



Tithe an  
Oireachtais  
Houses of the  
Oireachtas

# **An Comhchoiste um Choimirce Shóisialach, Forbairt Pobail agus Tuaithe agus na hOileáin**

An Tuarascáil Feidhmíochta Seirbhíse Poiblí don Roinn Coimirce  
Sóisialaí agus Roinn Forbartha Tuaithe agus Pobail, 2023

Deireadh Fómhair 2024

---

# **Joint Committee on Social Protection, Community and Rural Development, and the Islands**

Public Service Performance Report for the Department of Social  
Protection and the Department of Rural and Community  
Development, 2023

October 2024

33/JCSPCRI/030



## Contents

<b>Related information .....</b>	<b>5</b>
Publications .....	5
Committee videos.....	5
Contact details.....	5
Terms of reference .....	5
<b>Committee Membership.....</b>	<b>6</b>
Cathaoirleach.....	6
Leas-Cathaoirleach.....	6
Members .....	6
<b>Foreword.....</b>	<b>7</b>
<b>Introduction and Witnesses .....</b>	<b>8</b>
List of witnesses .....	10
Recommendations.....	11
<b>Objective .....</b>	<b>12</b>
<b>Key Issues .....</b>	<b>14</b>
Live Poverty Indicators.....	14
Transitioning Off the Live Register .....	14
One Parent Family Payment Transition .....	15
School Meal Programme .....	15
Rejected Claims .....	15
Uptake of Benefits .....	16
Overpayments.....	16
Evaluating Effectiveness .....	17
Stakeholder Engagement .....	17
Addressing Rural and Urban Disparities in Welfare Access .....	17
Progress Evaluation Report.....	18
<b>Department of Social Protection Response .....</b>	<b>18</b>
<b>Department of Rural and Community Development Response .....</b>	<b>27</b>

**Conclusion..... 33**

**Appendix 1A: Metrics ..... 34**

**Appendix 1B: Metrics within the REV..... 36**

**Appendix 2: Opening Statements and Meeting Transcript ..... 41**

    Opening Statements.....41

    Meeting Transcript.....41

**Appendix 3: Submissions..... 41**

## Related information

### Publications

All publications for this committee are available on the [Oireachtas website](#).

### Committee videos

Footage of Committee proceedings can be found on the [Committee videos page](#).

### Contact details

The contact details for the Committee can be found on the [Committee page](#).

### Terms of reference

Read the [terms of reference](#) for the Committee.

## Committee Membership

### Cathaoirleach

[Denis Naughten TD](#), Independent

### Leas-Cathaoirleach

[Marc Ó Cathasaigh TD](#), Green Party

### Members

[Jackie Cahill TD](#), Fianna Fáil

[Joan Collins TD](#), Independents 4 Change

[Paul Donnelly TD](#), Sinn Féin

[John Paul Phelan TD](#), Fine Gael

[Éamon Ó Cuív TD](#), Fianna Fáil

[Donnchadh Ó Laoghaire TD](#), Sinn Féin

[Senator Paddy Burke](#), Fine Gael

[Senator Róisín Garvey](#), Green Party

[Senator Paul Gavan](#), Sinn Féin

[Senator Eugene Murphy](#), Fianna Fáil

[Senator Mark Wall](#), Labour Party

## Foreword

The Public Service Performance Report (PSPR) 2023 was published on 17 June 2023 by the Department of Public Expenditure, NDP Delivery and Reform (DPENDR). The PSPR is a public-focused, accessible report providing an overview on what was delivered with public money for each Government Department over the period January 2023 – December 2023. One of the key objectives of our Oireachtas Committee working in tandem with the relevant line Departments is to ensure that this report achieves its aim of being publicly accessible.

The PSPR is a milestone in the parliamentary budgetary cycle, providing a more structured calendar of parliamentary oversight of the budgetary process. The core function of the Joint Oireachtas Committee on Social Protection, Community and Rural Development and the Islands is to monitor the performance of the Department of Social Protection and the Department of Rural and Community Development, and the PSPR is a key tool in fulfilling that role.

This report by the Joint Committee is the culmination of 18 months of work beginning during the Revised Estimates in February 2023, including an engagement in October of 2023 as well as this year's meeting looking at potential performance metrics in June 2024. Performance-based budgeting aims to improve the effectiveness and efficiency of public expenditure by linking the funding of public expenditure by linking the funding of public sector organisations to the results they delivery by making systematic use of performance information.

The members of the Joint Committee on Social Protection, Community and Rural Development and the Islands would like to thank the officials from the Department of Social Protection, Department of Rural and Community Development and the Department of Public Expenditure, NDP Delivery and Reform for their valuable engagement throughout the PSPR process.

Acting as Rapporteur on this Report, I would particularly like to acknowledge the support of the Parliamentary Budget Office and the Committee Secretariat in the preparation and analysis of the data presented to the Committee.

**Denis Naughten TD**

Cathaoirleach to the Committee  
October 2024

## Introduction and Witnesses

Dáil Sectoral Committees are tasked with the consideration of a number of budgetary milestones of the annual parliamentary budgetary cycle that fall within their remit. This report will focus on the Public Service Performance Report 2023. The Joint Committee on Social Protection, Community and Rural Development and the Islands engages with the Department of Social Protection and the Department of Rural and Community Development to examine the spending allocations and associated outputs in this regard. It is an ongoing opportunity for the Committee to make the process more transparent and to engage in a meaningful way on the parliamentary budget cycle.

The 2016 OECD review of budgetary oversight by the Irish Parliament<sup>1</sup> highlighted the requirement to provide enhanced performance information to support the Oireachtas in assessing the outputs and outcomes from public expenditure. The Public Service Performance Report (PSPR), first published in April 2016, is a means to enable a performance dialogue on Committees and public bodies, including departments.

Performance-based budgeting aims to improve the effectiveness and efficiency of public expenditure by linking the funding of public sector organisations to the results they deliver, making systematic use of performance information.

The OECD report highlighted the importance of Parliamentary Scrutiny of Performance Indicators in the form of the PSPR and the Public Service Performance Report 2023 states that:

“The intention of this Report is to enhance the provision of information on the performance of public expenditure and delivery of public services, in a dedicated, focused document. This Report supports the work of Sectoral Committees in assessing outputs and outcomes derived from public expenditures.”<sup>2</sup>

Members of this Committee, having examined PSPR 2023 with two line Departments, feel that it fails to achieve this goal based on its current “one size fits all” format. While the

---

<sup>1</sup> OECD Review of budget oversight by parliament: Ireland, available [here](#)

<sup>2</sup> [Public Service Performance Report 2023](#), page 3, Available [here](#)



PSPR has evolved since its introduction in 2016 – it now includes a number of strategic budgeting initiatives and the metrics and structure more closely align with the Revised Estimates for Public Services Estimates (REV) - the Committee is of the view that its current format does not allow for the specific needs and contexts of different departments to be adequately addressed.

In the case of the chapter of Public Service Performance Report comprising performance metrics relevant to the Department of Social Protection, many of the metrics lack relevance to the needs of this Committee. In correspondence with the Committee, the Minister for Public Expenditure, National Development Plan Delivery and Reform (DPENDR) states that while the Minister's department issues guidance to departments in relation to the PSPR, ultimately each department chooses its metrics in line with its policy goals and expenditure levels.<sup>3</sup> The Committee is of the view that this limits the PSPR's usefulness to it by confining the Departments to limited space within the overall report.

Despite this, it should be acknowledged that both Departments under the Committee's remit have made significant efforts to facilitate the Committee in its request for information, outside of the present Public Service Performance Report format.

To address this structural challenge with the format of the PSPR, the Committee believes that there is a need for better engagement between the line Departments, The Department of Public Expenditure, NDP Delivery and Reform (DPENDR), and the parliamentary committee to ensure that the performance targets and indicators are relevant and useful for parliamentary oversight.

In an engagement with the Department of Social Protection on Wednesday 18 October 2023<sup>4</sup>, the Committee engaged with officials from the Department on the targets which were to be included in PSPR 2023. In a subsequent engagement with the Department of Social Protection on Wednesday 26 June 2024<sup>5</sup> Members noted that the Committee has raised in the past the issue of the performance report not reflecting the requisite metrics. As

---

<sup>3</sup> Letter received from the Department of Public Expenditure, NDP Delivery and Report, available [here](#)

<sup>4</sup> Official Meeting Transcript of the Joint Committee, October 18, 2024, available [here](#)

<sup>5</sup> Official Meeting Transcript of the Joint Committee, June 26, 2024, page 13. available [here](#)

the Department of Public Expenditure and Reform, National Development Plan Delivery and Reform’s guidance limits the number of metrics that can be included in the report, the Department of Social Protection issues a separate additional report to the Committee. The Minister for PENDR states that the guidance limiting the number of metrics is “an historical request to contain the PSPR in a readable format with a high-level presentation of metrics.”

The Committee would appreciate greater feedback from the Departments of Social Protection, Rural and Community Development and Public Expenditure, NDP Delivery and Reform on the inclusion of the metric recommended by Members of the Committee in the PSPR, in particular with regard to the final selection of metrics.

The Committee recommends that all departments seek the views of the relevant sectoral committee(s) on the draft metrics – this would significantly increase the usefulness of the metrics from committees’ perspectives, and drive engagement and financial scrutiny of public expenditure. The Committee recommends that DPENDR take steps to build this engagement into the budgetary cycle.

## List of witnesses

Meeting date	Witnesses
26 June 2024	<p><b>Department of Social Protection</b></p> <ul style="list-style-type: none"><li>• Niall Egan, Assistant Secretary General, Corporate Affairs</li><li>• Alan Flynn, Principal Officer, Budgets and Estimates</li><li>• Michelle Reilly, Principal Officer, Senior Statistician</li></ul> <p><b>Department of Rural and Community Development</b></p> <ul style="list-style-type: none"><li>• Ken Jordan, Assistant Secretary General</li><li>• Aisling Penrose, Principal Officer, Finance and Evaluation Unit</li><li>• Kieran Moylan, Principal Officer, Libraries Development and Community Policy Unit</li><li>• John Orme, Assistant Principal Officer, Finance and Evaluation Unit</li></ul>

## Recommendations

1. The Committee recommends that all departments seek the views of the relevant sectoral committee(s) on the draft metrics – this would significantly increase the usefulness of the metrics from committees’ perspectives, and drive engagement and financial scrutiny of public expenditure. The Committee recommends that DPENDR take steps to build this engagement into the budgetary cycle.

---

2. The Committee recommends that the Minister for Social Protection should provide additional real-time data from within their own systems to assist members in making more informed decisions and ensure such programmes better serve their constituents.

---

3. The Committee recommends that the Minister for Social Protection should include data on the number of people who move from welfare to schemes such as the Working Family Payment should therefore be included in the PSPR.

---

4. The Committee recommends that the Minister for Social Protection should include a greater emphasis and information on indicators for the transition away from One-Parent Family Payment towards the Working Family Payment and part-time work through PRSI contribution data.

---

5. The Committee recommends that the Minister for Social Protection provide the Committee with a data subset of new applicants approved for the Carer’s Support Grant which should include information on the number of Carer’s Support Grants being issued to people who are not in receipt of another welfare payment tracking the application trend following a reinvigorated advertising campaign by the Department of Social Protection.

---

6. The Committee recommends that the Minister for Social Protection focus on reducing overpayments by increasing the awareness of the implications of financial institution savings and other financial changes on benefit entitlements.

---

7. The Committee recommends that the Minister for Social Protection seek regular structured feedback from social welfare recipients such as one-parent families and those with disabilities. This would help the Department to better understand the real-world impact of its policies and make necessary adjustments to better meet the needs of its beneficiaries.

---

8. The Committee recommends the publication of an additional ‘*Progress Evaluation Report*’ which would include the requested statistics outlined in this submission and the report on the Sustainable Development Goals<sup>6</sup>, to assist the Committee in gaining a better oversight of the policy actions and objectives of the Department. This report could include data from econometric evaluations, SWITCH model insights or results from surveys and studies.
- 
9. The Committee recommends that the Committee on Budgetary Oversight commence an engagement with the Department of Public Expenditure, NDP Delivery and Reform on how best to fulfil the needs of the Oireachtas as highlighted in this Committee report and the 2016 OECD review.
- 

## Objective

This Committee report is a culmination of 18 months of work, beginning with engagement on the Revised Estimates in February 2022, and it aims to ensure that the performance reporting by the Department of Social Protection and the Department of Rural and Community Development provides timely and detailed performance information to support the Oireachtas in assessing public expenditure outcomes. This includes metrics related to service delivery, efficiency, and impact. The Committee's assessment highlights the need for ongoing monitoring of the efficiency of welfare payments, ensuring that they are processed and delivered in a timely manner. This includes addressing any backlogs in processing and improving the systems used to manage these payments. These recommendations focus on improving the effectiveness, accessibility, and responsiveness of social protection and social welfare services, particularly for vulnerable populations. The Committee also emphasises the need for continuous review and adaptation of policies to meet the changing needs of society.

It is evident from the Committee's engagement with the Department of Public Expenditure, NDP Delivery and Reform (DPENDR), a parliamentary reply from the Minister for Public Expenditure, NDP Delivery and Reform (parliamentary reply NO: 34904/24), and through its

---

<sup>6</sup> Joint Committee Report on Sustainable Development Goals 2023, available [here](#)

engagement with the Parliamentary Budget Office that there is a dichotomy of purpose for the Public Service Performance Report.

The Committee strongly believes that the Public Service Performance Report is compiled to fulfil the 2016 OECD review recommendation of budgetary oversight by the Parliament of Ireland. The OECD report highlighted the need to provide enhanced performance information to support the Oireachtas in assessing the outputs and outcomes from public expenditure. The Committee views the report's intention as enhancing the provision of information on the performance of public expenditure and the delivery of public services in a dedicated, focused document.

However, it seems that the Department of Public Expenditure, NDP Delivery and Reform holds an alternative position. They believe that line departments are best placed to decide what indicators to use, under clear direction and guidance from the DPENDR. This approach involves interaction and engagement between line departments and the DPENDR on the selected indicators to ensure a strong understanding of what indicators are most relevant and useful to both, with a view to comparisons across all Government Departments rather than addressing the needs of the Oireachtas.

In light of this dichotomy regarding the purpose of the Public Service Performance Report and its clear failure, from the perspective of this Committee, to meet the needs of the 2016 OECD review, the Committee recommends that the Committee on Budgetary Oversight commence an engagement with the Department of Public Expenditure, NDP Delivery and Reform on how best to fulfil the needs of the Oireachtas as highlighted in this Committee report and the 2016 OECD review.

## Key Issues

### Live Poverty Indicators

While the Committee, in its assessment of the 2022 Performance Report, flagged the time lag between figures from the Central Statistics Office and the Department of Social Protection, it wishes to acknowledge the significant improvement in the timeliness of data presented in the 2023 Performance Report. Having said that, the Committee has highlighted the need for additional real-time data in terms of poverty indicators, such as grocery price inflation, to reflect immediate trends and to provide a more accurate reflection of ongoing performance.

The Committee also believes that the Department should provide additional real-time data from within their own systems, for example on supplementary welfare payments or more detailed statistics on the uptake of schemes like the school meals programme, which could help members make more informed decisions and ensure such programmes better serve their constituents.

The Committee asks that the Department suggest live sets of data available to them internally that would be indicative of what is happening concerning poverty data on the ground.

### Transitioning Off the Live Register

While the Performance Report sets live register targets, this does not provide the Committee with any insight into the Department's delivery of its objective of getting people back into employment or part-time work. The Committee recommends that the performance targets for demand-led schemes like the live register should be revisited. Since these are demand-led, the Department has limited control over them, and alternative performance indicators, such as the success rate of transitioning people from welfare to work, would be more meaningful.

The Committee is of the opinion that data on the number of people who move from welfare to schemes such as the Working Family Payment is a better performance indicator and should therefore be included in the Public Service Performance Report.

The Committee believes that this could be complemented with data regarding trends in diversionary policy initiatives such as the Back-to-Education Allowance, the Back-to-Work Enterprise Allowance Scheme, the Part-Time Job Incentive Scheme, and the Partial Capacity Benefits Scheme. It feels that this would give a better understanding of the delivery of the Department's policy objectives.

### One Parent Family Payment Transition

The Committee has consistently received data, which is again highlighted by Departmental statistics, showing that one-parent families experience the greatest level of poverty among those on welfare. In order to better support these one-parent families, the Committee calls for greater emphasis and information on indicators for the transition away from One-Parent Family Payment towards the Working Family Payment and part-time work through PRSI contribution data.

### School Meal Programme

The Committee welcomes and commends the Department and Minister for the substantial increase in spending on the school meal programme.

In line with its role in the Public Service Performance Report, the Committee believes that, in order to conduct greater scrutiny of the programme, the information provided to it must go beyond expenditure data. The Committee notes a previous similar initiative known as the School Milk Scheme, in which major issues around uptake and wastage arose. This would involve evaluating the effectiveness of the School Meal Programme by reporting on whether the meals are actually being consumed by students.

### Rejected Claims

The Committee notes that the Department provides information on claims in the form of processing times for submitted applications. The Committee believes that a number of performance improvements can be identified through more detailed breakdowns of data, such as the reasons for rejected applications to various schemes. This would help identify common issues and inform strategies to improve the application process through the use of a performance indication target to reduce rejections.

It was suggested that the application processes for various schemes, particularly those involving medical assessments, could be simplified. For example, there was a specific call to simplify the application process for disability allowance claims. This includes providing clearer guidance to applicants and General Practitioners to reduce the number of incomplete or incorrect submissions, which delay processing times.

### Uptake of Benefits

There is a need for increased awareness campaigns to ensure that eligible individuals are aware of and applying for the supports available to them, such as the Carer's Support Grant. These campaigns would help reduce the number of eligible people missing out on benefits they are entitled to. Improved communication could help ensure that more eligible individuals are aware of and apply for these benefits, thus increasing their reach and effectiveness.

To support such an initiative, the Committee recommend that the Department provide it with a data subset of new applicants approved for the Carer's Support Grant. This subset should include information on the number of Carer's Support Grants being issued to people who are not in receipt of another welfare payment tracking the application trend following a reinvigorated advertising campaign by the Department.

The Committee requests that the Department provide further information on the number of recipients within the Back-to-School Clothing and Footwear Allowance who are receiving payments but not in receipt of other welfare supports.

The Committee maintains an ongoing interest in the uptake of maternity, paternity, and parents' benefit as it is indicative of whether the policies are being delivered upon. The Committee asks the Department to provide suggested indicators for analysis to best understand parental benefit performance.

### Overpayments

The Committee wishes to see a reduction over time in the number of overpayments, which it believes can be achieved through awareness-raising. The Committee highlights that the vast majority of overpayments are inadvertent while noting the disruptive nature of



overpayments from the point of view of Departmental accountability as well as the hardship caused for the individual recipient.

The first step in reducing incidences is for such overpayments to be measured, and the Committee recommend that the Department focus on reducing overpayments by increasing awareness of the implications of financial institution savings and other financial changes on benefit entitlements. This could involve targeted information campaigns and better communication with recipients to prevent overpayments from accumulating over time.

### Evaluating Effectiveness

There was a strong emphasis on conducting in-depth reviews to assess the effectiveness of various welfare schemes. For example, the effectiveness of the Working Family Payment and Carer's Support Grant could be better understood through targeted econometric evaluations. Such reviews would help determine whether these schemes are meeting their objectives, such as reducing poverty or encouraging employment, and would provide insights into how these programmes may be improved.

### Stakeholder Engagement

While acknowledging the work of the Department of Social Protection in stakeholder engagement, the Committee recommend that the Department seek regular structured feedback from social welfare recipients such as one-parent families and those with disabilities. Civil society organisations and experts should also be more systematically incorporated into policy development. This could help the Department better understand the real-world impact of its policies and make necessary adjustments to better meet the needs of its beneficiaries. This includes looking at how social welfare policies can be adjusted to better support these groups and reduce their poverty rates.

### Addressing Rural and Urban Disparities in Welfare Access

The issue of disparities in access to welfare services between rural and urban areas was raised by the Committee. It was suggested that more needs to be done to ensure that people in rural areas have equal access to social welfare services, possibly by increasing the number of community welfare officers or enhancing the accessibility of online services.

## Progress Evaluation Report

In order to properly conduct its duties under the performance review and hold a more productive engagement with the Department, the Committee believes that it needs to look beyond the currently structured Public Service Performance Report to achieve the OECD objective of improving transparency, accountability, and effectiveness in public service delivery.

In this regard, the Committee calls on the Department to present an additional Progress Evaluation Report alongside the Public Service Performance Report. The Progress Evaluation Report would include the requested statistics outlined in this submission, as well as the report on the Sustainable Development Goals, so that the Committee can have better oversight of the policy actions and objectives of the Department. This could include data from econometric evaluations, SWITCH model insights, or results from surveys and studies, to give a fuller picture of the Department's performance.

## Department of Social Protection Response

In the course of the meeting with officials on 26 June 2024, a number of issues came to the fore. Following this meeting, the Department of Social Protection issued correspondence to the Committee regarding issues brought up during the meeting that the members requested additional information on.

- 1. Can the Department provide any information on the timeline for the review of the Departments targets?**
- 7. What criteria and processes does the Department use to determine which performance metrics are included in the PSPR? How does the Department ensure that these metrics accurately reflect the effectiveness and efficiency of its programs and services?**

The Department's targets, as reported in the Public Service Performance Report, are set as part of the process for agreement and publication of the Revised Estimates Volume. This process results in the publication of the Estimates in December of the year prior to the year in question. The Department's management board review the Department's targets

annually in Q4, and these updated targets are then input to the wider, whole of Government Revised Estimates Process.

Each year as part of the preparation for the Revised Estimates and Volumes, the Department reviews its claim processing targets. This involves reviewing the volume of claims received, the volume of decisions made, and the performance of the particular scheme with regard to its target. Where schemes are achieving or are close to achieving their processing target, new processing time targets which are more difficult to achieve than their current target are considered by the Management Board who, having regard to the current and future circumstances of the claim processing area, decide if new targets are to be adopted. As a result of this process, recent changes include:

- processing targets changed for SPNC (2024) 75% of claims awarded within 11 weeks – previously 75% in 12 weeks;
- Carer’s Allowance (2023) – 75% of claims awarded within 10 weeks – previously 75% in 11 weeks (2022) and 75% in 12 weeks (2021)

The processing time targets are set for the schemes with the largest volumes of applications as these schemes represent the bulk of the claim processing work of the Department.

In terms of “average number of weekly payments”, although not targets per se, as the schemes are demand led, they give an important indication of the scope, scale and criticality of the Department’s business processes, which have to deliver, every week, to support the needs of hundreds of thousands of customers.

**2. Can you provide specific examples of how the investment in online and digital service delivery, as mentioned on page 167 of the PSPR, has improved service efficiency and accessibility? What metrics are used to assess the success of the digital service delivery initiatives?**

Launched in 2015, the MyWelfare platform continues to develop and grow. The rationale for developing a customer facing online platform was to meet growing customer demand and

expectations to be able to access Departmental schemes and services digitally and to gain process efficiencies.

Since its launch the number of transactions recorded on MyWelfare has grown from just over 25,100 in 2015 to over 3 million in 2021, as the country continued to grapple with Covid 19. In 2023 the total number of transactions on MyWelfare was over 2.5 million with an all-time total of just under 14 million transactions recorded to June 2024.

The online Jobseeker's Casual Certification service is a good example of MyWelfare delivering process efficiencies for both customers and staff. The Department introduced this online service in 2020 to provide an alternative to the paper process, where customers received weekly casual dockets in the post, completed them manually and returned them to their Intreo or Branch Office in order to receive their Jobseeker's payment. Once received in the office the dockets would then be manually processed by officers. The online service eliminates all the manual paper processing for both customers and staff, the Jobseeker's claim is automatically updated once certification is submitted online by the customer with the correct rate of payment subsequently issuing. In 2023 over 927,000 of these transactions were completed online and as of June 2024 almost 80% of all Casual Jobseeker's recipients certify their claim online on a weekly basis.

Another example is where a person requests a payment statement from the Department, which sets out their DSP income. Traditionally customers would have presented into an Intreo or Branch Office to request this statement, in 2023 just under 200,000 of these payment statements were requested and issued online through MyWelfare, negating the requirement for customers to leave their home or for officers to manually generate payment statements.

Customers have told us that the reason they use MyWelfare is that it is more convenient for them, with 73% of customers surveyed in 2023 saying this was the reason that they made their application online. Customers overall satisfaction with accessing services on MyWelfare came in at 93% and MyWelfare received a 92% likely to recommend score as part of that survey.

**3. With a 20% increase in demand for core services compared to pre-COVID-19 levels, how is this additional workload for Department staff being managed? What long-term strategies are being implemented to sustain the quality of services amidst growing demand?**

The Department's staffing cadre or "Employment Control Framework" (ECF) as determined by the Department of Public Expenditure, NDP Delivery and Reform, was increased from 6,364 full time equivalents in 2023 to 6,464 in 2024 - an increase of 100. In addition, the Department relies on temporary clerical staff to respond to short to medium term service needs and can employ up to circa 800 temporary staff at times during seasonal peaks.

As part of this engagement, the Department outlined the pressures on service provision and staffing resources due to increased demand from national pressures/crises, demographics/population changes and ongoing challenges regarding recruiting and retaining staff. The Department will continue to engage with the Department of Public Expenditure, NDP Delivery and Reform including during the 2025 budgetary estimates process to make the case for adequate resources to ensure that we can continue to deliver quality services to citizens.

The delivery of excellent customer service is central to the Department's mission of supporting and enabling individuals to achieve their potential in Irish society. Most of the staff employed in the Department engage directly with our customers daily.

Listening to our customers is very important to us. We engage widely with our customers and stakeholders to inform them about changes to our schemes and services, to get their feedback on how we are doing through regular surveys, and to get their ideas and suggested improvements. These are a valuable source of feedback by which service delivery standards can be monitored and reviewed.

Our customers are choosing to engage with us digitally in increasing numbers, using the MyWelfare and Welfare Partners platforms. We aim to become a digital by desire organisation, while continuing to offer a range of other contact options for those who do not want to engage with us online. Our [Statement of Digital Strategy \(2022 – 2025\)](#) sets our direction and guides our work prioritisation and cross-divisional collaboration.

We are guided in our efforts by the Better Public Services transformation strategy, published in May 2023, by the Department of Public Expenditure, National Development Plan Delivery, and Reform, which supports public sector organisations to deliver for the public and build trust. Our commitment to quality customer service is enhanced by our active participation in the public sector Quality Customer Service Network and membership of, and accreditation from, the International Social Security Association (ISSA).

Our [Customer Charter and Action Plan 2023 to 2026](#) was published last year. The document is based on stakeholder and staff engagement.

It sets out:

- our commitments to our customers on the level of service they can expect from us, and
- the key actions we will deliver over the next three years to continue the enhancement of service quality.

Our Customer Action Plan is structured using the 12 Guiding Principles of Quality Customer Service. These principles are at the core of the government's Quality Customer Service Initiative, which was established in 1997 to improve how the Public Service delivers services and engages with its customers.

The purpose of the Customer Action Plan is to set out and implement a range of measures that will improve quality customer service across the department over the four years of the plan. The Customer Charter and Action Plan are incorporated into a single document which is available at Customer Charter and Action Plan ([www.gov.ie](http://www.gov.ie)).

**4. For Disability Allowance claims, the achievement of claims awarded within the processing time standards was 81% of its target. What challenges are causing delays in processing these claims, and what measures are being taken to address them?**

The Department is committed to providing a quality service to all its customers. This includes ensuring that applications are processed and that decisions on entitlement are made in a timely manner.

The average number of weeks to award a Disability Allowance (DA) claim is currently 7 weeks (as of July 2024). This is significantly improved from an average of 10 weeks throughout 2023. The Department acknowledges the many pressures faced by people and always seeks to ensure that claims are processed efficiently. In respect of DA, evidence must be provided information at the time of application, in respect of the person's medical condition, the extent to which it restricts them from taking up employment, their means and their habitual residency. It is particularly important that an applicant provides, at the outset, all the details they have in relation to their medical conditions to best support their claim.

However, we note that in order to register a claim and establish an early entitlement or claim date many people submit an application without first securing all of the necessary supporting documentation. Claims with missing supporting information will take longer to process.

In response to an increase in application volumes, the Department has increased the number of resources processing new DA claims and there has been a recent restructuring to better manage current and incoming claims. Reviews and refinements of internal processes have also enhanced the efficiencies in processing DA claims. This included prioritising applications from people in urgent situations, or those who may not already be in receipt of a payment from the Department. These positive changes are reflected in the reduction in the average weeks to award.

**5. Page 172 of the PSPR shows a rise in the percentage of people unable to work due to long-standing health problems experiencing basic deprivation from 2021 to 2023. What specific interventions or policy changes have been implemented during this period to address the consistent poverty rate among this group? What future measures are planned to reduce these numbers?**

The Department provides a suite of income supports for those unable to work due to illness or disability. These include insurance-based schemes, based on Pay Related Social Insurance (PRSI) contributions such as Invalidity Pension and means-tested social assistance schemes, such as Disability Allowance and Blind Pension.

Minister Humphreys has introduced many improvements across these schemes in her time as Minister for Social Protection. The personal rates increased by €29 per week over the last three budgets with proportionate increases for qualified adults. In addition, the income disregards, which can be availed of by people receiving Disability Allowance or Blind Pension, have increased by almost 38% over the same period to a current level of €165 per week. A person in receipt of Disability Allowance can earn up to €165 per week and keep their payment in full. Recipients of this payment can earn up to €505.10 per week and keep a small portion of their payment while keeping their secondary benefits for a period.

The Department also offer many tailored employment supports for disabled people including EmployAbility, the Reasonable Accommodation Fund, the Disability Awareness Support Scheme and the Wage Subsidy Scheme for people with disabilities as well as access to mainstream employment supports through the Public Employment Services.

The Department is committed to improving outcomes for people with a disability. A number of measures to support people with disabilities in previous Budgets including lump-sum payments, a Christmas Bonus double payment, a Cost-of-Living Bonus payments, increases in the maximum personal rate of weekly disability payments. The free travel scheme is also being extended to people who are medically unfit to drive.

**6. The PSPR shows an increasing deprivation rate for children aged 0-17 from 17% in 2021 to 21.4% in 2023. What are the main factors contributing to this rise? What specific measures is the Department implementing to address and reverse this trend?**

The Government is keenly aware of issues in relation to child poverty, and these issues formed a critical input into the development of Budget 2024. Reducing child poverty is also a key focus now as the Budget 2025 package is developed. The Social Protection measures provided in Budget 2024 amounted to €2.3 Billion. For the second year in a row, it was the largest Social Protection package in the history of the State.

The Budget 2024 measures in support of families and children built on the significant measures introduced in Budget 2023 and the cost-of-living measures, which the



Government introduced in 2022 and 2023. The Social Protection Budget 2024 measures are progressive and proportionately benefit those in lower income quintiles most.

The deprivation rate for children increased to 21.4% in the 2023 Survey of Income and Living Conditions (SILC). The following three items account for the largest percentages of persons under 18 experiencing deprivation according to SILC 2023:

- 1) Unable to afford a morning, afternoon or evening out in the last fortnight;
- 2) Unable to afford to have family or friends for a drink or meal once a month; and
- 3) Unable to afford to replace any worn out furniture. o People in receipt of long-term payments received a Christmas bonus of a double weeks' payment in December and a further double weeks' payment in January.

While it is worrying that deprivation levels rose it is worth noting that the consistent poverty rate for children fell from 7% to 4.8% between SILC 2022 and SILC 2023. In SILC 2023, the at-risk of poverty rate for children was 14.3%, having fallen from 14.7% the previous year. SILC 2023 shows that without the cost-of-living measures provided during 2022, the at risk of poverty rate for children would have been 16%.

It is important to note that in addition to income support payments, access to affordable services such as childcare, healthcare and housing also has a role to play in reducing child poverty, and poverty more generally. Child poverty is not an issue which can be addressed by the Department of Social Protection alone, it is a cross-cutting issue requiring action by a number of Departments. That is one of the reasons for the establishment of the Child Poverty and Wellbeing Programme Office in the Department of An Taoiseach.

Budget 2024 included a significant package of social welfare measures targeted at families and children which provide additional support with the aim of reducing child poverty levels:

- o People in receipt of long-term payments received a Christmas bonus of a double weeks' payment in December and a further double weeks' payment in January.
- o Those in receipt of an Increase for a Qualified Child received a once off lump-sum payment of €100 in respect of each child in December.

- Child Benefit recipients received a double month's payment in December, that is, a payment of €280 in respect of each child.
- Families in receipt of the Working Family Payment received a lump sum payment of €400 in November.
- A lump sum payment of €300 was paid to recipients of the Fuel Allowance in November.
- The rate of Domiciliary Care Allowance was increased by €10 to €340 per month.
- Personal weekly rates of payment increased by €12 bringing the maximum personal rate of payment to €232 per week for those in receipt of payments such as the One-Parent Family Payment from January 2024.
- The level of the Increase for a Qualified Child was increased by €4 per week bringing the rates to €46 per week for a child under 12 and €54 per week for a child aged 12 or over from January.
- The income thresholds to qualify for Working Family Payment increased by €54 per week from January.
- Parents Benefit is being extended by two weeks to nine weeks for each parent from August 2024.
- Eligibility for Child Benefit has been extended in respect of children aged 18 who are in full time education or who have a disability. This measure came into effect from May and will benefit approximately 60,000 children per year.
- During 2024, the Hot School Meals Scheme is being extended and as part of this significant expansion plan, all remaining non-DEIS primary schools were contacted last year and requested to submit an expression of interest form if their school is interested in commencing the provision of hot school meals. Expressions of interests were received from over 900 primary schools in respect of 150,000 children. Late last year, these schools were invited to participate in the Hot School Meals Programme from 8th

April 2024. The total budget for the scheme this year is €190.1 million. Following the expansion of the school meals programme in recent years some 2,600 schools and organisations, covering 443,000 children are now eligible for funding.

## **Department of Rural and Community Development Response**

During the meeting with officials on 26 June 2024, a number of issues came to the fore. Following this meeting, the Members of the Committee issued correspondence to the Department requesting clarification on the following questions, to which the Department responded.

### **1. Can the Department provide any information on the timeline for the review of the Departments targets?**

The targets published in the Public Service Performance are a sub-set of the targets published in the annual REV. The targets within the REV are reviewed annually (during Q3/Q4) as part of the process to develop the REV. This process includes examining the appropriateness of the metrics that are in place, while also balancing the need for consistency over a number of years, so that trends can be monitored.

The indicators in the REV are currently being reviewed by officials in my Department, with a view to making revisions to the metrics included, as part of the REV 2025 publication process.

### **2. With a focus on social inclusion, how does the Department measure the impact of its various programs on the most vulnerable populations, such as those living in remote rural areas or those facing multiple barriers to employment?**

The Social Inclusion and Community Activation Programme (SICAP) is Ireland's primary social inclusion intervention. SICAP aims to reduce poverty and promote social inclusion and equality through local engagement and partnerships.

SICAP supports disadvantaged communities and individuals including unemployed people, people living in deprived areas, people with disabilities, single parent families, people on a low income, members of the Traveller and Roma community and other disadvantaged groups.

The programme is managed at a local level by 33 Local Community Development Committees (LCDCs), with support from local authorities, and actions are delivered by LCDs. LCDs work with marginalised communities and service providers using a community development approach to improve people's lives.

SICAP funding has increased substantially in recent years and core SICAP funding in 2024 stands at €51 million. In addition €10 million in non-core funding was provided in 2023 and again in 2024 to support services for new arrivals and to ensure that we protect services for existing target groups in our communities.

A wide range of data is collected as part of SICAP which demonstrates the reach and impact of the programme. Data published in the annual REV includes output statistics on the number of community groups assisted, and the number of individuals assisted.

In addition impact statistics are published on the number of jobs created by supported social enterprises, the number of individuals who successfully completed their lifelong learning activity and the number of people who progressed into employment after SICAP employment supports. Statistics on cohorts assisted through SICAP, such as people with disabilities, asylum seekers and refugees, age cohorts, and ethnic groups, are also provided.

The SICAP Annual Report provides details of key performance indicators, interventions and supports provided, statistics on programme beneficiaries, engagement structures, and case studies highlighting the impact of provided supports. The latest report for 2022 is available via the following link: <https://www.pobal.ie/app/uploads/2023/09/2022-SICAP-AR-FINAL-HI-RES-Logos-Aug-1.pdf>

The Community Services Programme (CSP) works on a social enterprise model and supports community businesses to provide local services and create employment opportunities for disadvantaged people, including those with disabilities.

CSP currently supports over 430 community-based organisations. There are currently 1,705 full time equivalent positions support under the programme with funding of €41 million allocated during 2024. The programme is currently supporting 346 managers with funding of almost €12.5m during 2024.

Pobal, on behalf of the Department, is responsible for the day-to-day operational delivery of the Community Services Programme. A set of outcome and output indicators has been developed for the CSP as part of a Programme Monitoring Framework. Organisations support under CSP are expected to report against relevant output indicators from a predefined list and can also include additional indicators to enhance their own organisation's reporting. The Framework can be found on Pobal's website at the following link: <https://www.pobal.ie/programmes/community-services-programe-csp/>

In addition, CSP annual reports are published which provide details on supported services, target cohorts, and case studies highlighting impacts of the programme. The most recent annual report is available via the following link: <https://www.gov.ie/en/collection/8da77-community-services-programme-annual-reports/>

### **3. Why were specific metrics related to the Departments services and support programs for island populations not included in the PSPR? Can the Department provide the Committee with a short briefing in this context?**

The number of metrics included in the Public Services Performance Report reflect the space constraints that apply to the publication, and traditionally within the report the focus has been on inclusion of metrics on significant funding schemes with larger funding envelopes.

With regard to provision of services for island populations, the Islands Unit in DRCD currently manages 27 contracts for transport services for the offshore islands. In 2023, over 500,000 passengers travelled on island ferry services subsidised by the Department and almost 50,000 tonnes of cargo were carried on subsidised cargo services.

In terms of improving metrics going forward the islands unit is progressing the crucial work of planning a bespoke IT system for the management of the islands transport services. This will offer a portal for operators to submit logs and payment requests, assisting the Department with more efficient payment processing and data collection. This will also enable more timely reporting on passenger and cargo numbers across the services. It is envisaged that the IT system, when operational, will enable further metrics to be available for consideration of inclusion in the PSPR.

Officials from my Department welcomed the opportunity to discuss the contents of the most recent Public Service Performance Report with the Committee in June this year. The

outlined indicators contained in the REV (see appendix 1B) are currently being reviewed by officials in my Department, with a view to making revisions to the metrics included, as part of the REV 2025 publication process. We note the points made by Committee members regarding potential additional metrics for Islands. Your suggestions in this regard will factor into our preparations for REV 2025 and future Public Service Performance Reports.

**4. Given the data and outcomes from 2023, what are the key strategic priorities for the Department in 2024 to enhance the effectiveness of the supports provided by the Department?**

The Department continues to place strong focus on measuring our performance and the impact of our schemes. This includes with regard to metrics such as those contained in the Public Service Performance Report, but also ensuring ongoing evaluation to understand the impact and effectiveness of funding supports provided through our schemes.

Many schemes, including the LEADER programme, the Social Inclusion and Community Activation Programme and the Community Services Programme each have very extensive metrics which are monitored on an annual basis and which provide assurance that the schemes are achieving what they set out to do.

The Department also undertakes a significant programme of work relating to scheme evaluation, which also informs the development of high-level metrics. The evaluation reports completed to date are published on the Department's website.

The Department is currently working with colleagues in the Central Statistics Office and across Government to build the data and evidence base which is available for measuring and communicating impact and outcomes of rural and community policy.

The volume of funding DRCD provides to local authorities for rural capital projects continues to increase. In light of this, the Department is expanding the capacity of local authorities to deliver capital projects within its rural development programme. The objective is to improve delivery timelines and maintain a pipeline of high-quality and impactful projects. Staff positions funded by this initiative will be exclusively engaged in managing DRCD-funded capital projects.

More broadly the Department is also working to improve information management across its funding schemes.

### **5. Is the Department on track for achieving the 2024 output targets?**

While the results of the set 2024 output targets for the Department's schemes are not yet available, we are satisfied that targets are largely on track and we will continue to monitor progress and engage with delivery partners to maximise outcomes.

With regard to the Rural Development, Regional Affairs, and the Islands metrics contained in the PSPR these focus on the major capital grant schemes funded by the Department, including LEADER; the Rural Regeneration and Development Fund (RRDF); the Outdoor Recreation Infrastructure Scheme (ORIS), and; the Town and Village Renewal Scheme (TVRS).

LEADER is a well-established programme with a strong pipeline of projects drawing down funding. The 2014-2022 LEADER programme has not closed. Project approvals for the 2023-2027 LEADER programme are commencing and delivery of these projects will be kept under review by the relevant Local Action Groups and the Department to ensure outputs are met.

Both ORIS and Town and Village Renewal Scheme also continue to strongly delivery. In November 2023 funding of almost €2.3 millions under the ORIS Project Development Measure of the 2023 scheme was announced. This funding is supporting preparatory work required to bring large scale outdoor recreation projects to a shovel-ready stage. This investment will ensure a strong pipeline of outdoor amenity projects right across the country in the coming years.

The progress of RRDF projects are monitored by the Department on a quarterly basis. Previously the RRDF did not achieve the level of project completion targeted for the year, mainly due to continued impacts of the COVID pandemic, along with inflation and supply chain issues impacting progress. The Department has put in place measures to support delivery including; systematic engagement with local authorities to support delivery and identify challenges early; procedures to consider exceptional additional funding requests to help offset certain costs increases due to inflation or other unforeseeable variations that may arising during the project delivery; and a calendar of scheme announcements to

support better planning and resource allocation at a local level. Good progress is now being made. 24 large scale Category 1 projects approved for funding of €45 million were completed in 2023. Five Category 1 projects approved for funding of €25 million have been completed since the beginning of 2024 and a further 19 Category 1 projects are estimated to be completed before the end of the year.

DRCD is aware of the challenge facing some local authorities in delivering effective capital projects within budget and within intended timeframes which has delayed the completion of some projects. Officials are engaging on an ongoing basis with local authorities to provide guidance related to the administration of schemes. In addition, as referenced in the response to question 4, DRCD will also be supporting the establishment of dedicated delivery teams in local authorities to enhance project delivery.

With regard to Community Development, the metrics in the PSPR mostly focus on the Social Inclusion and Community Activation Programme (SICAP) and Community Services Programme (CSP), which are our main social inclusion schemes. Both programmes continue to demonstrate strong performance towards set targets.

Further detailed information on data collection and monitoring and measuring of impacts of both SICAP and the CSP are outlined in response to question 2 above.

**6. What criteria and processes does the Department use to determine which performance metrics are included in the PSPR? How does the Department ensure that these metrics accurately reflect the effectiveness and efficiency of its programs and services?**

While there are numerous metrics that could be included in the REV and the Public Services Performance Report, a proportionate number are chosen to give an overall assessment across the Department's work. The number of metrics reflect the space constraints that apply to the PSPR, and traditionally within the publication the focus has been on inclusion of metrics on significant funding schemes with larger funding envelopes.

The main source from which the Department identifies high level indicators for both the REV or Public Service Performance Report are annual reports for specific schemes and data held by Units delivering those schemes.



The Public Service Performance Report outlines our performance against certain metrics. It should be noted that, as the number of metrics that can be provided in the PSPR is limited, they relate to the most significant programmes financially or those which have significant impact on the ground.

In Appendix 1A, information is provided to give an overview of the data collected by the Department. In addition, Appendix 1B details those indicators that we currently use in the REV; these are more comprehensive than those in the Public Services Performance Report and may prove useful for the Committee's deliberations.

## **Conclusion**

As part of the Committee's work on performance indicators, it is hoped that we can collaborate with the Department of Social Protection and the Department of Rural and Community Development in the coming year on the targets selected to appear in the performance report. Scrutiny of these measures will play a pivotal role in the Committee's consideration of the Revised Estimates and the Public Service Performance Report for 2024.

## Appendix 1A: Metrics

The information below gives an overview of data collected by the Department.

The Department's annual report provides an overview of the work of the Department each year, including funding commitments and project approvals each year. The 2023 Annual Report is currently being finalised and will be published on the Department's website shortly. For the first time the annual report will include indicators, drawn from the REV, to provide a high-level overview of some key outturns by the Department during 2023. The Department's annual reports are available on the following link:

<https://www.gov.ie/en/organisation-information/91ae40-annual-reports/>

Individual programme areas within the Department also produce their own programme specific reports, which include valuable metrics and information on those specific areas. These are detailed below and mainly focus on current expenditure programmes:

1. Annual reports are published on the Social Inclusion and Community Activation programme. The 2022 report is on the following link:  
<https://www.pobal.ie/app/uploads/2023/09/2022-SICAP-AR-FINAL-HIRES-Logos-Aug-1.pdf> Video case studies are also developed to communicate the varied work completed under the programme, and these are available on the following link:  
<https://www.pobal.ie/case-study/sicap-video-case-study-pilot-2019/>
2. Annual reports are published on the Community Services Programme. The most recent version is on the following link: <https://www.gov.ie/en/collection/8da77-community-services-programme-annual-reports/>
3. Reports are published on the LEADER programme, one at mid-point and one upon completion. The most recent report is on the following link. The report covers the wider RDP, with section 8 focusing on LEADER: <https://assets.gov.ie/98033/76d72e75-22af-4a2e-882a-4ca498795882.pdf> In addition, case studies regarding the LEADER programme are available on the following link:  
<https://www.nationalruralnetwork.ie/case-studies/>
4. Annual reports (and action plans) are published regarding the Dormant Accounts Fund. The Department has overall responsibility for the fund, which has expenditure across a range of Departments. Details are available on the following link:

<https://www.gov.ie/en/collection/769773-dormant-accounts-fund-annual-action-plans-and-reports/>

5. Reports on the Dublin Northeast Inner City Initiative, which receives funding from the Department, are available on the following link: <https://www.neic.ie/publications>
6. Annual reports on Public Participation Networks are available on the following link: <https://www.gov.ie/en/collection/2c4a7a-public-participation-network-annual-reports/>

The Department undertakes a programme of work relating to scheme evaluation, which also informs the development of high level metrics. The evaluation reports published to date are on the following link: <https://www.gov.ie/en/organisation-information/9dc2fresearch-and-evaluation/>

The agencies under the Department's aegis also publish their own annual reports, which provide some information on data collected, but also provide a narrative to explain their work.

1. The Western Development Commission reports, are on its website on the following: <https://westerndevelopment.ie/about/publications/annual-reports/>
2. Water Safety Ireland publishes its reports on its website on the following link: <https://watersafety.ie/publications/>
3. The Charities Regulatory Authority publishes its reports on its website on the following link: <https://www.charitiesregulator.ie/en/who-we-are/reports-and-publications>

## Appendix 1B: Metrics within the REV

Alongside Equality Budgeting Objectives and Performance Indicators, data on impacts are published on an annual basis in the Revised Estimates Volumes. The current indicators (as included in REV 2024) are as follows:

### A. Rural Development, Regional Affairs and Islands

- Key Outputs and Service Activities
  - Rural Supports
    - Number of private landholders in Walks Scheme
    - Number of Trails approved under Walks Scheme
    - Number of CLAR projects approach
  - LEADER
    - Cumulative number of projects supported
    - Cumulative number of enterprises supported
- Regional Economic Development
  - Number of local authorities with digital strategy (or equivalent) in place (cumulative)
  - Number of Broadband connection points (cumulative)
  - Number of hubs on boarded onto the Connected Hubs platform (the National Hub Network)
- Rural Regeneration and Development
  - Rural Regeneration and Development Fund number of projects completed (cumulative)
  - Number of projects approved for Town and Village renewal funding
  - Number of projects approved for the Outdoor Recreation Infrastructure Scheme
- Islands
  - Number of lifeline islands services, including ferry, cargo and air services
- Context and Impact Indicators
  - LEADER
    - Total number of individuals who have progressed into employment or self-employment (cumulative)

- Total employment numbers maintained, as a result of RDP interventions (cumulative)
- Number of people who completed LEADER funded training (cumulative)
- Islands
  - Number of people using subsidised travel services to the offshore islands

## **B. Community Development**

- Key Outputs and Service Activities
  - Supports for Community and Voluntary Sector: Senior Alerts
    - Number of approved participants
  - SICAP, Local / Regional Development Supports:
    - Total number of community groups assisted under SICAP
    - Total number of individuals (15 years upwards) engaged under SICAP on a one-to-one basis
  - Covid-19 Stability Fund for Community and Voluntary Organisations, Charities and Social Enterprises
    - Number of community and voluntary organisations, charities and social enterprises allocated funding under the Stability Fund
  - Covid-19 Innovate Together Fund
    - Number of projects supported
  - Water Safety Ireland
    - Number of Summer Water Safety Weeks (water rescue courses) organised and run
  - Libraries Development and Archive Service
    - Number of new My Open Libraries (cumulative)
  - Community Enhancement Programme: Number of initiatives completed
    - Community Services Programme: Number of organisations supported financially
    - Number of individuals employed full-time
    - Number of individuals employed part-time

- Legislation
  - Output Target
  - Publish Documents
- Context and Impact Indicators
  - SICAP
    - Number of jobs created by supported social enterprises
    - Number of individuals who successfully completed their lifelong learning activity (course placement, apprenticeship, work experience)
    - Number of people progressed into employment after SICAP employment supports
  - Libraries
    - Number of visits to local authority libraries (millions)
    - Total items borrowed (millions)
  - Public Participation Networks
    - Number of member organisations
  - Supports for Community and Voluntary
    - Volunteer response to Covid-19: number registering an interest in volunteering opportunities in response to Covid-19
    - Volunteer response to Covid-19: number of volunteer hours reported by registered volunteers

### **C. Charities Regulatory Authority**

- Key Outputs and Service Activities
  - Programme
    - Number of charities on the register at the end of the year
- Legislation
  - Output Target
  - Publish Documents
- Context and Impact Indicators
  - Number of charities registered
    - Section 39 organisations
    - Section 40 organisations
  - Number of applications registered

- Section 39 organisations
- Section 40 organisations
- Number of Charities deregistered
- Number of Annual reports received

## **Equality Budgeting and Performance**

The REV also includes a number of Equality Budgeting and Performance Metrics.

- LEADER
  - Cumulative no. of projects supported
  - Cumulative no. of enterprises supported
  - Jobs created — male/female
  - No. of projects that support youth under a theme of social inclusion
- SICAP
  - Total no. of community groups assisted under SICAP
  - Total no. of individuals (15 years upwards) engaged under SICAP on a one-to-one basis
  - % of total individuals supported — People with a disability
  - % of total individuals supported — Asylum seeker
  - % of total individuals supported — Refugee
  - % of total individuals supported — Migrant experiencing socio-economic disadvantage
  - Age
  - Gender
  - Ethnic/cultural background
- Community Services Programme
  - No. of organisations supported financially
  - No. of individuals employed full-time
  - No. of individuals employed part-time
  - Age
  - Gender
  - Minority Group: Traveller Community

- Employment Status: Full-time/Part-time
- Seniors Alert Scheme
  - No. of approved participants
  - % of yearly participants by age
  - Gender



## Appendix 2: Opening Statements and Meeting Transcript

### Opening Statements

Date	Witness	Opening statements
26 June 2024	Niall Egan, Assistant Secretary General	Available <a href="#">here</a>
26 June 2024	Ken Jordan, Assistant Secretary General	Available <a href="#">here</a>

### Meeting Transcript

Date	Witness	Meeting Transcript
26 June 2024	Department of Social Protection	Available <a href="#">here</a>
26 June 2024	Department of Rural and Community Development	Available <a href="#">here</a>

## Appendix 3: Submissions

Organisations	Submission
Department of Public Expenditure, NDP Delivery and Reform Letter	Available <a href="#">here</a>
Parliamentary Question to the Minister for Public Expenditure, NDP Delivery and Reform	Available <a href="#">here</a>