Public Service Agreement 2010-2014 (Croke Park Agreement)

Integrated Action Plan for the Department of Social Protection and its agencies (Citizens Information Board, Pensions Board)

Detailed Progress Update for the 12-months – 1 April 2011 to 31 March 2012

1. Better human resource management

To include, for example, actions around the reduction of staff numbers; the redeployment of staff to areas of greatest need; the restructuring/reconfiguration of service delivery; changes to work practices; revisions in attendance arrangements; absence management; performance management etc.

Terms of the Public Service Agreement 2010 – 2014 (ref to relevant paragraph)	DSP Action Reference	Action	Timeframe	Progress Update 1st April 2011 to 31st March 2012
Resources 1.1 1.3 1.4 1.5 1.6 4.1 *4.3* *4.4*		**Reduction in Public Service Numbers:** Implementation of the Department's Employment Control Framework to reduce staffing numbers while maintaining services to the greatest possible extent. (PSR Cross-cutting para. 13) The Department will reconfigure and reorganise its business to manage within these lower staffing ceilings and will only request exemptions to the moratorium in exceptional circumstances. These figures represent the staffing ceilings in the pre-merged organisation.	For the lifetime of the Agreement ECF 2011: **6,294** ECF 2012: **6,965** ECF 2013: **5,960*** ECF 2014: **5,748*** ECF 2015: **5,664*** NOTE: The above ECF figures for 2013 onwards have to be confirmed with D/PER as additional sanction for DSP projects need to be included. Agreement has not yet been reached on the 2012 figure which takes account of	The Department is re-organising the management of the business for the future and to ensure that the many change priorities identified are progressed while at the same time ensuring that customers continue to receive services. The Department has already made changes to ensure that localised services are better organised so that the existing three streams of business (CWS services, SWLO services, FÁS Employment and Community Services) can be managed and developed in line with Government priorities. A major initiative is underway to reconfigure and improve the range of supports and services available to unemployed people in order to deliver change in line with Government priorities (including NEES and Pathways to Work). Some 15 Business Process Improvement initiatives are currently underway in the Department.

				the FAS transfer. The ECF for 2013 onwards has been adjusted to take account of the HSE transfer but not FÁS.	
Redeployment *1.6* *1.7* *1.8* *1.10* *4.3* *4.4* *6.3*			**Redeployment within Public Service** DSP now has a much wider role in relation to the provision of activation, employment, and community services and income support following the reorganisation of Departmental responsibilities announced in March 2010. The transfer of functions brings together employment supports and associated income support services in one organisation. The addition of almost 2000 Community Welfare Service (CWS) and FÁS staff, together with responsibility for a wide range of activation programmes at local level, will enhance our ability to interact directly with all our customers of working age in effective and innovative ways. This will be achieved in the context of a new service vision and model that provides personalised assistance and co-ordinated/integrated delivery of payments and services. (PSR Sectoral paras. 1.1.5 & 1.1.6) That reorganisation provides both opportunities and challenges and includes a refocusing of interventions and support services, increased resource capacity and capability, and significant issues with regard to assimilation of very large numbers of staff and new responsibilities.		The Department successfully delivered the commitment in the Programme for Government to transfer to the Department 1,033 staff and services from the Community Welfare Service of the HSE in October 2011 and 758 staff and services from FÁS Employment Services in January 2012. This represents the biggest single transfer of staff and functions from the public sector to the civil service. In addition, the Department integrated the Redundancy and Insolvency Scheme from the Department of ET&I and the Rural Social Scheme and the Community Services Programme from CEGA in January 2011, involving 45 staff and a further 16 Office of Social Inclusion staff from CEGA in May 2011. The Department continues to work with the Public Appointments Service to fill vacancies via the Redeployment Panel. During the period April 2009 to the end of January 2012 some 634 staff were redeployed or transferred in to the Department to fill critical vacancies. During the period under review the Department successfully processed the retirement applications of 340 staff members in advance of the deadline of the 29th February 2012.
			Complete review of Agencies - Pensions Board and Pensions Ombudsman. (PSR Cross-cutting para. 8)	Qtr. 2 2012.	Work is commencing on the review of the Agencies. This work is also expected to come under the scrutiny of the OECD, which is examining long term pension policy. The reviews of the agencies will be completed once the OECD has made recommendations on governance structures (Qtr. 4 2012).

		Divert staff from elsewhere in public service to clear the social welfare appeals backlog, and introduce a consolidated appeals process.(PFG 3.40.4)		In an effort to reduce these backlogs and the appeals processing times, the Department made 9 additional appointments to the Social Welfare Appeals Office (SWAO) in 2011. These assignments augmented the 3 appointments made to the Office in 2010. On 1st October 2011, the Community Welfare Service (CWS) merged with the Department of Social Protection. In line with the commitment in the PFG to introduce a consolidated appeals process, the CWS appeals system integrated with the SWAO. As a result, a further 10 Appeals Officers, from the CWS, joined the SWAO bringing the total number currently serving as Appeals Officers to 39. In line with the commitment in the Programme for Government, the matter of providing additional staff will be kept under continuous review.
		There will be a flexible approach by staff to redeployment so as to best meet the changing needs of the CIB organisation. This will include redeployment to cover posts deemed critical by CIB management.	Ongoing.	Four acting up arrangements (without additional remuneration) agreed and in place. Subsequent to the organisation re-structure there were an additional five (5) re-assignments to vacant posts deemed critical by CIB management.
		Following complete CIB organisation re-structure, draft internal staff rotation/mobility policy to be developed.	Qtr. 4 2012.	Ongoing.
H.R. and Performance Management *1.13* *4.12*		Continue to implement Human Resource Strategies to: o Implement an effective manpower planning policy and allocate the deployment of staff to ensure that the needs of the DSP and its customers are met.(PSR Cross-cutting para. 13) o Promote a culture of pride, innovation and performance. o Build capacity, competence, knowledge and leadership of our staff.	2011 and ongoing over the lifetime of the Agreement.	Within the constraints of the current recruitment moratorium, the redeployment policies and the unprecedented number of retirements (340 staff) the Department actively prioritises the assignment of staff to meet the needs of the business. A Business Continuity Exercise was undertaken in HR to identify critical vacancies in light of the impact of potential retirements in advance of the 29th Feb 2012. A number of innovative projects were progressed during the timeframe, including Business Process Improvement projects and new technology projects in key business areas. Work is continuing on the development of a HR and Training strategy which will be informed by the outcomes of the Department's workforce planning project and a major staff

<table>
<tr><td></td><td></td><td></td><td>

survey undertaken recently to gather feedback on attitudes to work, management and change. This strategy will support the effective delivery of the Department's business objectives and will build competence and capacity. The promotion of a culture of pride and performance within the newly integrated organisation will be a key objective.

Every staff member was invited to attend one of a series of workshops which were facilitated by members of the Management Board in order to communicate the vision for the future of a fully integrated organisation.
A one day workshop was facilitated by members of the Management Board in June 2011 to consider the role of Partnership in facilitating and underpinning the transformation agenda. With Management Board approval, plans for the rejuvenation of Partnership are underway.
All 7,000 DSP employees were surveyed during Qtr. 4 2011 and Qtr.1 2012 to capture their views on work management and attitude to change. It is expected that the survey findings will provide an important benchmark and will inform the future development of HR, training and communications strategies. As integration has now been completed, the partnership process is now being reactivated to ensure that all staff has an appropriate opportunity to play an active role in the organization.
</td></tr>
</table>

| | | | o Enhance the partnership process to encourage staff to take an active role in decisions which affect them and customers. | | |
| | | | Performance Management arrangements will be strengthened, including:

o Improved measures to tackling underperformance through the implementation of the revised PMDS process.(PSR Cross-cutting para.11 & 12)

o More extensive use of individual quantitative and qualitative performance targets.

o Identification and promotion of best management practice within the Department (business plan | Qtr. 4 2012. | | HR Division works actively with managers to help them deal with underperformance at an early stage. The Department has contributed to central Underperformance Guidelines and these have been reflected in the new Management Development Programme which commenced in Qtr. 4 2011. A standalone Underperformance Training course has been developed and will be rolled out in 2012.

Management Development Programme at EO/ HEO level. The course focuses on the responsibilities of Managers to improved business planning when managing staff and dealing with workloads. It also includes Business Process Improvement which incorporates allocating work, section planning, setting targets, change management and PMDS. |

		development and monitoring, unit meetings, delegation, coaching, etc.). o Increase awareness of issues identified in the survey carried out as part of the review at end of 2009 among Departments. o All promotion to be through merit-based, competitive procedures, using the most appropriate screening and selection processes for the posts to be filled. o Develop an accredited capability programme to underpin the development, acquisition and recognition of skills required in various areas of the Department, thereby improving overall performance and reducing costs.		The Department's PMDS campaign for 2011 was supported by a series of strong messages from Senior Management which, in addition to the need for compliance, highlighted a number of key quality issues such as narrative/rating match and a strengthened focus on early intervention by managers in tacking underperformance. It is the Department's policy to promote through merit based competition. Options for developing and delivering accredited training programmes to DSP staff are being explored. As a first step it is proposed to seek external support to develop the strategic capability required to underpin the delivery of the NEES service. The accreditation of some of the Department's existing training programmes will also be explored as part of this process.
Recruitment *1.7* *1.13* *4.3* *4.11* *6.3.1 (i)* *6.3.3*		Extend recruitment options to help manage work demands (within the ECF), including redeployment within the Department and from other parts of the public sector, part-time working, recruitment of temporary staff, open recruitment where skills are not readily available. Participate fully in the Civil Service Human Resource Shared Service initiative. (PSR Cross-cutting para.3)	2011 and ongoing over the lifetime of the Agreement.	Within the confines of the Government moratorium on recruitment, the Department recruited temporary staff to deal with seasonal demands of the Respite Care Grant, Back to School Clothing and Footwear Scheme, Redundancy and Insolvency schemes and decisions in the Longford Headquarters Office. From April 2009 to January 2012, a total of 634 staff joined the Department by way of transfer or redeployment from other Government Departments. The Department is represented on both the Management Board and the Design Authority of the Shared Services Project. In addition HR staff have participated in workshops to inform the Cost Benefit Analysis for the project.

Attendance Patterns 1.4 1.8 4.1 4.4 4.10		Review, and revise as appropriate, arrangements governing shift working, overtime working, shorter working year and other atypical work patterns, to better meet the business needs of the organisation and to deliver public services outside standard office hours. Initially focus on : o Extension of opening hours at Local Offices.	Ongoing over the lifetime of the Agreement. Ongoing over the lifetime of the Agreement.	Following the outcome of the business continuity exercise undertaken in HR, the Department limited the options available to staff for the Shorter Working Year Scheme 2012 to ensure the continuity of service, during the year. Local Offices' public opening hours have been extended over the past few years and now open from 9.30am through lunchtime until 4pm, with a weekly one-hour late opening to provide staff training. Discussions are underway with the unions in relation to the extension of opening hours at the Department's public offices to 9.00am to 5.00pm in the context of the roll-out of the NEES.
Attendance Patterns & Management *1.4* *1.8* *4.9*		Reduce absenteeism through more active management of absences. o Implement policies re under-performance. (PSR Cross-cutting para.12) o Revise sick leave arrangements. (PSR Cross-cutting para.12)	10% reduction in days lost by 2014. Qtr. 2 2012. Qtr. 3 2012.	Lost Time Rate 2010 = 5.80 % Lost Time Rate 2011 = 6.30 % This marginal increase must be seen in the context of major staff and management change in the period. Data trends in this area will be difficult to predict as changes in the environment will be challenging in the short to medium term. Return to Work Meetings are taking place where a staff member returns from sick leave. Staff on sick leave is being automatically referred to the CMO after 4 weeks absence. In addition the HR Division is focusing on cases of longer term absence with a view to ensuring a return to work where possible or, where appropriate, to resolve the absence by invoking relevant HR processes. It is anticipated that consistent application of the measures will reduce absenteeism levels. The initial evidence for the effectiveness of this new approach is very positive.

2. Better Business Processes

To include, for example actions to increase efficiency and productivity; rationalise core structures, business processes, accommodation requirements etc.; establish shared service approaches, establish cross-functional teams/ new work structures, optimise the potential of new technology to streamline operations and generate efficiencies etc.

Terms of the Public Service Agreement 2010 – 2014	DSP Action Reference	Action	Timeframe	Progress Update 1st April 2011 to 31st March 2012
Business Process 4.13		DSP is engaged in a multiannual transformation programme of business change with the objective of developing a new vision and service model for the Department. The initial focus is on the provision of more effective services and joined-up approaches, leading to the full integration of employment, activation and other supports. The new service will be more customer-centric rather than scheme-based and will take account of policy and operational developments in the areas of customer profiling, case management, service delivery and income supports. (PSR Sectoral para. 1.1)	Business Process Re-engineering will form an ongoing part of service delivery.	The Department's Business Change transformation programme has been underway for a decade and much progress has been made during that time: • On-line services are now available for clients on DSP schemes, e.g. making a jobseeker claim on-line and online signing for casual certification; • Customer communications are now system generated in many cases - 635,000 communications issued to Jobseeker customers since this facility was introduced; • Critical information data is now available on-line and used to monitor entitlements and control payments; • The means object has been implemented to store critical customer data on means. This can re-used as required within certain parameters; • Business Procedures have been streamlined, for example, scanning is used in the review process for OFP clients, SMS texting is used to remind Jobseeker clients that they are due to sign on, and the need to complete a full Jobseeker Assistance process for clients who have completed a Jobseeker Benefit claim has been removed; • The phased introduction of the new Public Services Card has commenced. The verification of the identity of the person concerned and the capture of critical Identity data is a perquisite for the issue of this card. These cards are available for use by many public service bodies as well as DSP.

			The Department will embed a culture of continuous improvement across the organisation through the use of process improvement methodologies. This will include:		
			o Implement a new, lower-cost-strategy for making social welfare payments. (PSR Cross-cutting para.9)	Qtr. 4 2013.	The Department is currently finalising its e-Payment Strategy and will be bringing the strategy to Government in Qtr. 2 2012.
			o The provision of services online, reduced data entry, and reduced collection of duplicate data.		Pilot implementation of an online holiday form for Jobseekers commenced July 2011 (7 offices); to be rolled out further in coming twelve months. Redundancy and Insolvency online services incorporated into website following transfer of these functions to the Department in October 2011.
			o Automated provision of certain data collected for DSP purposes to other agencies to improve seamless service delivery.		The Department provides a PPS number matching and validation service, on behalf of specified bodies that use the PPS number as a unique identifier in the provision of public services, to enable these organisations to perform their functions. This includes the provision of scheme data to Revenue, The General Register Office (GRO) provides vital statistics relating to births, deaths, stillbirths, marriages and civil partnerships to the CSO. The GRO also provides data to the HSE in relation to the Medical Card Scheme & Breastcheck and to the D/Education & Skills for planning purposes. The provision of automated data to other public agencies will continue to be advanced as opportunities are presented. Proof of concept is ready to be demonstrated to other agencies.
			o Improving the quality of management information on costs, outputs and individual throughput to enhance performance management and cost minimisation.		Agreed set of supporting indicators published with the Estimates. Expanded set of statistics reported in the Live Register memorandum. Statistics to support 'Pathways to Work' targets developed.
			o Enhancing the roles of all grades by learning new skills, team-working, etc.		Improving focus on achieving business outcomes in relation to team building, action learning and management development programmes. Recent implementations have resulted in positive outcomes in three areas: (Illness Benefits, Maternity Benefits and the Appeals Office). Currently working with NEES pilot areas to enhance a wide range of cross over skills.

Business Process (cont.) *4.13*			o Implementing the most appropriate grade profile for the range of services provided.		Agreement has been reached on the grading structure for deciding claims by reference to the complexity and general circumstances of the case involved. A comprehensive training programme has been designed to provide the necessary skills and information for all Regional Deciding Officers to process Jobseekers and OFP decisions and work is underway with regard to training for all Designated Officers to decide on SWA decisions. Over the coming period, the grading structure for claim decisions be examined and agreed as the new NEES model is rolled out.
			o Where economically feasible and efficient, introduce, extend and further develop outsourcing and collaborative working with external agencies and providers in the provision of information and other services and implement appropriate sourcing arrangements.		Further use of CIB services (including MABS) under active consideration. Areas where outsourcing might be progressed have been identified. Project now underway to develop them to proposal and tender stage.
			o Reviewing accommodation arrangements with a view to minimising costs (e.g. by co-location in towns with more than one office following the transfer of services from FÁS and HSE, new accommodation approaches, etc.). (PSR Cross-cutting para. 8)	To end 2014.	DSP is engaged in an ongoing process to relocate staff from HSE and FÁS locations to DSP locations where opportunities arise to do so. Under the National Employment &Entitlements Service (NEES) it is proposed that all new Social Welfare Offices will provide for the delivery of services including those transferred from the HSE and FÁS. It is intended that 14 of these offices will be operational by end 2012. Actual progress on these is dependent on OPW support and resources.
			o Merging of premises between CIB and service delivery partners wherever possible taking account of lease requirements and budget availability to achieve a reduction in number of premises and the need to provide support for same thereby also reducing administrative and other overheads.	To end 2014.	Negotiations ongoing. All CIB, CIS and MABS leases are being reviewed at lease termination point with regard to co-location and lease cost reductions. A number of co-location projects underway, e.g. ▪ Tallaght (CIB, CIS and NAS) ▪ Limerick (CIB, CIS and NAS) ▪ Mullingar (MABS and CIS) ▪ Longford (NAS and CIS) ▪ Killarney (CIS, MABS and NAS) ▪ MABS Dundalk to move to vacant CIB premises.

		o Review D/PER Property Management Plan. (PSR Cross-cutting para.6)	Qtr. 4 2012.	Awaiting publication of Property Management Plan by Dept. Public Expenditure & Reform.
		o Increasing the use of video conferencing and other ICT to enhance productivity while reducing recourse to T&S.		This is being further enhanced through the rollout of new "Office Communication System" which will facilitate desk-to-desk video calls and has resulted in efficiencies and savings throughout the organisation.
		o Improving document and record management arrangements in daily work, scanning, etc.		Scanning solutions in place across the Department supporting customer claim processes and certification processes. Digitisation of some 500,000 PPSN registration forms and supporting documentation completed to date. Digitisation of staff salary instruction data on-going as part of an improved business process in Salaries area. Departments new intranet portal (re-named STÓR) has been rolled out to all staff in Department and associated training programme completed for all staff other than former FÁS staff (which is underway). In 2011 additional business applications have been developed on the STÓR platform, including a PQ application and a Business Planning and Risk Management application.
		o Desktop Modernisation Roll-out. (PSR Sectoral para. 5)	Qtr. 3 2012.	DSP Training Unit has been working in partnership with ISD in the rollout of a new desktop. Migration to new email system will be completed by October 2012 with the new office systems desktops and latest functionality being rolled out to all staff by June 2013.
		o CIB data strategy implemented across delivery partners. New CIB information system in place. (PSR Sectoral para. 5)	Qtr. 4 2013.	Project to evaluate current databases to commence Qtr. 2 2012. Information data strategy to be completed Qtr. 4 2012.
		o Participating fully in Civil Service Shared Service initiatives.	Ongoing.	The Department has been a lead player in developing HRSSC to date.
		o Reviewing relevant legislation.		Relevant Orders/Instruments to facilitate transfer of CWS made by 1 October 2011 transfer date and relevant Orders/Instruments to facilitate transfer of FÁS made by 1 January 2012 transfer date. A number of residual Orders/Instruments to transfer remaining staff and premises to be made as required. **2.17** Project Management Officer position created within the

		Developing cross organisational 'project management' approach allowing for the rapid development of project initiatives and the development of key skills across the CIB organisation.	Ongoing.	revised CIB structure and employee redeployed to this post on 4/4/2011. 'Downturn' related cross organisational project initiative to configure resources to meet changing client profile and needs.
		Implement the Pensions Board's revised strategy and prosecution guidelines in respect of employers who fail to discharge their obligations under the Construction Workers Pension Scheme (CWPS).	Ongoing.	In total 495 CWPS investigation cases have been opened by the Board since 2007 During the period 1 April 2011 to 31 March 2012 the following activity took place. • 68 criminal prosecutions were initiated • 56 new CWPS cases were received for investigation • 104 CWPS cases were closed for various reasons • 41 CWPS cases were approved by the CEO for prosecution • 31 prosecution cases were fully completed • 29 convictions were imposed by the courts • €705,777 in employer and employee contributions was restored to the scheme Trustees • Fines of €69,750 were imposed • 240 hours of community service were imposed (One Director) • A five month custodial sentence was imposed on two company directors (under appeal) • A three month suspended custodial sentence, was imposed on another company director. (Severity under appeal) At 31 March 2012 there were 38 CWPS cases pending before the courts, these cases are for breaches of section 58A (24 cases) and section 18 (14 cases) of the Pensions Act. One case is listed for Circuit Court hearing and two District Court appeals are awaiting hearing. Overall, the prosecutorial and enforcement regime has resulted in resources being paid to the Scheme which would not have otherwise being paid. Many employers have been restoring pension contributions prior to the Court date which is as a direct result of the Board's ongoing prosecutorial efforts. During the period 1 April 2011 to 31 March 2012 €705,777 was restored to the scheme for cases which the Board is actively investigating, bringing the total since April 2008 to €5,218,600. The Board has exceeded its target of initiating 20 criminal prosecutions in 2011 and during the period 1 April 2011 to 31 March 2012 initiated 68 criminal prosecutions.

		The Pensions Board will continue carrying out on-site inspections of Registered Administrators (RAs) in order to assess their competence and capacity to discharge their RA core administration functions and their levels of compliance with the Pensions Act.	Ongoing.	13 on-site inspections of RAs have been completed between 1 April 2011 and 31 March 2012.
		The Pension Board will continue to implement the training programme for the Regulation Team to ensure its capacity to verify the competence of and capacity of RAs to maintain sufficient records to undertake specified core administration functions as certified in their application to the Board for RA registration.	Ongoing.	Internal training and training in the field continues.
		Pensions Board approach to Regulation: the Board continues to develop a pro-active approach to regulation which utilises a risk-based model based on a hierarchy of risk priorities. Regulatory activity is directed to most suitable areas to ensure that regulatory practices are efficient.	For the lifetime of the Agreement.	Ongoing.
Shared Service *1.11* *4.13* *4.15*		Avail of opportunities for the greater use of shared services across the public sector, including HRM, payroll and pension's administration, financial management and ICT, with a view to achieving savings and bringing about improvements in the delivery of services. (PSR Cross-cutting para. 3)	As services become available.	Responsibility for HRM/payroll for employment/placement service of FÁS has been assumed by DSP. DSP currently provides data matching services for up to 80 other agencies and, jointly with CMOD, provides life event notifications to over 50 agencies.
		Consider the provision of certain services (allied to core DSP services) on behalf of other agencies.		• Public Service Card issue in progress. Rollout program to be intensified for remainder of 2012.

				• New BOMi Means Object in use internally for means tests on certain schemes. Internal use to be extended during 2012. Prototype for external sharing nearing completion (see **2.24** & **3.54**).
		Develop plan for Means Data Sharing with other agencies. (PSR Cross-cutting para. 3)	Qtr. 1 2012.	A prototype to inform the process for a Means Information Sharing System has been developed (completed April 2012) and a proof of concept project is currently being progressed with the Department of Agriculture, Food and the Marine and South Dublin CC.
Procurement *1.10* *1.11* *4.13* *4.15*		The Department is committed to participating fully in the initiatives of the National Procurement Service to make more efficient use of resources and benefit from economies of scale. The Department currently makes significant purchases from frameworks tendered by the NPS for common goods and services and is working closely with the NPS in extending the range of such procurements, including the significant high value areas of office supplies and energy requirements. The Department has already participated in NPS initiatives aimed at improving procurement practice, including the development of common procurement templates and the development of procurement training, while ensuring compliance with EU requirements, application of best practice and achieving value for money. The Department procurement policy also takes in to consideration whole of government policy issues, including facilitating SME access to procurements and the need to take environmental issues in to consideration, where relevant.	Over the lifetime of the Agreement.	The Department has committed to the use of new standard RFT and Contract templates for non-IT goods and services, devised at the instigation of the National Procurement Service (NPS) for use across the public service and intended to streamline the procurement process and make tendering easier for suppliers.
		Mandatory Use of Central Frameworks. (PSR Cross-cutting para. 5)	Qtr. 1 2012.	The Department has committed to using NPS central frameworks and is already participating in those for electricity and stationery supplies.

		Review NPS Procurement Reform Plan. (PSR Cross-cutting para. 5)	Qtr. 3 2012.	The Department understands NPS Procurement Reform Plan is to be put to Government by D/PER.
		Review NPS Logistics and Inventory Management Strategy (PSR Cross-cutting para. 5)	Qtr. 1 2013.	Awaiting Logistics and Inventory Management Strategy from D/PER.
		Annual Report to NPPU. (PSR Cross-cutting para. 5)	Qtr. 2 2013.	Awaiting template from D/PER.
		Centralised voice framework for both call and telephone line costs on behalf of CIB and Delivery Partners.	Qtr. 2 2012.	CIB has undertaken a significant development project in the ICT area to rationalise and enhance the telecoms infrastructure for CIB, CIS and MABS. This project will yield considerable benefits to CIB and the CIS and MABS services and will provide a platform on which to build Single Point of Telephone Contact (SPoTC) services. Savings will not materialise until 2013.
		Single Point of Initial Telephone Contact (SPOTC). This project aims to create a single point of telephone contact for the citizen for Citizens Information Board and it's Delivery Partners (citizen's information services, citizen's information phone service, MABS, Traveller MABS, MABS ndl ltd, national advocacy services).	Phase 1 Qtr. 4 2012. Phase 2 Qtr. 1 2013. Phase 3 Qtr. 4 2013.	Project Manager appointed (February 2012) for the pilot phase of the Single Point of Telephone Contact project. Pilot phase will inform rollout. Rollout in target.
		A single insurance broker service will be sought to meet the needs of all service delivery partners and CIB. CIB will seek to maximise the savings for the exchequer through the use of the services of the State Claims Agency.* * CIB has applied to have its insurance liabilities handled by the State Claims Agency (SCA).	Qtr. 1 2012.	CIB applied to have its insurance liabilities handled by the National Claims Agency. Phase 1 – roll out of Employment Practice Liability Insurance across CIB and all Delivery Partners complete. Phase 2 – roll out of wider policies to commence Q2 2012.
		Explore the availability of the Chief State Solicitors Office to provide advice on legal matters.	Qtr. 2 2012.	No progress to date.

Greater Efficiencies 4.13 4.16		Public Expenditure Reform Plans:		
		o Implement Budget 2012 changes. (PSR Cross-cutting para 9)	SW Act 2012 - April 2012.	The Social Welfare Act 2011 was enacted in December 2011 and Budget changes have been implemented through primary & secondary legislation.

The Social Welfare and Pensions Act 2012 was enacted on 1st May 2012 and included provisions for Job Seekers Benefit changing from a 6 to a 5 day week and the One Parent Family Payment qualifying child age reduction.

A comprehensive review of nationwide rent limits was completed and new rent limits being implemented.

A review of Supplementary Welfare Allowance Exceptional Needs Payments was completed and two recommendations relating to payments for religious ceremonies and local authority housing 'kit-outs' have been implemented to date.

Budget 2012 proposed that Mortgage Interest Supplement will not be payable for the first 12 months of a person's difficulties i.e. while the person is involved in the Mortgage Arrears Resolution Process (MARP). The legislative provisions for this measure are included in the Social Welfare and Pensions Act, 2012.

Legislative changes were also enacted in relation to strengthening the powers of Social Welfare Inspectors at ports & and airports and also in relation to Rent Supplement.

Reviews of some 90,000 One-Parent Family payments and 10,500 Farm Assist claims currently being undertaken to apply the new income disregards. |
		o Publish Balance Sheets. (PSR Cross-cutting para 9)	March 2012.	Implemented in 2011 Appropriation Account signed by Secretary General on 30 March 2012.
		o Purchase Orders > €20k published online. (PSR Cross-cutting para 9)	October 2012.	Scoping has commenced with a view to meeting October 2012 deadline.
		o Performance Budgeting. (PSR Cross-cutting para 9)	Qtr. 4 2012.	2012 Revised Estimates for DSP prepared and published in line with new Performance Budgeting requirements.
		o Accrual Accounting commences. (PSR Cross-cutting para 9)	Jan 2013.	Planning has not yet commenced and guidelines are awaited from the Department of Public Expenditure and Reform/ Finance.

		o Basic Payment account launched. (PSR Cross-cutting para 9)	Jan 2013.	The Department is represented on an Implementation Working Group to oversee the pilot of the Basic Payment Account (BPA). The BPA is due to be piloted in June and fully rolled out in 2013.
		Revised and renewed approach to the challenges posed by Social Welfare fraud as set out in the DSP Fraud Initiative 2011-2013. (PSR Sectoral para.6) **(PFG 1.12.16, 3.39.1, 3.39.2)**		
		o Maintenance Recovery Unit Liable relative recording system.	Qtr. 2 2012.	The Maintenance Recovery Unit Liable relative recording system development is commencing in the coming weeks and is scheduled for delivery in June 2012 in line with plan and project is on schedule.
		o Control Savings Target €625m.	Qtr. 4 2012.	Control Savings Target of €645m is the 2012 target across the Department – this is monitored reported upon monthly. Savings target for 2011 was €540m while savings of €645m were achieved in 2011.
		o Commencement of earnings automation process.	Qtr. 1 2013.	Commencement of earnings automation process – development in underway on this new automated process and is on schedule.
		o Convert the Money Advice and Budgeting Service into a strengthened Personal Debt Management Agency with strong legal powers.(PFG 3.25.5)		The Dept. of Finance has established a high level Steering Group on which the Department is represented to oversee and drive the overall implementation of the recommendations of the Inter-Departmental Mortgage Arrears Working Group. The CIB, which has the statutory responsibility to provide the MABS, has recently agreed that MABS would take on the role of approved intermediary for the purposes of processing Debt Relief Certificates as envisaged in the published heads of the Personal Insolvency Bill.
		o Make greater use of Mortgage Interest Supplement to support families who cannot meet their mortgage payments.(PFG 3.25.6)		The recommendations set out in the Mortgage and Personal Debt Review Group's final report were considered by the Inter-Departmental Mortgage Arrears Working Group (Keane Group) whose report to the Government's Economic Management Council was published on the 12th October 2011.

The Keane Group's overarching theme was that Mortgage Interest Supplement is not an appropriate long term support and should become a time bound payment with an appropriate exit strategy to be formulated for the MIS recipient. |

o Maintain Social Welfare rates.(PFG 3.37.1)

o The Commission on Taxation and Social Welfare will examine and make recommendations on the interaction between taxation and the welfare system to ensure that work is worthwhile. In particular, it will examine family and child income supports, and a means by which self-employed people can be insured against unemployment and sickness. (PFG 3.37.3)

o We will examine the social protection system with a view to identifying and eliminating poverty traps including amending the 30 hour rule for Rent Supplement and Mortgage Interest Supplement for people moving from welfare to work. (PFG 3.38.1, PFG 3.38.2)

In terms of exit strategy, the Group recommended the establishment of two 'mortgage to rent' schemes for eligible households to access social housing supports. The Department will work closely with the Department of Environment, Community and Local Government in relation to the development of their mortgage to rent proposals.

Budget 2012 proposed that Mortgage Interest Supplement will not be payable for the first 12 months of a person's difficulties i.e. while the person is involved in the Mortgage Arrears Resolution Process (MARP). The legislative provisions for this measure are included in the Social Welfare and Pensions Act, 2012.

Primary weekly rates of welfare payments were fully maintained in Budget 2012.

Advisory Group on Tax and Social Welfare (AG/TSW) established 25 June 2011 giving effect to commitment in PfG. The work programme of the group revolves around producing modular reports on the priority areas. The Group prioritised the area of family and child income supports and a report from the Group on this issue was submitted to the Minister at the end of March 2012. Following Budget 2012, the Minister requested the Group to examine and report on the policy objectives underpinning the budgetary proposals relating to (i) eligibility criteria and rates of payments for Disability Allowance (DA); and (ii) the increase in the age threshold for Domiciliary Care Allowance (DCA).

Any proposal to change the 30 hour per week employment rule would need to take account of its cost and its impact on incentives to work. Removing the 30 hour per week employment barrier would have significant cost implications that could only be considered in a budgetary context. The removal of the 30 hour limit may impact on the incentive to work for those currently in full-time employment.
However, progress is being made with the Department of Environment, Community and Local Government for the introduction of the new Housing Assistant Payment (HAP). HAP should eliminate the requirement for any alteration to Rent Supplement's 30 hour rule returning the scheme to its original purpose of a short term income support payment.

Rental Accommodation Scheme transfer targets for 2011 were

		○ Progressively reduce reliance on Rent Supplement, with eligible recipients moving to the Rental Accommodation Scheme.(PFG 3.40.1)		achieved. RAS continues to offer effective housing solutions for long term rent supplement tenancies. In addition, the Minister for the Environment, Community and Local Government and the Minister for Housing & Planning published a new housing policy framework statement on 16th June 2011. The policy contained the announcement for the transfer of responsibility in providing housing needs for long term rent supplement recipients to housing authorities on a phased basis. A multi-agency steering group has been established to develop proposals to give effect to this transfer. This will help achieve a key Government commitment of removing barriers to employment at the same time returning rent supplement to its original purpose, that of a short term income support payment for those temporarily unemployed.
		○ Review the operation of the Rent Supplement Scheme and introduce a code of conduct for rent supplement eligibility similar to that which operates for local authority tenants.(PFG 3.40.2)		The purpose of this review is to ensure that tenants who are receiving long term support from the State under the rent supplement scheme are subject to the same type of anti-social behaviour regime as local authority tenants. The most appropriate way for this to happen is for local authorities to take over responsibility for meeting the accommodation needs of these individuals. The Department is currently working with the Department of Environment, Community and Local Government with a view to achieving this goal.
		○ Pay rent supplement to tax-compliant landlords registered with the Private Residential Tenancies Board (PRTB) and offering decent quality accommodation, to root out fraud. (PFG 3.40.3)		Since January 2011 it is a requirement that the landlord's tax reference number must be supplied to the Department prior to award of a Rent Supplement claim. Where landlords do not have such a tax reference number, e.g. non-resident landlords, confirmation from the landlord to that effect is required before Rent Supplement is payable. The Department also provides the Revenue Commissioners with details of all rent supplement payments on an annual basis to help the Revenue Commissioners ensure this sector is tax compliant. In addition the Department works closely with the Private Residential Tenancies Board (PRTB) to help ensure that rent supplement tenancies comply with the statutory system of

<table>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>tenancy regulation and safeguards.

The PRTB has created a software solution allowing the PRTB to isolate rent supplement tenancies that it considers should be registered with the PRTB and where the landlords have yet to register. This particular control measure is made possible by the direct cooperation of DSP in providing the relevant data to the PRTB on a quarterly basis. This action should ensure that rent supplement tenancies, where required, will fulfil their legal obligation to register with the PRTB and that these tenancies will also comply with all other relevant legislation with regards to housing including standards of accommodation etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Put the household benefits packages out to tender, so that the Exchequer benefits from reduced prices.(PFG 3.40.5)</td>
<td></td>
<td>In relation to the energy component of the household benefits scheme, the Chief State Solicitor has advised that the Department does not have the right to approach the market to procure energy because it not actually the customer or procuring the electricity for its own use in the first instance even though the Department is in effect paying for the energy. The Competition Authority supports this view and feels that such an approach would seriously distort the energy market. They advise that "**a public tender to award a de facto monopoly over 400,000 HHB customers comprising 25% of all customers and 14% of all electricity consumed could distort competition and raise prices for all consumers.**" They go on to say that HHB customers would be excluded from the offers available to more actively switching energy customers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Raise the issue of payment of Child Benefit in respect of non-resident children at EU level, and seek to have the entitlement modified to reflect the cost of living where a child is resident. Examine all possible flexibility within European legislation to reduce the cost of this payment.(PFG 3.40.6)</td>
<td></td>
<td>Minister Burton has raised the issue of payment of Child Benefit in respect of non-resident children at EU level, both formally, with EU Commissioner Andor on his visit to Dublin last year, and informally, with relevant Ministers from other EU countries, and will continue to do so. The Commissioner indicated that he would be extremely reluctant to introduce changes along the lines suggested because he is of the view they would discriminate against migrant workers and would not be in line with judgements of the Court of Justice of the European Union in this area.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Preparatory work on Memorandum and Articles of Association for consolidated companies being explored in context of work of</td>
</tr>
</table>

				the Company Law Review Group.
		There will be a review of the number of CIB delivery partner companies with a view to consolidation to achieve efficiencies.	1st phase of consolidations 1/1/2013. 2nd phase of consolidations 1/1/2014.	
		Pooling of training resources of CIB and MABS NDL to deliver to delivery partners.	Qtr. 4 2014.	CIB and MABS ndl have worked jointly to develop and roll out training on Governance for both CIS and MABS Board members. Six events took place between 1/4/2011 and 31/3/2012 – two on Effective Governance for Boards and four on the topic as Boards as Employers.

3. Delivering for the Citizen

To include, for example, actions to enhance service delivery to the public, including changes to the technology used, more online services, service integration, efforts to reduce information burdens on citizens through better data management/sharing of data, including around identity etc.

Terms of the Public Service Agreement 2010 – 2014	DSP Action Reference	Action	Timeframe	Progress Update 1st April 2011 to 31st March 2012
New technology *4.13*		DSP is heavily reliant on the use of ICT infrastructure, applications and services. It will continue to develop and implement its ICT Strategy, increasing its internal capacity for the delivery of ICT services and participating in shared services as appropriate in order to ensure the continued provision of ICT infrastructure, applications and services to customers and other stakeholders and to support the implementation of the Business Transformation Programme. New technologies will be deployed as appropriate.	Over the lifetime of the Agreement.	Rollout of additional bandwidth to offices to support additional business functionality expected to be completed during Q3 2012. Further major BOMi releases implemented, including: • Implementation of Disability Allowance on the BOMi for new claims; • Implementation of State Pension non Contributory for all claims; • Functionality to handle overpayment and debt management for Employers; • Budget 2012 Changes; • BOMi support for Partial Capacity scheme; • Improvements to Activation Profiling and Case Management functionality; • Additional functionality for Local Office Process Modernisation; • Additional functionality for Public Service Card Management.
		Develop and implement a new customer profile and case management system. (PSR Sectoral para 1.1.3)	Pilot Referrals based on profiling Qtr 1 2012. Group engagement Qtr 1 2012. Deployment of new case management process Qtr 4 2012.	Profiling has now been successfully tested and deployed in 9 of the Department's offices and, in line with the commitments in *'Pathways to Work*, a nationwide deployment plan is being prepared. The Department began Phase 1 of the NEES trial in the office of Kings Inn-Parnell Street, Dublin 1, on 1 February 2012. 3 further offices [Arklow, Sligo and Tallaght] will be on stream by end-May. The purpose of this phase of the trial is to provide an enhanced, unified service for clients by testing new work approaches-processes- procedures and organizational structures that reflect the Department's changed

				operating reality. Outputs from Phase 1 will inform subsequent iterations. Critically, this trial is

<table>
<tr><td></td><td></td><td></td><td></td><td>operating reality. Outputs from Phase 1 will inform subsequent iterations. Critically, this trial is

testing end-to-end processes in an integrated NEES offices incorporating the services previously delivered by the DSP, CWS and Employment Services of FÁS;
developing and testing the new activation processes that include client referrals on the basis of their profiles to activation interventions, including Group Engagement sessions;
determining the work processes and systems required to provide this response to clients and engagement with them; and
identifying and implementing any organisational changes that may be required.
</td></tr>
<tr><td></td><td></td><td>Participate fully in the procurement and implementation process for the National Postcode System.

The Pensions Board will continue to maintain and develop its on-line data portal for pension schemes.</td><td>Ongoing.</td><td>The DSP continues to engage in meetings with DCMNR. RFT for service provider to issue shortly from DCMNR.

The system now facilitates the payment of fees, processing of scheme amendments, scheme registrations, submission of annual scheme information returns and the annual renewal of Registered Administrators renewals.

Currently there are 800 external presenter groups with over 1,600 external users.

Since February 2011 almost 150,000 submissions (including payment of scheme fees and scheme amendments) have been registered. Almost 900 group member schemes and 3,000 single member schemes have been registered.</td></tr>
<tr><td></td><td></td><td>Extend the Department's integrated business applications (BOMi) to support new self-employment eligibility services. (PSR Sectoral para 1.4)</td><td>Qtr. 2 2012.</td><td>Project is underway to design, build and implement a new system to support self-employment eligibility services. The work is being undertaken in-house, with a joint team from the business and ICT areas.</td></tr>
</table>

New business process *1.9* *1.10* *1.11* *1.14* *4.13* *4.15*		Modernise Live Register and related claim and payment processing, including: o Local Office Process Modernisation to modernise DSP Regional structures. (PSR Sectoral para 1.1.4)	Over the lifetime of the Agreement. To end 2014.	Regional review completed March 2012. New structures to be in place from 1 May 2012. See also **3.2, 3.15** & **3.16.**
		o Expand eligibility for the back to education allowance.(PFG 1.2.9)		The Programme for Government includes a commitment to resource a Jobs Fund that will finance a number of measures which will play an important role in enhancing the employability skills of jobseekers. The Back to Education Allowance and all other relevant measures will be considered under this commitment. BTEA numbers have grown from 25,032 in the 2010/11 academic year to 25,700 in the current academic year. A policy review of certain activation measures, including BTEA, is nearing conclusion and will explore the suitability of these schemes to fulfil the Departments current and future activation needs.
		o Develop a new graduate and apprentice internship scheme, work placement programmes and further education opportunities for our young unemployed providing an additional 60,000 places across a range of schemes and initiatives.(PFG 1.3.1)		Job Bridge Internship Scheme was launched and is now being expanded from 5,000 to 6,000 with OPFP and DA. The scheme has made significant progress to-date. 6,842 jobseekers have commenced their internship since 1st July 2011. There are currently 4,670 jobseekers undertaking internship opportunities. In addition, there are 1,876 internship opportunities available across a wide number of occupational sectors and geographic areas being hosted on the Jobbridge website www.jobbridge.ie.
		o Introduce a new National Employment and Entitlements Service. (PFG 1.3.5, 1.3.6)		Transfer of CWS staff from HSE to DSP on 1 October 2011 completed representing the culmination of significant cross-sectoral effort by DSP, DOH, HSE and staff representatives. Transfer of FÁS staff to DSP on 31 December 2011 completed representing the culmination of significant cross-sectoral effort by DSP, DES, FÁS and staff representatives. These transfers are important elements of the development of the new National Employment and Entitlements Service (NEES). The development of NEES continued with the publication of the Pathways to Work policy on 23 February 2012 (**3.2** also refers).

			o Activating people on a reduced week who refuse extra day(s) employment.(PFG 3.38.3)		Reduced rates were provided for in the Social Welfare Act 2010, which will encourage jobseekers to improve their skills, in order to avoid the risk of becoming long-term unemployed, and help them to progress into sustainable employment on a long-term basis. The intent of the reduced rates is to ensure compliance with the activation processes.
			o Replace One Parent Family Payment with a parental allowance that does not discourage marriage, cohabitation or work. (PFG 3.38.4, 4.1.4)		The changes to the OFP payment that were announced in Budget 2012 (the reduction of the maximum age limit of the youngest child for receipt of the OFP to age 12 in April 2012, age 10 in 2013 and age 7 in 2014, as well as the reduction in the OFP earnings disregard from €146.50 to €130 per week in January, 2012, and gradually reducing to €60 per week in 2016) move the scheme towards a single means-tested social assistance payment for people of working age – which is the Department's strategy with regard to means-tested income support. This payment will end the categorisation of customers, including lone parents, into different payment types and will instead focus on the person and on their individual capacities.
			o Develop new processes and systems to support the integrated functions of the transformed organisation.	Commenced.	
			o Revised National Employment Action Plan arrangements, including closer co-operation and interaction between the staff of FÁS and DSP.	Commenced.	
			o Online claim initiation.	2011.	The online claim service is now available in 8 local offices.
			o Process revision and automation at expiry of entitlement to Jobseeker's Benefit, Education Sector claims, Casual Workers etc.	2011.	The streamlined JB to JA process is now available in 62 local offices and 38 branch offices and will continue to be extended to remaining offices. In excess of 635,000 automated communications have issued to unemployed customers. The automated repeat claim form for Educational Workers is now available and up to 3,800 communications issued at each school break removing the need for these customers to call to the LO/BO. **3.16** Approx. 55,000 casual workers are certified manually

			o Certification of unemployment electronically, online and by phone. (PSR Sectoral para. 1.1.6)	Qtr. 4 2011.	each week through improved ICT systems. This functionality will shortly be introduced to the remaining local offices. Online certification trial continuing in Arklow LO. Trial to be extended to a number of other LOs following a review of the process on 17th April. Electronic certification for fulltime signers is available in 12 local offices. In excess of 50,000 electronic certifications have been made to date. Rollout continuing. Mobile certification trial results are being considered. There is no plan to roll out at present pending further consideration of these results.
			o Extended opening hours at Local Offices.	Over the lifetime of the Agreement.	
			Modernise pensions, disability, child and other claim and payment processing, including:		
			o Achieve the targets in the National Action Plan for Social Inclusion to reduce the number of people experiencing poverty. (PFG 3.37.4)		The Department continues to fulfil its responsibility to monitor and report on implementation of the Government's Action Plan for Social Inclusion across the broader civil service, including progress towards achieving the targets outlined in the Plan. A social inclusion report covering implementation of this plan during the periods 2009 and 2010 has recently been completed. The Department is completing a comprehensive review of the national poverty target, as set out in this Plan, with a view to enabling the Government to adopt appropriate and achievable national poverty targets to meet Ireland's contribution to Europe 2020 and commitments in the Programme for Government.
			o Implement online claim registration and develop self-service options.	Ongoing.	Online claiming for Redundancy and Insolvency Payments introduced in October 2011. Exploratory work commenced on pilot self-service options.
					Desk Assessments implemented. In-person assessments

		o Implement the Medical Review Case Management Project, including: • IT desk assessments and • IT in-person assessments • Activation.		to be rolled out. Outstanding issues to be resolved. The introduction IT desk assessments has increased Medical Assessor capacity by 30%.
		o Implement the Partial Capacity Scheme. (PSR Sectoral para. 2)	Qtr. 1 2012.	The Partial Capacity benefit scheme was formally launched by the Minister for Social Protection on 13th February 2012.
		o Revise and re-design the Disablement Rating Scale.		Preliminary work has been completed on development of a revised disability rating, drawing on international norms and best practice and appropriate to the Irish context. Further development is underway and will be subject to external professional validation prior to implementation. As critical resources are being directed mainly to development of closed certification, implementation is likely to be in late 2012.
		o Implement the recommendations of the VFM Review of the Disability Allowance (DA) Scheme. (CER)	Ongoing.	A key recommendation to increase the minimum age for DA from 16 to 18 was included in Budget 2012 but was not proceeded with, pending a review of the underlying policy objectives by the independent Tax and Welfare Integration Group. It is expected that the Group will report by September 2012. Other recommendations (e.g. in relation to the merger of DA and the Blind Person's Pension and issues associated with the income disregard) are being progressed in the wider context of policy developments in relation to the range of social assistance schemes. Measures in relation to risk-rating and agency arrangements have been implemented.
		o Explore the feasibility of on-line Illness Benefit certification and closed certification by GPs.		Ongoing.
		o Implement a customer contact centre.		Review of the Department's Telephony Strategy underway.
		o Improve the effectiveness of in-work supports.		

			o Maintain the standard 10.75% rate of employers PRSI. (PFG 1.12.11)	Ongoing.	The commitment to maintain standard rate of employer PRSI on weekly earnings in excess of €356, has been met.
			o Reduce complexity for customers, administrators and information providers.		The Department's forms design standards are adhered to in the updating of existing forms as well as to all new forms produced by DSP Information Services. Plain English principles are applied to all information leaflets produced by DSP Information Services. Communications Plan Framework developed in Qtr.1 2011 to involve internal and external stakeholders in effective communications campaigns where required.
			o Complete the implementation plan for the reform of the legislative and administrative infrastructure for pensions as set out in the National Pensions Framework and implement elements as appropriate. (CER)		Work on the implementation of the National Pensions Framework continued during 2011. Legislation to increase State pension age was included in the Social Welfare & Pensions Act 2011; Budget 2012 included the removal of PRSI relief on employer pension contributions (as well as a number of changes to pension tax arrangements); and changes to the rates bands for State pension (contributory). In October 2011 the Government approved a number of changes to defined benefit (DB) pension provision to help ensure its sustainability, enhance the security of member benefits and increase equity between members of DB schemes. This is to ensure that schemes provide a 'promised' level of benefits to members that is reasonably predictable and that enjoys a high level of security. Its purpose is also to assist the sustainability of DB pension provision into the future.
			o Develop new systems to support agreed recommendations for modernised Child Income Support. (CER)	Ongoing.	Draft "technical report" on a revised child income support system completed Q3-2011. Subsequently presented within DSP (Policy Comm and Management Board) and to AG/TSW (see 2.46). Proposals currently with Minister for consideration.
			o Extend the integrated business application (BOMi) to include Carer's Allowance. (PSR Sectoral para. 4)	Qtr. 2 2012.	On Target. Carer's allowance BOMi project 1st phase (new claims) went live at the end of August 2011. Data clean up underway for phase 2 (migration of existing claims) which is scheduled for June 2012.

			o Extend the integrated business application (BOMi) to include Disability Allowance. (PSR Sectoral para. 4)	Qtr.3 2012.	On Target. Disability allowance BOMi project 1st phase (new claims) went live at the end of January 2012. Data clean up underway for phase 2 (migration of existing claims) which is scheduled for Q3 2012.
			o Introduce electronic exchange of social security and related information with EU Member States. (PSR Cross-cutting para. 2)	Qtr. 2 2014.	Delays continue to be a feature at EU level, with a 3 month reflection period now underway. Some progress made in Ireland with access point (AP) installed in CMOD and messages transmitted and received.
			CIB will redesign its work processes in line with the revised service delivery model developed in the organisation review to meet the strategic priorities of CIB's strategic plan.	Qtr. 4 2012.	Redesigned work processes implemented in April 2011 allowing for closer engagement with service delivery partners. Staff re-assigned in line with strategic aims and new responsibilities (52 staff members reporting to new managers from 4/4/2011).
			Create a single working age social assistance payment that will cover all people of working age including those who would currently be classified as unemployment, sick, disabled or parenting alone. (PSR Sectoral para 1.2). (CER)	EU/IMF progress report by Qtr. 4 2011. Implementation Plan by end of Qtr. 1 2012.	A progress report detailing the current status of the single working age assistance payment or single payment was submitted to the Troika in Quarter 4 2011. As per the commitment contained in the sixth review of the Programme for Financial Support, the Department of Social Protection submitted to Government a comprehensive programme of social welfare reforms by the end of Quarter 1 2012. Included in this package of reforms were proposals relating to the single payment. The Government decided that the Cabinet Committee on Social Policy would discuss the single payment proposals on 4th April. It was agreed at this Cabinet Committee that the Department of Social Protection would continue working on the development of the single payment proposals, including ensuring that the interdepartmental group will continue its work on identifying the services required for the introduction of the single payment. The Department of Social Protection will submit a further report to Government by end September, 2012 so that the Government can further consider the process of implementing the single payment.

		Implement budget changes to the jobseekers schemes –		
		o Calculate JB on basis of a 5 day week. (PSR Sectoral para 1.5)	Qtr. 3 2012.	Provision for this is included in the Social Welfare & Pensions Act 2012.
		o Include Sunday working in calculation for JA & JB. (PSR Sectoral para 1.5)	Qtr.1 2013.	Ongoing.
		Implement the range of reforms set out in the national pension's framework to achieve policy aims and extend the Dept.'s integrated business applications to include State Pension (Non-Con). (PSR Sectoral para. 3)		• Homemaker Credits are under consideration. • The increase in paid contributions required to qualify for a State Pension contributory to 520 has been implemented. • Work continued on the development of a pensions tracing service.
		o Homemaker's credits will replace disregard for new pensioners.	Qtr. 1 2012.	• The increase in paid contributions required qualifying for a Widows and Surviving Civil Partner Pension will increase in 2013.
		o State Pensions – numbers of cons for entitlement to 520.	Qtr. 2 2012.	• Legislation was introduced to abolish State Pension Transition in 2014 and increase pension age to 66.
		o State Pension Tracing Service.	Qtr. 4 2012.	• Work on the development of an implementation plan for an auto-enrolment scheme continued during the period. It is intended that the scheme will be focussed on low to middle income earners.
		o Review Pensions Insolvency Scheme.	Qtr. 2 2013.	
		o Widows & Surviving Civil Partner Pension – number of cons for entitlement to 260.	Qtr 4 2013.	
		o Abolish State Pension Transition Scheme and increase Pension Age to 66.	Qtr. 2 2014.	
		o Auto enrolment for private pension.	Qtr. 3 2014.	
		Reform the pension system to progressively achieve universal coverage, with particular focus on lower-paid workers, to achieve better risk sharing, and to provide for greater flexibility for those who wish to retire on a phased basis. (PFG 4.1.11)		
		Ensure that trans-gender people will have legal recognition and extend the protections of the equality legislation to them.(PFG 3.41.4)		Draft Heads of Bill are being prepared to provide for the legal recognition of trans-gender people. AG's advice is awaited in respect of certain issues before finalisation of the draft Heads by end Q2, 2012.

Provision of information to the public. *4.1* *4.4* *4.13*		Development and deployment of online information services to facilitate more efficient and cost effective access for all stakeholders. Re-design of www.welfare.ie. (PSR Cross-cutting para. 2)	Qtr. 4 2012.	Request for Tender for external consultancy assistance in development of a new www.welfare.ie website to be published Qtr. 2 2012.
		Re-design GRO website. (PSR Sectoral para. 5)	Qtr. 2 2012.	Development of GRO website project has been suspended owing to cost considerations.
		A number of additional initiatives will be launched in the on-going development of the Citizens Information Websites, both corporate and citizen focused. These include:		Three microsites already running at minimal cost; also developed a microsite as part of a group of organisations in the health sector (www.healthcomplaints.ie) Mobile interface for centres.citizensinformation.ie complete at http://cinfo.ie/en/find-a-centre.html
		○ mobile interface for centres.citizensinformation.ie	Qtr. 1 2012.	
		○ subscription module to citizensinformation.ie	Qtr. 2 2012.	
		○ publish eBooks on citizensinformationboard.ie	Qtr. 3 2012.	
		The Pensions Board website www.pensionsboard.ie will be constantly promoted as the optimum point of contact for the Board for on-line services and as a central educational and information resource.	Ongoing.	
		All Pensions Board reports, policy documents, information booklets and industry news only published on-line.	Ongoing.	Ongoing. This policy facilitates the ongoing reduction in design, print and information delivery costs.
		Free online trustee training e-learning system to support the mandatory requirement for pension scheme trustees to receive trustee training. The Pensions Board operates a self-certification process for the trustee trainers availing of this facility.	Ongoing.	Ongoing. Such online service removes significant print, administration and postal costs that would otherwise be associated with such communications.
				Project to evaluate current databases to commence Qtr 2

		CIB Information Data Strategy - Developing a plan for leveraging of data which will maximize knowledge and information management across CIB and delivery partner systems. This includes using www.gov.ie to deliver integrated information on public and social services for re-use/syndication by other public bodies.	Qtr. 4 2012.	2012. Information data strategy to be complete Q4 2012.
		Strengthen CIB's focus on online service delivery in relation to citizen's information and money advice through the enhanced use of targeted cost effective online services and microsites thereby maximising the numbers of customers reached and serviced with targeted information.	Ongoing.	www.selfemployedsupports.ie available See also **3.43** above.
Identity Management and customer data *1.10* *1.11* *1.14* *4.13* *4.15*		Improve the collection and use of customer data across the public sector, through the following: ○ Maintenance and development of civil registration functions.	From 2011 and over the lifetime of the Agreement.	Extensive data transfers take place to a range of public bodies to facilitate the administration and control of public services. For example, a recent initiative involves providing DSP with details of parties intending to marry so that marital status, address and other details can be cross-checked and verified. On-line read-only access to the computerised civil registration system continues to be extended to DSP staff on request. The number of DSP users stands at approximately 750. A new software release is due to be rolled out in Qtr. 2 2012 to include enhancements to existing functionality arising out of user experience and developing needs. The new scheme for registering civil partnerships was implemented during 2011. As of 3 April 2012, 618 couples have registered their civil partnerships.
		○ Manage the allocation and use of the PPSN. (PSR Cross-cutting para. 2)		Project to extend the stock of numbers available for allocation completed.
		○ Produce and manage Standard Authentication Framework Environment (SAFE)-compliant Public Service Cards and promote		Phased introduction of the Public services card commenced October 3rd 2011. Deployment ongoing (volumes dependant on volume of SAFE 2 registrations – see **3.52**)

		their usage in other agencies. (PSR Cross-cutting para. 2)		
		o Continue to develop an enhanced registration service to establish customer identity.		SAFE 2 registration pilot complete. Phased national roll-out commencing May 2012.
		o Provide identity management services to external agencies.		Single Customer View put into production January 2012. Standard data matching services provided for external bodies.
		o Develop an internal means system as a basis for the sharing of means information with other public bodies. (PSR Cross-cutting para.3)		Prototype due to be completed and ready for internal demo by April 2012, with the intention of organising a demo for two outside agencies shortly thereafter.
		o Develop and implement systems in support of secure data exchange with other agencies and EU Member States.	Prototype end Qtr. 1 2012. Deploy Qtr 4. 2012.	Delays continue to be a feature at EU level, with a 3 month reflection period now underway. Some progress made in Ireland with access point (AP) installed in CMOD and messages transmitted and received.
		o Review and enhance underlying security facilities and processes to ensure that data protection principles are further embedded in DSP systems.		Work is progressing on various information security initiatives earmarked for 2011/2012. These will continue through 2012 in tandem with essential ICT initiatives and progress will be closely monitored by Business Information Security Unit.