



## The 'First 200 Days'

*Progress Achieved in the 'First 200 Days' Implementing the Vision and Three Year Action Plan for the Civil Service*

### WHAT IS THE RENEWAL PLAN?

The [Civil Service Renewal Plan](#) is a vision and action plan for the Civil Service published in October 2014. It aims to drive practical change in 4 main areas:

1. Managing the Civil Service as a single, unified organisation;
2. Maximising the performance and potential of all Civil Service employees and organisations;
3. Changing Civil Service culture, structures and processes to become more agile, flexible and responsive; and
4. Continuously learning and improving by being more open to external ideas, challenge and debate.

To achieve this, the Plan committed to implement 25 actions (and 104 sub-actions) in an ambitious 3 year period. The actions build on what the Civil Service does well and signal clearly areas where it can do better.

### WHY IS IT IMPORTANT?

Every day the Civil Service makes a vital contribution to Irish life. Everything the Civil Service does – carrying out the work of Government and delivering frontline public services – impacts Ireland in some way. By implementing the Renewal Plan and demonstrating an enduring commitment to public service, the Civil Service can create a more unified, professional, responsive, open and accountable organisation that inspires trust and confidence in Ireland and internationally.

### WHAT'S HAPPENED SINCE PUBLICATION?

The Civil Service Renewal Plan set out 6 priority actions for delivery within the 'first 200 days'. All priority actions have been initiated and are on track for successful delivery:

"Establish an Accountability Board for the Civil Service" (Action 1)



"Create a Civil Service Management Board" (Action 2)



"Establish the first performance review process for Secretaries General" (Action 12)



"Identify available options to strengthen the Disciplinary Code" (Action 11.3)



"Extend open recruitment in key areas to fill skills gaps" (Action 8)



"Carry-out the first Civil Service wide engagement survey" (Action 25)



In addition to driving these priorities, the Civil Service Management Board (CSMB) has **initiated 23 of the 25 actions** in the Renewal Plan. A **summary progress report on all of the actions in the Renewal Plan is available [here](#).**

## SO, WHAT'S REALLY CHANGED?

### **New structures are in place to lead and manage the Civil Service as a unified organisation:**

- An Accountability Board has been established to bring together Civil Service, Ministerial and external perspectives on Civil Service performance and accountability for the first time (Action 1).
- The CSMB has been established for the first time to bring together all Heads of Departments and major Offices into a cohesive whole-of-Government executive management team (Action 2).
- A common corporate governance standard for all Government Departments and Offices has been developed for the first time and is being finalised following public consultation (Action 3).
- A performance review process for Secretaries General has been approved and will begin for the first time in the next performance year, January 2016 (Action 12).
- An enhanced performance review process for Assistant Secretaries has been developed and will be piloted by four Government Departments in 2015 (Action 12).

### **In just 200 days, things are already changing across the Civil Service. For example:**

- Open recruitment campaigns have been held for Principal, Assistant Principal, Administrative Officer, Executive Officer and Clerical Officer grades in the Civil Service. This builds on the existing arrangements for open competition at top management levels (Action 8).
- Options to strengthen the Disciplinary Code have been identified and a revised code has been drafted which will be subject to the normal consultation processes (Action 11).
- Building on existing arrangements for Assistant Secretary mobility, the first mobility policy for senior managers at Principal level has been agreed and the first moves are expected in Q3 2015 (Action 15).
- A Chief Human Resources Officer for the Civil Service has been appointed and will take up the post in Q3 2015 (Actions 7 and 14).
- Eleven open policy debates have been held to date to involve policy networks of practitioners, academics and experts in a range of policy issues, including: Education Reform; The National Risk Assessment; The Labour Market Symposium; and Future Investment in Early Years Education. Nine more are also scheduled in 2015 (Action 22).
- A Civil Service Customer Satisfaction Survey was completed by 2,000 customers and published in Q2 2015, with survey results highlighting strong and stable satisfaction levels (Action 23).
- The first Civil Service wide employee engagement survey has been piloted by more than 700 staff and will issue to all civil servants in Q3 2015 (Action 25).
- An ICT Strategy to deliver better outcomes and efficiency through innovation and excellence in ICT was published in Q1 2015 and implementation is underway (Action 19).
- Proposed model for learning and development to improve capability through enhanced procurement and shared delivery of training across the Civil Service has been agreed (Action 9).

### **The new model for implementing change in the Civil Service collectively is effective and driving rapid progress:**

- A Renewal Programme Management Office in the Department of Public Expenditure and Reform is in place with a multi-disciplinary team from a range of Government Departments.
- All Heads of Departments and major Offices on the CSMB are actively leading the implementation of one or more actions.
- A network of project managers across the Civil Service are working with CSMB sponsors to manage the day-to-day implementation of each action.
- A nationwide programme of Town Hall meetings with staff at all grades and at various locations is underway with more than 1,000 Civil Service staff participating at these events since publication.

## HOW CAN I FIND OUT MORE?

Visit <http://www.per.gov.ie/civil-service-renewal> (members of the public) or <http://csvision.per.gov.ie/> (civil servants).