the Central Statistics Office.	Active process of Business Analysis/review ongoing.	State arrangements for management of Waste Collection Permitting changed in Q1 2012. New National Waste Collection Permit Office created (c/o Offaly Co Co). EPA created systems transferred to new Office to avoid unnecessary spend on duplication saving Offaly Co Co considerable set-up costs.	Underway, On-time
CS2.1b	Business Process 4.13	Increased use of Business Process Re-engineering to bring about administrative simplification and enhanced user choice and experience through electronic reporting of WEEE waste management plans and reports by self-complying producers. This will include the provision of services online, reduced data entry, reduced collection of duplicate data and the centralisation of transaction handling.	Q1 2012	New system rolled out to all obligated companies (over 500) in Q1 2012.	Underway, On-time
CS.2.2	Greater Efficiencies 4.13 4.16	Introduce the use of Electronic Funds Transfer for 100% of payments to staff and suppliers.	Completed	15 day payment rule implemented. Payment of creditors and staff by EFT is now the norm.	Complete

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CS.2.3	Shared Service 1.11 4.13 4.15	There will be a greater use of shared services, utilising the full range of service delivery options, across the sector with a view to achieving savings and bringing about improvements in the delivery of services. Areas that will be targeted include: <ul style="list-style-type: none"> human resource management, payroll, pensions administration including the new public service pension scheme, financial management ICT. Functions may be migrated to existing shared services operations where appropriate. Functions may be migrated to existing shared services operations where appropriate.	EPA will participate when requested	EPA will participate when requested	Underway, On-time
CS.2.4	Procurement 1.10 1.11 4.13 4.15	The National Procurement Service will organise the procurement of common goods and services across the public sector; provide professional procurement advice to the public service; assist, where appropriate, with specialist procurement being undertaken directly by public sector bodies; develop targeted and accredited procurement training and education and integrate whole of Government policy issues (e.g. SMEs, environment, sustainability) in public procurement policy and practice. In addition the National Procurement Service will manage the operation and upgrading of the E-tenders Website.	EPA using NPS eTenders and Frameworks.	The EPA is continuing to avail of these services.	Underway, On-time
CS.2.5	Inspection Services 1.10 4.14	Reorganisation of Inspectorates to ensure effective delivery of functions. Such reorganisations include those specifically referred to in the action plans submitted by Department of Agriculture, Fisheries and Food, the Department of Education and Skills, the Department of Enterprise, Trade and Innovation and the Revenue Commissioners.	Inspection regime for intensive agriculture activities rationalised to reduce burden. EPA/D.Ag agreement Q4/2011.	Action completed.	Complete
Actions identified by the EPA					
EPA.2	4.13. 1	MAKING THE EPA MORE EFFICIENT			
EPA.2.1		Implementation of the Licensing Enforcement & Monitoring Application (LEMA) Project	Release 1 - Q1/2012. Release 2 - Q2/2012	LEMA Release 1 was rolled out in January 2012. The functionality provided allows members of the public to make online complaints which are automatically routed to the appropriate business area. Complaints in relation to Waste Water are managed through the LEMA system. Members of the public can also log submissions on waste water licences online. Local Authorities now report and manage incidents regarding waste Water via a dedicated portal in EDEN. The incident process is managed electronically from end. release 2 is scheduled for Q2 /2012	Underway, On-time
EPA.2.2		Development and implementation of the OCCS Systems Project (OSP) to integrate HR & Payroll Systems	2012 - 2013	Tender ready to issue but on hold at request of DOECLG in context of consideration of shared services. Continuing to identify and implement process improvements. Following a recommendation from the DOECLG a business case is to be developed.	Delivery Delay greater than 2 Months
EPA.2.3		Implementation of the SharePoint project .	Q1/2010 - Q4/2012. In place with ongoing developments	New intranet redeveloped resulting in improved internal communications. Records Management Project has commenced.	Underway, On-time
EPA.2.4		Implementation of SmartSimple on-line grant management system for the EPA Research Programme		Completed. Additional functionality has been added to the system which allows financial offices in Research organisations access to projects in their organisations	Complete
EPA.2.5		Implementation of the EPA Corporate Learning Strategy	2010-2012	Implementation on-going. 2011 saw the development of further innovative approaches to L&D with a strong focus on Informal Learning. A pilot programme based on an EPA High Performance Team Model will be rolled out on a team basis in 2012.	Underway, On-time
EPA.2.6		Streamline Internal EPA Financial processes	Work ongoing to be completed 2012	Additional efficiencies have been achieved in year end account processing and treasury management.	Underway, On-time

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EPA.2.7		Escalation of Debt Collection activities.		Debt collection is an on-going activity involving escalation to Board level and to legal proceedings. This approach is successful in the context of the tough economic situation where necessary.	Complete
EPA.2.8		Greening IT Technology in the EPA		This activity is complete and the EPA will continue to use the virtualisation platform for growth and new developments..	Complete
EPA.3	4.13.3	DRIVING COSTS DOWN			
EPA.3.1		Use of outsourcing and procurement frameworks to achieve Value for Money & reduce contract costs	Ongoing	CMOD framework for mobile telephony used in awarding new contract-savings in service costs and staff time will accrue.	Underway, On-time
EPA.3.2		Upgrade of Building Management Systems in all EPA locations to achieve energy savings		Significant savings shown in resource use through careful monitoring across all EPA sites.	Complete
EPA.3.3		Achieving certification to ISO 14001 for the EPA's Environmental Management System at Headquarters and Regional Offices to improve environmental management and achieve savings in energy use, water usage, waste management and transport		Achieved. Agency wide Environmental Management System certified to ISO14001 standard.	Complete
EPA.3.4		Better use of Teleconferencing and other similar initiatives e.g. internal desk to desk video conferencing and external video conferencing between Ireland and Brussels.	Ongoing	The EPA continues to promote the use of Video Conferencing and make remote access facilities available to staff thus continuing to provide for more efficient use of time and continuity of business. Desk to desk video conferencing being piloted.	Complete
EPA..3.5		Implementation of Pilot Value for Money Project in 2 business units initially before rolling out to other areas.	Phase 1 complete. Roll out ongoing.	First 2 Pilot studies completed and reports finalised in Q1 2011. VFM reviews will be done on an on-going basis. Work commenced on VFM review in one further area.	Complete
EPA.3.6		Reducing the cost of printing of EPA Reports	Ongoing - Electronic publishing now the main method employed-actual printing of reports etc. minimised with resulting savings.	Electronic publishing now the main method employed-actual printing of reports etc. minimised with resulting savings.	Complete
EPA 3.7		Reduce core operating costs by 10%.	Achieved.	The EPA has reviewed 2011 actual expenditure against the 2010 budget and has achieved the targetted reduction of 10% in core operating costs.	Complete
EPA.4	4.14	BETTER REGULATION			
EPA.4.1	^a	Further development and implementation of Risk Based approaches to enforcement	Ongoing. System developed to be used for computation of 2012 enforcement charges. New pilot model for low risk sites under final assessment	Low risk model being examined as part of On Site treatment Plants (OSTP) (Septic Tanks) regime being introduced nationally.	Underway, On-time
EPA.4.1	^b	Development & implementation of Risk Based approaches to enforcement of new work areas	System developed to be used for risk determination and focused activities.	Low risk model being examined as part of OSTP regime being introduced nationally.	Underway, On-time
EPA.4.1	^c	Development of sectoral approaches to enforcement	System developed to be used for sectoral interaction and focused enforcement.	Developing sectoral enforcement plans across industrial and waste activities.	Underway, On-time
EPA.4.2		Undertaking eGovernment initiatives	Initiatives ongoing e.g. LEMA, EDEN etc.	Ongoing . See EPA Refs 2.1; 2.2; 2.3;2.4; 2.8; 3.4; 5.1; 6.2; 6.3; 6.4; 6.5;6.6; 6.7 and 6.8.	Underway, On-time

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EPA.5	4.15	SHARED SERVICES			
EPA.5.1		Further development of the Environmental Data Exchange Network (EDEN) to expand functionality available to Public Authorities, including LA's and Marine Institute	Ongoing development with different delivery dates for each system - Ph 3 - June 2011	A portal for local authorities to interact with the OEE on waste water discharge licences was developed and rolled out in January 2012. The upload of waste water monitoring data into EDEN monitoring data system was also rolled out in January. Work with public analyst laboratories is progressing	Underway, On-time
EPA.5.2		Use of Framework Agreements	Ongoing	Frameworks are being used for IT equipment and mobile phone rates.	Underway, On-time
EPA.5.3		Shared hosting of IPA Training Courses (South East Region) e.g., CIPD Certificate in HRM		CIPD Certificate Programme completed in 2011 with facilities being provided by the EPA in Wexford. Course was attended by 3 other state bodies located in the South East.	Complete
EPA 5.4 see also 1.4		EPA will continue to work with other Agencies operating in a similar environment (RPII, An Bord Pleanála, Heritage Council, NWPS etc) to identify areas where better collaboration and cooperation will yield efficiencies	Ongoing. MOUs in place with 14 organisations.	1. Participated in DOECLG Agencies meeting in February 2012 regarding Reform Agenda and Shared Service. 2. Seminar held in DOECLG in May 2011 and a cross Agency initiative led by the EPA and OSI is proceeding. 3 Cross Agency group established to review hydrometric services. Draft report prepared. 4. EDEN - see ref EPA 5.1. 6 EEN - see ref EPA 5.5. 5. Green Map for Business developed in conjunction with EI, SEAI and IDA- see ref EPA 6.12.	Underway, On-time
EPA 5.5		Environmental Enforcement Network (EEN)	Ongoing. Effective Network in place.	The following EEN events have taken place or are planned: Steering Committee (4); National Water Conference (June); Symposium on Septic Tanks (Sept); workshop on Landfill gate fees -financial provision calculator; RMCEI -National Priorities;	Underway, On-time
3. DELIVERING FOR THE CITIZEN					
Actions identified by the Civil Service and Non-Commercial State Agency Sector					
CS.3.1	New technology 4.13	Online service provision will be developed across the sector to maximise efficiencies and provide enhanced customer service while introduction of new technologies will be regarded and implemented as the norm. Examples of such enhanced customer service include those specifically referred to in the action plans submitted by the Department of Enterprise, Trade and Innovation, Department of Environment, Heritage and Local Government, Department of Foreign Affairs, Department of Justice, Equality and Law Reform and the Department of Education and Skills.	Technology Change Programme in place in EPA	Technology Change Programme in place in EPA. Annual IT Plan submitted to CMOD.	Underway, On-time
CS.3.3	New Technology 1.10, 1.11, 1.14, 4.13, 4.15	Development and implementation of "cloud computing" provision of ICT infrastructures, applications and services leveraging existing departmental facilities where appropriate. This will be developed/implemented in phases on the basis of research/trial outcomes. The initial phase will seek to devise approaches for shared co-location of infrastructure and centres of excellence.	From Q1/2011. The new data communication network is now in place and EDEN continues to be used by local authorities. The EPA continues to monitor and analyse its communications services to ensure value for money and that efficient service is provided. Phase 1 of the development of EPA's environmental systems will be complete in 2012.	The new data communication network is now in place and EDEN continues to be used by local authorities. The EPA continues to monitor and analyse its communications services to ensure value for money and that efficient service is provided. Phase 1 of the development of EPA's environmental systems will be complete in 2012.	Underway, On-time
CS.3.4	New Technology 1.10, 1.11, 1.14, 4.13, 4.15	Development and implementation of shared technical approaches for the use of phone systems, call recording and call traffic routing	From early 2011 using a programmed approach	Mobile telephony contract awarded using CMOD framework agreement-savings will accrue and provider will improve signal at HQ with no cost to EPA	Underway, On-time

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EPA.6	4.13. 2	IMPROVED SERVICE DELIVERY			
		Within EPA:			
EPA.6.1		Ongoing development of Environmental Queries Unit to ensure a more efficient response to environmental queries	Ongoing. Over 3,000 environmental queries addressed in 2011.	Web based FAQs and fact sheets developed. Position papers on emerging issues addressed eg. Septic tanks, fracking etc.	Complete
EPA.6.2		Improved provision of environmental Information on the EPA website e.g. SPLASH for bathing water.	Ongoing. Most environmental data is available on EPA website.	Business Analyst assisted by the EPA Bathing Water team has prepared draft specification. To be developed by in-house staff.	Complete
EPA.6.3		Develop new Environment in Focus section of the EPA website to meet demand from internal and external (e.g., EEA, CSO, Comhar, NSMC, policy makers, general public) stakeholders for accessible, up-to-date environmental indicators.	In place with ongoing development	Environment in Focus continues to be updated as relevant new data is published. The website will be re-launched in Q2 2012 to coincide with the publication of the State of Environment report 2012 as it will be the online data resource for the report. It will be re-named Ireland's Environment to underline this link. The landing page is currently being re-designed and other enhancements are also being developed e.g. elevator videos to assist the user in understanding what the website has to offer.	Complete
EPA.6.4		Development of SEA WebGIS to provide tools to allow relevant Public Authorities to run environmental reports on proposed development plans to identify environmental impacts.	Q4/2012	Work on the SEA WebGIS system is planned as part of the development of a new internal Environmental Information System and the aim is to have some elements of the system may be available in Q3. The Dept. have recently launched MYPLAN .IE and EPA is reviewing potential synergies with the proposed SEAWEB GIS.	Underway, On-time
EPA.6.5		Development of Dynamic Risk Enforcement Assessment Methodology (DREAM) to deliver a decision support tool which uses GIS to carry out integrated assessment of discharges to determine the potential environmental risk to surface waters. It will be used by EPA staff during enforcement processes to allocate priorities, enforcement resources and financial charges.	In place. The DREAM model to be used for calculation of 2012 enforcement charges.	Complete. The DREAM model to be used for calculation of 2012 enforcement charges.	Complete
EPA.6.6		Continued development of Aquarius - a web based internal application which provides a central location for all water based environmental monitoring data.		Completed. Aquarius Phase 2 rolled out.	Complete
EPA.6.7		Continuing to develop an Assimilative Capacity Tool for licensing and enforcement staff to determine the capacity of rivers to dilute discharges from urban waste water treatment facilities.		Completed and tool now in use and providing efficiencies in both licensing and enforcement.	Complete
EPA.6.8		Development of EPA GeoPortal on the website to provide the public with access to spatial data services.	Q1/2012	Completed and released Januray 2012. New version of Envision with easier access to data released.	Complete
		With other organisations:			
EPA.6.9		Further development of the Environmental Enforcement Network (EEN)	Development ongoing	Re End of Life Vehicles, multi agency enforcement actions coordinated by OEE saw the number of unauthorised scrapyards fall from 157 to 20. At the end of 2011, 100% of Public Water Drinking Supplies had chlorine monitors installed (30% in 2008/09). • There was a 74% reduction in E.coli failures in drinking water supplies over the past 2 years.	Underway, On-time
EPA. 6.10		Environmental Enforcement Network (EEN)- Pilot & roll out of National Environmental Complaints Line (NECL) to local authorities	Pilot completed in 2011. Roll-out planned for 2012.	NECL line retendered with considerable savings and extended scope to all envirnmental complaints nationally.	Underway, On-time
EPA. 6.11		Implementation of national Resource Efficiency activities through the NWPP Initiatives	Ongoing	Report to Government on progress of NWPP completed and sent to DoECLG & stakeholders. Budget approved by Government to continue business support programmes. Contracts for continuation of various business support programmes agreed.	Underway, On-time
EPA. 6.12		Work with EI, SEAI and IDA to develop Green Map for Business showing a variety of supports available to help with the Green Economy.	Guidance published in 2011. Support ongoing.	Continued marketing of joined up programmes. Ongoing liason with SEAI, EI and others regarding co-ordination of efforts to support business.	Complete

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EPA 6.12b		Collaborate with Government Departments to develop consensus followed by co-ordinated advice and support to Farming activities. Contributes to Harvest 2020 ambitions too.	Q2 2012	Co-Branded Guidance to be published. Farmers Journal co-operating (mainly as a consequence of co-branding).	Underway, On-time