



Ireland's Open Government Partnership National Action Plan 2016-2018

Mid-term Self-Assessment Report

Department of Public Expenditure and Reform

October 2017

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## 1. Introduction and Background

Ireland became a full member of the Open Government Partnership (OGP) in July 2014 when the Government adopted Ireland's first National Action Plan 2014-2016, developed in tandem with civil society.

The OGP classified four of the commitments in the National Action Plan 2014-2016 as 'Starred', meaning that they were 'measurable, clearly relevant to the OGP's values, of transformative potential impact and substantially or completely implemented'. The commitments were:

1. The holding of referenda arising from the Constitutional Convention
2. The reform of ethics legislation
3. The regulation of lobbying
4. The protection of whistle-blowers

The Independent Reporting Mechanism of the OGP carries out a review of the activities of each OGP participating country. The End-of-Term report of the Independent Reporting Mechanism summarised the results delivered during the first plan, between 1 July 2014 and 30 June 2016. At the end of the first action plan, 87% of Ireland's commitments were complete or achieved substantial progress. The commitments that were not completed at the end of the period were carried over into the second national action plan, except for commitments that related to training to provide for Access to Information on the Environment, the Digital Strategy for Schools and the holding of a referendum on reducing the voting age.

Ireland's second National Action Plan 2016-2018, moves forward on many of the key themes that civil society highlighted in the context of Ireland's first National Action Plan 2014-2016. The themes addressed in the National Action Plan 2016-2018 are:

1. Increased Citizen Engagement, to improve policies and services
2. Increased Transparency, to better understand government activities and decisions
3. Open Data, for transparency and innovation
4. Anti-Corruption and Strengthened Governance and Accountability, to ensure integrity in public life

There are 15 Commitments, each with a number of verifiable milestones to fulfil them, set out in the National Action Plan 2016-2018. These commitments, along with updates on their implementation, are set out in the appendix to this report.

Compared to the first National Action Plan, 2014-2016, the range and type of commitments included in the draft National Action Plan 2016-2018 extends into the following new areas:

- Access to Justice (Commitment 3)
- Transparency of Government Service Providers (Commitment 8)
- Fiscal Transparency (Commitment 9)
- Document Management (Commitment 10)
- Governance standards for charities (Commitment 13)
- Register of Beneficial Ownership (Commitment 15)

## **2. National Action Plan Process**

### **A. Consultation during NAP development**

The consultation process to develop Ireland's second OGP National Action Plan, 2016-2018, was designed in response to two constraints; there is no representative body for Civil Society groups in Ireland and the commencement of the process was delayed until after a government was formed in May 2016, following the general election in February 2016. Following consultations with the OGP Secretariat and Civil Society members of the Joint Working Group that oversaw the drafting of Ireland's first National Action Plan, it was decided to adopt a different approach to draft the second National Action Plan 2016-2018. Following a tendering process, a firm specialising in civic engagement, CiviQ, was appointed to provide an inclusive, independent and transparent means to identify potential commitments for inclusion in the National Action Plan. CiviQ also conducted a social media awareness campaign across Facebook and Twitter.

In August 2016, the Department of Public Expenditure and Reform (DPER) launched a process to consult the public and civil society groups in preparing Ireland's Open Government Partnership National Action Plan 2016-2018.

#### **Initial Consultation**

Stage one of the consultation process, which ran from 22nd August-30th September, aimed to obtain possible commitments to include in Ireland's second National Action Plan. This initial part of the consultation consisted of an online portal intended to encourage discussion. Telephone and postal submissions were also invited and received.

Following consideration of the issues raised through the open online discussion, two civic forums were held in order to obtain further input and insight from civil society. These were held on Wednesday 14 September 2016 (Kilkenny) and Tuesday 27 September 2016 (Dublin). The forums focused on the three categories identified in the consultation document; Strengthening Governance and Accountability, Increased Transparency and Open Data, and Strengthening Citizens Engagement.

A number of wide ranging actions emerged from the forums, complementing those raised via the online submission portal process. Findings from the forums were published on the OGP Ireland website, <http://www.ogpireland.ie/>.

Following the close of the first stage of the consultation, CiviQ analysed, reviewed and combined all of the feedback received to provide an independent report that included a list of possible actions to include in Ireland's second National Action Plan. These possible actions were those that:

- Demonstrated ambition with transformative potential
- Were relevant to the values of transparency, accountability and public participation
- Were specific, time-bound and measurable.
- Were as inclusive as possible of the range of submissions received

#### **Final Consultation on the Draft National Action Plan 2016-2018**

The Department of Public Expenditure and Reform, in consultation with other government departments and agencies, considered the list of possible commitments proposed to develop a draft of the National Action Plan 2016-2018. A draft plan was published for public comment on the

consultation portal [www.ogpireland.ie](http://www.ogpireland.ie). CiviQ initiated a social media awareness campaign to advertise the draft plan's publication and contacted Civil Society groups and those who made contributions to let them know that the draft was available for review.

The Minister for Public Expenditure and Reform, Mr. Paschal Donohoe T.D., submitted the final draft plan for approval to Government on the 6th December 2016. A copy of Ireland's second National Action Plan, as approved by Government, is available [here](#).

## **B: Consultation during implementation**

### **Consultation on Individual Commitments**

An extensive consultation process was held on the development of the Open Data Strategy, which is detailed in the implementation report for Commitment 11 in the appendix. Ongoing consultation in relation to Public Participation Networks, Commitment 2, was supplemented by the consultation conducted under the OGP consultation process. A consultation process on the next phase of public sector reform, 'Our Public Service 2020 – Development and Innovation Framework' was run over seven weeks from July 13 – September 4, 2017. As detailed in the implementation report for Commitment 5 Enhance Customer Engagement, in the appendix, the delivery of the milestones for this commitment is linked with service delivery reforms. The implementation report for Commitment 13, details the public consultation to held in the development of a code of practice for the governance of charities

### **Consultation on the Plan as a whole**

The consultation process on the implementation of the National Action Plan as a whole remained constrained by the absence of a representative body for Civil Society groups in Ireland. The OGP Support Unit has issued guidelines for the co-creation of National Action Plans, which will apply to Ireland for the creation of the 2018-2020 National Action Plan. These intend that OGP countries should develop a Multi-Stakeholder Forum, being 'a group of government and civil society representatives, with a clear remit, membership and governance that meets on a regular basis to oversee the OGP process'. The Mid-term Report of the Independent Reporting Mechanism on Ireland's first National Action Plan (2014-2016) recommended that an Implementation Review Group be instituted. The report recommended, as a first step in a process to establish the Group, that "Leaders of civil society need to build bridges and further map out amongst themselves how they envisage civil society organizations and individual citizens should be represented on the IRG." As there had been no progress in this regard, the consultation process used during the creation of the National Action Plan 2016-2018 was used as a model to consult the public and civil society during the implementation of the Plan. The advice of the OGP Support Unit was sought on continuing with this approach. The OGP Support Unit advised that the proposed consultation process was designed with a clear intention of providing space for dialogue, collaboration, and an opportunity for civil society to give feedback.

Earlier versions of the reports on the implementation of each of the National Action Plan 2016-2018 15 commitments that are now provided in the appendix, were published on the dedicated OGP

consultation portal on 27 June 2017 and the consultation period ran until 15 September. Views and ideas on the implementation of the individual commitments were sought from those who had engaged in the creation of the National Action Plan. Some of the implementation reports asked specific consultation questions. Those who had engaged with the OGP were asked if they thought the implementation reports provided a fair assessment of progress, provided enough information and adequately dealt with any risks to successful implementation. The consultation also invited views from civil society on the prospects for structuring engagement with them on the OGP process, in line with the recommendations made in the reports of the Independent Reporting Mechanism.

The consultation process envisaged that the range of contributions on the online consultation platform would identify those commitments and milestones of most interest to the public and Civil Society and allow officials working on their implementation to respond and engage direct with the people making contributions. The consultation process additionally envisaged hosting a Forum to focus on those commitments and milestones that would benefit from a face-to-face discussion on their implementation. The Forum was also envisaged as potentially helping to identify how the OGP's goals could be advanced in the future, if the discussion went beyond the commitments in the 2016-2018 National Action Plan. In this way, the Forum could allow more time to formulate and consider ideas for Ireland's next Open Government Partnership National Action Plan.

Three submissions were received, principally related to Commitment 2 Support Public Participation Networks. The detail of these submissions will be considered during the remainder of the commitment's implementation.

## **Analysis**

The lack of engagement in the consultation process on the implementation of the plan might be explained by the priorities of those who engaged in the process to create the National Action Plan 2016-2018. These were different to the priorities of those who engaged in the creation of the first National Action Plan, 2014-2016.

The process to create Ireland's 2014-2016 National Action Plan had a lot of engagement on the themes of Open Data, and Rebuilding Trust in Government. Much of the engagement with civil society on Open Data is now channelled through the consultation structures detailed in the implementation report on Commitment 11, Develop an Open Data Strategy. The actions in the 2014-2016 National Action Plan that were focused on rebuilding trust in Government comprised legislative initiatives in the areas of ethics, freedom of information, lobbying and protected disclosures. These initiatives were part of the then Government's legislative programme and have since transformed business as usual within government, or in the case of ethics reform (Public Sector Standards Bill 2015), is being progressed through the Oireachtas.

The majority of submissions received on the portal (83%) and contributions made at the Forums related to citizen engagement in policy making and service delivery. The commitments in Ireland's second OGP National Action Plan 2016-2018 that relate to these submissions are:

- 1 National Climate Action Dialogue
- 2 Support Public Participation Networks

- 4 Enhance Citizen Engagement in Policy Making
- 5 Enhance Customer Engagement
- 7 Participatory Budgeting

The implementation of Commitment 2, Support Public Participation Networks, has been substantial and this did generate submissions in this phase of consultation. The other commitments are at a limited stage of implementation. The implementation of Commitment 7, Participatory Budgeting, hadn't started.

These are intensive rather than extensive commitments. Compared to those in the first National Action Plan 2014-2016 on Open Data and Rebuilding Trust, these commitments do not extend the work of government into new, discreet areas. Rather, they are aimed at changing culture and policy across government and the public sector.

Commitments 4 and 5 are very much bound up with the next phase of public sector reform and the Civil Service Renewal Plan. The design and implementation of the individual milestones for these commitments necessarily involves actors across government and the public sector. Consultation on the effectiveness of the milestones, for example the Public Consultation Portal, efforts to address digital exclusion, or promote the use of plain language, is likely too granular for the OGP consultation process. Seeking feedback on these efforts is perhaps more appropriate to focus groups. Consultation, reflecting the nature of the commitments, should be intensive rather than extensive.

One of the criticisms from civil society of the consultation process to draft Ireland's first OGP National Action Plan (2014-2016) was that it was not 'flat' and while the OGP consultation process for the second plan was effective in identifying citizen-level issues and ideas to address them, feedback through this process is too diffuse for implementation as a whole. There is no mechanism for civil society to unify its voice in assessing the government's efforts to improve citizen engagement in policy and service design.

The Department of Public Expenditure and Reform has begun consulting Civil Society organisations to better understand their priorities and capacities for engaging in the Open Government process and to scope the design of a better method for consulting them in the co-creation of Ireland's next OGP National Action Plan.

Apart from the two commitments related to Open Data (11 and 12) and Commitment 13, Develop a Code of Practice for the Governance of Charities, the other commitments in the National Action Plan do not, in the main, respond to submissions made as part of the co-creation process. These initiatives were included in the National Action Plan because they relate to the aims of the OGP. Commitments 3, 6 and 9 don't have any substantive relationship with submissions received during the process to create the plan:

- 3 Improve Access to Justice
- 6 Improve Access to Government Services Through Technology
- 9 Enhance Fiscal Transparency

Commitments 8, 10, 14 and 15 relate to submissions received from Transparency International Ireland, TASC and Social Justice Ireland:

- 8 Improve Transparency of Government Service Providers
- 10 Introduce Modern Document Management Procedures
- 14 Strengthen Anti-Corruption Measures
- 15 Establish a Register of Beneficial Ownership

Social Justice Ireland, in its submission did call again for Register of Beneficial Ownership (Commitment 15) to be made public. Transparency International Ireland and TASC did not make submissions on the implementation of the National Action Plan 2016-2018. Advocacy groups in Ireland may not have the resource capacity to engage with broadly delivered public consultation processes.

**C: Consultation on the Mid-Term Self-Assessment Report.**

This draft of the Mid-Term Self-Assessment will be published for consultation for two weeks from 17 October. Although this is the minimum consultation period required by the Open Government Partnership, the substantive detail on the implementation of the individual commitments, as set out in the appendix, was open for public consultation between 27 June and 15 September.



## 2. Implementation of National Action Plan Commitments

Due to the National Action Plan 2016-2018 being adopted by the Government in December 2016 instead of July 2016, this Mid-Term Self-Assessment Report reflects less than half of the time for implementing the plan. An overview of progress in implementing the commitments is provided in table 1 below.

**Table 1: The 15 National Action Plan Commitments by Completion Level**

<b>a. Number of Commitments at each completion level</b>	<b>Completion level</b>
2	Not started
6	Limited
6	Substantial
1	Completed
<b>b. Completion Level by Commitment</b>	
1: Promote Transparent Climate Policy Development	Substantial
2: Support Public Participation Networks	Substantial
3: Improve Access to Justice	Substantial
4: Enhance Citizen Engagement in Policy Making	Limited
5: Enhance Customer Engagement	Substantial
6: Improve Access to Government Services Through Technology	Substantial
7: Participatory Budgeting	Not Started
8: Improve Transparency of Government Service Providers	Not Started
9: Enhance Fiscal Transparency	Substantial
10: Introduce Modern Document Management Procedures	Limited
11: Develop an Open Data Strategy 2017-2021	Completed
12: Invest in Data Infrastructure that will result in better Open Data	Limited
13: Develop a Code of Practice for the Governance of Charities	Limited
14: Strengthen Anti-Corruption Measures	Limited
15: Establish a Register of Beneficial Ownership	Substantial

Detailed reports on the implementation of each commitment are provided in the appendix. As noted in the analysis of the consultation processes to create the National Action Plan and review its implementation, it can be useful to group the commitments by area of interest, which correspond to the commitments of the Open Government Partnership Declaration. These are:

1. Citizen Participation
2. Transparency and Anti-Corruption
3. Open Data

The National Action Plan 2016-2018 also includes commitments that address Access to Justice (Commitment 3) and technology (Commitment 6).

**Table 2: Commitments related to Citizen Participation**

<b>Citizen Participation</b>	<b>Completion level</b>
1: Promote Transparent Climate Policy Development	Substantial
2: Support Public Participation Networks	Substantial
4: Enhance Citizen Engagement in Policy Making	Limited
5: Enhance Customer Engagement	Limited
7: Participatory Budgeting	Not Started

The Open Government Declaration commits governments to supporting civic participation. The Commitments in Table 2 are aimed at making policy making more transparent and strengthening channels to solicit public feedback and participation in government activities.

There has been substantial progress in initiating the National Dialogue on Climate Policy and supporting Public Participation Networks. These are both new, or relatively new, discreet initiatives in developing the infrastructure for public engagement in policy making.

Commitments four and five are aimed at strengthening engagement more broadly. The first-ever public consultation on public service reform was conducted between July and September this year. Submissions received are being considered in the preparation of the next phase of public service reform. The consultation document *Our Public Service 2020 – Development and Innovation Framework* identified 20 draft actions to implement in order to deliver better outcomes for the public and to build responsive and agile public service organisations. The Framework is based on the following three pillars:

- Delivering for our Public
- Innovating for our Future
- Developing our People and Organisations

Across these three pillars, the plan will aim to improve how the public service listens to and communicates with the Irish public, make services more accessible and increase engagement through the Public Participation Networks and public consultations. Under action 22 of the Civil Service Renewal Plan, ‘Strengthen policy-making skills and develop more open approaches to policy-making’, a policy making framework for civil servants will be disseminated in the near future. Along with the revised guidelines for consulting the public that were prepared as part of the first OGP National Action Plan and the public consultation portal, citizen engagement workshops and training that are part of commitment four in this Plan, there are a number of initiatives reflecting the OGP commitment to support civic participation. Given the broad based nature of these initiatives and the fact that they are aimed at changing organisational culture, the challenge will be to demonstrate impact on making government more open as the milestones are delivered.

**Table 3: Commitments related to Transparency and Anti-Corruption**

<b>Transparency and Anti-Corruption</b>	<b>Completion level</b>
8: Improve Transparency of Government Service Providers	Not Started
9: Enhance Fiscal Transparency	Substantial
10: Introduce Modern Document Management Procedures	Limited
13: Develop a Code of Practice for the Governance of Charities	Limited
14: Strengthen Anti-Corruption Measures	Limited
15: Establish a Register of Beneficial Ownership	Substantial

The Open Government Declaration commits governments to increase the availability of information about government activities. The consultation process for the creation of the National Action Plan 2016-2018 identified a demand for a better explanation of how and to what effect the State spends money on behalf of citizens. Procedures for the governance and accountability of public spending are complex and the information requirements of citizens are varied. The performance budgeting initiative under Commitment 9, Enhance Fiscal Transparency, and the website [www.whereyourmoneygoes.gov.ie](http://www.whereyourmoneygoes.gov.ie) will be built on over time. Commitment 10, Introduce Modern Document Management Procedures, addresses a recognised need to improve and preserve the record of the activities of public bodies and to meet the requirements of National Archives, Freedom of Information and Data Protection legislation.

The Open Government Declaration commits governments to having robust anti-corruption policies, and ensuring transparency in government purchasing. Inspired by the success of a similar initiative on increasing the transparency of government contracts in Slovakia, Commitment 8 will examine the scope for achieving the Open Contracting Partnership’s Open Contracting Standard, intermediate level. Commitments 13 and 14 will deliver responses to address the causes of scandals in the charity and political spheres. The Department of the Taoiseach has initiated the co-ordination of efforts across government to tackle “white collar crime”. Making the Register of Beneficial Ownership public will be considered in that context.

**Table 3: Commitments related to Open Data**

<b>Open Data</b>	<b>Completion level</b>
11: Develop an Open Data Strategy 2017-2021	Completed
12: Invest in Data Infrastructure that will result in better Open Data	Limited

The Open Government Declaration commits governments to engaging civil society to leverage new technologies to empower people and promote transparency in government, while recognising that technology is a complement, not a substitute, for clear, useable, and useful information. As detailed in the Self-Assessment Report for Commitment 11 in the appendix, the Open Data Governance Board, with key actors from Civil Society, will drive the publication of high-value open data sets.

### **3. Conclusion: Lessons Learned and Next Steps**

#### **Lessons learned**

The National Action Plan's individual commitments are on target for delivery by the end of the Plan's timeframe in June 2018 and these are aimed at advancing the objectives of the Open Government Partnership. The difference in the level of engagement between the process to create the plan and the process to review the plan's implementation reflects the difficulty in demonstrating concrete impacts on the concerns of citizens that the commitments seek to address. This is due to the fact that they seek to effect cultural change across the public sector and as such will need continuous institutional support and sustained effort.

#### **Next steps**

The processes to create and review the implementation of Ireland's first National Action Plan 2014-2016 proved problematical, as noted in the reports of the Independent Reporting Mechanism. The consultative processes that were designed for the second National Action Plan 2016-2018 allowed for more direct engagement with the general public but did not facilitate a collective or more considered feedback on the government's efforts, drawing on expertise or perspectives in Civil Society.

To strengthen the process of consultation with Civil Society, the Department of Public Expenditure and Reform will consult other government departments, particularly the Department of Rural and Community Development and Civil Society organisations, to design an appropriate mechanism to review the implementation of the National Action Plan's commitments and the creation of Ireland's next National Action Plan.

## Appendix 1 – Self-Assessment Reports for each Commitment

Commitment 1: Promote Transparent Climate Policy Development	14
Commitment 2: Support Public Participation Networks	19
Commitment 3: Improve Access to Justice	25
Commitment 4: Enhance Citizen Engagement in Policy Making	34
Commitment 5: Enhance Customer Engagement	40
Commitment 6: Improve Access to Government Services Through Technology	51
Commitment 7: Participatory Budgeting	56
Commitment 8: Improve Transparency of Government Service Providers	59
Commitment 9: Enhance Fiscal Transparency	63
Commitment 10: Introduce Modern Document Management Procedures	67
Commitment 11: Develop an Open Data Strategy 2017-2021	70
Commitment 12: Invest in Data Infrastructure that will result in better Open Data	76
Commitment 13: Develop a Code of Practice for the Governance of Charities	82
Commitment 14: Strengthen Anti-Corruption Measures	86
Commitment 15: Establish a Register of Beneficial Ownership	91

Commitment 1: Promote Transparent Climate Policy Development	
(A) General Information	
<b>Commitment</b>	Promote Transparent Climate Policy Development through a National Dialogue on Climate Action
<b>Implementing Organisation</b>	Department of Communications, Climate Action and Environment.
<b>Contact Name</b>	Frank Maughan
<b>Email</b>	<a href="mailto:frank.maughan@dccae.gov.ie">frank.maughan@dccae.gov.ie</a>
<b>Phone</b>	01-6782132
<b>Civil society organisation(s) involved in implementation to date</b>	<p>It is envisaged that sectoral representatives and community groups will have a central role to play in facilitating constructive events to take place under the auspices of the National Dialogue on Climate Action. Organizations in the following sectors could have a role :</p> <ul style="list-style-type: none"> <li>• Community Groups;</li> <li>• Environmental and other Non -Governmental Organizations;</li> <li>• Farming Community ;</li> <li>• Business and Trade Union representatives;</li> <li>• Youth organizations;</li> </ul> <p>The Minister for Communications, Climate Action and Environment has established in Advisory Group to assist him in the design of the programme of events under the National Dialogue on Climate Action (see press release <a href="#">here</a>). The Advisory Group comprises representatives of a range of different civil society organisations, reflecting diverse interests in Irish society.</p>
<b>Relevant Submissions</b>	<p>Theresa O'Donohoe: <a href="#">CVQ-186</a>  Social Justice Ireland: <a href="#">CVQ-182</a>  Niall Ó Brolcháin: <a href="#">CVQ-200</a>  Theresa Carter: <a href="#">CVQ-36</a> People's Energy Charter  Barry McMullin: <a href="#">CVQ-193</a> National Dialogue on Climate Action  Suzie Cahn: <a href="#">CVQ-174</a></p>
<b>Other Government</b>	<p>As part of the 2016 Programme for Partnership Government it has been agreed that the Government will establish a National Dialogue on Climate Action that will involve extensive public consultation. This will incorporate the key infrastructural, land use and economic issues to be considered in our long-term transition to a new low carbon climate resilient future.</p> <p>It is envisaged that, subject to the design of individual events, different Government Departments, agencies and Local Authorities will have a role to play in the National Dialogue, either as participants, facilitators, or as the audience for outputs of from the Dialogue.</p>

<b>Overall commitment status</b>	<p>The National Dialogue on Climate Action has been initiated and an Advisory Group has been appointed to advise the Minister for Communications, Climate Action and Environment.</p> <p>Planning for a first round of regional stakeholder events is underway.</p> <p>A key element of the National Dialogue already underway is the Green Schools National Climate Change Action and Awareness Programme which, for 2017, includes the development phase for a Climate Change Ambassadors Programme.</p>
<b>Status quo or problem/issue to be addressed</b>	<p>The climate is changing. In response to these changes Ireland is:</p> <ul style="list-style-type: none"> <li>(a) Committed to reducing its greenhouse gas emissions to limit further climate change (mitigation) and</li> <li>(b) Is taking measures to manage and respond to expected impacts of climate change on our natural and build environment (adaptation)</li> </ul> <p>Making this transition to a lower carbon future and addressing the impacts of climate change will involve choices and costs for Irish society. For example, the closure of Moneypoint and peat-fired power stations will have an impact on local employment. Local communities will be impacted by the design of flood defences.</p> <p>The National Dialogue on Climate Action aims to inform and involve people affected by these changes earlier in the process of choosing how we respond to climate change.</p>
<b>Main Objective</b>	<p>The Dialogue will seek to create awareness, engagement and motivation to act (locally, regionally and nationally) in relation to the challenges presented by climate change and to establish, on a long term basis, appropriate networks for people to meet periodically to consider evidence-based inputs on the economic, social, behavioural, environmental and public aspects of climate and energy policy.</p>
<b>Relevance</b>	<p>This commitment relates to the Open Government Partnership value of Civic Participation.</p>
<b>Ambition</b>	<p>The objectives of the National Dialogue on Climate Action are to:</p> <ul style="list-style-type: none"> <li>• Create awareness, engagement and motivation to act (locally, regionally and nationally) in relation to the challenges presented by climate change;</li> <li>• Create structures and information flows to facilitate people gathering to discuss, deliberate and maximise consensus on</li> </ul>

	<p>appropriate responses to these challenges, and to enable and empower appropriate action;</p> <ul style="list-style-type: none"> <li>• Establish, on a long term basis, appropriate networks for people to meet periodically to consider evidence-based inputs on the economic, social, behavioural, environmental and public aspects of climate and energy policy;</li> <li>• Provide regular input, through the NDCA, into the prioritisation and implementation of climate and energy policy which can be reported and monitored at local/regional/national levels.</li> </ul>
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<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Initiate the National Dialogue on Climate Action on a two-year pilot basis
<b>Start date</b>	March 2017
<b>End date</b>	March 2019
<b>Progress</b>	<b>Next Steps</b>
<p>Minister for Communications, Climate Action and Environment announced the Dialogue in early March 2017. An Advisory Group was established in July 2017. For further information see <a href="#">here</a>.</p>	<p>The Advisory Group held its first meeting in July 2017 and will meet on a regular basis for the duration of the National Dialogue.</p>

<b>Action Implementing Milestone 1</b>	Launch Green Schools National Climate Action and Awareness Programme	
<b>Start date</b>	March 2017	
<b>End date</b>	Ongoing – Annual Programme	
<b>Progress</b>	<b>Next Steps</b>	
<p>Minister for Communications, Climate Action and Environment launched the Green Schools National Climate Action and Awareness programme on 22<sup>nd</sup> March 2017 Implementation of the programme is managed by the An Taisce Education Unit under the oversight of the Department of Communications, Climate Action and Environment.</p>	<ul style="list-style-type: none"> <li>• September 2017 - Application will open for the Climate Ambassador programme on the Green Schools website.</li> <li>• October 2017 - Selection of Climate Ambassadors will be announced during Green Schools Climate Week in October</li> <li>• Development of programme for the Climate Expo event in February 2018 has commenced.</li> </ul>	



<b>Action Implementing Milestone 1</b>	Establish a series of Regional Gatherings to create awareness, engagement and a motivation to act.	
<b>Start date</b>	Autumn 2017 (anticipated)	
<b>End date</b>		
	<b>Progress</b>	<b>Next Steps</b>
	Planning for a first round of regional stakeholder events is underway. The overall approach to these meetings, including designing in appropriate follow-up to subsequent rounds of engagement, is being considered in consultation with the Advisory Group.	Information on the events will be announced once details are settled.

<b>Action Implementing Milestone 1</b>	Leverage wider events and initiatives, including those run by other Departments/Agencies, as appropriate and agreed. This would include the Citizens Assembly, which will consider how the State can make Ireland a leader in tackling Climate Change	
<b>Start date</b>	30 September/01 October and 4&5 November 2017	
<b>End date</b>		
	<b>Progress</b>	<b>Next Steps</b>
	The Citizens' Assembly will meet on 30 September/1 October and again on 4 & 5 November on the topic of 'How the State can make Ireland a leader in tackling climate change.' These sessions will be informed by a publication submissions phase which closed on Friday 11 August and by expert speakers presenting during the sessions themselves.	As part of its work during these sessions, members of the Assembly will be asked to consider how the National Dialogue on Climate Action should engage with the wider public to create awareness, engagement and motivation to act in relation to the challenges of climate change. This input is to be fed back to DCCAE and the NDCA Advisory Group. This will provide a valuable base of ideas and evidence from which to draw in preparing further activities under the National Dialogue.

<b>Action Implementing Milestone 1</b>	Put in place an appropriate mechanism to monitor and assess the effectiveness of the Dialogue	
<b>Start date</b>	Ongoing	
<b>End date</b>		
	<b>Progress</b>	<b>Next Steps</b>
	A key element of the National Dialogue on Climate Action will be identifying what works and what does not work. An evaluation element will be built into each event, incorporating both participant feedback and post-event review within DCCAE. An overall evaluation on the operation of the National Dialogue will be prepared at the end of the two year-pilot phase.	Incorporation of evaluation elements into design of each event under National Dialogue on Climate Action.

<b>(C) Overall Status</b>				
<b>Overall</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
<b>Completion level</b>			<b>X</b>	
<b>Description of the results (if any) to date</b>	While the Green Schools National Climate Change Action and Awareness Programme is currently operational. Other elements of the National Dialogue on Climate Action are at an early stage and it is too early to assess its impact on creating awareness and increasing engagement in the formulation of climate policy.			
<b>End date</b>	March 2019			
<b>Next steps</b>	Next steps are as set out in relation to individual milestones above.			
<b>Additional information</b>				

## Commitment 2: Support Public Participation Networks

### (A) General Information

<b>Commitment</b>	To support Public Participation Networks through the operation of the National PPN Advisory Group and other supports.
<b>Implementing Organisation</b>	Department of Housing, Planning, Community and Local Government
<b>Contact Name</b>	Deirdre Kearney
<b>Email</b>	<a href="mailto:Deirdre.Kearney@housing.gov.ie">Deirdre.Kearney@housing.gov.ie</a>
<b>Phone</b>	+353 (0)1 888 2000
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	Anne Colgan: <a href="#">CVQ-180</a> Vincent Lyons: <a href="#">CVQ-199</a> National PPN Workers Network: <a href="#">CVQ-207</a> Social Justice Ireland: <a href="#">CVQ-182</a> The Wheel: <a href="#">CVQ-220</a>
<b>Other Government</b>	All Local Authorities
<b>Overall commitment status</b>	Substantially Implemented
<b>Status quo or problem/issue to be addressed</b>	<p>The primary responsibility and accountability for decision-making within the local authority resides in the elected council. As part of a revitalisation of local government, the approaches to engage the public in local authority policy formulation and service design will go beyond the range of communication, consultation and community participation mechanisms used in the past. Approaches to stimulate greater public participation will complement rather than diminish, compete with, or substitute for local representative democracy. The participation of members of local communities, whether as individuals or as members of local sectoral, community or other groups in public life and their right to influence the decisions that affect their lives and communities are at the centre of democracy.</p> <p>Public Participation Networks have been established in all 31 of Ireland's local authority areas.</p> <p>A National PPN Advisory Group has been established, representative of relevant stakeholders, and chaired by the Department of Rural and Community Development. A PPN User Guide has been developed to provide practical assistance to PPNs.</p>

	<p>Resources have been provided to recruit dedicated resource workers for each PPN. A PPN Database comprising a robust data and information management system that all PPN's can use has been rolled out. A series of training and information events have been provided at a number of different geographical locations to support PPNs and local authorities.</p> <p>The public consultation for this National Action Plan highlighted the need to ensure that PPNs are supported through the dissemination of best practices across local authorities.</p>
<b>Main Objective</b>	Drawing on initial experiences of the operation of Public Participation Networks, continue to pro-actively work to provide necessary supports and promote best practice
<b>Relevance</b>	This Commitment will advance the OGP values of <b>civic participation</b> , <b>public accountability</b> and <b>transparency</b> by stimulating more effective public participation at local government level and in local decision making. Open and inclusive policy-making enhances transparency and accountability, and builds civic capacity.
<b>Ambition</b>	To ensure that Public Participation Networks provide the community and voluntary, social inclusion and environmental sectors with structured meaningful engagement with all of Ireland's 31 Local Authorities.

<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Devise an approach whereby the PPN National Advisory Group could be made truly representative, by ensuring that its members are transparently nominated or elected by the various PPN stakeholder groups.
<b>Start date</b>	Q2 2017
<b>End date</b>	Q3 2017
<b>Progress</b>	<b>Next Steps</b>
An approach to ensure the PPN National Advisory Group is fully representative and transparently nominated or elected has been agreed by the Advisory Group and nomination process for the new Advisory Group is underway.	Finalise nomination process with the first meeting of the newly constituted Advisory Group in early Q4 2017.
<b>Milestone 2</b>	Engage with all stakeholders, including PPNs, community-based PPN member organisations and local authorities.
<b>Start date</b>	Jan 2017
<b>End date</b>	Q2 2018
<b>Progress</b>	<b>Next Steps</b>
Engagement with stakeholders is an on-going process. This occurs informally through direct contact with PPNs and formally through the National PPN Advisory Group, which meets quarterly, attendance at the PPN Resource Workers' Coordination meetings and familiarisation visits to PPNs and LAs. Decisions and actions arising from the National PPN Advisory Group are circulated to PPNs and LAs. Interested groups may also contact the Department directly at <a href="mailto:ppn@housing.gov.ie">ppn@housing.gov.ie</a>	<p>The Department will continue to provide opportunities for the public to engage with PPNs.</p> <p>This will be facilitated direct engagement, both formally through the various stakeholder groups to the National Advisory Group, and, more informally, by means of information posted on the Department's website and through the dedicated PPN email address – <a href="mailto:ppn@housing.gov.ie">ppn@housing.gov.ie</a></p> <p>A detailed questionnaire issued to PPNs and LAs to gain national picture of PPN development and the information returned is currently being compiled.</p>

<b>Milestone 3</b>	Update and improve the PPN User Guide	
<b>Start date</b>	Jan 2017	
<b>End date</b>	March 2017	
	<b>Progress</b>	<b>Next Steps</b>
	First version of User Guide issued in May 2016 and following feedback received, updated version of User Guide issued March 2017 and is available on the Department's website <a href="#">here</a> .	User Guide is a 'living' document which will be reviewed annually.
<b>Milestone 4</b>	Continue on-going training/capacity building programmes for local PPN participants, including local authority members and officials	
<b>Start date</b>	Q1 2017	
<b>End date</b>	Q2 2018	
	<b>Progress</b>	<b>Next Steps</b>
	A number of networking regional meetings were held for PPN Resource Workers, Secretariat members and reps. The key objectives of these events were to (i) share national information on PPN issues; (ii) facilitate members from different counties to network and share best practice; (iii) identify key successes and challenges and (iv) build capacity of PPN reps on Boards and Committees Further training courses currently being developed for a wide range of stakeholders, including local authority members and officials	A further suite of training programmes to be rolled out later in 2017 and early 2018

<b>Milestone 5</b>	Develop a national communications/awareness-raising plan for PPNs.	
<b>Start date</b>	Q1 2017	
<b>End date</b>	Q 2 2018	
<b>Progress</b>		<b>Next Steps</b>
The Department updated its website to include PPN-related material, including links to all 31 PPNs. A copy of the updated User Guide was also posted on the website. The next step will be to post Action Points from PPN Advisory Group meetings and relevant administrative circulars.		The results of a PPN Annual/Activity Report for 2016 will be published early Q4 2017. A National PPN Conference for relevant stakeholders to be held in October 2017

<b>Milestone 6</b>	Roll out and update as necessary Client Relationship Database for all PPNs.	
<b>Start date</b>	Feb 2016	
<b>End date</b>	End 2016	
<b>Progress</b>		<b>Next Steps</b>
The PPN Client Database, fully funded by the Department of Rural and Community Development, has been made available to all 31 PPNs and is proving an extremely useful data management and communications tool.		Identification and addressing of any gaps in roll out

<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
			X	
<b>Description of the results (if any) to date</b>	<ul style="list-style-type: none"> <li>• PPNs established in all 31 local authority areas, at varying stages of development</li> <li>• Funding to continue supporting PPNs secured for 2017</li> <li>• Financial and technical capacity of PPNs already strengthened since the start of the year</li> <li>• Updated PPN User Guide issued in March 2017</li> <li>• PPN material on Department website by</li> <li>• Approach to a fully representative, elected/nominated Advisory Group membership agreed and first meeting of new Advisory Group, based on this approach, to take place Q4 2017</li> <li>• Project commenced to establish a greater evidence base to the development of PPNs nationally and prepare an annual report on same</li> </ul>			
<b>End date</b>	End 2018			
<b>Next steps</b>	<ul style="list-style-type: none"> <li>• Roll out a national training programme for PPNs and Las.</li> <li>• Work to build public awareness of PPNs</li> </ul>			
<b>Additional information</b>	<p>The development of the network of PPNs will be a step by step process involving on-going constructive and collaborative engagement with - and by - all of the stakeholders involved. Capacity building (human, financial and technical) is an important function of that development and this will be a priority through 2017 and beyond. It will also be necessary to continue to build the local and national profile of PPNs and public awareness of their existence, role and function. Driving the development of PPNs is a priority of the Department of Rural and Community Development, though its ability to achieve this objective will depend on financial and human resources.</p>			



### Commitment 3: Improve Access to Justice

**(A) General Information**

<b>Commitment</b>	Improve access to justice by reducing the cost of accessing justice, by assisting vulnerable persons and individuals with limited decision-making capacity, and by introducing more open and transparent oversight of legal practitioners.
<b>Implementing Organisation</b>	Department of Justice and Equality
<b>Contact Name</b>	Michael Holohan
<b>Email</b>	<a href="mailto:MMHolohan@justice.ie">MMHolohan@justice.ie</a>
<b>Phone</b>	01-4790206
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	
<b>Other Government</b>	Department of Health, Decision Support Service, mediation sector.
<b>Overall commitment status</b>	Substantially implemented
<b>Status quo or problem/issue to be addressed</b>	<p>The Legal Aid Board provides legal advice, for a nominal fee, on certain civil matters to those below certain income thresholds. However, there have been criticisms that high legal fees for those above the income thresholds reduces access to justice. The opaque nature of how those legal fees are calculated has also been criticised. The recently established Legal Services Regulatory Authority is charged with the oversight of legal practitioners, legal services and creating a more transparent legal costs regime in the State as provided for under the Legal Services Regulation Act 2015.</p> <p>A new, innovative mortgage arrears resolution service – Abhaile – was launched by the Government in July 2016. The Abhaile service is designed to ensure that people who are at risk of losing their home have access to free independent financial and legal advice and assistance. The objective is to help these homeowners to identify and put in place solutions to their mortgage arrears, with a view to helping them remain in their homes wherever possible. Under the service, eligible clients are given vouchers to obtain expert advice from financial and legal advisers in order to</p>

	resolve their debt issues. In addition, they can get assistance in court where needed, have access to solicitors.
<b>Main Objective</b>	Improve access to justice by reducing its cost, assisting those who require support and improving oversight of legal practitioners.
<b>Relevance</b>	<ol style="list-style-type: none"> <li>1. The Abhaile service provides access to information to distressed homeowners regarding legal and financial advice.</li> <li>2. The Mediation Bill provides, inter alia, that legal professionals must provide information on mediation and the benefits of mediation prior to the commencement of legal proceedings.</li> <li>3. The Legal Services Regulation Act contains a number of provisions which will: <ul style="list-style-type: none"> <li>• enable legal entities to become more efficient in dealing with clients;</li> <li>• create openness, consistency and clarity regarding the costs of accessing justice;</li> <li>• introduce quicker and cheaper arrangements for complaints resolution in legal representation;</li> <li>• create more open and transparent oversight of legal practitioners.</li> </ul> </li> <li>4. The Assisted Decision-Making (Capacity) Act 2015 provides a modern statutory framework to support decision-making by adults with capacity difficulties.</li> </ol>
<b>Ambition</b>	<p>A) Reduce the cost of accessing justice by:</p> <ul style="list-style-type: none"> <li>•introducing new legal business models, such as Legal Partnerships. This will help to integrate the dual model of legal representation in Ireland and will enable legal entities to become more efficient in dealing with their clients</li> <li>•implementing a new system to adjudicate on the costs associated with legal proceedings. This new independent process will involve publishing determinations in respect of legal cost disputes. This action will help to create openness, consistency and clarity around the costs of accessing justice</li> <li>•introducing a quicker and cheaper informal arrangement for the resolution of complaints surrounding the costs of legal representation. This informal mechanism may be accessed by aggrieved clients prior to going to full adjudication</li> </ul>

- classifying unjustifiable overcharging of clients as ‘serious misconduct’. This would be adjudicated by the new independent oversight body for legal practitioners. A robust penalties and professional disciplinary scheme will be applied to those found to have grossly overcharged clients

- encouraging greater use of alternative dispute resolution. We will introduce a new framework to promote mediation as a viable, effective and efficient alternative to court proceedings thereby reducing legal costs, speeding up the resolution of disputes and relieving the stress involved in court proceedings.

B) Introduce a new statutory framework to assist vulnerable persons and individuals with decision-making capacity difficulties to exercise their legal capacity. The new framework will replace the outdated "Wards of Court" system and establish a modern statutory framework to support decision-making by adults with capacity difficulties. The aim is to safeguard the person’s autonomy to the greatest extent possible by offering a continuum of decision support options most appropriate to the person's needs.

C) Create more open and transparent oversight of legal practitioners by:

- establishing a new independent regime to regulate solicitors and barristers. This will end reliance on self-regulation by the legal professional bodies and will open up governance and reporting mechanisms to public and parliamentary scrutiny

- introducing an independent complaints system to deal with professional misconduct by legal practitioners

- making the way legal costs are charged more open and transparent through the introduction of new rules for solicitors and barristers. This will require legal practitioners to inform their clients in much greater detail how their legal costs are calculated.

<b>(B) Progress against milestones</b>	
<b>Milestone A.1</b>	Introduce new legal business models, such as Legal Partnerships
<b>Start date</b>	Jan 2017
<b>End date</b>	End 2017
<b>Progress</b>	
<b>Next Steps</b>	
Public Consultation Processes commenced by Legal Services Regulatory Authority under sections 118 to 120 of the Legal Services Regulation Act 2015.	The draft reports are due to go before the Authority members in mid-September and will be forwarded to the Minister thereafter.
<b>Milestone A.2</b>	Implement a new system to adjudicate on the costs associated with legal proceedings
<b>Start date</b>	Jan 2017
<b>End date</b>	End 2017
<b>Progress</b>	
<b>Next Steps</b>	
Additional transitional measures introduced under Courts Act 2016. Planning and coordination of changeover from Taxing-Master to Legal Costs Adjudicator underway with Courts Service under Part 10 of the Legal Services Regulation Act 2015 and new Legal Costs Principles in place under Schedule 1 of Act.	Completion of advance measures and revised processes including new forms, reporting database, Register of Determinations and Guidelines as required to commence Part 10.

<b>Milestone A.3</b>	Introduce a quicker and cheaper informal arrangement for the resolution of legal representation cost complaints	
<b>Start date</b>	Jan 2017	
<b>End date</b>	End 2017	
	<b>Progress</b>	<b>Next Steps</b>
	Provision made under Part 6 of the Legal Services Regulation Act for informal resolution option.	Getting Legal Services Regulatory Authority staffing and ICT capacities in place and coordinated commencement of the informal complaints track under Part 6 of 2015 Act.
<b>Milestone A.4</b>	Classify unjustifiable overcharging of clients as 'serious misconduct'	
<b>Start date</b>	Jan 2017	
<b>End date</b>	In operation by end 2017	
	<b>Progress</b>	<b>Next Steps</b>
	New category of "grossly excessive" legal costs set as misconduct under section 50 of the Legal Services Regulation Act 2015.	Application of this misconduct classification under the new regulatory regime. (A.3 above)

<b>Milestone A.5</b>	Introduce a new framework to promote mediation as an alternative to court proceedings
<b>Start date</b>	Jan 2017
<b>End date</b>	Q3 2017
<b>Progress</b>	<b>Next Steps</b>
<p>The Mediation Bill 2017 contains proposals for a comprehensive statutory framework to promote the resolution of disputes through mediation as an alternative to court proceedings. The underlying objective is to promote mediation as a viable, effective and efficient alternative to court proceedings, thereby reducing legal costs, speeding up the resolution of disputes and reducing the stress and acrimony which often accompanies court proceedings.</p> <p>The Bill was published on 9 February 2017. The Bill has passed all stages in the Dáil and Seanad and will now return to the Dáil for completion. Enactment of the Bill is expected in September/October 2017.</p> <p>The progress of the Bill can be seen at <a href="https://www.oireachtas.ie/viewdoc.asp?DocID=34522&amp;&amp;CatID=59">https://www.oireachtas.ie/viewdoc.asp?DocID=34522&amp;&amp;CatID=59</a></p>	<p>The Mediation Bill is intended to promote mediation as a viable, effective and efficient alternative to court proceedings.</p> <p>The enactment of the Bill will:</p> <ul style="list-style-type: none"> <li>• speed up resolution of disputes;</li> <li>• reduce legal costs associated with such disputes;</li> <li>• reduce or avoid the stress involved in adversarial court proceedings</li> </ul> <p>The Bill will:</p> <ul style="list-style-type: none"> <li>•introduce an obligation on solicitors and barristers to advise parties to disputes to consider using mediation as a means of resolving them:</li> <li>•provide that a court may, on its own initiative or on the initiative of the parties invite the parties to consider mediation as a means of resolving the dispute;</li> <li>•contain general principles for the conduct of mediation by qualified mediators;</li> <li>•provide that communications between parties during mediation shall be confidential;</li> <li>•provide for the possible future establishment of a Mediation Council to oversee development of the sector;</li> <li>•provide for the introduction of codes of practice for the conduct of mediation by qualified mediators.</li> </ul>

<b>Milestone B</b>	Introduce a new framework to assist vulnerable persons and individuals with limited decision-making capacity	
<b>Start date</b>	Jan 2017	
<b>End date</b>	June 2018	
	<b>Progress</b>	<b>Next Steps</b>
	The Assisted Decision-Making (Capacity) Act 2015 provides a modern statutory framework to support decision-making by adults with capacity difficulties. A high-level Steering Group comprised of senior officials from the Department of Justice, the Department of Health and the Mental Health Commission is overseeing the establishment and commissioning of the Decision Support Service.	<p>The Assisted Decision-Making (Capacity) Act 2015 is being commenced on a phased basis and it is intended that significant progress will be made in 2017 on the implementation of the new decision-making support options provided for in the Act.</p> <p>A competition to recruit the Director of the Decision Support Service through PAS by the Mental Health Commission has recently been completed and an announcement of the successful candidate is expected in October 2017.</p>

<b>Milestone C.1</b>	Establish a new independent regime to regulate solicitors and barristers	
<b>Start date</b>	Jan 2017	
<b>End date</b>	End 2017	
	<b>Progress</b>	<b>Next Steps</b>
	Legal Services Regulation Authority established on 1 October 2016. Chairperson and Members appointed and active, permanent CEO to be appointed mid-September.	Ongoing phased roll-out of Legal Services Regulation Act 2015 functions and legislative commencements as between the new Regulatory Authority and Department of Justice & Equality. Detailed roadmap & timelines expected by October.

<b>Milestone C.2</b>	Introduce an independent complaints system to deal with professional misconduct by legal practitioners	
<b>Start date</b>	Jan 2017	
<b>End date</b>	End 2017	
	<b>Progress</b>	<b>Next Steps</b>
	New independent complaints regime provided by Part 6 of the Legal Services Regulation Act 2015 including a mediation option.	Putting the crucial staffing and ICT capacities in place along with the new Legal Practitioners Disciplinary Tribunal and the commencement of Part 6 of 2015 Act. Winding down of existing caseloads of the legal professional bodies.  Detailed roadmap & timelines expected by October.

<b>Milestone C.3</b>	Make the way legal costs are charged more open and transparent through the introduction of new rules for solicitors and barristers	
<b>Start date</b>	Jan 2017	
<b>End date</b>	End 2017	
	<b>Progress</b>	<b>Next Steps</b>
	New legal costs transparency obligations for legal practitioners set out in Chapter 3 of Part 10 of the Legal Services Regulation Act 2015.	Administrative preparations and commencements to activate and oversee the new Chapter 3 provisions.



<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
			<b>X</b>	
<b>Description of the results (if any) to date</b>	<p>Please see above in relation to the position regarding the Mediation Bill, progress on the Legal Services Regulation Act, and the Assisted Decision-Making (Capacity) Act 2015.</p> <p>Since the introduction of the Abhaile service in July 2016, 7,385 vouchers have been issued to distressed homeowners in respect of 4,353 principal private residences. The majority of the vouchers issued enabled homeowners to consult with a Personal Insolvency Practitioner (5,632 vouchers) while 1,581 vouchers have been issued to enable homeowners to obtain legal advice from consultation solicitors.</p>			
<b>End date</b>	End 2018			
<b>Next steps</b>				
<b>Additional information</b>				

## Commitment 4: Enhance Citizen Engagement in Policy Making

### (A) General Information

<b>Commitment</b>	To build capacity within public offices to engage citizens in policy making in a way that is accessible and meaningful, with the ultimate objective of leading to better outcomes and greater understanding.
<b>Implementing Organisation</b>	Department of Public Expenditure and Reform Department of Children and Youth Affairs
<b>Contact Name</b>	Ian Devlin, Department of Public Expenditure and Reform Olive McGovern, Department of Children and Youth Affairs
<b>Email</b>	<a href="mailto:ian.devlin@per.gov.ie">ian.devlin@per.gov.ie</a> <a href="mailto:olive_mcgovern@dcya.gov.ie">olive_mcgovern@dcya.gov.ie</a>
<b>Phone</b>	01- 604 5741
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	Submissions received on the theme of Citizen Engagement can be accessed at: <a href="https://consult.ogpireland.ie/en/node/7/submissions?theme=69">https://consult.ogpireland.ie/en/node/7/submissions?theme=69</a>  Other relevant submissions: Peter Emerson: <a href="#">CVQ-171</a> Theresa O'Donohoe: <a href="#">CVQ-186</a> Pat Kennedy: <a href="#">CVQ-189</a> Social Justice Ireland: <a href="#">CVQ-182</a> Niall Ó Brocháin: <a href="#">CVQ-200</a> Jo Mangan: <a href="#">CVQ-195</a> Patrick McLoughlin: <a href="#">CVQ-218</a> The Wheel: <a href="#">CVQ-220</a>
<b>Other Government</b>	All government departments and public bodies
<b>Overall commitment status</b>	
<b>Status quo or problem/issue to be addressed</b>	Ireland's first Open Government Partnership National Action Plan, 2014-2016, acknowledged that citizen participation requires accessible and timely information about policy and service development proposals, clear ways to engage with policy makers, and a culture of openness on the part of the public service. Updated guidance on consulting the public was prepared under the National Action Plan 2014-2016. In addition, one of the aims of the Civil Service Renewal Plan is to 'promote a culture of

	<p>innovation and openness by involving greater external participation and consultation in policy development'. A series of Open Policy Debates has been established for a range of policy areas. It promotes regular open discussion, early on in the policy development process. It allows a wide range of academics and practitioners to hear informed, expert, opposing and challenging views.</p> <p>Many helpful suggestions were made in the submissions received as part of the process to draft this Action Plan. The milestones set out below to fulfil this commitment aim to address the shortcomings identified in those submissions and advance the ideas for improvements</p>
<b>Main Objective</b>	To build capacity and help to create a culture of openness and responsiveness to the citizen in policy making across the public sector.
<b>Relevance</b>	This commitment is relevant to the OGP values of Civic Participation and Access to Information
<b>Ambition</b>	To promote meaningful citizen engagement in policy making and in turn to increase the legitimacy of decision-making, improve the public's knowledge and awareness of complex policy challenges, help decision-makers to make better decisions, and lead to better policies and improvements in the quality of service provision.

<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Create a Consultation Portal. This will act as a central repository for public consultations. It will make consultations easier to engage with and promote best practice in how they are run. It will contribute to the evaluation and monitoring of citizen engagement efforts.
<b>Start date</b>	Jan 2017
<b>End date</b>	June 2018
<b>Progress</b>	<b>Next Steps</b>
The Consultation Portal has been developed and is being populated with details of current public consultations in Government Departments.	The Consultation Portal will be launched in Q4 2017. The portal will be further developed to promote best practice in running public consultations and to explain simply the stages of policy making and the legislative process.
<b>Milestone 2</b>	The Civil Service Learning and Development Project Team will ensure that an awareness of best practice in external engagement and consultation is embedded in relevant training modules of the new curriculum, including Policy Making, Communications, Change Management and Project Management.
<b>Start date</b>	January 2017
<b>End date</b>	June 2018
<b>Progress</b>	<b>Next Steps</b>
A procurement framework to provide training for the Civil Service was established on the 19 <sup>th</sup> May. Under this framework, Civil Servants will be trained in Project Management, Communications and Change Management. Training in Policy Formation and Analysis will be developed and delivered by Civil Service experts.	<p>Guidelines on public consultations will be fully embedded into the training on Project Management, Communications, Change Management and Policy Formation and Analysis as they are developed. This will help ensure that officials are aware of the time and resources required to allow sufficient time to consult the public and provide feedback.</p> <p>It is expected that the new training interventions will be developed and available by the end of the year and taken up by government on a phased basis in line with their priorities.</p> <p>We will report on the numbers of people trained.</p>

<b>Milestone 3</b>	Run a Citizen Engagement Workshop Series. This will gather and share best practice and innovations in citizen engagement, including the provision of accessible information on key policy issues and 'legislative footprints' on current legislative initiatives.	
<b>Start date</b>	September 2017	
<b>End date</b>	June 2018	
	<b>Progress</b>	<b>Next Steps</b>
	Not started yet.	<ul style="list-style-type: none"> <li>• Identify best practice examples of public consultations</li> <li>• Identify innovations in public consultations</li> <li>• Scope the development of a legislative footprint</li> <li>• Organise a workshop on public consultation</li> </ul>

<b>Milestone 4</b>	The Department of Children and Youth Affairs will establish a Children and Young People's Participation Hub, as a national centre for excellence on the participation of children and young people. The Hub will support Government departments and other organisations by providing training, developing good practice toolkits and supporting organisations to effectively involve children and young people in decision-making, including young children and those who are seldom heard.	
<b>Start date</b>	June 2015	
<b>End date</b>	Ongoing	
	<b>Progress</b>	<b>Next Steps</b>
	<p>The following progress has been made towards the establishment of the Children and Young People's Participation Hub:</p> <ul style="list-style-type: none"> <li>• The completion of a scoping exercise to explore the needs of stakeholders and inform the establishment of the DCYA Children and Young People's Participation Hub.</li> <li>• The completion of an online children's participation database of publications on the theory and practice of children and young people's participation in decision-making, which is available at <a href="http://www.dcy.gov.ie">www.dcy.gov.ie</a></li> </ul>	<ul style="list-style-type: none"> <li>• The report of the audit of education and training on children's rights and children and young people's participation in decision making in all third level, further education and continuing professional development programmes in Ireland will be published.</li> <li>• New resources will be added to the Participation Hub Database.</li> <li>• A three year development plan, an annual work plan, a training plan and training materials and a schedule of training will be developed for the</li> </ul>

<ul style="list-style-type: none"> <li>• An audit of education and training on children’s rights and children and young people’s participation in decision-making in all third level, further education and continuing professional development programmes in Ireland has been completed. The report of the Audit is being finalised and will be published in Q1 2017</li> <li>• The first training programme on creative methods of seeking the views of children and young people was developed and delivered to adults working in the government and semi-state sector.</li> <li>• The positions of Hub Manager and Hub Administrator were filled in Q2 2017.</li> </ul>	<p>Children and Young People’s Participation Hub in 2017.</p>
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<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
		<b>X</b>		
<b>Description of the results (if any) to date</b>	This commitment is aimed at promoting cultural change in the public service to improve the extent and quality of external engagement in policy development. The Department of Public Expenditure and Reform will work with Civil Society and the Open Government Partnership to evaluate the impact of the milestones for this commitment.			
<b>End date</b>				
<b>Next steps</b>	Draw together progress under individual milestones to produce exemplars of best practice.			
<b>Additional information</b>				

Commitment 5: Enhance Customer Engagement	
(A) General Information	
<b>Commitment</b>	
<b>Implementing Organisation</b>	Department of Public Expenditure and Reform Department of Justice and Equality Irish Human Rights and Equality Commission Centre for Excellence in Universal Design Office of the Government Chief Information Officer
<b>Contact Name</b>	Ian Devlin, Department of Public Expenditure and Reform
<b>Email</b>	<a href="mailto:Orla.McBreen@per.gov.ie">Orla.McBreen@per.gov.ie</a> <a href="mailto:Ian.Devlin@per.gov.ie">Ian.Devlin@per.gov.ie</a>
<b>Phone</b>	01-604 5741
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	Eddie Redmond - Irish Deaf Society, <a href="#">CVQ-102</a> Age Action, <a href="#">CVQ-111</a> Patrick McLoughlin, <a href="#">CVQ-103</a> , <a href="#">CVQ-218</a> National Adult Literacy Agency, <a href="#">CVQ-142</a> The Wheel, <a href="#">CVQ-220</a> <a href="http://www.ogpireland.ie/civic-forum-dublin/">http://www.ogpireland.ie/civic-forum-dublin/</a>
<b>Other Government</b>	All government departments and public bodies
<b>Overall commitment status</b>	Limited Implementation
<b>Status quo or problem/issue to be addressed</b>	Customer engagement efforts fall within the broader idea of Citizen Engagement and democratic reforms that include public participation, public involvement, participatory democracy, deliberative democracy, and collaborative governance, which all recognise and build upon the idea that citizens should have a say in the decisions that affect their lives <sup>1</sup> .

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<sup>1</sup> Lukesmeyer, C.J. Public Deliberation: A Manager's Guide to Citizen Engagement. America Speaks, 2006.



	<p>Improving how the Public Service engages with its customers, and improving service design and delivery, is a core part of the Public Service Reform Programme. Existing initiatives include:</p> <ul style="list-style-type: none"> <li>• The Quality Customer Service (QCS) Officers Network</li> <li>• Customer Charters and Customer Action Plans</li> <li>• Surveys of Civil Service Customers</li> <li>• Developing 'Universal Design for Customer Engagement' toolkits</li> <li>• Promoting the use of Plain Language</li> </ul> <p>The consultation process to create this action plan identified the need to promote knowledge of these initiatives across public sector bodies and to ensure that the design of services takes account of customers with diverse needs. A review of citizens' complaints procedures undertaken as part of Ireland's first OGP National Action Plan 2014-2016 and a <a href="#">Review of Customer Charters and Customer Service Action Plans in the Civil Service</a> under the Public Service Reform Plan 2014-2016 set out the progress that has been made in the area of customer engagement and identified steps for further progress.</p> <p>The development of a new Public Service innovation and Development Plan, Our Public Service 2020 is underway. This will continue the focus on improving customer service. Transposing the recent EU Directive on the Accessibility of Public Sector Bodies Websites will help address digital exclusion.</p>
<b>Main Objective</b>	Build on long-standing efforts to provide quality public services, focusing on actions that build capacity and help to create a culture of openness and responsiveness to the customer.
<b>Relevance</b>	This commitment relates to the OGP values of Civic Participation and Public Accountability
<b>Ambition</b>	<p>To ensure that public services are designed and delivered in ways that focus on providing value to the customer or user of those services by making customer engagement integral to the design and delivery of those services.</p> <p>The milestones to fulfil this commitment, set out below, will enhance the capacity to evaluate and report on longstanding initiatives to improve customer experiences.</p>

<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Enhance reporting on progress made in meeting standards and commitments in Customer Charters and provide reports in open data formats. We will similarly report on efforts to: <ul style="list-style-type: none"> <li>• Promote the use of plain language</li> <li>• Promote universal design</li> <li>• Address Digital Exclusion</li> <li>• Comply with the Public Sector Duty under <a href="#">Section 42 of the Irish Human Rights and Equality Commission Act 2014</a></li> </ul>
<b>Start date</b>	Jan 2017
<b>End date</b>	June 2018
<b>Progress</b>	<b>Next Steps</b>
<ol style="list-style-type: none"> <li>1. A range of draft actions around customer service are being considered as part of the new Public Service Reform Plan 2020 currently being developed, including, the area of customer charters, plain English and Universal Design.</li> <li>2. The Reform and Delivery Office (RDO) organised Plain Language training and worked with NALA (the National Adult Literacy Agency) to produce a Plain English Style Guide for the Public Service in 2016. The RDO have made the Plain English Style Guide available on the Reform Office portal.</li> <li>3. In 2016, the Quality Customer Service Officers' Network began collaborating with the Centre for Excellence and Universal Design in the National Disability Authority to develop a toolkit. The Customer Communications Toolkit for the Irish Public Service – A Universal Design Approach was published in June 2017. It sets out the key elements of and approaches to Universal Design for Customer Communication for the Irish Public Service. The toolkit covers face-to-</li> </ol>	<ol style="list-style-type: none"> <li>1. Draft Our Public Service 2020, including plans for implementation of actions, to be agreed by Government with a view to publication Q4 2017.</li> <li>2. The Reform and Delivery Office (RDO) will continue to promote the use of plain language by circulating the Plain English Style Guide to Newsletter subscribers, and by advising of its availability at Public Service Reform events and functions. It is also intended to initiate work on the promotion of Gaelige Shoiléir (Plain Irish).</li> <li>3. The Customer Communications Toolkit for the Irish Public Service – A Universal Design Approach will be promoted by hosting it on the Reform Office portal and circulating it widely across the Public Service.</li> </ol>

<p>face, telephone, written and web-based engagement with customers and aims to improve accessibility across all our means of communication with the public.</p> <p>4. The draft 'Our Public Service 2020 - Development and Innovation framework' contains actions that will include measures to increase accessibility of public services, including ways to support customers to access services that move online.</p> <p>5. The Statement of Strategy 2017 published by DPER contains a commitment to treat all colleagues and customers equitably in the complex and challenging modern environment, in keeping with our Public Sector Duty.</p>	<p>4. Draft 'Our Public Service 2020 - Development and Innovation framework', including plans for implementation of actions, to be agreed by Government with a view to publication Q4 2017. In this regard, the first-ever public consultation on public service reform, was launched on 13 July and runs to 4 September.</p> <p>5. Draft Our Public Service 2020 due to be published in Q4 2017 will be mindful of commitments under the Public Sector Duty.</p>
<b>Milestone 2</b>	Design and introduce structured reporting on responses to any issues identified in surveys of Civil Service customers and provide reports in open data formats of general information (e.g. simple address information), using the "tell us once" principle.
<b>Start date</b>	January 2017
<b>End date</b>	June 2018
<p style="text-align: center;"><b>Progress</b></p> <p>A survey of Business Customers of the Civil Service was completed in December 2016 and published by DPER in January 2017. Fieldwork involved telephone interviews with over 500 businesses nationwide. The survey showed that 82% of business customers were satisfied with the service they received. The results are available on the D/PER website at <a href="http://www.per.gov.ie/en/civil-service-business-customer-survey-2016/">http://www.per.gov.ie/en/civil-service-business-customer-survey-2016/</a> and in Open Data at</p>	<p style="text-align: center;"><b>Next Steps</b></p> <p>The results of the Business Customers of the Civil Service will be made available on the national data forum in csv format. The next Business Customer Survey will be conducted in 2018.</p> <p>A report of the results of the general customer satisfaction survey was published in April 2017 and was widely circulated. The results and data were made available on</p>

<https://data.gov.ie/dataset/civil-service-business-customer-survey-results-2016>

The results of a survey of general public customers of the Civil Service were published on 5 April 2017. The main findings of the survey were:  
The main findings are:

- Overall satisfaction levels for service delivery and outcome were the highest recorded to date. 83% of customers were satisfied with both the service received (up from 76% in 2015). 82% were satisfied with the outcome of their most recent contact (also up from 76% in 2015), and 87% said service levels are mostly meeting or exceeding expectations (up from 83% in 2015).
- The service delivered by Civil Service staff continued to rate favourably, while interactions in person show particularly strong improvements.
- The public's perceptions of civil service efficiency, trust, independence and equality had all increased.

Further details are available here:

<http://www.per.gov.ie/en/civil-service-general-public-customers/>

and the results are available in open data here:

<https://data.gov.ie/dataset/civil-service-customer-satisfaction-survey-2016>

the D/PER website and on the national data forum in word and csv format.

Identify potential responses to some of the reasons given in surveys for dissatisfaction with service or contact, which included:

- Process was too slow
- Waiting time on phone
- Multiple people dealing with query
- Lack of communication between staff
- Lack of knowledge of staff

Prioritise potential responses that address the concerns of those with diverse needs

<b>Milestone 3</b>	Encourage public bodies to engage with their customers in the development, delivery and review of services.	
<b>Start date</b>	January 2017	
<b>End date</b>	June 2018	
	<b>Progress</b>	<b>Next Steps</b>
	<p>There is a draft action in the new Draft 'Our Public Service 2020' based on involving the public in the design and delivery of services. It should also be noted that in December 2016 there were many positive messages about how our public services perform compared to other countries, in the IPA's <i>Public Sector Trends 2016</i> report. Our public services continue to improve and deliver quality services. Ireland's Public Administration comes <i>first in the EU28</i> for being the <i>most professional and least politicised</i> and our public services are considered one of the least bureaucratic in Europe. We also scored highly for the <i>quality of our public administration</i> and in the rating of perceptions that <i>Government decisions are effectively implemented</i>.</p>	<p>Draft, 'Our Public Service 2020' including plans for implementation of actions, to be agreed by Government with a view to publication Q4-2017.</p>

<b>Milestone 4</b>	Provide training in Customer Service and Communication Skills to improve the quality and consistency of customer engagement across the Civil Service	
<b>Start date</b>	Ongoing	
<b>End date</b>	June 2018	
	<b>Progress</b>	<b>Next Steps</b>
	New suite of Customer Service specific training programmes designed with Departmental/Organisational L&D business partners.	The new Civil Service Framework for the provision of Learning and Development Training Services was established on the 19 <sup>th</sup> May. One of the Lots included in the new Framework is Customer Service and Communications. This Lot contains 6 new training interventions aimed at increasing the skills sets of Civil Servants in a customer service environment. The L&D Project Team are currently working with the successful provider to develop and pilot these interventions prior to releasing them to the new OneLearning centre who will manage the operations of the new L&D Model. The current target for completion of this task is Q4 2017.

<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
		<b>X</b>		
<b>Description of the results (if any) to date</b>	<p>There have been a range of initiatives to improve customer engagement and customer service undertaken by the Department of Public Expenditure &amp; Reform in the last year. A number of these are summarised below:</p> <p>The Department is currently preparing a successor to the 2014-2016 Reform Plan. <i>Our Public Service 2020 – Development and Innovation Framework</i> identifies 20 draft actions to implement in order to deliver better outcomes for the public and to build a responsive and agile public service. The Framework is based on the following three pillars.</p> <ul style="list-style-type: none"> <li>• Delivering for our Public</li> <li>• Innovating for our Future</li> <li>• Developing our People and Organisations</li> </ul> <p>In this regard, the first-ever public consultation on public service reform was conducted between on 13 July and 4 September.</p> <p>In April the Department published the Civil Service General Customer Satisfaction Survey 2017. It found overall satisfaction levels for service delivery and outcome are the highest recorded to date. 83% of customers were satisfied with both the service received (up from 76% in 2015). 82% were satisfied with the outcome of their most recent contact (also up from 76% in 2015), and 87% said service levels are mostly meeting or exceeding expectations (up from 83% in 2015). The service delivered by Civil Service staff continues to rate favourably, while interactions in person show particularly strong improvements. The public’s perceptions of Civil Service efficiency, trust, independence and equality have all increased.</p> <p>The survey was carried out to meet a commitment in the Government’s Public Service Reform Plan 2014-2016 to “<i>Run regular surveys of Civil Service customers to more fully understand user experiences, expectations and requirements</i>”. The survey also delivers on a commitment in the Civil Service Renewal Plan to “<i>Run regular surveys of Civil Service customers to more fully understand user experiences, expectations and requirements</i>”. The survey was undertaken by Ipsos MRBI on behalf of the Reform Delivery Office in the Department of Public Expenditure and Reform, following an open tendering process. The fieldwork was carried out in Q1 2017 with over 2,000 face-to-face interviews conducted nationwide. Quotas were applied to ensure the sample was representative of age, gender, region and social class. This is the seventh such survey which allows for benchmarking against previous results.</p>			

Moreover the Department published the data sets underpinning the survey on the Open Data Portal. This reflects the Government's commitment to promote innovation and transparency through the publication of Irish public sector data in open, free and reusable formats.

The survey examined 3 main areas:

- The interaction that the general public has with the civil service;
- Levels of satisfaction with the service provided; and
- Overall satisfaction with the civil service.

This survey complements the Civil Service Business Customer Survey 2016 which was published by DPER in January 2017. This was a survey of 534 business conducted by telephone by Perceptive Insight. That survey found that 82% of businesses were satisfied with the service they received during their last transaction and 82% were satisfied with the outcome of this interaction. Perceptive Insight is a market research firm based in Belfast which was selected following an open tender process. To complement this work, public bodies are encouraged to regularly undertake organisational level survey and other forms of customer engagement.

Service Design is an emerging and innovative approach to improving public services by streamlining processes and improving customer experience. The Department was centrally involved in a service design training initiative in conjunction with a number of public bodies. The tools and techniques that were part of the training help improve service provision from the customer perspective by identifying bottlenecks and inefficiencies in the current front facing processes; co-creating with service users to provide true customer value; and developing innovative service solutions to key service issues. In 2016 the Reform and Delivery Office in the Department of Public Expenditure and Reform began work on a 'Customer Communications Toolkit for the Public Service' which was published in June 2017. The toolkit, which uses a Universal Design Approach, provides guidance for public servants on how to communicate with the public using the simplest and clearest language possible and how to ensure that all services are accessible, and meet the diverse needs of all customers. The Civil Service Quality Customer Service Officers' Network collaborated with the Centre for Excellence in Universal Design (CEUD) in the National Disability Authority to develop the toolkit. The toolkit includes guidance on general writing style principles, verbal and non-verbal communications, design of forms and documents, web and social media content and how to display signage. It is intended that the toolkit be used across the public



service for planning, training and be available at any location where officials deal with the public.

Plain language continues to be promoted across the Public Service to make interaction easier for service users. In 2016, the Reform and Delivery Office in the Department of Public Expenditure and Reform published a Plain English Style Guide for the Public Service. This was developed by the Reform and Delivery Office in association with NALA (the National Adult Literacy Agency). The guide, which is promoted by the Department, covers a variety of topics such as planning what you are going to write, vocabulary and style, and writing for the web. There are tips on capitalisation, grammar and punctuation and advice on how to design a document. A series of checklists to help review documents, and a list of other resources, are also provided.

Due to the nature of customers' interactions with public services, most engagement and customer improvement tends to take place at an organisational level. In this context, the role of the Quality Customer Service (QCS) Officers' Network is to coordinate and improve customer service and customer engagement across the Civil and Public Service. Membership of the Network includes representatives from all Government Departments and Offices. The Network is supported by the Department and meets regularly to discuss items of interest and share best practice on all aspects of Customer Service.

One specific aspect of the work of the QCS Officers' Network is the organisation of an annual conference for public servants to promote best practice in the area of customer service. The most recent annual Customer Service conference took place in December 2016 in Iveagh House, D/Foreign Affairs & Trade. The next meeting of the QCSN is in September 2017 where digital Skills for Citizens will be discussed. The next annual Customer Service conference will take place in December 2017.

The Annual Public Service Conference took place in September in Dublin Castle. Over 300 Public Servants attended. Key themes for this year's conference included:

- **Innovation**—how can we support and reward innovation in the public service?
- **Evaluation**—how do we evaluate our reform efforts? and
- **Digital and data**—how can we drive digital delivery and make better use of our data

All Government Departments, Offices and other public bodies are required to publish Customer Charters and Customer Action Plans, covering a three year period, based around a four-step cycle of Consultation, Commitment, Evaluation and Reporting. The last review of the quality of the Customer Charters and Customer Action Plans of 33 organisations (primarily Civil Service) was undertaken in Summer

	2014 and a report on the findings was published in October 2014. Overall, the review found that the quality of Customer Charters and Customer Action Plans in Departments and Offices is of a high standard and the process is generally well understood and followed. It is intended that the next review of the process will take place in 2018.
<b>End date</b>	June 2018
<b>Next steps</b>	
<b>Additional information</b>	In addition to the above comments, the main factor affecting the progress of the actions above are the design and launch of the Our Public Service 2020 by Q4-2017 and its subsequent governance and implementation.

## Commitment 6: Improve Access to Government Services Through Technology

### (A) General Information

<b>Commitment</b>	Improve Access To Government Services Through Technology
<b>Implementing Organisation</b>	Office of the Government Chief Information Officer (OGCIO), Department of Public Expenditure and Reform.  Department of Social Protection.
<b>Contact Name</b>	Owen Harrison, OGCI Daragh O'Connor, Department of Social Protection
<b>Email</b>	<a href="mailto:Owen.Harrison@per.gov.ie">Owen.Harrison@per.gov.ie</a> <a href="mailto:daragh.oconnor@welfare.ie">daragh.oconnor@welfare.ie</a>
<b>Phone</b>	01- 604 5063
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	Niall Ó Brocháin: <a href="#">CVQ-200</a> Patrick McLoughlin: <a href="#">CVQ-103</a> , <a href="#">CVQ-218</a> Naomi Feeley - Age Action: <a href="#">CVQ-111</a>
<b>Other Government</b>	All government departments and public bodies
<b>Overall commitment status</b>	
<b>Status quo or problem/issue to be addressed</b>	The global technological shift has increased both the demand and expectation for Governments to make it simpler for citizens to use services through technology and digital platforms. Citizens expect their Government to harness technology and to build solutions that are shared across the public service. There is an increasing demand for reduced duplication of effort to make the citizen's transactions with the State easier, more flexible, and less time consuming.
<b>Main Objective</b>	To improve services to citizens through enhanced use of technology.

<p><b>Relevance</b></p>	<p>This commitment is relevant to Civic Participation and the right to have one’s voice heard. Submissions received as part of the process to create this National Action Plan emphasised the importance of ensuring that those who do not have access to digital services are not excluded.</p>
<p><b>Ambition</b></p>	<p>The Government will champion the role of new technology and drive innovation by making it easier for citizens to engage with the State. This ambition will include meeting citizens’ demands for digital services by introducing readily accessible, intuitive, and secure applications. These solutions will increase service speed, effectiveness, and will create better value for money in the provision of public services.</p> <p>The Government will meet this ambition by eliminating duplication of engagement through a single customer view using a <i>‘tell us once’</i> principle; by replacing multiple Government issued cards with one safe and secure smart Public Services Card, making the citizen’s engagement with the State quicker and more seamless. The Government’s ICT strategy will provide enhanced outcomes for customers by using a secure Government Network, sharing commonly needed applications across the public service and by implementing a Government Cloud to safely store and maintain data and applications.</p> <p>The State recognises that not all citizens will have the capacity to access digital or web-based solutions and will cater for this too.</p>

<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	The Office of the Government Chief Information Officer will continue to work with the Department of Social Protection to increase the uptake of MyGovID and the Public Services Card, including its use by Government agencies, and to develop the SAFE (Standard Authentication Framework Environment) authentication model. This will also enable Citizens to access Government services online with confidence.
<b>Start date</b>	Ongoing
<b>End date</b>	June 2018
<b>Progress</b>	
<p>MyGovID is an online identity service that people can use to access a range of the State's services, safely and securely, across different government websites. A basic account requires the user to have an email address and will allow the user to access some online services. To access online services using MyGovID where a person's identity needs to be protected, the user will have to have had their identity verified by the Department of Employment Affairs and Social Protection (DEASP) in a face to face interview, after which they are issued a Public Services Card. A user can then associate their Personal Public Service Number, their Public Services Card number and their verified mobile telephone number with their MyGovID account, making it a Verified Account.</p> <p>The Department is committed to making the information on MyGovID.ie accessible to all, regardless of ability. In order to achieve this we have designed our website to follow guidelines set out by the W3C (the World Wide Web Consortium). The W3C WAI (Web Accessibility Initiative) produces accessibility guidelines that are an internationally recognised benchmark of accessibility. We aim to comply with Level Double-A of the W3C Web Content Accessibility Guidelines 2.0.</p> <p>The Public Services Card (PSC) is the principal identity document by which people can access Public Services in Ireland, both on websites and in person. The PSC removes the need to register separately each time a person deals with a public body. An appointment to obtain a Public Services Card can be made online at <a href="http://www.mywelfare.ie">www.mywelfare.ie</a> or by ringing a local Social Welfare office or Intreo centre.</p> <p>The range of online services using MyGovID is set out here: <a href="https://www.mygovid.ie/en-IE/AvailableServices">https://www.mygovid.ie/en-IE/AvailableServices</a> More and more services will be added over time.</p> <p>In July 2017, Government agreed to a scheduled plan for wider adoption of the MyGovID service and the PSC across a number of public bodies. This schedule has been published as an appendix to the eGovernment Strategy, and can be found at <a href="http://egovstrategy.gov.ie/">http://egovstrategy.gov.ie/</a></p>	

<b>Next Steps</b>	
Department of Employment Affairs and Social Protection continue to work with public bodies through the agreed schedule of adoption, with support from DPER as required.	
<b>Milestone 2</b>	Create a Government service gateway or portal. The gateway would initially be a means of directing the service user, especially where they are new users of Government services, to the services they require. The portal would then be used to present new or less well known information or services and be the means for single sign-on/authentication and verification/update of general information (e.g. simple address information), using the “tell us once” principle.
<b>Start date</b>	January 2017
<b>End date</b>	June 2018
<b>Progress</b>	<b>Next Steps</b>
The Government’s Digital Services Gateway has been development via an inter-departmental group for Digital First; using a market research exercise with direct engagement of the citizen for feedback in the area; the National Disability Authority; and all Public Bodies that provide services online, or could provide services online. The Gateway is to launch in Summer 2017, and will provide the state with an authoritative list of all online services offered by Government to citizens and businesses.	<p>Launch of the Digital Services Gateway is to happen in September by the new Minister of State for eGovernment.</p> <p>Integration of the Digital Services Gateway with MyGovID and to add high value services directly within the services gateway for users that log in to the portal.</p> <p>Accessibility will continue to be a very important factor and we will continue to work with the National Disability Authority on the Digital Services Gateway.</p>

<b>(C) Overall Status</b>				
<b>Overall</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
<b>Completion level</b>			<b>X</b>	
<b>Description of the results (if any) to date</b>	<p>MyGovID has been deployed and acts as a key building block for consistent and secure access by individuals to online Government services. The MyGovID service currently provides secure access to the Department of Employment Affairs and Social Protections' MyWelfare online service, and the Revenue commissioners MyAccount online service. This service will continue to be adopted by public bodies in line with Government policy. The Digital Services Gateway is to be launched in September 2017 to improve the public's understanding and awareness of digital services online, and to also start a journey to increase the coherence of the digital experience of Government.</p>			
<b>End date</b>				
<b>Next steps</b>				
<b>Additional information</b>	<p>The Public Service ICT Strategy sets out how we can operate in a more efficient, shared and integrated manner across all of Government while delivering new and innovative digital services to citizens and businesses. More details can be accessed here: <a href="http://www.per.gov.ie/en/ict-and-egovernment/">http://www.per.gov.ie/en/ict-and-egovernment/</a></p> <p>Recently Government published the eGovernment Strategy 2017-2020, where it outlines its commitment to EU principles regarding eGovernment and lists the top priority actions for Government in this regard over the next three years. More information can be found at <a href="http://egovstrategy.gov.ie/">http://egovstrategy.gov.ie/</a></p>			

## Commitment 7: Participatory Budgeting

### (A) General Information

<b>Commitment</b>	Undertake a feasibility study on possible means of enabling further citizen engagement in local authority budgetary processes.
<b>Implementing Organisation</b>	Department of Housing, Planning, Community and Local Government
<b>Contact Name</b>	Rory O'Leary Lorraine O'Donoghue
<b>Email</b>	<a href="mailto:Rory.OLeary@housing.gov.ie">Rory.OLeary@housing.gov.ie</a> <a href="mailto:Lorraine.ODonoghue@housing.gov.ie">Lorraine.ODonoghue@housing.gov.ie</a>
<b>Phone</b>	053 – 911 7441
<b>Civil society organisation(s) involved in implementation to date</b>	National PPN Advisory Group, Local Authorities, The Association of Irish Local Government (AILG) and the County and City Managers' Association (CCMA)
<b>Relevant Submissions</b>	Ann O'Brien <a href="#">CVQ-100</a>
<b>Other Government</b>	
<b>Overall commitment status</b>	Not started.



<p><b>Status quo or problem/issue to be addressed</b></p>	<p>At the centre of democracy is the participation of citizens in public life and their right to influence the decisions that affect their lives and communities. Open and inclusive policy-making increases public participation, enhances transparency and accountability, and builds civic capacity. By facilitating a better understanding of the views and needs of citizens and society, it also improves the ability of government to deliver the desired quality of public services and policy outcomes. Inclusiveness in public participation is important in ensuring that decision-making takes account of as wide a range of views as possible.</p> <p>The Action Plan for Effective Local Government<sup>2</sup> commits to exploring additional mechanisms for engagement with citizens and communities and encouraging participative democracy, such as participatory budgeting as potential ways to empower communities by facilitating direct, meaningful contact between councils and the communities they represent.</p> <p>Participatory budgeting is a fiscal decision-making mechanism which involves citizens in the discussion of municipal budgets and/or the allocation of municipal funding. Residents may identify spending priorities, elect delegates to represent different communities on local authority budgeting committees, and initiate local community projects. Participatory budgeting could result in a direct, stronger, participative relationship between citizens and local authorities, better public spending decisions, enhanced transparency and accountability, and a greater understanding among citizens of the financial circumstances within which local authorities must operate.</p>
<p><b>Main Objective</b></p>	<p>Undertake a feasibility study on possible means of enabling further citizen engagement in local authority budgetary processes.</p>
<p><b>Relevance</b></p>	<p>The findings of the feasibility study will help inform decision and policy making when considering further reforms or refinement to the local authority budgetary process. This will support values such as transparency, public engagement and participation, and democratic accountability at local government level.</p>
<p><b>Ambition</b></p>	<p>The results of the feasibility study will inform and guide the next steps on how further citizen engagement in local authority budgetary processes can be facilitated. In particular, the opportunities to enhance the public consultation element of the local authority budgetary process to be more inclusive and responsive to public participation will be explored.</p>

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<sup>2</sup> Putting People First – Action Plan for Effective Local Government, October 2012

<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Association of Irish Local Government (AILG) & County and City Managers' Association to undertake feasibility study, in consultation with key stakeholders, on enabling further citizen engagement in local authority budgetary processes.
<b>Start date</b>	Jan 2017
<b>End date</b>	Dec 2017
<b>Progress</b>	<b>Next Steps</b>
<p>Draft terms of reference have been prepared by the Department along the following broad thematic areas:</p> <ol style="list-style-type: none"> <li>1. Understanding Participatory Budgeting</li> <li>2. Understanding the Local Authority Budget Process</li> <li>3. Feasibility of Participatory Budgeting in an Irish Local Government Context</li> </ol>	<ol style="list-style-type: none"> <li>1. Finalise terms of reference for feasibility study</li> <li>2. Procure expertise to conduct study</li> <li>3. Agree study timelines and deliverables</li> </ol>

<b>(C) Overall Status</b>				
<b>Overall</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
<b>Completion level</b>	<b>X</b>			
<b>Description of the results (if any) to date</b>	N/A			
<b>End date</b>	Dec 2017			
<b>Next steps</b>	Agree terms of reference for feasibility study, in consultation with AILG and CCMA following consideration of overall review of local government reform.			
<b>Additional information</b>	<a href="http://www.southdublin.ie/haveyoursay/">http://www.southdublin.ie/haveyoursay/</a>			

## Commitment 8: Improve Transparency of Government Service Providers

### (A) General Information

<b>Commitment</b>	Government will improve transparency of organisations delivering services on its behalf, whether they are funded by grant or contract for service.
<b>Implementing Organisation</b>	Department of Public Expenditure and Reform
<b>Contact Name</b>	Ian Devlin Jim Deane
<b>Email</b>	<a href="mailto:ian.devlin@per.gov.ie">ian.devlin@per.gov.ie</a> <a href="mailto:Jim.deane@ogp.gov.ie">Jim.deane@ogp.gov.ie</a>
<b>Phone</b>	01- 604 5741 01-604 5726
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	Pat Kennedy: <a href="#">CVQ-189</a> Samuel McConkey <a href="#">CVQ-23</a> Transparency International, <a href="#">Dublin Forum [Contracts Transparency]</a>
<b>Other Government</b>	Department of Health and Children, HSE, Department of Education and Skills, Department of Defence, Local Government sector, All Government Departments and State Bodies.
<b>Overall commitment status</b>	
<b>Status quo or problem/issue to be addressed</b>	<p>The Government established the Office of Government Procurement (OGP) in 2013 to deliver better value and sustainable savings for the taxpayer, integrate procurement policy, strategy and operations, enable consistency and standardise the approach to public procurement, deliver broader policy goals in a consistent fashion and strengthen procurement spend analytics and data management. The legislative provisions of the EU Procurement Directives provide for the publication of tender and award notices for contracts above the applicable EU thresholds. However, the Office of Government Procurement has gone further to promote greater openness and transparency and the policy is that buyers are required to publish tender and award notices for contracts above €25k for goods and services and €50k for works on eTenders.</p> <p>The issue is whether enhanced openness and transparency provisions are appropriate in an Irish context.</p>

<b>Main Objective</b>	To increase the release of data, preferably machine readable data, on organisations delivering services on the Government's behalf. This will include audited financial data, compliance data and on-going performance delivery data.
<b>Relevance</b>	This commitment relates to the OGP Values of Access to information, Public Accountability and technology and innovation for openness and accountability.
<b>Ambition</b>	We will assess the appropriateness of standard transparency clauses for all large service contracts and grant agreements in an Irish context. We will identify the improvements required in data infrastructure and compliance practices to facilitate the proactive release of data on all large service contracts and grant agreements, as appropriate.

<b>Milestone 1</b>	Undertake a strategic assessment of contracting data infrastructure and contracting transparency compliance practices to identify changes required to: <ul style="list-style-type: none"> <li>• deliver data to the Open Contracting Partnership's Open Contracting Data Standard Intermediate level, and</li> <li>• be able to deliver on the requirements of a standard transparency clause in all large service contracts if such a clause were to be implemented</li> </ul>	
<b>Start date</b>	Sept 2017	
<b>End date</b>	November 2017	
	<b>Progress</b>	<b>Next Steps</b>
	A meeting has taken place between the RDO, Office of Government Procurement and the Director of Open Contracting Partnership, Gavin Hayman on 19 January 2017.	The Reform Delivery Office to commence the strategic assessment in September 2017.

<b>Milestone 2</b>	Assess the impact of transparency clauses in other jurisdictions, and consult with public bodies and industry representatives on the introduction of a standard transparency clause in order to inform a final decision on implementation of a standard transparency clause in service contracts.	
<b>Start date</b>	Sept 2017	
<b>End date</b>	June 2018	
	<b>Progress</b>	<b>Next Steps</b>
	A meeting has taken place between the RDO, Office of Government Procurement and the Director of Open Contracting Partnership, Gavin Hayman on 19 January 2017.	The Reform Delivery Office to commence the assessment in October 2017.

<b>Milestone 3</b>	Consult with public bodies and grant funded bodies on the introduction of a model transparency clause in order to inform a final decision on implementation of a standard transparency clause in grant agreements.	
<b>Start date</b>	Sept 2017	
<b>End date</b>	June 2018	
	<b>Progress</b>	<b>Next Steps</b>
	Not started yet.	Complete desk research and consider scope of the consultation.

<b>(C) Overall Status</b>				
<b>Overall</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
<b>Completion level</b>	X			
<b>Description of the results (if any) to date</b>	n/a			
<b>End date</b>	June 2018.			
<b>Next steps</b>	See individual milestones.			
<b>Additional information</b>	<a href="http://www.open-contracting.org/data-standard/">http://www.open-contracting.org/data-standard/</a>			

## Commitment 9: Enhance Fiscal Transparency

### (A) General Information

<b>Commitment</b>	To introduce Performance Reports on government expenditure, which will show what is achieved with the resources allocated to each spending programme.
<b>Implementing Organisation</b>	Department of Public Expenditure and Reform
<b>Contact Name</b>	Sarah Swaine Helen Murphy
<b>Email</b>	<a href="mailto:Sarah.Swaine@per.gov.ie">Sarah.Swaine@per.gov.ie</a> <a href="mailto:Helen.Murphy@per.gov.ie">Helen.Murphy@per.gov.ie</a>
<b>Phone</b>	01- 6045130 076 100 8233
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	Pat Kennedy <a href="#">CVQ-189</a> Samuel McConkey <a href="#">CVQ-23</a>
<b>Other Government</b>	All Government Departments
<b>Overall commitment status</b>	
<b>Status quo or problem/issue to be addressed</b>	<p>Fiscal transparency has been advanced recently by the creation of the website <a href="http://whereyourmoneygoes.gov.ie">whereyourmoneygoes.gov.ie</a> which tries to make it easier to understand Government spending on public services.</p> <p>The performance budgeting initiative aims to strengthen focus on what is being delivered through that spending on public services, moving away from a more input-focused approach. The aim is to build performance information into the policy-making and accountability processes. In addition, performance information can provide a basis for meaningful dialogue on Departmental performance and policy between Government and the Oireachtas.</p>
<b>Main Objective</b>	To support better resource allocation decision making, and improve people's understanding of what resources are available and the costs over time, of the various choices involved in public spending.
<b>Relevance</b>	Providing performance information alongside financial and human resources information means that information on what is being delivered using public resources is available to anyone wishing to

	scrutinise the performance of Government Departments. There is also an accountability element, as Oireachtas Committees can use the information to hold Ministers to account for Departmental performance.
<b>Ambition</b>	To provide greater transparency on resource allocation and related public policy decisions and to strengthen focus on what is being delivered through public services, with public funds. At its core, the performance budgeting initiative is concerned with ensuring that policy development and resource allocation decisions are better informed. The introduction of the initiative laid the foundation for a more systematic engagement by parliamentarians and the public on the impact of public policies and on resource allocation decisions.

<b>(B) Progress against milestones</b>	
<b>Milestone</b>	The Minister for Public Expenditure and Reform has proposed to submit a Performance Report to the Oireachtas by end Quarter One each year, starting in 2017. This report will provide information on the performance of each Vote and the linkages between results and allocated resources. It is intended that this will allow for meaningful engagement between the Oireachtas and Government Departments on resource allocation and public policy decisions.
<b>Start date</b>	Jan 2017
<b>End date</b>	June 2018
<b>Progress</b>	<b>Next Steps</b>
The Public Service Performance Report 2016 was published and laid before the Houses of the Oireachtas on 26 April.	It is intended that the format and content of the Public Service Performance Report will be refined over the next number of years in order to maximise the relevance and quality of the information included. Constructive feedback will be sought from Committees on how best the report can be used to support the scrutiny needs of members and the types of information that are most useful in this context.



<b>(C) Overall Status</b>				
<b>Overall</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
<b>Completion level</b>			<b>X</b>	
<b>Description of the results (if any) to date</b>	<p>The performance budgeting initiative has been subject to ongoing review since its introduction, and has evolved considerably over the last number of years. One of the most significant developments has been the reformatting of the Revised Estimates Volume (REV), published each December, to include performance information. This allows Oireachtas Committees, the public and anyone with an interest in public policy to examine what is being delivered with public funds. Following the publication of REV 2016, a detailed review was carried out of the performance information provided and detailed feedback was provided to the main Government Departments. A comprehensive guidance note was also developed to assist Departments in selecting and reporting on appropriate performance indicators. This resulted in a significant improvement in the quality of performance information provided for REV 2017. It is intended to continue to build on this progress to further improve the quality of performance information.</p> <p>The Public Service Performance Report 2016 was published and laid before the Houses of the Oireachtas on 26<sup>th</sup> April 2017. The report forms a new part of the performance budgeting initiative, aiming to facilitate meaningful performance dialogue between Ministers and relevant sectoral Committees on Government performance. The report consists of two sections:</p> <p><u>Section 1</u> – provides background information on the performance budgeting initiative, the rationale for producing a performance report and the approach that has been taken. It also contains overview performance information for the public service as a whole.</p> <p><u>Section 2</u> – at a Vote group level, this section provides an overview of funding provided, recent staffing and expenditure trends and a breakdown of spend by programme. Outturn performance information for 2016, largely based on metrics reported on in the REV, is presented in a clear, accessible format.</p> <p>The purpose of this report is to build on the existing elements of the performance budgeting initiative, to create a space in the budget process for a constructive dialogue on performance.</p>			
<b>End date</b>	Ongoing.			
<b>Next steps</b>	As this is the first public service performance report, it is expected that it will be built on over the next number of years in order to determine the most useful metrics and information to assist Oireachtas Committees in scrutinising Departmental performance.			

	<p>In order to maximise the usefulness of the report, constructive feedback will be sought from Committees on how it can be developed to better support their scrutiny activities.</p> <p>Efforts will also continue to improve the quality of performance information more generally, with an emphasis on the use of quantitative metrics. This will largely take place through dialogue with Departments on performance information provided for the REV. Following on from the improvements made in REV 2017, further efforts will be made to reduce the amount of qualitative metrics provided and improve the quality and relevance of those that are included.</p>
<p><b>Additional information</b></p>	<p>Performance measurement can prove challenging in cases where the work of a particular Department does not lend itself to quantitative measurement, for example Departments that are heavily involved in policy development but do not have as large a role in service delivery. This should be taken into account when assessing performance metrics.</p>

## Commitment 10: Introduce Modern Document Management Procedures

### (A) General Information

<b>Commitment</b>	Introduce Modern Document Management Procedures
<b>Implementing Organisation</b>	National Archives, Department of Public Expenditure and Reform
<b>Contact Name</b>	Owen Harrison, OGCIO
<b>Email</b>	<a href="mailto:Owen.Harrison@per.gov.ie">Owen.Harrison@per.gov.ie</a>
<b>Phone</b>	01- 604 5063
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	John Roden, <a href="#">CVQ-90</a> , Transparency International <a href="#">CVQ-95</a>
<b>Other Government</b>	All government departments and public bodies
<b>Overall commitment status</b>	
<b>Status quo or problem/issue to be addressed</b>	<p>Records management relates to a broad set of corporate responsibilities and enables Public Service bodies carry out their functions effectively in addition to supporting the smooth operational requirements of National Archives, Freedom of Information and Data Protection legislation</p> <p>In 2005 the Civil Service Centre for Management Organisation Development (CMOD) issued guidance regarding records management ('Old rules are still good rules - Record Management Guidelines). Over time, organic record keeping practises have evolved including the proliferation of disparate record keeping systems of varying quality based on digital technologies. The advantages of digital systems in creating, copying and distributing documents has diluted the underlying systems, which were traditionally used to manage files and to ensure the context, reliability and integrity of the public record.</p>

<b>Main Objective</b>	To propose a Public Service Records Management Plan to facilitate coherent and comprehensive records management in the Public Service that will assist Public Service bodies in carrying out their functions effectively in addition to supporting the requirements of National Archives, Freedom of Information and Data Protection legislation.
<b>Relevance</b>	This commitment is relevant to the OGP Values of Access to Information, Public Accountability and Technology and innovation for openness and accountability.
<b>Ambition</b>	The Ministers for Public Expenditure and Reform, and Arts, Heritage, Regional, Rural and Gaeltacht Affairs sponsored a Public Service Records Management Plan to deliver the policies, guidelines, structures and systems necessary to facilitate coherent and comprehensive records management. The Plan will also address the issue of electronic and digital records as well as giving direction to public bodies with regard to records not meriting long-term preservation management.

<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Present a Public Service Records Management Plan to the Government for decision.
<b>Start date</b>	December 2016
<b>End date</b>	July 2017
<b>Progress</b>	<b>Next Steps</b>
Memorandum to Government has been submitted to cabinet by Minister for Public Expenditure and Reform and the Minister for Arts, Heritage, Regional, Rural and Gaeltacht Affairs, and Government approval has been given. The Memorandum outlines a 3 year plan to reform records management practice across the Public Service, in particular in the area of digitalisation.	Resourcing to be defined and sourced to implement plan. Put in place an inter-departmental group to progress the plan, being led by the National Archives, with support of the Department of Public Expenditure and Reform.

<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
		<b>X</b>		
<b>Description of the results (if any) to date</b>	A Public Service Records Management Plan has yet to be agreed by the Government.			
<b>End date</b>	June 2018			
<b>Next steps</b>	Resourcing to be defined and sourced to implement plan. On resourcing, put in place an inter-departmental group to progress the plan, being led by the National Archives, with support of the Department of Public Expenditure and Reform.			
<b>Additional information</b>				

## Commitment 11: Develop an Open Data Strategy 2017-2021

### (A) General Information

<b>Commitment</b>	Improve access to information and strengthen transparency by scaling up the volume and quality of open data available on the Government's Open Data portal: <a href="http://data.gov.ie">data.gov.ie</a> and promoting the use and re-use of government open data with a view to benefits being realised e.g. greater transparency, better data discipline, greater citizen participation/inclusion, business innovation/creation/efficiency.
<b>Implementing Organisation</b>	Department of Public Expenditure and Reform
<b>Contact Name</b>	Fiona Morley Clarke, Marian Beakey, Open Data Unit
<b>Email</b>	<a href="mailto:Fiona.Morley-Clarke@per.gov.ie">Fiona.Morley-Clarke@per.gov.ie</a> <a href="mailto:Marian.Beakey@per.gov.ie">Marian.Beakey@per.gov.ie</a>
<b>Phone</b>	076-1007250 01-6045132
<b>Civil society organisation(s) involved in implementation to date</b>	Open Data Governance Board, Key stakeholders including civil society/citizens, business, researchers/academia, library and information professionals, media.
<b>Relevant Submissions</b>	Pat Kennedy: <a href="#">CVQ-189</a> Niall Ó Brolcháin: <a href="#">CVQ-200</a> <a href="#">CVQ-41</a> Flora Fleischer: <a href="#">CVQ-141</a>
<b>Other Government</b>	All Government departments, Office of the Attorney General and a number of state agencies
<b>Overall commitment status</b>	Complete
<b>Status quo or problem/issue to be addressed</b>	The aim was to have an Open Data Strategy for 2017-2022 approved by end Q2 2017 and implementation will be ongoing. The purpose of the Open Data Strategy 2017-2022 is to build on achievements since the launch of the Open Data Initiative in 2014 and to set the direction for Ireland on Open Data over the next 5 years and beyond. It includes specific actions to enable this to happen and the goal is to increase usage and engagement by public bodies and other stakeholders. A number of public bodies are actively engaged with the initiative but more engagement is required to bring other public bodies on board to make their data available as open data. The national open data portal <a href="http://Data.gov.ie">Data.gov.ie</a> has been further enhanced and the number of datasets has grown to approx. 5300 but the Strategy will contribute to a more valuable portal as more and more public bodies engage and the intention is to increase promotion of the national portal amongst all stakeholders. A number of engagement

	<p>activities have already taken place and further are planned for 2017 e.g. engagement fund, hackathons, conference involvement etc.</p> <p>Governance structures are in place via the Open Data Governance Board (ODGB) and a Public Bodies Working Group (PBWG) provides technical advice to support the Open Data Initiative.</p> <p>Substantial public consultation has taken place around the Open Data Initiative such as in the production of the Foundation document for the development of the Public Service Open Data Strategy and the Open Data Technical Framework, both in 2015, and on Open Data licencing as well as the development of the Open Data Strategy 2017 -2022. Details of the consultations can be found at <a href="http://www.per.gov.ie/en/open-data-consultation-and-research/">http://www.per.gov.ie/en/open-data-consultation-and-research/</a>.</p> <p>The Open Data Strategy 2017-2022 was drafted based on the Foundation Document, submissions received as part of the public consultation process held in June 2017, feedback from stakeholder groups and feedback from public bodies and government departments. The Strategy also took into account previous consultations on the Foundation Document. The Strategy was published in July 2017.</p>
<p><b>Main Objective</b></p>	<p>Improve access to information and strengthen transparency by scaling up the volume and quality of open data available on the Government’s Open Data portal: data.gov.ie and promoting the use and re-use of government open data with a view to benefits being realised e.g. greater transparency, better data discipline, greater citizen participation/inclusion, business innovation/creation/efficiency.</p>
<p><b>Relevance</b></p>	<p>Open data can lead to more transparency and accountability of public bodies. Significantly greater availability of Open Data can play an important role in strengthening openness, transparency and accountability. Better data discipline in public bodies can provide for greater efficiency and effectiveness of service delivery allowing for greater citizen participation and inclusion. Open Data availability can contribute to greater innovation capacity in business research and there are opportunities for Open Data inspired products to be created adding value to the data generated by public bodies. Business efficiency may be improved by gaining more precise insight into customer needs and preferences.</p>
<p><b>Ambition</b></p>	<ul style="list-style-type: none"> <li>• Building the number of high value datasets accessible through the open data portal: data.gov.ie</li> <li>• Monitoring compliance with the Technical Framework to ensure open data is in line with best practice</li> </ul>

	<ul style="list-style-type: none"> <li>• Raising awareness and promoting usage through multiple communication channels, such as participation at seminars, conferences, blogs, newsletters, hackathons, social media etc.</li> <li>• Continued and enhanced engagement with public bodies and key stakeholders</li> </ul>
<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Complete ongoing consultation with all stakeholders on proposed Open Data Strategy.
<b>Start date</b>	Complete
<b>End date</b>	July 2017
<b>Progress</b>	
<p>The Open Data Governance Board met with a number of stakeholder groups throughout 2016. This included representatives from public bodies, the business community, researchers, civil society groups and librarians/information professionals who were invited to attend meetings of the board. Follow up communications between the ODGB, stakeholders and the Open Data Unit of DPER continue. Individual Civil Society representatives and public body representatives were invited to present and share views at the 2017 meetings of the Board. A short final Public consultation was launched in June and concluded in July 2017 and submissions received as well as DPER's response were published on the DPER website.</p>	
<b>Next Steps</b>	
None	

<b>Milestone 2</b>	Develop a Draft Open Data Strategy 2017-2022. Seek feedback on the Draft Open Data Strategy 2017-2022 including public consultation and then finalise and publish the Open Data Strategy 2017-2022.
<b>Start date</b>	Jan 2017
<b>End date</b>	Finalised
<b>Progress</b>	
<p>A draft Open Data Strategy has been prepared by the Open Data Unit and has been circulated to the Open Data Governance Board and Public Bodies Working Group for feedback and comments. Feedback was also sought from a number of stakeholder groups as outlined in Milestone 1 above. A 2 week public consultation took place in June 2017 as outlined in Milestone 3 below. The draft Strategy was also</p>	
<b>Next Steps</b>	
<p>It is expected that the draft Open Data Strategy will be subject to a short public consultation in Q2 2017. This is subject to Government agreement. It is anticipated that the draft Strategy will also be circulated to</p>	



formally circulated to all government departments for observations and was discussed by government at their meeting of 20 June, 2017 when they subsequently approved the publication of the Strategy. The Strategy was published in July 2017.	government departments for observations prior to its publication by end Q2 2017.
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<b>Milestone 3</b>	Seek feedback on the Draft Open Data Strategy 2017-2022 including public consultation and then finalise and publish the Open Data Strategy 2017-2022.	
<b>Start date</b>	Jan 2017	
<b>End date</b>	July 2017	
<b>Progress</b>		<b>Next Steps</b>
<p>A 2 week public consultation process on the draft Open Data Strategy took place in June 2017 prior to its publication. A total of 6 submissions were received and responded to with the draft Strategy updated to take on board comments where appropriate. Details of the consultation process and the responses received are available <a href="#">here</a></p> <p>The draft Strategy was subsequently published in July.</p>		None

<b>Milestone 4</b>	Begin implementation of the Open Data Strategy 2017-2022 actions.	
<b>Start date</b>	July 2017	
<b>End date</b>	2022	
<b>Progress</b>		<b>Next Steps</b>
<p>Frameworks for <a href="#">open data training</a> and <a href="#">technical support</a> have been put in place with a number of open data training courses set to take place in September.</p> <p>Letters/emails have issued to Secretaries General, Heads of Offices and CEO State Agencies and Local Authorities advising them of the published Strategy and the availability of open data training and technical support. A number of public bodies have nominated an Open Data</p>		<p>To successfully implement the Open Data Strategy 2017-2022 which was published in July 2017. A number of Actions for implementation have been set out in the Strategy including:</p> <ul style="list-style-type: none"> <li>• Building the number of high value datasets accessible through the open data portal: data.gov.ie</li> <li>• In the longer term a move to ensure that all newly created datasets are</li> </ul>

<p>liaison person for their respective organisations.</p> <p>The Open Data Team are due to give presentations and host exhibition stands at a number of upcoming seminars and conferences to promote the open data initiative.</p>	<p>‘open by default’ as a matter of course</p> <ul style="list-style-type: none"> <li>• Monitoring compliance with the Technical Framework to ensure open data is in line with best practice</li> <li>• Raising awareness and promoting usage through multiple communication channels, such as participation at seminars, conferences, blogs, newsletters, hackathons, social media etc.</li> <li>• Continued and enhanced engagement with public bodies and key stakeholders including an open data forum to provide advice and feedback to the Open Data Governance Board</li> <li>• Carrying out an evaluation of the impact, benefit and risks of open data</li> <li>• Nomination of an Open Data Liaison Officer within each public body</li> <li>• Provision of frameworks for open data training and open data technical support</li> <li>• Improving the range of services provided through the national open data portal</li> </ul>
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<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
				<b>X</b>
<b>Description of the results (if any) to date</b>	The Open Data Strategy 2017-2022 was published in July 2017 and implementation of the Strategy has begun.			
<b>End date</b>	2022			
<b>Next steps</b>	Commencement of the Implementation of the actions in the Strategy. This has already commenced.			
<b>Additional information</b>	<p>The original intention was that the Strategy would be for a period 2017-2020. The Open Data Governance Board (who oversee implementation of the Open Data Initiative) decided that it should be for a longer period – i.e. 2022 given the early stage of the Open Data Initiative in Ireland and the broad scope of the actions within the Strategy. As the timeline for this commitment goes beyond the length of the current OGP action plan only 2017 – June 2018 will be assessed as a part of this plan.</p> <p>More information is available at <a href="http://www.per.gov.ie/en/open-data/">http://www.per.gov.ie/en/open-data/</a></p>			

<b>(D) Implementation Review</b>	
<b>Key Consultation Questions</b>	<p>As part of the consultation process on the Open Data Initiative there has previously been a full public consultation process with submissions available on the DPER website at <a href="http://www.per.gov.ie/en/open-data-consultation-and-research/">http://www.per.gov.ie/en/open-data-consultation-and-research/</a>. This was continued bilaterally via the Open Data Governance Board meetings in 2016 to which groups of key stakeholders were invited to share views (business, civil society, research/academia, library/information professionals and public bodies). This continued into 2017 with further engagement at ODGB meetings as well as communications with the Open Data Unit. All of this contributed to drafting of the Open Data Strategy 2017-2022. A short public consultation on this finalised strategy took place prior to its launch in July. Views are welcome on progress via the OGP mechanism.</p>

## Commitment 12: Invest in Data Infrastructure that will result in better Open Data

### (A) General Information

<b>Commitment</b>	Strengthen the quality and quantity of potential Open Data sets by investing in data systems, people, standards, unique identifiers and processes.
<b>Implementing Organisation</b>	Department of Public Expenditure and Reform
<b>Contact Name</b>	Owen Harrison Pat Keane
<b>Email</b>	<a href="mailto:Owen.Harrison@per.gov.ie">Owen.Harrison@per.gov.ie</a> <a href="mailto:Pat.Keane@per.gov.ie">Pat.Keane@per.gov.ie</a>
<b>Phone</b>	01-6045063
<b>Civil society organisation(s) involved in implementation to date</b>	
<b>Relevant Submissions</b>	Pat Kennedy: <a href="#">CVQ-189</a> Niall Ó Brolcháin: <a href="#">CVQ-200</a>
<b>Other Government</b>	Department of Public Expenditure and Reform. All government bodies
<b>Overall commitment status</b>	
<b>Status quo or problem/issue to be addressed</b>	There is much room to improve data infrastructure across the public sector. While some bodies have world class systems for their own purposes, other systems are aged, having suffered from a lack of new investment since the on-set of the recession. With a few notable exceptions, systems are generally not built to effectively share data or easily produce Open Data sets to the highest standards.
<b>Main Objective</b>	Strengthen the quality and quantity of potential Open Data sets by investing in data systems, people, standards, unique identifiers and processes.
<b>Relevance</b>	This commitment is relevant to the OGP Value of Technology and Innovation for Openness and Accountability
<b>Ambition</b>	The Office of the Government Chief Information Officer (OGCIO) will work with DSP, Revenue, DJEI, CSO and other stakeholders to develop the concept of a National Data Infrastructure, including the initiation of pathfinder projects that will demonstrate the value of linking data from multiple sources. One of the objectives of this work

will be to facilitate better sharing and a stronger analytics capability through the use of individual, business and location identifiers. Aligned with this, Data Sharing and Governance legislation will be enacted. The central aim will be to ensure an integrated / cohesive approach in terms of information flows between and within public organisations while ensuring best practice in regard to privacy, security and data protection.

The OGCI, supported by the ICT Advisory Board and Heads of Civil Service HR and PAS, will work with Human Resources staff to develop an ICT Human Resource Strategy. By aligning with the wider Civil Service HR Strategy and industry best practice, this strategy should result in better quality data infrastructure, and ultimately, more and better quality open data.

The OGCI will build on existing relationships and practice sharing with the most advanced data-enabled EU countries (specifically the Nordics and the Netherlands), taking advice as appropriate, to define the gap between Ireland and EU exemplars and identify strategies to make up the ground. In doing so, Ireland will seek to maximise our innovative use of data and our readiness for the European Single Market, and confirm that our operational, policy and legislative plans will establish Ireland as an eGovernment leader while maintaining compliance with Data Protection requirements.

<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	The OGCIO will work with DSP, Revenue, DJEI, CSO and other stakeholders to develop the concept of a National Data Infrastructure, including the initiation of pathfinder projects that will demonstrate the value of linking data from multiple sources
<b>Start date</b>	April 2017
<b>End date</b>	Ongoing
<b>Progress</b>	
<p>The National Data Infrastructure is to concentrate on the propagation of primarily three identifiers across Government to improve the use and security of data. This initiative is being driven by three separate initiatives:</p> <ol style="list-style-type: none"> <li>1. The rollout of SAFE 2 registration, from which the PSC and MyGovID authentication means is based, for citizens in the state to access services in a trusted and secure manner, ensuring data on citizens is properly associated with the person they relate – a cornerstone to data protection; in July 2017, Government agreed to progress a scheduled adoption plan of MyGovID and the PSC by public authorities – this can be found in the appendix of the eGovernment strategy - <a href="http://egovstrategy.gov.ie/">http://egovstrategy.gov.ie/</a></li> <li>2. Work is underway in regards the adoption of the Eircode identifier and its integration into processes with Government to ensure that the full benefit of this identifier is realised. Government recently agreed to steps to further the use of Eircodes within public authorities when sending communications or gathering data during the provision of public services.</li> <li>3. A cross-Departmental Group has been established to explore the creation of a Unique Business Identifier for the purposes of streamlining and making consistent the interaction with businesses, and development of policy in regards to the various forms of legal organisations that interact with Government. Work on this is ongoing.</li> </ol>	
<b>Next Steps</b>	
<p>In support of the initiatives to date, a survey is to be sent out to all Departments (and bodies under their aegis) requesting information on their data holdings and use of unique identifiers. Information obtained from this exercise will be used to assist with data cataloguing and identification of identifier adoption opportunities.</p> <p>Work is planned to assess the merit in the creation of a unique business identifier and for this assessment to form the basis of the direction of the Unique Business Identifier working group.</p> <p>Work will continue by various public bodies as outlined in the eGovernment strategy to adopt MyGovID and the PSC in the provision of services where proof of identity is</p>	

required – thus improving trusted identifiers in use for individuals across Government data holdings.

Work is underway to define a National Data Architecture that will support the secure, transparent, minimised and efficient transfer of data between public bodies to support legitimate carrying out of public functions.

<b>Milestone 2</b>	D/PER will work with Parliamentary Counsel to complete the drafting of the Data Sharing and Governance Bill and progress it through the Oireachtas to enactment.	
<b>Start date</b>	Jan 2017	
<b>End date</b>	Dec 2017	
	<b>Progress</b>	<b>Next Steps</b>
	<p>Draft General Scheme of Bill published and drafting of the text of the Bill underway.</p> <p>Pre-Legislative Scrutiny by Joint Committee on Finance &amp; PER of the draft Heads of held Bill held in May 2017.</p> <p>Committee report published July 2017.</p>	<p>Complete drafting and publish the Bill.</p> <p>Passage of the Bill through the Oireachtas.</p>

<b>Milestone 3</b>	The OGCIO, supported by the ICT Advisory Board and Heads of Civil Service HR and PAS, will work with Human Resources staff to develop an ICT Human Resource Strategy.	
<b>Start date</b>	Jan 2017	
<b>End date</b>	June 2017	
	<b>Progress</b>	<b>Next Steps</b>
	<ul style="list-style-type: none"> <li>• A sub-group of the ICT Advisory Board is working on an ICT HR Strategy in the Civil Service in line with the Civil Service Renewal programme.</li> <li>• The Working Group is ensuring alignment with Civil Service Human Resources (CS HR) Policy and Strategy through having CS HR among members of the Working Group</li> </ul>	<ul style="list-style-type: none"> <li>• Agree outcomes of workshops and draft ICT HR Strategy.</li> <li>• Extend consultation on the Strategy to Head of CS HR and ICT Advisory Board for agreement.</li> </ul>

<ul style="list-style-type: none"> <li>• A fact-finding workshop was held with Northern Ireland Civil Service representatives to learn from their ICT professionalisation approach.</li> <li>• The Working Group had a number of workshops to devise the set of principles for taking forward ICT Professionalism.</li> <li>• The Working Group has also joined the CS HR Strategy Steering Group.</li> </ul>	
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<b>Milestone 4</b>	The OGCIO will build on existing relationships and practice sharing with the most advanced data-enabled EU countries (specifically the Nordics and the Netherlands), taking advice as appropriate, to define the gap between Ireland and EU exemplars and identify strategies to make up the ground.
<b>Start date</b>	Jan 2017
<b>End date</b>	Ongoing
<b>Progress</b>	
<p>Building on our existing relationship with Denmark, we invited members of the Danish Agency for Digitisation to speak to at the ICT Advisory Board meeting and the EOLAS Conference where they outlined their experience working on a variety of data-enabling projects such as ‘the importance of base registries’ and ‘digital post’.</p> <p>In addition, we have liaised with our colleagues in Estonia, who implemented the data exchange architecture ‘X-Road’. This project is considered an EU exemplar, and allows Estonia’s various E-Systems, both in the public and private sector, to link up and operate in harmony. Estonia’s model relies heavily on base registries and the approach of re-using data, instead of collecting the same data multiple times – also known as the “once-only principle”.</p> <p>In July 2017, a workshop to define the requirements of a well-functioning data ecosystem was held in Dublin, including representation from Irish public authorities, as well as data experts from Denmark, Estonia, Northern Ireland and Luxembourg.</p>	
<b>Next Steps</b>	
<p>Continue data architecture workshops to develop a design for a well-functioning data ecosystem for Government.</p> <p>Following an extensive review of leading EU Member States’ data and digital strategies, key findings will be compiled into a report to support future policy development in the area of data and digital.</p>	



<b>(c) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
<b>Description of the results (if any) to date</b>	<p>We continue to work with our EU colleagues to identify data strategies that result in better quality data infrastructure. The use of unique identifiers will play an important role in these data strategies and open data, and the ability to link data effectively, work on the unique business identifier is progressing. The data Sharing and Governance Bill looks to establish a legal framework which will regulate the sharing of data in an efficient and transparent manner, again progress is being made.</p>			
<b>End date</b>				
<b>Next steps</b>	<p>Greater adoption of Eircodes by government will assist in strengthening our data systems where location/addressing plays a key role, and we are bidding to facilitate this.</p> <p>Exploration into the creation of a unique business identifier will continue. Rollout of MyGovID and the PSC, supporting the use of a trusted identifier for individuals interacting with Government online or in person will continue. Work will continue on the development of a design for a coherent data ecosystem within Government along with our EU counterparts.</p>			
<b>Additional information</b>				

## Commitment 13: Develop a Code of Practice for the Governance of Charities

### (A) General Information

<b>Commitment</b>	To strengthen the corporate governance standards of charities in order to promote transparency, accountability and improve citizen trust in this important sector.
<b>Implementing Organisation</b>	Charities regulator
<b>Contact Name</b>	J.J. Farrelly Mariead Ashe
<b>Email</b>	<a href="mailto:jjfarrelly@charitiesregulator.ie">jjfarrelly@charitiesregulator.ie</a> <a href="mailto:MXAshe@charitiesregulator.ie">MXAshe@charitiesregulator.ie</a>
<b>Phone</b>	01-6331500
<b>Civil society organisation(s) involved in implementation to date</b>	<p>Consultative Panel established representing stakeholders and experts in the sector:</p> <ul style="list-style-type: none"> <li>• Chairperson</li> <li>• Charities Regulatory Authority Board Member</li> <li>• CEO Charities Regulatory Authority</li> <li>• Charity CEO</li> <li>• The Wheel Nominee</li> <li>• Charities Institute Ireland Nominee</li> <li>• Academic Nominee</li> <li>• Governance Expert</li> <li>• Finance Expert</li> <li>• Corporate Governance Association of Ireland Nominee</li> <li>• Department of Justice &amp; Equality Nominee</li> <li>• Charities Commission of Northern Ireland Nominee</li> </ul>
<b>Relevant Submissions</b>	The Wheel: <a href="#">CVQ-220</a> Governance Code Working Group: <a href="#">CVQ-196</a>
<b>Other Government</b>	
<b>Overall commitment status</b>	Limited
<b>Status quo or problem/issue to be addressed</b>	In Ireland, billions of Euro are dispersed by the Government to charities to deliver services that in other jurisdictions are often delivered directly by the state. In recent years, a number of these bodies have been subject to investigations due to lax governance standards. The charities sector, through Charities Institute Ireland, has developed Fundraising Principles while the wider not-for-profit sector has developed The Governance Code, which is a voluntary governance code. DPER Circular (13/2014) 'The Management of

	and Accountability for Grants from Exchequer Funds’ focuses primarily on accounting for funds.
<b>Main Objective</b>	To strengthen the corporate governance standards of charities in order to promote transparency, accountability and improve citizen trust in this important sector.
<b>Relevance</b>	<p><b>Access to information:</b> The development of a Code of Practice sets a standard of governance across the sector, giving a common point of reference to the general public, donees, volunteers, staff, service recipients and all other stakeholders.</p> <p><b>Civic participation:</b> The consultation process undertaken during the development of a Code of Practice gives the citizen an opportunity to give meaningful input into improving and formalising the governance standards required and resultantly the transparency in the sector.</p> <p><b>Public accountability:</b> The Charities Regulator will be responsible for the successful rollout of the finalised code of Practice for the Governance of Charities, ensuring it is embraced by the sector.</p> <p><b>Technology and innovation for Openness and accountability:</b> the consultation process and the rollout of the finalised code of Practice for the Governance of Charities will embrace the use of technology to reach the widest audience possible.</p>
<b>Ambition</b>	<p>To develop appropriate, proportional, clear and supported standards of governance for charities, including areas such as financial governance, transparency, recruitment and tenure. These standards will deliver better outcomes for our society through better focused charities where volunteers, staff, service recipients and all other stakeholders will have a common point of reference for governance standards. The consultation will provide an opportunity to the citizen (including charities) to feed into the development of the draft code. It will take the form of both specific questions on the draft and an opportunity to provide feedback on the scope of each section.</p> <p>The panel aims to conduct the public consultation process in November 2017. This will include an online consultation process and three public meetings to occur in Galway, Cork and Dublin.</p>

<b>(B) Progress against milestones</b>					
<b>Milestone 1</b>	Conduct consultation with all stakeholders and develop first draft of a Code of Practice for the Governance of Charities				
<b>Start date</b>	January 2017				
<b>End date</b>	September 2017				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"><b>Progress</b></th> <th style="width: 50%;"><b>Next Steps</b></th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Terms of Reference agreed</li> <li>• Consultative Panel Established</li> <li>• Secretary to the panel assigned</li> <li>• Press Release issued announcing the establishment of the Panel</li> <li>• Panel has met three times. Initial proposals to go to full public consultation.</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• The full public consultation will occur in November 2017</li> <li>• The outcome of the consultation process will be reported on by end March 2018.</li> </ul> </td> </tr> </tbody> </table>		<b>Progress</b>	<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Terms of Reference agreed</li> <li>• Consultative Panel Established</li> <li>• Secretary to the panel assigned</li> <li>• Press Release issued announcing the establishment of the Panel</li> <li>• Panel has met three times. Initial proposals to go to full public consultation.</li> </ul>	<ul style="list-style-type: none"> <li>• The full public consultation will occur in November 2017</li> <li>• The outcome of the consultation process will be reported on by end March 2018.</li> </ul>
<b>Progress</b>	<b>Next Steps</b>				
<ul style="list-style-type: none"> <li>• Terms of Reference agreed</li> <li>• Consultative Panel Established</li> <li>• Secretary to the panel assigned</li> <li>• Press Release issued announcing the establishment of the Panel</li> <li>• Panel has met three times. Initial proposals to go to full public consultation.</li> </ul>	<ul style="list-style-type: none"> <li>• The full public consultation will occur in November 2017</li> <li>• The outcome of the consultation process will be reported on by end March 2018.</li> </ul>				
<b>Milestone 2</b>	Seek feedback on the first draft and then publish finalised Code of Practice for the Governance of Charities				
<b>Start date</b>	October 2017				
<b>End date</b>	March 2018				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"><b>Progress</b></th> <th style="width: 50%;"><b>Next Steps</b></th> </tr> </thead> <tbody> <tr> <td>Additional transitional measures introduced under Courts Act 2016. Planning and coordination of changeover from Taxing-Master to Legal Costs Adjudicator underway with Courts Service under Part 10 of the Legal Services Regulation Act 2015 and new Legal Costs Principles in place under Schedule 1 of Act.</td> <td>Completion of advance measures and revised processes including new forms, reporting database, Register of Determinations and Guidelines as required to commence Part 10.</td> </tr> </tbody> </table>		<b>Progress</b>	<b>Next Steps</b>	Additional transitional measures introduced under Courts Act 2016. Planning and coordination of changeover from Taxing-Master to Legal Costs Adjudicator underway with Courts Service under Part 10 of the Legal Services Regulation Act 2015 and new Legal Costs Principles in place under Schedule 1 of Act.	Completion of advance measures and revised processes including new forms, reporting database, Register of Determinations and Guidelines as required to commence Part 10.
<b>Progress</b>	<b>Next Steps</b>				
Additional transitional measures introduced under Courts Act 2016. Planning and coordination of changeover from Taxing-Master to Legal Costs Adjudicator underway with Courts Service under Part 10 of the Legal Services Regulation Act 2015 and new Legal Costs Principles in place under Schedule 1 of Act.	Completion of advance measures and revised processes including new forms, reporting database, Register of Determinations and Guidelines as required to commence Part 10.				

<b>Milestone 3</b>	Work with charity sector representatives to design a structured, supported rollout process	
<b>Start date</b>	April 2018	
<b>End date</b>	June 2018	
	<b>Progress</b>	<b>Next Steps</b>
	n.a.	n.a.

<b>(c) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
		X		
<b>Description of the results (if any) to date</b>	<p>Year 1: The Terms of Reference of the Panel have been agreed, the Panel members confirmed and 3 meetings have taken place. Initial proposals to go to full public consultation</p> <p>Year 1: Conduct consultation</p> <p>Year 1: Develop first draft of Code of Practice for the Governance of Charities</p> <p>Year 1: Seek feedback on first draft</p> <p>Year 2: The final report of the Panel will be published by March 2018</p> <p>Year 2: Work with the sector to rollout the use of the Code</p>			
<b>End date</b>	June 2018			
<b>Next steps</b>	Agree rollout of consultation process			
<b>Additional information</b>	The implementation of the commitment is in the very early stages. The challenge in creating the Code of Practice is ensuring it is proportionate. The challenge in implementing this commitment is the sheer scope of the sector.			

## Commitment 14: Strengthen Anti-Corruption Measures

### (A) General Information

<b>Commitment</b>	To strengthen the legislative framework to prevent, investigate and respond to corruption in the public and private sectors.
<b>Implementing Organisation</b>	(A) Department of Public Expenditure and Reform (B+C) Department of Justice
<b>Contact Name</b>	Michael Flahive Conan McKenna John Garry
<b>Email</b>	<a href="mailto:mflahive@justice.ie">mflahive@justice.ie</a> ; <a href="mailto:cdmckenna@justice.ie">cdmckenna@justice.ie</a> ; <a href="mailto:jgarry@justice.ie">jgarry@justice.ie</a>
<b>Phone</b>	01-4768696 01-4768697 01-4768698 01-4768643
<b>Civil society organisation(s) involved in implementation to date</b>	Members of both houses of the Oireachtas
<b>Relevant Submissions</b>	Transparency International, <a href="#">CVQ-95</a>
<b>Other Government</b>	Other Government Departments, An Garda Síochána
<b>Overall commitment status</b>	Limited
<b>Status quo or problem/issue to be addressed</b>	<p>A) The Public Sector Standards Bill 2015 was published in December 2015, and completed Second Stage in the Dáil in January 2016. The Bill aims to significantly enhance the existing framework for identifying, disclosing and managing conflicts of interest and minimising corruption risks, to achieve a shift towards a more dynamic and risk-based system of compliance and to ensure that the institutional framework for oversight, investigation and enforcement is robust and effective. This Bill consolidates the current legislative framework governing the ethical obligations of public officials and gives effect to the recommendations of the Mahon Tribunal.</p> <p>Among the key reforms of the Public Sector Standards Bill 2015 are:</p> <ul style="list-style-type: none"> <li>the introduction of a Public Sector Standards Commissioner, with additional powers and resources, to</li> </ul>

	<p>replace the Standards in Public Office Commission and to oversee a reformed complaints and investigations process;</p> <ul style="list-style-type: none"> <li>• the establishment in legislation of a set of integrity principles for all public officials;</li> <li>• the strengthening of the legal obligation for public officials to disclose, as a matter of routine, actual and potential conflicts of interest, reinforced by a significant extension of the personal and material scope of disclosures for public officials and graduated disclosure requirements;</li> <li>• the establishment of a more effective (IT-based) process for the submission of periodic statements of interests;</li> <li>• the imposition of statutory prohibitions on the use of insider information, on the seeking by public officials of benefits to further their private interests, and on local elected representatives from dealing professionally with land in certain circumstances; and</li> <li>• the establishment of a statutory board to address potential conflicts of interest as public officials take up roles in the private sector.</li> </ul> <p>B) The Prevention of Corruption Acts 1889 to 2010 would benefit from consolidation and renewal, as has been recommended by the Council of Europe’s Group of States against Corruption (GRECO) and other evaluation bodies. They have recently been reviewed with a view to being replaced by a new Criminal Justice (Corruption Offences) Bill.</p> <p>C) The mechanisms for appointing and overseeing the judiciary are somewhat dated and could be improved to prevent the opportunity for potential corruption.</p>
<b>Main Objective</b>	To strengthen the legislative framework to prevent, investigate and respond to corruption in the public and private sectors.
<b>Relevance</b>	This Commitment is relevant to the OGP Value of Public Accountability and the OGP grand challenge of increasing public integrity.
<b>Ambition</b>	A) Finalise and enact the Public Sector Standards Bill to put in place a framework which modernises, simplifies and streamlines the current legislative framework for ethics with a robust and effective institutional framework for oversight, investigation and enforcement.

B) A new Criminal Justice (Corruption Offences) Bill will be published and enacted to replace the outdated and overlapping Prevention of Corruption Acts which date back to 1889. The new Bill will replace existing offences and supplement them with new offences including those which will incriminate trading in influence, intimidation, misuse of confidential information by a public official, and facilitating corruption.

The Bill will clarify the liability of corporate bodies for offences. It will also extend the range of penalties available to a court when a person is convicted to include forfeiture of public office.

C) The Judicial Appointments Commission Bill is a key commitment in the Programme for Partnership Government 2016, and also represents the outcome of a consultation process on judicial appointments undertaken by the Department of Justice and Equality in 2014. It will replace the existing Judicial Appointments Advisory Board with a new Judicial Appointments Commission that will have a more substantial role and broader functions. The Commission will have a lay chairperson accountable to the Oireachtas and a lay majority selected by the Public Appointments Commission. It will also include the Chief Justice and all of the Court Presidents directly involved in the selection and recommendation of person for appointment.

The prevention of corruption in the judicial sector will be enhanced by reforms in governance and accountability by establishing a judicial council. The Judicial Council Bill provides for the establishment of a Judicial Conduct Committee, the function of which will be to promote and maintain high standards of judicial conduct.

In addition to investigating complaints into the conduct of individual judges, the Judicial Conduct Committee will also be given responsibility for preparing and submitting draft guidelines concerning judicial conduct and ethics to the Board of the Council, for adoption by the Council. It is also envisaged that the Judicial Conduct Committee would have a role in providing advice on judicial conduct and ethics, both in general terms and to individual judges.



<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	A) Progress the Public Sector Standards Bill through the Oireachtas to enactment
<b>Start date</b>	Ongoing
<b>End date</b>	March 2018
<b>Progress</b>	
<b>Next Steps</b>	
The Public Sector Standards Bill completed 2 <sup>nd</sup> stage in the Dáil in January 2016.	Committee stage for the Bill commenced in April 2017.

<b>Milestone 2</b>	B) A new Criminal Justice (Corruption Offences) Bill will be published and enacted
<b>Start date</b>	Ongoing
<b>End date</b>	Dec 2017
<b>Progress</b>	
<b>Next Steps</b>	
Criminal Justice (Corruption) Bill is in the advanced stages of drafting and is expected to be published in Autumn 2017	Criminal Justice (Corruption) Bill is expected to be enacted by December 2017.

<b>Milestone 3</b>	C) Judicial Council legislation will be published and enacted
<b>Start date</b>	Jan 2017
<b>End date</b>	Dec 2017
<b>Progress</b>	
<b>Next Steps</b>	
<p>The Judicial Council Bill was published on 1 June 2017. It was presented to Seanad Éireann and is currently awaiting Second Stage in that House.</p> <p>The Judicial Appointments Commission Bill was also published on 1 June 2017 and has commenced its passage through parliament. It is expected to commence committee stage in October 2017.</p>	Both the Judicial Council Bill and the Judicial Appointments Commission Bill are expected to be enacted by December 2017.

<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
		<b>X</b>		
<b>Description of the results (if any) to date</b>	Amending legislation is in the advanced stages of drafting (Corruption Bill). The Judicial Council Bill, the Judicial Appointments Commission Bill and the Public Sector Standards Bill have all been published and are making progress through the Houses of the Oireachtas.			
<b>End date</b>	2017			
<b>Next steps</b>	Advancement of legislation through the Houses of the Oireachtas			
<b>Additional information</b>	<p>Ireland has an anticorruption website ( <a href="http://www.anticorruption.ie">www.anticorruption.ie</a> ) which provides information about Ireland's laws and policies in the area of corruption as well as reports from evaluation studies conducted by various international bodies.</p> <p>Ireland will be evaluated by GRECO, the Council of Europe anticorruption body, under the fifth round of evaluations in 2018/2019. This will focus on corruption prevention in the top executive functions of the State and in Law Enforcement.</p> <p>Ireland will also be evaluated during the second review cycle on the implementation of the United Nations Convention against Corruption, which started in June 2017 and which focuses on implementation of two chapters of the Convention, namely preventive measures and asset recovery.</p>			

## Commitment 15: Establish a Register of Beneficial Ownership

### (A) General Information

<b>Commitment</b>	To strengthen transparency over who ultimately owns and controls companies and other legal entities, to effectively detect, disrupt and prevent money laundering and terrorist financing.
<b>Implementing Organisation</b>	Department of Finance
<b>Contact Name</b>	Alan Keating Deirdre Nic Ginnea Brendan Nagle
<b>Email</b>	<a href="mailto:Alan.Keating@finance.gov.ie">Alan.Keating@finance.gov.ie</a> <a href="mailto:Deirdre.NicGinnea@finance.gov.ie">Deirdre.NicGinnea@finance.gov.ie</a> <a href="mailto:Brendan.nagle@finance.gov.ie">Brendan.nagle@finance.gov.ie</a>
<b>Phone</b>	076 1007731 01 6045719 01-6318148-DDI
<b>Civil society organisation(s) involved in implementation to date</b>	None
<b>Relevant Submissions</b>	Social Justice Ireland: <a href="#">CVQ-182</a> Nuala Haughey – TASC: <a href="#">CVQ-94</a> Transparency International: <a href="#">CVQ-95</a>
<b>Other Government</b>	Companies Registration Office Central Bank of Ireland
<b>Overall commitment status</b>	Ongoing
<b>Status quo or problem/issue to be addressed</b>	<p>Ireland is committed to implementing the Financial Action Task Force (FATF) Recommendations on transparency and beneficial ownership. (The text of these recommendations is presented under Additional Information in Section C.)</p> <p>Under Ireland’s membership of the EU, how the FATF recommendations are implemented in Ireland is governed by EU law, specifically, the 4<sup>th</sup> EU Anti-Money Laundering Directive. Ireland is transposing the 4<sup>th</sup> EU Anti-Money Laundering Directive which requires Member States to create registers of beneficial ownership information of companies (article 30).</p> <p>Article 30 of the 4<sup>th</sup> EU Anti-Money Laundering Directive (4AMLD) requires all EU Member States to put into national law provisions around beneficial ownership information for corporate and legal entities. Statutory Instrument 560 of 2016 transposes the first sub-</p>

	<p>paragraph of Article 30(1) of 4AMLD. As of 15 November 2016 this statutory instrument requires corporate and other legal entities incorporated within this State to hold adequate, accurate and current information on their beneficial ownership, including details of the beneficial interests held. Corporate and legal entities must hold adequate, accurate and current information on their beneficial owner(s) in their own beneficial ownership register.</p> <p>Amendments to the 4<sup>th</sup> EU Anti-Money Laundering Directive are currently being negotiated. The extent to which Ireland’s Beneficial Ownership Register can be made public is subject to these negotiations.</p> <p>As a result of the uncertainty about the precise outcome of the 5AMLD negotiations, it has been decided to adopt an incremental approach to establishing these central registers in Ireland. Consequently, in the case of the Central Register for Beneficial Ownership of Companies and Industrial and Provident Societies, the intention is that the first step will be to establish such a register and make it a requirement for companies to transfer information to it within a prescribed period of time. As part of this initial phase, the intention is that access to this information will be limited to the state financial intelligence unit (FIU) and relevant state competent authorities only. Once 5AMLD has been agreed, access to the central register can be expanded to those who come within the remit of the Directive.</p>
<b>Main Objective</b>	To strengthen transparency over who ultimately owns and controls companies and other legal entities, to effectively detect, disrupt and prevent money laundering and terrorist financing.
<b>Relevance</b>	This Commitment will advance the OGP values of <b>public accountability</b> and <b>transparency</b> by holding information on the beneficial ownership of companies and making that information available to those with a legitimate interest. If it is determined to be feasible to make access to the register public, this will further advance the OGP values of public accountability and transparency.
<b>Ambition</b>	<p>We will work to ensure that beneficial ownership information of companies can be used effectively to detect, disrupt and prevent money laundering and terrorist financing. We will work to ensure accurate and timely beneficial ownership information of companies is collected and available to those with a legitimate interest. This requires mechanisms to ensure law enforcement and other competent authorities, including tax authorities, have full and effective access to accurate and up to date information.</p> <p>The AML Directive provides that Member States should ensure that persons who are able to demonstrate a legitimate interest with respect to money laundering, terrorist financing, and the associated predicate offences, such as corruption, tax crimes and fraud, are granted access to</p>

	<p>beneficial ownership information, in accordance with data protection rules.</p> <p><b>Feasibility of making the register public</b></p> <p>Negotiation of the proposed amendments to the 4th Anti-Money Laundering Directive, including the definition of 'legitimate interest' is ongoing. In February 2017 the European Data Protection Supervisor published an opinion relating to the amendments to 4th Anti-Money Laundering Directive on access to beneficial ownership information and data protection implications, which sets out some of the issues to be considered. It is available here:  <a href="https://secure.edps.europa.eu/EDPSWEB/webdav/site/mySite/shared/Documents/Consultation/Opinions/2017/17-02-02_Opinion_AML_EN.pdf">https://secure.edps.europa.eu/EDPSWEB/webdav/site/mySite/shared/Documents/Consultation/Opinions/2017/17-02-02_Opinion_AML_EN.pdf</a></p> <p>As it is intended that Registers of Beneficial Ownership in all EU Member will be capable of being inter-linked, a harmonised approach to who can access the registers is being considered at EU level. Once a determination has been reached at the EU level, the feasibility of making the register public can be examined.</p>
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<b>(B) Progress against milestones</b>	
<b>Milestone 1</b>	Establish central registers of beneficial ownership information of companies, put in place effective arrangements for reporting, sharing and exchanging this information and consider the feasibility of making it public.
<b>Start date</b>	Dec 2016
<b>End date</b>	To be decided at EU level
<b>Progress</b>	<b>Next Steps</b>
As of 15 November 2016, all companies and legal entities (including Industrial and Provident Societies) must take all reasonable steps to hold adequate, accurate and current information on their beneficial ownership and keep this information in their own companies' beneficial ownership register.	<p>The Register of Beneficial Ownership is expected to be in place and ready to be populated from Q4 2017. Companies are likely to be given a 3 - 6 month period in which to file their information). Information on beneficial ownership requirements will be made available by the Department of Finance and the Companies Registration Office.</p> <p>Negotiations at EU level on the definition of 'legitimate interest' are expected to continue over the coming year. Once concluded, the feasibility of making the register public can be examined.</p>

<b>(C) Overall Status</b>				
<b>Overall Completion level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
			<b>X</b>	
<b>Description of the results (if any) to date</b>	The Register of Beneficial Ownership is expected to be in place and ready to be populated from Q4 2017.			
<b>End date</b>	To be determined at EU level.			
<b>Next steps</b>	Continue participating in negotiations to amend the 4 <sup>th</sup> EU Anti-Money Laundering Directive.			
<b>Additional information</b>	The FATF Guidance on Transparency and Beneficial Ownership is available at: <a href="http://www.fatf-gafi.org/media/fatf/documents/reports/Guidance-transparency-beneficial-ownership.pdf">http://www.fatf-gafi.org/media/fatf/documents/reports/Guidance-transparency-beneficial-ownership.pdf</a>			