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

End-term Self-Assessment Report

Department of Public Expenditure and Reform

April 2019

Contents

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 30 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.

Ireland's second National Action Plan 2016-2018, moved 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 were:

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 were 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 reports on their implementation, are set out in the appendix to this report. The commitment to Develop a Code of Practice for the Governance of Charities has been classified as 'starred'.

Compared to the first National Action Plan, 2014-2016, the range and type of commitments included in the draft National Action Plan 2016-2018 extended 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. Firstly, unlike in other OGP countries there is no established and state funded co-ordinating body for Civil Society groups in Ireland and, secondly, the commencement of the process was delayed until after a government was formed in May 2016, following the general election in February 2016, which curtailed the amount of time available.

A Joint Working Group had been set up to oversee the production of the first National Action Plan. The Independent Reporting Mechanism's reports on the first plan detailed some of the problems that emerged in trying to co-ordinate demands from Civil Society groups. The Civil Society members of the Joint Working Group did not recommend following the same process, or reconvening the Joint Working Group, for the second National Action Plan, which they characterised as a process of negotiation with government, and instead recommended a process of ongoing dialogue about reform. It was decided then in 2016 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.

It was intended that to avoid the need to have a representative group established before the NAP process, that a contact group could have emerged from a new process – a process that was focused on co-production. This was the idea behind having an Implementation Review Forum. It was hoped that a contact group would emerge from interests in specific commitments.

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 Castle) and Tuesday 27 September 2016 (Institute of Public Administration, 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 consult.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 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 co-ordinating body or structure within the OGP process in Ireland for Civil Society groups in Ireland and a lack of resources within the OGP Unit to undertake in-depth consultation and coordination during the National Action Plan. There is no implication of blame on civil society for the lack of engagement on the implementation of the National Action Plan. Engagement in implementation was no doubt impacted by the fact that few Civil Society submissions made it directly in to the Draft NAP. It could be argued that that, in itself, would not have been so problematic, had submissions been responded to in more detail. It was felt amongst Civil Society Organisation that the government had already decided what was to be included in the NAP and disregarded input.

This consultation process was designed to engage directly with members of the public and civil society. The portal and the Implementation Review Forum were intended to provide a space for dialogue, collaboration, and an opportunity for civil society to give feedback. Feedback on the process and the possibility of establishing a more structured Multi-Stakeholder Forum was also sought, but had the consultation process followed the Gunning Principles it might have built more trust in the process and seen more engagement. Those principles are:

> 1. that consultation must be at a time when proposals are still at a formative stage;
> 2. that the proposer must give sufficient reasons for any proposal to permit of intelligent consideration and response;
> 3. that adequate time is given for consideration and response; and
> 4. that the product of consultation is conscientiously taken into account when finalising the decision.

Instead, the government hoped that collaboration during review could have built up that trust. A follow-up study commissioned by CiviQ on experiences of the consultation portal and the process in general, respondents felt that there was not enough time for the process (given the constraints of the hung parliament and subsequent delay); and most importantly input was not taken into account when finalising the decision.

As a result of a lack of clear impact on the National Action Plan, people in Civil Society felt there was little reason or driver for them to engage in reviewing implementation of Actions on which they had little input or influence. Whereas, the government side thought the Commitments provided a means to channelling Civil Society's input by framing them at a high level given the time constraints to agree the National Action Plan within government and then working out the detail during implementation.   The public and civil society organisations were asked to follow a process for the second National Action Plan, which in the end, was written in a way that was more responsive to the needs of government.

There was a sense that government was not interested in the process, and this did not support trust that the process was genuinely meaningful and would respect the goodwill, expertise and scarce resources of civil society.

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 next 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 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's 15 commitments were published on the dedicated OGP consultation portal on 27 June 2017

and the consultation period ran until 15 September 2017. Views and ideas on the implementation of the individual commitments were sought by email from those who had engaged in the creation of the National Action Plan. No other social media or press advertisements were commissioned and there was no uptake from the Department's Press Release. 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. As just four submissions were received, principally related to Commitment 2 Support Public Participation Networks, the Forum was not convened.

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 2016-208 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

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

Commitments 4 and 5 are very much bound up with the reform framework 'Our Public Service 2020' 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, was likely too granular for the format used for OGP consultation. Seeking feedback on these efforts was perhaps more appropriate to focus groups or expert opinion within a working group. Consultation, reflecting the complex nature of the problems addressed by the commitments, should draw on a depth of understanding and experience, rather than trying to maximise the number of submissions.

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 did not give equal voice to all participants. While the OGP consultation process for the second plan addressed this criticism and was effective in identifying citizen-level issues and ideas to address them, feedback through such a broadly directed process was too diffuse for implementation as a whole. It did not provide a mechanism for civil society to unify its voice or to draw in informed external expertise in assessing the government's efforts to improve citizen engagement in policy and service design. The process should have included a structured and inclusive decision-making process on the actions from the outset.

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 did not, in the main, respond to individual submissions from citizens 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 subsequently make submissions during 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.

The OGP's Independent Reporting Mechanism reports on the implementation of National Action Plans. Its Mid-Term Report on the implementation of the 2016-2018 plan, reflecting meetings with civil society groups, recommended that priority be given to the development of an implementation review group. The creation of such a group within a clear process to influence the implementation

8

by government of the plans' commitments might improve the level of engagement. The report made four other recommendations:

- Develop an umbrella group called the 'Multi-Stakeholder Forum', inclusive of all stakeholders interested in opening up government
- Raise awareness of the Open Government Partnership amongst the public and within government
- Consider key issues to be addressed through the OGP process and
- Consider what value participation in the OGP adds to Ireland's other reform initiatives

The process for the Second National Action Plan had a weak design because it was not co-developed, did not put trust at its core, was not responsive to citizens, and did not set out a clear structure and terms of reference that were adhered to. These are learnings for the next process.

C: Consultation on the End-Term Self-Assessment Report.

This draft of the End-Term Self-Assessment was published on the Government's central consultation portal on 15 January 2019. Submission were invited by 31 January 2019, however, the Open Government Association of Ireland (OGAI) asked for more time to make its submission and did so on 12 March 2019. This final self-assessment report was described by one member of the OGAI as "setting a great way forward for collaboration as it is honest, fair and very constructive. It is great to see that the document is reflective and highlights lessons learned. I think it is a great foundation for building trust in the next process."

2. Implementation of National Action Plan Commitments

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

a. Number of Commitments at each completion level	Completion level
1	Not started
3	Limited
9	Substantial
2	Completed
b. Completion Level by Commitment	
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	Limited
8: Improve Transparency of Government Service Providers	Not Started
9: Enhance Fiscal Transparency	Completed
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	Substantial
13: Develop a Code of Practice for the Governance of Charities	Substantial
14: Strengthen Anti-Corruption Measures	Substantial
15: Establish a Register of Beneficial Ownership	Substantial

Detailed reports on the implementation of each commitment, provided by the implementing agencies, are set out 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

Citizen Participation	Completion level
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	Substantial
7: Participatory Budgeting	Limited

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

There has been substantial progress in initiating the National Dialogue on Climate Policy, supporting Public Participation Networks and enhancing customer engagement. The first two were 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 2017 and the reform programme 'Our Public Service 2020' was adopted in December 2017. The published Framework identifies 18 headline actions 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 aims to improve how the public service listens to and communicates with the Irish public, make services more accessible and to 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 were 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 framework's actions are delivered.

Table 3: Commitments related to Transparency and Anti-Corruption

Transparency and Anti-Corruption	Completion level
8: Improve Transparency of Government Service Providers	Not Started
9: Enhance Fiscal Transparency	Completed
10: Introduce Modern Document Management Procedures	Limited
13: Develop a Code of Practice for the Governance of Charities	Substantial
14: Strengthen Anti-Corruption Measures	Substantial
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 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 was intended to examine the scope for achieving the Open Contracting Partnership's Open Contracting Standard, intermediate level. However, this commitment required greater engagement from legal and procurement expertise than was initially envisaged. 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

Open Data	Completion level
11: Develop an Open Data Strategy 2017-2021	Completed
12: Invest in Data Infrastructure that will result in better Open Data	Substantial

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 to, 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

11 of the National Action Plan's 15 commitments have been substantially delivered or completed. The three commitments with limited results include Enhancing Citizen Engagement in Policy Making and the introduction of modern document management procedures. Although individual milestones were delivered, these commitments, overall, seek to effect cultural change across the public sector and as such, envisage continuous institutional support and sustained effort over a timespan greater than that of the Action Plan.

The Independent Reporting Mechanism's Mid-Term Review on the implementation of the Action Plan made 5 recommendations concerning the process to create and implement the next Action Plan with civil society and government's sense of purpose for engaging in the process. There is a clear need for the Open Government Partnership to be better understood within government, in particular, how engagement with civil society and external participation in decision making can be integrated with representative democracy.

The process to create another National Action Plan should generate initiatives that would otherwise not come about, that will add value to existing initiatives across government, which already involve civil society. These include, amongst others, the Government's reform framework 'Our Public Service 2020', the National Implementation Plan for the Sustainable Development Goals, the National Plan on Corporate Social Responsibility and the Inter-Departmental Group implementing the Framework Policy on Local and Community Development.

Some of the commitments in the Action Plan, such as Establishing a Register of Beneficial Ownership and Participatory Budgeting, may have been more ambitious or seen more substantial results, if Civil Society had had a greater role in the creation and implementation of the plan.

Next steps

In September 2018, a number of organisations and individuals who participated in the last two National Action Plans, came together to discuss the current status of OGP in Ireland and the next National Action Plan. The group suggested that Ireland aim to submit its third National Action Plan between July and December 2019, taking time to reflect on the value of OGP, clarify its position and commitment, and decide on a way forward. The time could be used to explore new ways for government and citizens to engage, based on the OGP values of inclusion and co-production.

The group suggested that one such new way could be the establishment of a working group of senior government officials and citizens to work on an identified issue and opportunity together, co-producing the action, as well as overseeing its implementation and evaluation. Officials would have decision-making power and resources to advance each transformative action. Such actions/innovations could be new or involve the scaling up of proven excellence across the government system.

To be effective and meaningful, the working groups on each action or innovation would require political support as well as ownership by the public servants who deliver reform, including senior decision makers, and have resources to support both the actions and the working process.

The Department agrees with the proposal to take time to consider how the Open Government Partnership process can be integrated with wider reform efforts in such a way that adds value, with a view to agreeing a process in line with the independent researcher's recommendations to co-create a third National Action Plan.

The Department will convene a working group drawn from departments that already engage with civil society to determine how the OGP process can add value to and be integrated with existing decision making processes and be effectively resourced. The group will engage with civil society to design a process to co-create the next National Action Plan, with a view to starting that process in March 2019 and agreeing the Plan by December 2019.

Appendix 1 – Self-Assessment Reports for each Commitment

Commitment 1: Promote Transparent Climate Policy Development	
(A) General Information	
Commitment	Promote Transparent Climate Policy Development through a National Dialogue on Climate Action
Implementing Organisation	Department of Communications, Climate Action and Environment.
Contact Name	Frank Maughan
Email	frank.maughan@dccae.gov.ie
Phone	01-6782132
Civil society organisation(s) involved in implementation to date	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 : • Community Groups; • Environmental and other Non -Governmental Organizations; • Farming Community ; • Business and Trade Union representatives; • Youth organizations; 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 here). The Advisory Group comprises representatives of a range of different civil society organisations, reflecting diverse interests in Irish society.
Relevant Submissions	Theresa O'Donohoe: CVQ-186 Social Justice Ireland: CVQ-182 Niall Ó Brolcháin: CVQ-200 Theresa Carter: CVQ-36 People's Energy Charter Barry McMullin: CVQ-193 National Dialogue on Climate Action Suzie Cahn: CVQ-174
Other Government	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. 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.
Overall commitment status	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.

17	The pilot Regional Gathering was held on 23 June in Athlone. The outcome of the first regional gathering will be used to inform the development of future regional and local gatherings which are expected to be rolled out in late 2018 and 2019. A key element of the National Dialogue already underway is the Green Schools National Climate Change Action and Awareness Programme which, for the 2017/2018 years, includes the development of a Climate Change Ambassadors Programme with 108 participants
Status quo or problem/issue to be addressed	The climate is changing. In response to these changes Ireland is: (a) Committed to reducing its greenhouse gas emissions to limit further climate change (mitigation) and (b) Is taking measures to manage and respond to expected impacts of climate change on our natural and build environment (adaptation) 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. 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.
Main Objective	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.
Relevance	This commitment relates to the Open Government Partnership value of Civic Participation.
Ambition	The objectives of the National Dialogue on Climate Action are to: • Create awareness, engagement and motivation to act (locally, regionally and nationally) in relation to the challenges presented by climate change; • Create structures and information flows to facilitate people gathering to discuss, deliberate and maximise consensus on appropriate responses to these challenges, and to enable and empower appropriate action; • 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;

	• 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.
18	

(B) Progress against milestones	
Milestone 1	Initiate the National Dialogue on Climate Action on a two-year pilot basis
Start date	March 2017
End date	March 2019

Progress	Next Steps
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 here.	The Advisory Group held its first meeting in July 2017 and will meet on a regular basis for the duration of the National Dialogue.

Action Implementing Milestone 1	Launch Green Schools National Climate Action and Awareness Programme
Start date	March 2017
End date	Ongoing – Annual Programme

Progress	Next Steps
Minister for Communications, Climate Action and Environment launched the Green Schools National Climate Action and Awareness programme on 22nd 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. Applications opened for the Climate Ambassador Programme in September 2017 with 108 participants selected for this pilot programme which will run for 12 months. An Taisce held a Green Schools Climate Expo event in February 2018, supported by DCCAE which had over 5,000 attendees and participants.	• 15-21 October 2018 – Green Schools Climate Action week and launch of 2019 Climate Ambassador Programme (subject to final approval) • October 2018 – Launch of Second-level resource toolkit for teachers including links to the curriculum, lesson plans, activities and relevant information. • December 2018 - Completion of the Pilot Climate Ambassador Programme.

Action Implementing Milestone 1	Establish a series of Regional Gatherings to create awareness, engagement and a motivation to act.
Start date	Autumn 2017 (anticipated)
End date	

Progress	Next Steps
The first regional stakeholder event took place in Athlone on 23rd June 2018, with 75 participants. The DCCAE are working with EPA in planning, designing and delivery of four further regional meetings by mid-2019. The overall approach to these meetings is being considered in consultation with the Advisory Group.	Information on the dates and location of events will be announced once details are settled.

Action Implementing Milestone 1	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
Start date	30 September/01 October and 4&5 November 2017
End date	

Progress	Next Steps
The Citizens' Assembly met on 30 September/1 October and again on 4 & 5 November 2017 to discuss the topic of 'How the State can make Ireland a leader in tackling climate change.' These sessions were informed by the 1,205 public submissions received. The members heard from 15 experts and 6 individuals over the two weekends. Members were 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. Members deliberated and 17 recommendations were reached 13 by majority vote and 4 ancillary recommendations. The final report was published on 18 April 2018.	A special Oireachtas committee on Climate Action was established on 3rd July 2018 to consider the report and recommendations made. The Hon. Ms. Justice Mary Laffoy, Prof Alan Barrett (ESRI), Sec Gen Mark Griffin (DCCAE) and Minister Naughten are schedule to appear in front of the committee in September 2018. The Committee is due to report its conclusions and recommendations to both Houses of the Oireachtas by 31 January 2019.

Action Implementing Milestone 1	Put in place an appropriate mechanism to monitor and assess the effectiveness of the Dialogue
Start date	Ongoing
End date	

Progress	Next Steps
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.

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
			X	
Description of the results (if any) to date	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.			
End date	March 2019			
Next steps	Next steps are as set out in relation to individual milestones above.			
Additional information				

Commitment 2: Support Public Participation Networks

(A) General Information	
Commitment	To support Public Participation Networks through the operation of the National PPN Advisory Group and other supports.
Implementing Organisation	Department of Housing, Planning, Community and Local Government
Contact Name	Deirdre Kearney
Email	Deirdre.Kearney@housing.gov.ie
Phone	+353 (0)1 888 2000
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	Anne Colgan: CVQ-180 Vincent Lyons: CVQ-199 National PPN Workers Network: CVQ-207 Social Justice Ireland:CVQ-182 The Wheel: CVQ-220
Other Government	All Local Authorities
Overall commitment status	Substantially Implemented
Status quo or problem/issue to be addressed	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. Public Participation Networks have been established in all 31 of Ireland's local authority areas. 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. 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

2	being 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. 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.
Main Objective	Drawing on initial experiences of the operation of Public Participation Networks, continue to pro-actively work to provide necessary supports and promote best practice
Relevance	This Commitment will advance the OGP values of **civic participation, public accountability** and **transparency** 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.
Ambition	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) Progress against milestones	
Milestone 1	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.
Start date	Q2 2017
End date	Q3 2017

Progress	Next Steps
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.

Milestone 2	Engage with all stakeholders, including PPNs, community-based PPN member organisations and local authorities.
Start date	Jan 2017
End date	Q2 2018

Progress	Next Steps
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 ppn@housing.gov.ie	The Department will continue to provide opportunities for the public to engage with PPNs. 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 – ppn@housing.gov.ie A detailed questionnaire issued to PPNs and LAs to gain national picture of PPN development and the information returned is currently being compiled.

Milestone 3	Update and improve the PPN User Guide
Start date	Jan 2017
End date	March 2017

Progress	Next Steps
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 here.	User Guide is a 'living' document which will be reviewed annually.

Milestone 4	Continue on-going training/capacity building programmes for local PPN participants, including local authority members and officials
Start date	Q1 2017
End date	Q2 2018

Progress	Next Steps
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

Milestone 5	Develop a national communications/awareness-raising plan for PPNs.
Start date	Q1 2017
End date	Q 2 2018

Progress	Next Steps
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

Milestone 6	Roll out and update as necessary Client Relationship Database for all PPNs.
Start date	Feb 2016
End date	End 2016

Progress	Next Steps
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

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
			X	
Description of the results (if any) to date	- PPNs established in all 31 local authority areas, at varying stages of development - Funding to continue supporting PPNs secured for 2017 - Financial and technical capacity of PPNs already strengthened since the start of the year - Updated PPN User Guide issued in March 2017 - PPN material on Department website by - 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 - Project commenced to establish a greater evidence base to the development of PPNs nationally and prepare an annual report on same				
End date	End 2018			
Next steps	- Roll out a national training programme for PPNs and Las. - Work to build public awareness of PPNs			
Additional information	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.			

Commitment 3: Improve Access to Justice

(A) General Information

Commitment	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.
Implementing Organisation	Department of Justice and Equality
Contact Name	Michael Holohan
Email	MMHolohan@justice.ie
Phone	01-4790206
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	
Other Government	Department of Health, Decision Support Service, mediation sector.
Overall commitment status	Substantially implemented
Status quo or problem/issue to be addressed	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.

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 resolve their debt issues. In addition, they can get assistance in court where needed, have access to solicitors. |

Main Objective	Improve access to justice by reducing its cost, assisting those who require support and improving oversight of legal practitioners.
Relevance	1. The Abhaile service provides access to information to distressed homeowners regarding legal and financial advice. 2. The Mediation Act provides, inter alia, that legal professionals must provide information on mediation and the benefits of mediation prior to the commencement of legal proceedings. 3. The Legal Services Regulation Act contains a number of provisions which will: • enable legal entities to become more efficient in dealing with clients; • create openness, consistency and clarity regarding the costs of accessing justice; • introduce quicker and cheaper arrangements for complaints resolution in legal representation; • create more open and transparent oversight of legal practitioners. 4. The Assisted Decision-Making (Capacity) Act 2015 provides a modern statutory framework to support decision-making by adults with capacity difficulties.
Ambition	A) Reduce the cost of accessing justice by: •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 •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 •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 •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) Progress against milestones	
Milestone A.1	Introduce new legal business models, such as Legal Partnerships
Start date	Jan 2017
End date	End 2017

Progress	Next Steps
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.

Milestone A.2	Implement a new system to adjudicate on the costs associated with legal proceedings
Start date	Jan 2017
End date	End 2017

Progress	Next Steps
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.

Milestone A.3	Introduce a quicker and cheaper informal arrangement for the resolution of legal representation cost complaints
Start date	Jan 2017
End date	End 2017

Progress	Next Steps
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.

Milestone A.4	Classify unjustifiable overcharging of clients as 'serious misconduct'
Start date	Jan 2017
End date	In operation by end 2017

Progress	Next Steps
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)

Milestone A.5	Introduce a new framework to promote mediation as an alternative to court proceedings
Start date	Jan 2017
End date	Completed Q4 2017

Progress	Next Steps
The Mediation Act 2017 contains provision which provide for 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. The Bill was published on 9 February 2017. The Act was signed into law by the President on 2 October, 2017. The Act came into full effect on 1 January, 2018. 2 Oct	The Mediation Act was brought into operation by way of a Commencement Order on 1 January, 2018. The purpose of the Act is to promote mediation as a viable, effective and efficient alternative to court proceedings. The Act: • introduces an obligation on solicitors and barristers to advise parties to disputes to consider using mediation as a means of resolving them: • provides 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; • contains general principles for the conduct of mediation by qualified mediators; • provides that communications between parties during mediation shall be confidential; • provides for the possible future establishment of a Mediation Council to oversee development of the sector – discussions are taking place with the mediation sector on this medium term provision; • provides for the introduction of codes of practice for the conduct of mediation by qualified mediators – work has begun with the mediation sector to publish an agreed code of practice for the sector – it is intended that the code of practice will come into effect by the end of 2018.

Milestone B	Introduce a new framework to assist vulnerable persons and individuals with limited decision-making capacity
Start date	Jan 2017
End date	June 2018

Progress	Next Steps
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.	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. 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.

Milestone C.1	Establish a new independent regime to regulate solicitors and barristers
Start date	Jan 2017
End date	End 2017

Progress	Next Steps
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.

Milestone C.2	Introduce an independent complaints system to deal with professional misconduct by legal practitioners
Start date	Jan 2017
End date	End 2017

Progress	Next Steps
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.

Milestone C.3	Make the way legal costs are charged more open and transparent through the introduction of new rules for solicitors and barristers
Start date	Jan 2017
End date	End 2017

Progress	Next Steps
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.

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
			X	
Description of the results (if any) to date	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. • The Abhaile Scheme was introduced in 2016 and as of the 30 June had engaged with over 11,695 people in mortgage arrears, most of them in the chronic arrears category over 360 or 720 days in arrears. • Up to 20 August 2018, Abhaile had provided 9,679 vouchers for free financial advice and help from a Personal Insolvency Practitioner. • As at 20 August 2018, 2,667 borrowers had been issued consultation solicitor vouchers under Abhaile. This voucher entitles the person to a free legal advice consultation with a solicitor. • One of the things which the Abhaile Scheme provides for is funding by the Legal Aid Board of these applications for review to the Circuit Court where a personal insolvency arrangement has been voted down by creditors. Up to 20 August 2018, legal aid had been approved under the Abhaile Scheme for 785 such reviews brought under the Abhaile Scheme. • In the period 1 August 2015 to 30 June 2018, Dedicated Mortgage Advisers with MABs provided financial advice to over 4,960 borrower households in mortgage arrears and this work is continuing.			
End date	End 2018			
Next steps				
Additional information				

Commitment 4: Enhance Citizen Engagement in Policy Making

(A) General Information	
Commitment	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.
Implementing Organisation	Department of Public Expenditure and Reform Department of Children and Youth Affairs
Contact Name	Ian Devlin, Department of Public Expenditure and Reform Olive McGovern, Department of Children and Youth Affairs
Email	ian.devlin@per.gov.ie olive_mcgovern@dcya.gov.ie
Phone	01- 604 5741
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	Submissions received on the theme of Citizen Engagement can be accessed at: https://consult.ogpireland.ie/en/node/7/submissions?theme=69 Other relevant submissions: Peter Emerson: CVQ-171 Theresa O'Donohoe: CVQ-186 Pat Kennedy: CVQ-189 Social Justice Ireland: CVQ-182 Niall Ó Brolcháin: CVQ-200 Jo Mangan: CVQ-195 Patrick McLoughlin: CVQ-218 The Wheel: CVQ-220
Other Government	All government departments and public bodies
Overall commitment status	
Status quo or problem/issue to be addressed	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 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

7	allows a wide range of academics and practitioners to hear informed, expert, opposing and challenging views. 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
Main Objective	To build capacity and help to create a culture of openness and responsiveness to the citizen in policy making across the public sector.
Relevance	This commitment is relevant to the OGP values of Civic Participation and Access to Information
Ambition	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) Progress against milestones	
Milestone 1	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.
Start date	Jan 2017
End date	June 2018

Progress	Next Steps
The Consultation Portal was launched at www.gov.ie/consultations on 20 September 2018.	Milestone complete.

Milestone 2	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.
Start date	January 2017
End date	June 2018

Progress	Next Steps
A procurement framework to provide training for the Civil Service was established on the 19th 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.	The importance of engagement and consultation with all stakeholders is identified where relevant across the suite of new training modules. The training modules in Policy Formation and Analysis will be developed and delivered by Civil Service experts and are a work in progress currently.

Milestone 3	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.
Start date	September 2017
End date	June 2018

Progress	Next Steps
Not started yet.	- Identify best practice examples of public consultations - Identify innovations in public consultations - Scope the development of a legislative footprint - Organise a workshop on public consultation

Milestone 4	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.
Start date	June 2015
End date	Ongoing

Progress	Next Steps
- The Participation Hub 'Hub na nÓg' was officially launched in November 2017. - A three year development plan, an annual work plan, a training plan and training materials and a schedule of training was developed for the Children and Young People's Participation Hub in 2017. - A website has been developed and the database of publications is available through this website – www.hubnanog.ie - Hub na nÓg has provided information, guidance, and practical support to Government Departments and	- Hub na nÓg is considering designing a training programme for the One Training scheme providing training and advice for Government departments and agencies; it has recently and continues to provide training and advice for the non-statutory sector. - New resources will be added to the Participation Hub Database.

agencies and has conducted a number of consultations with young people on a variety of topics. • 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.	

(C) Overall Status

Overall Completion level	Not started	Limited	Substantial	Completed
		X		

Description of the results (if any) to date	Milestones 2 and 3 are aimed at promoting cultural change across the public service to improve the extent and quality of external engagement in policy development and their implementation is tied to the broader reform programme, 'Our Public Service 2020' and the Civil Service Learning and Development project. Milestone 4 was specific to the National Strategy on Children and Young People's Participation in Decision-making (2015-2020) and has had a major impact on opening government to young people.
End date	
Next steps	
Additional information	

Commitment 5: Enhance Customer Engagement	
(A) General Information	
Commitment	
Implementing Organisation	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
Contact Name	Ian Devlin, Department of Public Expenditure and Reform
Email	Grace.O'Regan @per.gov.ie
Phone	01-604 5741
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	Eddie Redmond - Irish Deaf Society, CVQ-102 Age Action, CVQ-111 Patrick McLoughlin, CVQ-103, CVQ-218 National Adult Literacy Agency, CVQ-142 The Wheel, CVQ-220 http://www.ogpireland.ie/civic-forum-dublin/
Other Government	All government departments and public bodies
Overall commitment status	Limited Implementation
Status quo or problem/issue to be addressed	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[1]. 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: • The Quality Customer Service (QCS) Officers Network

---

[1] Lukesmeyer, C.J. Public Deliberation: A Manager's Guide to Citizen Engagement. America Speaks, 2006.

2	• Customer Charters and Customer Action Plans • Surveys of Civil Service Customers • Developing 'Universal Design for Customer Engagement' toolkits • Promoting the use of Plain Language 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 Review of Customer Charters and Customer Service Action Plans in the Civil Service 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. The new Public Service innovation and Development Plan, Our Public Service 2020 was published in December 2017. This continues the focus on improving customer service set out in previous public service reform programmes.
Main Objective	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.
Relevance	This commitment relates to the OGP values of Civic Participation and Public Accountability
Ambition	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. The milestones to fulfil this commitment, set out below, will enhance the capacity to evaluate and report on longstanding initiatives to improve customer experiences.

(B) Progress against milestones	
Milestone 1	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: • Promote the use of plain language • Promote universal design • Address Digital Exclusion • Comply with the Public Sector Duty under <u>Section 42 of the Irish Human Rights and Equality Commission Act 2014</u>
Start date	Jan 2017
End date	June 2018

Progress	Next Steps
1. Our Public Service Development and Innovation Framework (OPS2020), Ireland's new public service reform plan, was published in December 2017. The framework is built on three key pillars (Delivering for Our Public; Innovating for Our Future; and Developing Our People and Organisations). The objectives of the framework will be achieved through the implementation of 18 specific actions underpinning the three pillars. 2. Action 2 *Improve services for our customers* will support the delivery of a quality service to the public and ensure effective feedback tools are in place to survey customer experience, identify areas needing improvement and follow-up to check if those improvements have been delivered. The Reform Delivery Office (RDO) at the Department of Public Expenditure and Reform is responsible for oversight of implementation, in conjunction with all customer- facing public service organisations. To implement this action public service organisations will (i) provide training to improve the quality and consistency of customer engagement across the public service with a particular focus on staff and managers in frontline services, using, for example, the *OneLearning* programme that covers the civil service; (ii) consider putting in place Quality Assurance	1. The Reform Evaluation Unit has been established and will work with public service organisations to develop reporting arrangements in relation to implementation of the 18 framework actions, including Action 2, 3 and 16, referenced here for relevance to this milestone. Public service organisations will report annually on progress across the 18 actions. An indicators working group is being established to provide expert guidance on outcome indicators, including in relation to the key outcome of relevance to this milestone 'increase customer satisfaction' 2. A Quality Customer Service Working Group is being established in October 2018 to (i) review the Quality Customer Service Initiative (12 guiding principles for quality customer service); (ii) review the 2012 Guidelines for the Preparation of Customer Charters and Customer Action Plans; and (iii) advise on the expansion of the Quality Customer Service Network from the Civil Service to the wider Public Service. This work will provide the basis for moving ahead in 2019 with the other sub-actions set out under Action 2. ***3.*** Cross sectoral action teams, representative of sectoral experts, will be established to develop an action plan to progress each of Action 2 *Improve services for our customers*; Action 3 *make services more accessible to*

43

Programmes in public service organisations where they do not already exist, to quality assure services; (iii) the Quality Customer Service Network (QCSN) will review its role and responsibilities with

a view to improving consistency in customer service and customer engagement, including identifying best practice in customer services and sharing learnings across the public service; (iv) public service organisations will review their customer charters and ensure that they are ambitious and reflect their commitment to continual improvement in service delivery; (v) public service organisations will continue

to use the customer satisfaction surveys and tools such as focus groups, to get direct feedback from customers; and (vi) assess the results of this feedback from customers both to gain insights on the quality of customer service being provided and as the basis for more cross-sector exchanges develop innovative collaborative approaches to meeting user needs. (vii) The RDO will continue to organise an annual Quality Customer Service Conference to share best practice and provide networking opportunities for customer service users across the public service.

3. Action 3 *make services more accessible to all* states that public service organisations will (i) use plain language as set out in Plain English Style Guide for the Public Service (prepared by the RDO in 2016) to improve customer experience and reduce the need for repeated contact; (ii) improve face-to-face, telephone, written and web-based interaction with customers using the Universal Design Toolkit for *Customer Engagement in the Public Service* (published by the RDO in June 2017). The toolkit gives advice on how to improve accessibility across all our means of communication with the public; and (iii) support customers to access digital government services. The *Getting Citizens Online Programme,* for example,

all; and Action 16 **Promote equality, diversity and inclusion.**

4. The Reform and Delivery Office (RDO) will continue to promote the use of plain language by circulating the **Plain English Style Guide** and the **Customer Communications Toolkit** via the upgraded OPS2020 Reform Office portal, by advising of its availability at Public Service Innovation events and functions and by making presentations to relevant fora. Furthermore, OneLearning, the learning and development centre for the Civil Service, will continue to incorporate use of this material in the delivery of its suite of customer service training programmes.

5. The next Annual Quality Customer Service Conference is being held on 12 December. It is anticipated the new guidelines for developing customer's charters and customer actions plans will be launched at the conference.

is focused on encouraging and empowering people to participate fully in Ireland's digital economy and society.

4. Action 16 *Promote equality, diversity and inclusion* says that all public service organisations should have regard to guidance issued by the Irish Human Rights and Equality Commission to assist public sector organisations in ensuring compliance with the Public Sector Duty, which sets out the need to eliminate discrimination, promote equality and protect human rights.

5. The governance structures for OPS2020 have been put in place. The Public Service Leadership Board (PSLB) was established in March 2018 to provide strategic leadership to implementation of the 18 framework actions.

6. The Reform Evaluation Unit has been established to take an outcomes based approach to the design and delivery of OPS 2020 framework actions. Six high-level outcomes, including to increase customer satisfaction, are identified to measure success for the whole public service over the longer term.

7. 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.

Milestone 2	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.
Start date	January 2017
End date	June 2018
Progress	**Next Steps**

- The Steering Group on the Civil Service Business Survey, which is managed by the Reform Evaluation Unit, is overseeing the business survey which is currently underway. The previous Civil Service Business Survey was published by DPER in January 2017 and showed that 82% of business customers were satisfied with the service they received. The results are available on the D/PER website at http://www.per.gov.ie/en/civil-service-business-customer-survey-2016/ and in Open Data at 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.

- The results of the Business Customers of the Civil Service will be made available as before. The 2018 Business Customer Survey is currently underway. The results will be published later in the year.
- The results of the business and customer surveys and will be assessed by the RDO an REU to gain insights on the quality of customer service being provided.
- A cross sectoral Action Team for Action 2 *Improve services for our customers* will consider the results of the surveys, from the civil service and across the sectors, as a basis for more cross-sector exchanges to help develop innovative collaborative approaches to meeting user needs, in the context of the sub-actions listed.

- The next Civil Service Customer Satisfaction Survey will be undertaken in 2019. Preparations for this survey will get underway later this year. Analysis will be undertaken to understand the differences between the 2017 and 2019 survey results.

Milestone 3	Encourage public bodies to engage with their customers in the development, delivery and review of services.
Start date	January 2017
End date	June 2018

Progress	Next Steps
• OPS2020 pillar **Delivering for Our Public** is focused on delivering better and more cost-effective services to the public. This will be achieved by using new technology and better data to reduce costs while maintaining quality; by involving the public in the design and delivery of services; improving communication and engagement with the public; and also improving service quality and accessibility. • The five actions under this pillar are seeking to build on advances already made and both the RDO and the REU will work together to drive progress towards achieving the high level OPS2020 outcomes. • It should also be noted that Ireland's public services perform well as compared to other countries, as reported in the IPA's *Public Sector Trends 2017* report. Ireland's Public Administration is seen as the *most professional and least politicised*. Irish public services are seen as amongst the least bureaucratic (2nd best) and least corrupt (3rd best) in Europe.	• OPS2020 Work Programme is being led by the Public Service Leadership Board (PSLB) which provides overall strategic leadership for public service development and innovation across the public service. The PSLB meets quarterly to review progress made under the work programme and drive implementation. • The RDO Programme Management Office drives the OPS2020 programme of work through cross sectoral action teams, which are being established for each of the 18 framework actions. The Reform Evaluation Unit manages the reporting and evaluation of implementation. • Working together the RDO, through the framework action teams; the REU through its monitoring and evaluation work; and the OPS2020 networks (such as the Quality Customer Service Network) linking practitioners together to identify and disseminate best practice will encourage public service organisations to engage with their customers in the development, delivery and reviews of services.

Milestone 4	Provide training in Customer Service and Communication Skills to improve the quality and consistency of customer engagement across the Civil Service
Start date	Ongoing
End date	June 2018

Progress	Next Steps
• OneLearning, training and development centre for the civil service has designed and is delivering Customer Service specific training programmes designed with Departmental/Organisational L&D business partners. • Four courses (Delivering Excellent Customer Service; Oral Communications; Reception/ front desk; and telephone techniques) have delivered over 122 training sessions between September 2017 and September 2018. A further 58 training sessions are scheduled to the end of the year.	• Two further courses are further under development: Effective writing for quality customer service; and writing content for the web.

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
			X	
Description of the results (if any) to date	Our Public Service Development and Innovation Framework (OPS2020), Ireland's new public service reform plan, was published in December 2017. The overarching goals of OPS2020 are to deliver better outcomes for the public and to build public services organisations that are both resilient and agile. The framework is built on three key pillars (Delivering for Our Public; Innovating for Our Future; and Developing Our People and Organisations). The objectives of the framework will be achieved through the implementation of 18 specific actions underpinning the three pillars. 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. The network is being broadened out to the wider public service in 2019. 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 next Customer Service conference will take place in December 2018 in Farmleigh House. The Annual Public Service Innovation Conference took place in September in Dublin Castle. Over 600 Public Servants attended. Key themes for this year's conference included: digital innovation, services innovation and managing innovation. 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 guidelines for developing customer service action plans and customer charters are currently being revised and will be published under the OPS2020 banner. These new guidelines will provide the basis for renewed Customer Charters and Action Plans. Public Service Organisations will be implementing the 18 OPS2020 Framework Actions, guided by the best practice identified by the OPS2020 action teams, including those actions that relate to customer service (as detailed throughout this report). The Reform Evaluation Unit will be responsible for reporting and monitoring implementation. The combined work of these elements will drive public service performance towards attainment of successful outcomes, including increased customer satisfaction.				

End date	June 2018
Next steps	
Additional information	For further details on Our Public Service 2020 Development and Innovation Framework please see www.ops2020.gov.ie

Commitment 6: Improve Access to Government Services Through Technology

(A) General Information	
Commitment	Improve Access To Government Services Through Technology
Implementing Organisation	Office of the Government Chief Information Officer (OGCIO), Department of Public Expenditure and Reform. Department of Social Protection.
Contact Name	Owen Harrison, OGCIO Daragh O'Connor, Department of Social Protection
Email	Owen.Harrison@per.gov.ie daragh.oconnor@welfare.ie
Phone	01- 604 5063
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	Niall Ó Brolcháin: CVQ-200 Patrick McLoughlin: CVQ-103, CVQ-218 Naomi Feeley - Age Action: CVQ-111
Other Government	All government departments and public bodies
Overall commitment status	
Status quo or problem/issue to be addressed	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.
Main Objective	To improve services to citizens through enhanced use of technology.
Relevance	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.
Ambition	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. The Government will meet this ambition by eliminating duplication of engagement through a single customer view using a *'tell us once'* 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. The State recognises that not all citizens will have the capacity to access digital or web-based solutions and will cater for this too.

(B) Progress against milestones	
Milestone 1	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.
Start date	Ongoing
End date	June 2018

<div align="center">Progress</div>

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.

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.

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 www.mywelfare.ie or by ringing a local Social Welfare office or Intreo centre.

The range of online services using MyGovID is set out here: https://www.mygovid.ie/en-IE/AvailableServices More and more services will be added over time.

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 http://egovstrategy.gov.ie/

<div align="center">Next Steps</div>

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.

July 2018 Update:

The eGovernment Strategy timeframe referred to above is being worked through by public bodies and is on schedule. Most notably, the RSA and SUSI have launched online services for

driver's licences and grant applications using the MyGovID service. Furthermore, the underpinning Public Services Card has now been issued to over 2.7 million individuals, the MyGovID basic service by over 600k people, and those with a MyGovID Verified account at over 140k people. The schedule of adoption as set out within the eGovernment Strategy will continue through to the end of the year and beyond.

Milestone 2	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.
Start date	January 2017
End date	June 2018

Progress	Next Steps
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.	Launch of the Digital Services Gateway is to happen in September by the new Minister of State for eGovernment.
July 2018 Update	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.
The Digital Services Gateway has been launched at the start of 2018 under gov.ie. This service includes a directory of all public services, giving citizens an authoritative listing of the online location for public services. The site was designed to be highly accessible and user friendly.	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.
The next step for the site is the inclusion of Government Department websites within the gov.ie portal, moving towards a one stop shop for public service information and services.	

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
			X	
Description of the results (if any) to date	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.			
End date				
Next steps				
Additional information	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: http://www.per.gov.ie/en/ict-and-egovernment/ 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 http://egovstrategy.gov.ie/			

Commitment 7: Participatory Budgeting

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

Status quo or problem/issue to be addressed	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. The Action Plan for Effective Local Government[2] 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. 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.
Main Objective	Undertake a feasibility study on possible means of enabling further citizen engagement in local authority budgetary processes.
Relevance	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.
Ambition	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.

---

[2] Putting People First – Action Plan for Effective Local Government, October 2012

(B) Progress against milestones	
Milestone 1	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.
Start date	Jan 2018
End date	Dec 2018

Progress	Next Steps
Draft terms of reference have been prepared by the Department along the following broad thematic areas: 1. Understanding Participatory Budgeting 2. Understanding the Local Authority Budget Process 3. Feasibility of Participatory Budgeting in an Irish Local Government Context	1. Finalise terms of reference for feasibility study 2. Procure expertise to conduct study 3. Agree study timelines and deliverables

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
		X		
Description of the results (if any) to date	N/A			
End date	Dec 2018			
Next steps	The Department plans to consult South Dublin County Council and the Institute of Public Administration in advance of finalising the terms of reference to draw on their relevant and practical experience in Participatory Budgeting to date. This will help better inform the objectives and output for the feasibility study.			
Additional information	**http://www.southdublin.ie/haveyoursay/**			

Commitment 8: Improve Transparency of Government Service Providers

(A) General Information	
Commitment	Government will improve transparency of organisations delivering services on its behalf, whether they are funded by grant or contract for service.
Implementing Organisation	Department of Public Expenditure and Reform
Contact Name	Ian Devlin Jim Deane
Email	Ian.devlin@per.gov.ie Jim.deane@ogp.gov.ie Breda.Rafter@per.gov.ie
Phone	01- 604 5741 01-604 5726
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	Pat Kennedy: CVQ-189 Samuel McConkey CVQ-23 Transparency International, Dublin Forum [Contracts Transparency]
Other Government	Department of Health and Children, HSE, Department of Education and Skills, Department of Defence, Local Government sector, All Government Departments and State Bodies.
Overall commitment status	
Status quo or problem/issue to be addressed	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. The issue is whether enhanced openness and transparency provisions are appropriate in an Irish context.

Main Objective	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.
Relevance	This commitment relates to the OGP Values of Access to information, Public Accountability and technology and innovation for openness and accountability.
Ambition	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.

Milestone 1	Undertake a strategic assessment of contracting data infrastructure and contracting transparency compliance practices to identify changes required to: • deliver data to the Open Contracting Partnership's Open Contracting Data Standard Intermediate level, and • 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
Milestone 2	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.
Milestone 3	Consult 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.
Start date	Sept 2017
End date	n/a

Progress	Next Steps
A meeting took place between the RDO, the Office of Government Procurement and the Director of Open Contracting Partnership, Gavin Hayman on 19 January 2017.	

(C) Overall Status				
Overall Completion level	Not started	Limited	Substantial	Completed
	X			
Description of the results (if any) to date	There were insufficient staff resources to implement this commitment. The Open Government unit lost two staff shortly after the National Action Plan was adopted. Greater involvement from the Office of Government Procurement and Government Accounting Section in the Department of Public Expenditure and Reform was also required than initially envisaged.			
End date	n/a			
Next steps	The process to agree the next National Action Plan will be given more time and resources required to implement commitments will be considered in the context of the Department's business planning.			
Additional information	http://www.open-contracting.org/data-standard/			

Commitment 9: Enhance Fiscal Transparency

(A) General Information

Commitment	To introduce Performance Reports on government expenditure, which will show what is achieved with the resources allocated to each spending programme.
Implementing Organisation	Department of Public Expenditure and Reform
Contact Name	Caroline O'Loughlin Struan Charters
Email	Caroline.OLoughlin@per.gov.ie struan.charters@per.gov.ie
Phone	01- 6045548 076 100 8233
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	*Pat Kennedy CVQ-189 – unsure if relevant for 2018?* *Samuel McConkey CVQ-23 -– unsure if relevant for 2018?*
Other Government	All Government Departments
Overall commitment status	
Status quo or problem/issue to be addressed	Fiscal transparency has been advanced by the creation and updating of the website whereyourmoneygoes.gov.ie which tries to make it easier to understand Government spending on public services from each Budget. 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.
Main Objective	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.
Relevance	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

63	Oireachtas Committees can use the information to hold Ministers to account for Departmental performance.
Ambition	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) Progress against milestones	
Milestone	The Minister for Public Expenditure and Reform now submits a Performance Report to the Oireachtas in April each year, starting in 2017. This report provides information on the performance of each Vote and the linkages between results and allocated resources. This is intended to allow for meaningful engagement between the Oireachtas and Government Departments on resource allocation and public policy decisions.
Start date	Jan 2017
End date	June 2018

Progress	Next Steps
The Public Service Performance Report 2016 was published and laid before the Houses of the Oireachtas on 26 April 2017. The Public Service Performance Report 2017 was published and laid before the Houses of the Oireachtas on 27 April 2018.	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.

(C) Overall Status				
Overall **Completion level**	**Not started**	**Limited**	**Substantial**	**Completed**
				X
Description of the results (if any) to date	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. This progress was built on in REV 2018 to further improve the quality of performance information. The Public Service Performance Report 2016 was published and laid before the Houses of the Oireachtas on 26th April 2017. The Public Service Performance Report 2017 was published and laid before the Houses of the Oireachtas on 27th April 2018. 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 2017 report was discussed with the Select Committee on Budgetary Oversight in May 2018. The report consists of two sections: Section 1 – 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. Section 2 – 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, and 2017 as well as the difference between 2016 and 2017 for the 2017 report, largely based on metrics reported on in the REV, is presented in a clear, accessible format. 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.			
End date	Ongoing.			

Next steps	As this is the beginning of the publications of public service performance reports, it is expected that they 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. 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. 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, no qualitative metrics have been included bar legislation and publications in REV 2018, to improve the quality and relevance of those that are included.
Additional information	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.

Commitment 10: Introduce Modern Document Management Procedures

(A) General Information	
Commitment	Introduce Modern Document Management Procedures
Implementing Organisation	National Archives, Department of Public Expenditure and Reform
Contact Name	Owen Harrison, OGCIO
Email	Owen.Harrison@per.gov.ie
Phone	01- 604 5063
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	John Roden, CVQ-90, Transparency International CVQ-95
Other Government	All government departments and public bodies
Overall commitment status	
Status quo or problem/issue to be addressed	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 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.
Main Objective	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.

Relevance	This commitment is relevant to the OGP Values of Access to Information, Public Accountability and Technology and innovation for openness and accountability.
Ambition	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) Progress against milestones	
Milestone 1	Present a Public Service Records Management Plan to the Government for decision.
Start date	December 2016
End date	July 2017

Progress	Next Steps
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. The Government approved the implementation of a Public Service Records Management Plan in Summer 2017. The plan aims to deliver the policies, guidelines, structures and systems to achieve the following objectives: **Immediate**: • To give direction to public bodies with regard to records management. • To reduce spend on offsite storage for records not meriting long term preservation. • To produce a framework by which public service bodies can implement electronic systems for the efficient and effective management of digital records.	**Long-term**: • To develop capacity and capability within the public service with regard to records management and increasingly electronic records management. • To develop capability and capacity in the National Archives to accession and preserve digital records. The plan will be delivered on a phased basis over a 3 year period. The resourcing and procurement supports of the plan's implementation are currently being provisioned and are at advanced stages. The plan's implementation is being led by the National Archives and supported by the Office of the Government Chief Information Officer within the Department of Public Expenditure and Reform.

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
		X		
Description of the results (if any) to date	A Public Service Records Management Plan has yet to be agreed by the Government.			
End date	June 2018			
Next steps	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.			
Additional information				

Commitment 11: Develop an Open Data Strategy 2017-2021

(A) General Information

Commitment	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.
Implementing Organisation	Department of Public Expenditure and Reform
Contact Name	Rhoda Kerins, , Marian Beakey, Open Data Unit
Email	Rhoda.Kerins@per.gov.ie Marian.Beakey@per.gov.ie
Phone	076-1007239 01-6045132
Civil society organisation(s) involved in implementation to date	Open Data Governance Board, Key stakeholders including civil society/citizens, business, researchers/academia, library and information professionals, and media.
Relevant Submissions	Pat Kennedy: CVQ-189 Niall Ó Brolcháin: CVQ-200 CVQ-41 Flora Fleischer: CVQ-141
Other Government	All Government departments, Office of the Attorney General and a number of state agencies
Overall commitment status	Complete
Status quo or problem/issue to be addressed	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 Data.gov.ie 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 activities have already taken place and further are

	planned for 2017 e.g. engagement fund, hackathons, conference involvement etc. 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. 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 http://www.per.gov.ie/en/open-data-consultation-and-research/. 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 pubic bodies and government departments. The Strategy also took into account previous consultations on the Foundation Document. The Strategy was published in July 2017.
Main Objective	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.
Relevance	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.
Ambition	• Building the number of high value datasets accessible through the open data portal: data.gov.ie • Monitoring compliance with the Technical Framework to ensure open data is in line with best practice • Raising awareness and promoting usage through multiple communication channels, such as participation at seminars, conferences, blogs, newsletters, hackathons, social media etc.

	• Continued and enhanced engagement with public bodies and key stakeholders

(B) Progress against milestones

Milestone 1	Complete ongoing consultation with all stakeholders on proposed Open Data Strategy.
Start date	Complete
End date	July 2017

Progress	Next Steps
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.	None

Milestone 2	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.
Start date	Jan 2017
End date	Finalised

Progress	Next Steps
Following a short consultation process, the Open Data Strategy for 2017-2022 was published in July 2017. In advance of publication the draft Strategy was 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 formally circulated to all government	None.

	departments for observations and was discussed by government at their meeting of 20 June, 2017 when they subsequently approved the publication of the Strategy. .	

Milestone 3	Seek feedback on the Draft Open Data Strategy 2017-2022 including public consultation and then finalise and publish the Open Data Strategy 2017-2022.
Start date	Jan 2017
End date	July 2017

Progress	Next Steps
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 here The draft Strategy was subsequently published in July.	None

Milestone 4	Begin implementation of the Open Data Strategy 2017-2022 actions.
Start date	July 2017
End date	2022

Progress	Next Steps
Frameworks for open data training and technical support have been put in place. Since September 2017 some 300 public servants from 64 organisations have received training in open data. 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. Some 70 public bodies have nominated an Open Data liaison	To continue to successfully implement the Open Data Strategy 2017-2022 which was published in July 2017, including: • Continuing to build the number of high value datasets accessible through the open data portal: data.gov.ie • In the longer term a move to ensure that all newly created datasets are 'open by default' as a matter of course

person who are promoting open data within their respective organisations. Since publication of the Strategy, the Open Data Team have given presentations and hosted exhibition stands at a large number of seminars and conferences to promote the open data initiative. They have also held meetings with various public service organisations to promote and assist with open data publishing. The Open Data portal was upgraded in March 2018 with better functionality. The number of open datasets linked to the portal now total over 8,600. Other features such as an online survey to gain feedback have also been added. The range of services provided through the portal continues to be improved. An Open Data Engagement Fund to promote the reuse of data on the portal was successfully run in 2016 and 2017. A number of open data projects, dashboards and apps were funded through this competitive fund.	• Monitoring compliance with the Technical Framework to ensure open data is in line with best practice • Continuing to raise awareness and promoting usage through multiple communication channels, such as participation at seminars, conferences, blogs, newsletters, hackathons, social media etc. • Continued and enhanced engagement with public bodies and key stakeholders • Carrying out an evaluation of the impact, benefit and risks of open data • Continued upgrading of the open data portal such as the inclusion of a quarterly newsletter and a developers corner • Continuing to run the annual Open Data Engagement Fund over the lifetime of the Strategy.

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
				X
Description of the results (if any) to date	The Open Data Strategy 2017-2022 was published in July 2017 and implementation of the Strategy is well underway.			
End date	2022			
Next steps	Continued implementation of the actions in the Strategy.			
Additional information	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. More information is available at http://www.per.gov.ie/en/open-data/			

(D) Implementation Review	
Key Consultation Questions	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 http://www.per.gov.ie/en/open-data-consultation-and-research/. 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.

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

(A) General Information	
Commitment	Strengthen the quality and quantity of potential Open Data sets by investing in data systems, people, standards, unique identifiers and processes.
Implementing Organisation	Department of Public Expenditure and Reform
Contact Name	Owen Harrison Pat Keane
Email	Owen.Harrison@per.gov.ie Pat.Keane@per.gov.ie
Phone	01-6045063
Civil society organisation(s) involved in implementation to date	
Relevant Submissions	Pat Kennedy: CVQ-189 Niall Ó Brolcháin: CVQ-200
Other Government	Department of Public Expenditure and Reform. All government bodies
Overall commitment status	
Status quo or problem/issue to be addressed	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.
Main Objective	Strengthen the quality and quantity of potential Open Data sets by investing in data systems, people, standards, unique identifiers and processes.
Relevance	This commitment is relevant to the OGP Value of Technology and Innovation for Openness and Accountability
Ambition	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 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. 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 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. 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) Progress against milestones	
Milestone 1	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
Start date	April 2017
End date	Ongoing

<div align="center">Progress</div>

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:

1. The PPSN is the key identifier used in the PSC and MyGovID. The rollout of the PSC and MyGovID for citizens in the state to access services in a trusted and secure manner. 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 eGovernment strategy - http://egovstrategy.gov.ie/. Progress is being made, and many of these adoptions have now been delivered. Additional services have been identified that can utilise the PSC and MyGovID for proof of identity.

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. Work is underway on the development of an API for real-time querying of Eircodes and addresses.

3. In an effort to assess the merit in the creation of a UBI, the UBI group produced a research and analysis report on the introduction of a UBI, with key recommendations of the report:
   a. Adopt and internal administrative UBI as a first phase implementation
   b. Build on the Revenue internal unique Business ID
   c. Develop a proof-of-concept implementation of the UBI registry
   Discussions surrounding the proof-of-concept and implementation approach for the UBI Registry, are underway.

4. Over the last number of months OGCIO has been working to develop a Data Strategy for the Public Service. This strategy is a culmination of a series of workshops with Government Departments and Local Authorities; private sector experts; and direct engagements with a number of EU countries

5. In support of the initiatives to date, a NDI survey was sent out to all Departments (and bodies under their aegis) requesting information on their data holdings and use of unique identifiers. This information was aggregated and analysed, and forms the basis of the NDI dashboard, the purpose of which is to help the departments understand their data holdings, and identify identifier adoption opportunities.

	Next Steps

Work is progressing on the adoption of the PSC and MyGovID in the provision of services where proof of identity is required, Many of the commitments outlined in the eGovernment Strategy have been delivered, and work is underway, in tandem with PSBs to achieve the remaining commitments.

Building on the good progress in the proliferation of Eircodes across the public and private sector, the Eircode API, along with other initiatives to encourage uptake will be progressed.

Discussions surrounding the proof-of-concept and implementation approach for the UBI Registry, are underway. The group plans to engage with IBEC over the coming months to get a private sector perspective on the UBI

The Public Service Data Strategy has been distributed for departmental observations. These observations will feed into the document. Publication of this document is the next step.

Milestone 2	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.
Start date	Jan 2017
End date	Dec 2018

Progress	Next Steps
Draft General Scheme of Bill published and drafting of the text of the Bill underway. Pre-Legislative Scrutiny by Joint Committee on Finance & PER of the draft Heads of held Bill held in May 2017. Committee report published July 2017. The Bill has been introduced to the Seanad, and gone through Committee Stage.	• Report stage will commence after the Summer recess. • Following on from the Seanad, the Bill will be brought to the Dáil.

Milestone 3	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.
Start date	Jan 2017
End date	June 2017

Progress	Next Steps
• 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. • 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 • A fact-finding workshop was held with Northern Ireland Civil Service representatives to learn from their ICT professionalisation approach. • The Working Group had a number of workshops to devise the set of principles for taking forward ICT Professionalism. • The Working Group has also joined the CS HR Strategy Steering Group.	• Agree outcomes of workshops and draft ICT HR Strategy. • Extend consultation on the Strategy to Head of CS HR and ICT Advisory Board for agreement.

Milestone 4	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.
Start date	Jan 2017
End date	Ongoing
Progress	

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'.

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".

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.

In October 2017, and then again in February 2018, OGCIO engaged with private sector representatives with experience in the field of data and data architecture. A half-day workshop was held to get their expert views and opinions into the design of a public service data architecture.

In June 2018, OGCIO published a joint report summary report with Microsoft which outlines a programme of actions to progress towards a more digital Government. This report compares Ireland with other leading digital nations from around the world. The report is available at: http://www.per.gov.ie/wp-content/uploads/Enabling-Digital-Ireland.pdf

Next Steps

Continue data architecture workshops to develop a design for a well-functioning data ecosystem for Government.

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.

The Public Service Data Strategy is under development, this brings together much of the learnings outlined above. Continued drafting, and publication of this strategy is the next steps.

(C) Overall Status

Overall Completion level	Not started	Limited	Substantial	Completed
			X	

Description of the results (if any) to date	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. The Public Service Data Strategy aims to bring all the above milestones together in one coherent strategy document. The Data Strategy outlines a series of actions that aim to deliver an improved public service data ecosystem. By increasing the use of unique identifiers and in turn linking data, by improving the quality of public service datasets, by encouraging the reuse of data where appropriate, by increasing transparency and publishing open datasets, and building systems and standards in a whole-of-Government manner – we aim to deliver a well-functioning data ecosystem.
End date	

| Next steps | 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.

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, culminating in the publication of the Public Service Data Strategy. |
|---|---|
| Additional information | |

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

(A) General Information	
Commitment	To strengthen the corporate governance standards of charities in order to promote transparency, accountability and improve citizen trust in this important sector.
Implementing Organisation	Charities regulator
Contact Name	J.J. Farrelly Mariead Ashe
Email	jjfarrelly@charitiesregulator.ie MXAshe@charitiesregulator.ie
Phone	01-6331500
Civil society organisation(s) involved in implementation to date	Consultative Panel established representing stakeholders and experts in the sector: • Chairperson • Charities Regulatory Authority Board Member • CEO Charities Regulatory Authority • Charity CEO • The Wheel Nominee • Charities Institute Ireland Nominee • Academic Nominee • Governance Expert • Finance Expert • Corporate Governance Association of Ireland Nominee • Department of Justice & Equality Nominee • Charities Commission of Northern Ireland Nominee
Relevant Submissions	The Wheel: CVQ-220 Governance Code Working Group: CVQ-196
Other Government	
Overall commitment status	Limited
Status quo or problem/issue to be addressed	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.

Main Objective	To strengthen the corporate governance standards of charities in order to promote transparency, accountability and improve citizen trust in this important sector.
Relevance	**Access to information:** 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. **Civic participation:** 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. **Public accountability:** 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. **Technology and innovation for Openness and accountability:** 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.
Ambition	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. 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.

(B) Progress against milestones	
Milestone 1	Conduct consultation with all stakeholders and develop first draft of a Code of Practice for the Governance of Charities
Milestone 2	Seek feedback on the first draft and then publish finalised Code of Practice for the Governance of Charities
Start date	January 2017
End date	September 2017

Progress	Next Steps
In March 2017, the Charities Regulator established a Statutory Consultative Panel on the governance of charitable organisations. The work of the consultative panel culminated in a report, which was accepted by the Board of the Charities Regulator and formally published on 10 May 2018. A copy of the report is available on our website. The key proposals contained in the report include: • There should be a new Governance Code for charities issued by the Regulator to facilitate the better administration, management and governance of charitable organisations; • The new Governance Code should be principles based and should operate on a "comply or explain basis"; • The new Governance Code should be proportionate. To bring these proposals forward, the Charities Regulator, following a competitive tender process, has appointed an external service provider to assist with the development and design of a new governance code for charities. The Regulator has also established an Advisory Group, made up of nominees from key charity stakeholder groups, to provide advice on the content of the proposed code.	The Regulator expects to be in a position to launch the Charity Governance Code towards the end of Q4 2018.

Milestone 3	Work with charity sector representatives to design a structured, supported rollout process
Start date	April 2018
End date	June 2018

Progress	Next Steps
The Regulator has also established an Advisory Group, made up of nominees from key charity stakeholder groups, to provide advice on the content of the proposed code. The proposed roll-out process was discussed as an agenda item of this group	The Regulator is currently working on a suite of guidance documents to support charities implement the code. Additionally, (budget permitting) it intends to provide direct training to a number of charity trustees on the code

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
			x	
Description of the results (if any) to date	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 Year 1: Conduct consultation Year 1: Develop first draft of Code of Practice for the Governance of Charities Year 1: Seek feedback on first draft Year 2: The final report of the Panel will be published by March 2018 Year 2: Work with the sector to rollout the use of the Code			
End date	June 2018			
Next steps	Agree rollout of consultation process			
Additional information	The code will be launched on 7 November 2018. The Regulator envisages 2019 to be a year of preparation with support and training to be provided to charities. Implementation of the code is expected in 2020.			

Commitment 14: Strengthen Anti-Corruption Measures

(A) General Information	
Commitment	To strengthen the legislative framework to prevent, investigate and respond to corruption in the public and private sectors.
Implementing Organisation	(A) Department of Public Expenditure and Reform (B+C) Department of Justice
Contact Name	Michael Flahive Conan McKenna John Garry / Maeve Kenny
Email	mflahive@justice.ie; cdmckenna@justice.ie; jjgarry@justice.ie makenny@justice.ie
Phone	01-4768643 01-4768604
Civil society organisation(s) involved in implementation to date	Members of both houses of the Oireachtas
Relevant Submissions	Transparency International, CVQ-95
Other Government	Other Government Departments, An Garda Síochána
Overall commitment status	Limited
Status quo or problem/issue to be addressed	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. Among the key reforms of the Public Sector Standards Bill 2015 are: • the introduction of a Public Sector Standards Commissioner, with additional powers and resources, to replace the Standards in Public

87	Office Commission and to oversee a reformed complaints and investigations process; • the establishment in legislation of a set of integrity principles for all public officials; • 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; • the establishment of a more effective (IT-based) process for the submission of periodic statements of interests; • 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 • the establishment of a statutory board to address potential conflicts of interest as public officials take up roles in the private sector. 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. C) The mechanisms for appointing and overseeing the judiciary are somewhat dated and could be improved to prevent the opportunity for potential corruption.
Main Objective	To strengthen the legislative framework to prevent, investigate and respond to corruption in the public and private sectors.
Relevance	This Commitment is relevant to the OGP Value of Public Accountability and the OGP grand challenge of increasing public integrity.
Ambition	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) The Criminal Justice (Corruption Offences) was signed into law on 5th June 2018 and commenced in full on 30th July. The Act repeals and replaces the seven previous Prevention of Corruption Acts 1889 to 2010. The Act is not merely a consolidation of the old provisions. It aims to strengthen and clarify the main corruption offences and to introduce stronger penalties for individuals found guilty of corruption.

The Act introduces some additional offences to give better effect to the UN Convention against Corruption (UNCAC), the Council of Europe Criminal Law Convention on Corruption and the OECD Convention on Combatting Bribery of Foreign Public Officials in International Business Transactions, as well as providing for some of the recommendations of the Tribunal of Inquiry into Certain Planning Matters and Payments, known as the Mahon Tribunal.

The Act creates several new offences to strengthen the law on corruption in Ireland. New offences include:

- Offering or agreeing to accept a gift, consideration or advantage to induce another person to exert an improper influence over an act of a foreign or public official
- Making use of confidential information obtained in the course of duties by an official in order to gain an advantage.
- Giving a gift, consideration or advantage where a person knows or reasonably ought to know that the gift will be used to facilitate a corruption offence.
- A new strict liability offence for corporate bodies whose management, employees or subsidiaries commit a corruption offence with the intention of securing an advantage for the company. It shall be a defence for the body corporate to prove they took reasonable steps to prevent this. The penalty for conviction on indictment is an unlimited fine.

The Act extends the categories of persons to whom the presumptions relating to corrupt donations will apply to include family members and close business associates, as recommended by the Mahon Tribunal. It also creates a presumption of corrupt enrichment whereby a public official who has not declared an interest in land or other property, when obliged to do so, can be presumed to have obtained it as an inducement or reward for doing an act in relation to his or her office.

Penalties under the Act aim to be sufficiently strong to reflect the serious social and economic harm corruption can do, particularly when committed by public officials. Sentences of up to 10 years are provided for as well as unlimited fines upon conviction on indictment.

The Act provides for a penalty of forfeiture of office if an Irish official is found guilty of corruption on indictment, as recommended by UNCAC. The forfeiture of office penalty will not apply where there is already a process for a position to be terminated by resolution of both Houses of the Oireachtas, or where the power of removal is derived from a Constitutional power.

It also provides for a court order prohibiting an individual seeking a public office following conviction on indictment for a corruption offence. This does not apply to any individual seeking elected office as a Member of the Dáil, the Seanad, the European Parliament or a Local Authority.

The text is available on the Government's anti-corruption website www.anticorruption.ie.

| | 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 of the Supreme Court and the Presidents of the four other courts.

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

As well as providing for the establishment of a Council, the Judicial Council Bill also provides for the establishment of a Judicial Conduct Committee. 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) Progress against milestones	
Milestone 1	A) Progress the Public Sector Standards Bill through the Oireachtas to enactment
Start date	Ongoing
End date	First Quarter 2019

Progress	Next Steps
The Public Sector Standards Bill commenced Committee Stage in the Dáil on 6th April 2017.	Committee stage of the Bill is due to recommence on 22nd November 2018.

Milestone 2	B) A new Criminal Justice (Corruption Offences) Bill will be published and enacted
Start date	Ongoing
End date	June 2018

Progress	Next Steps
Criminal Justice (Corruption) Bill has completed its passage through the Oireachtas.	Criminal Justice (Corruption) Bill has been enacted in June 2018 and commenced in full in July 2018

Milestone 3	C) Judicial Council legislation will be published and enacted
Start date	Jan 2017
End date	Dec 2017

Progress	Next Steps
The Judicial Council Bill was published on 1 June 2017. Second stage was taken in Seanad Éireann in November 2017 and it is currently awaiting committee stage in that House. The Judicial Appointments Commission Bill was also published on 1 June 2017. It was passed by the Dáil in May 2018. Seanad second stage took place in June 2018. Seanad committee stage is in progress.	Both the Judicial Council Bill and the Judicial Appointments Commission Bill are expected to be enacted by December 2018.

(C) Overall Status				
Overall Completion level	**Not started**	**Limited**	**Substantial**	**Completed**
			x	
Description of the results (if any) to date	The Criminal Justice (corruption Offences) Bill 2017 has now been enacted. The other three bills are progressing through the houses of the Oireachtas.			
End date	2018			
Next steps	Advancement of legislation through the Houses of the Oireachtas			
Additional information	Ireland has an anticorruption website (www.anticorruption.ie) which provides information about Ireland's laws and policies in the area or corruption as well as reports from evaluation studies conducted by various international bodies. 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. Ireland has also recently been 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.			

Commitment 15: Establish a Register of Beneficial Ownership

(A) General Information	
Commitment	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.
Implementing Organisation	Department of Finance
Contact Name	Deirdre Nic Ginnea Joe Brennan Alan Keating
Email	Deirdre.NicGinnea@finance.gov.ie Joe.brennan@finance.gov.ie Alan.Keating@finance.gov.ie
Phone	01 6045719 076 1007731
Civil society organisation(s) involved in implementation to date	None
Relevant Submissions	Social Justice Ireland: CVQ-182 Nuala Haughey – TASC: CVQ-94 Transparency International: CVQ-95
Other Government	Companies Registration Office (& DBEI), Central Bank of Ireland
Overall commitment status	Ongoing
Status quo or problem/issue to be addressed	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.) Under Ireland's membership of the EU, how the FATF recommendations are implemented in Ireland is governed by EU law, specifically, the 4th EU Anti-Money Laundering Directive. Ireland is transposing the 4th EU Anti-Money Laundering Directive which requires Member States to create registers of beneficial ownership information of companies (article 30). Article 30 of the 4th 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-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.

Amendments to the 4th EU Anti-Money Laundering Directive were negotiated and the resulting 5th Anti-Money Laundering Directive entered into force in July 2018.

The 5th Anti-Money Laundering Directive sets extended deadlines for the establishment of central registers of beneficial ownership. The revised deadline is 10 January 2020 for the establishment of Central Register of Beneficial Ownership for corporate and other entities. |
| **Main Objective** | 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. |
| **Relevance** | This Commitment will advance the OGP values of **public accountability** and **transparency** 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. |
| **Ambition** | 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.

The 5th AML Directive provides that Member States should ensure that Financial Intelligence Units and competent authorities without restriction, obliged entities for the purposes of conducting customer due diligence persons are granted access to beneficial ownership information, in accordance with data protection rules. Further the 5th AML Directive also provides for general access to any member of the general public to the name, month and year of birth, country of residence and nationality of the beneficial owner, as well as the nature and extent of the beneficial interest held.

A further provision of the 5th Anti-Money Laundering Directive is that it is intended that Registers of Beneficial Ownership in all EU Member will be capable of being inter-linked. |

(B) Progress against milestones	
Milestone 1	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.
Start date	Dec 2016
End date	10 January 2020

Progress	Next Steps
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.	The Register of Beneficial Ownership is progressing and is expected to be provided for by Q4 2018. Companies are likely to be given a 3 - 6 month period thereafter, in which to file their information). The 5th AML Directive provides that Member States should ensure that Financial Intelligence Units and competent authorities without restriction, obliged entities for the purposes of conducting customer due diligence persons are granted access to beneficial ownership information, in accordance with data protection rules. Further the 5th AML Directive also provides for general access to any member of the general public to the name, month and year of birth, country of residence and nationality of the beneficial owner, as well as the nature and extent of the beneficial interest held. Work is ongoing with the Office of the Data Protection Commissioner and the Companies Registration Office and DBEI in this regard.

(C) Overall Status

Overall Completion level	Not started	Limited	Substantial	Completed
			X	

Description of the results (if any) to date	The Register of Beneficial Ownership is expected to be in place from Q4 2018.
End date	10 January 2020
Next steps	Progress discussions with Office of Data Protection Commissioners/ CRO/ DEBI and conclude SI.

Additional information	The FATF Guidance on Transparency and Beneficial Ownership is available at: http://www.fatf-gafi.org/media/fatf/documents/reports/Guidance-transparency-beneficial-ownership.pdf