

2007



**SOCIAL
&
FAMILY
AFFAIRS**
Annual Output Statement

**Submitted to the Select Committee on Social and Family
Affairs**

Department of Social and Family Affairs Annual Output Statement

1. **Summary of the Department's high level goals in the Statement of Strategy, aggregate impact indicator(s) for each goal and related expenditure programmes.**

High Level Goal 1 – Retired and Older People

To ensure adequate, secure and sustainable pensions for retired and older persons and provide additional services in response to changing needs which allow them to maintain a reasonable standard of living on attaining retirement age.

Aggregate impact indicator

- Consistent poverty rates for older people.

Programme

- Retired and Older People.

High level Goal 2 – People of Working Age

To provide income supports and access to relevant services to people of working age who cannot secure an income (or an adequate income) from employment and facilitate them in taking up relevant employment, training, education or development opportunities as appropriate.

Aggregate impact indicators

- Consistent poverty rates for people of working age.
- Employment participation rates for various categories of people of working age.

Programme

- People of Working Age.

High level Goal 3 - Children

To ensure the well-being of all children through income support that assists with child-rearing costs in general, including those which arise in circumstances of particular need or disadvantage.

Aggregate impact indicator

- Consistent poverty rates for children and families.

Programme

- Children and Families.

High level Goal 4 – Coverage, Access and Entitlement

To ensure that the range and level of social security coverage is appropriate to the social and economic circumstances of different groups, that the services for which people are eligible are readily accessible and delivered in an efficient, effective and integrated way, through direct provision to our customers and by supporting agencies in providing services to our customers

Aggregate impact indicator

- Customer satisfaction as measured by periodic customer surveys.
- Implementation of the Department's Modernization Action Plan.

Programmes

- People of Working Age
- Operational Capabilities

High level Goal 5 – Poverty, Social Inclusion and Families

To support and promote families and to attain better outcomes in tackling poverty and achieving a more inclusive society through co-ordinating, developing and implementing national anti-poverty strategies, and through the provision of income and other support services for people in debt or at risk of experiencing hardship.

Aggregate impact indicator

- Performance against the agreed range of indicators used to measure poverty at national and EU level (e.g. consistent poverty rate, at risk of poverty gap, at risk of poverty rate anchored at a moment in time etc).
- Levels of public awareness of poverty and social inclusion issues as indicated by periodic surveys.

Programmes

- Children and Families.
- Poverty and Social Inclusion.

High level Goal 6 – The Department and its Staff

To develop an effective, adaptable and capable organization and a culture of pride, innovation and performance with a high level of involvement by people at all levels and a climate which fosters personal and career development.

Aggregate impact indicator

- Implementation of the Department's Modernization Action Plan
- Staff satisfaction, training and development as measured through participation in training and development, implementation of new work processes, output from feedback processes.

Programme

- Operational Capabilities

2. TOTAL BUDGET FOR 2007

Department of Social and Family Affairs total expenditure for 2007 is estimated at €15.3 billion, to be funded from Vote 38, the Social Insurance Fund and Appropriations-in-Aid. It is made up as follows:

	<u>€ million</u>
Voted Expenditure (i)	8,264.1
Social Insurance Fund (ii)	7,070.6
Total Expenditure	15,334.7
Less Appropriations-in-Aid	19.0
Net Expenditure	15,315.7

Notes

(i) This figure is net of €160.5m in respect of administration expenses recovered from the Social Insurance Fund. Gross voted expenditure is €8,424.6m

(ii) The Social Insurance Fund is self financing and funded primarily from PRSI contributions and income from investments. Income in 2007 is projected to be around €7,718.7m.

3. Expenditure by Programme

The expenditure is distributed across five programmes as follows:

Programme 1 : Retired and Older People	
	€ million
Programme Expenditure	4,833.4
Programme Administration	72.1
Total Gross Programme Expenditure	4,905.5
<i>Less Appropriations-in-Aid</i>	6.3
Net Programme Expenditure	4,899.2

Programme 2 : People of Working Age	
	€ million
Programme Expenditure	6,254.0
Programme Administration	204.6
Total Gross Programme Expenditure	6,458.7
<i>Less Appropriations-in-Aid</i>	10.7
Net Programme Expenditure	6,448.0

Programme 3 : Children and Families	
	€ million
Programme Expenditure	2,848.5
Programme Administration	7.1
Total Gross Programme Expenditure	2,855.6
<i>Less Appropriations-in-Aid</i>	0.6
Net Programme Expenditure	2,855.0

Programme 4 : Poverty and Social Inclusion	
	€ million
Programme Expenditure (note 1)	843.4
Programme Administration	58.9
Total Gross Programme Expenditure	902.3
<i>Less Appropriations-in-Aid</i>	<i>1.0</i>
Net Programme Expenditure	901.3

(Note 1 - Social welfare schemes under Programmes 1, 2 and 3 also address poverty and social inclusion.)

Programme 5 : Operational Capabilities	
	€ million
Programme Expenditure	30.2
Programme Administration - Current	162.1
Programme Administration - Capital	20.3
Total Gross Programme Expenditure	212.6
<i>Less Appropriations-in-Aid</i>	<i>0.4</i>
Net Programme Expenditure	212.2

4. Individual Programme Details

Details of each programme follow. These identify the high level goal to which the programme relates and the main strategic objectives underpinning the programme. Financial and staff inputs are set out together with key output targets for the year. Information on performance against these targets will be provided in the 2008 output statement.

PROGRAMME 1 – RETIRED AND OLDER PEOPLE

High Level Goal

To ensure adequate, secure and sustainable pensions for retired and older persons and provide additional services in response to changing needs which allow them to maintain a reasonable standard of living on attaining retirement age.

Key strategies to achieve the High Level Goal

1. Decide and deliver on pension and other entitlements in a timely, accurate and efficient manner.
2. Propose changes to social welfare pension rates in line with Government policies and the requirements of financial sustainability.
3. Publish a Green Paper on pensions in accordance with Government commitments in Towards 2016.
4. Continue to provide additional supports to older people through the provision of Household Benefits and Free Travel.
5. Implement appropriate procedures to control fraud and error based on an assessment of risk.
6. Support the work of the Pensions Board and the Pensions Ombudsman and consult with them to promote extensive, secure and adequate supplementary pension provision.
7. Implement relevant national and international legislation.

<u>Inputs</u>	<u>2007 Allocation</u> €million
Programme Expenditure	
- Current	4,833.4
Programme Administration	
- Pay	15.8
- Non-Pay	56.3
Total Gross Programme Expenditure	4,905.5
Appropriations-in-Aid	- 6.3
Net Programme Expenditure	4,899.2
Number of Staff (full time equivalent) ¹	350

¹ Staff employed directly on pension and household benefits schemes only. General inspectors also work on the pension schemes but are being returned under Programme 2.

<u>Outputs</u>	<u>Targets for 2007</u>	
(1) Average Number of Recipients		
- State Pension Contributory	229,600	
- State Pension (Non-Con)	96,500	
- State Pension Transitional	7,000	
- Widow'/Widowers' (Con) Pension	77,560	
(2) Processing Times	Clearance Time ²	Volume Context ³
- State Pension Contributory	55% in 6 weeks	14,000
- State Pension (Non-Con)	65% in 8 weeks	11,500
- State Pension Transitional	80% in 5 weeks	14,000
- <i>Household Benefits</i>		
Electricity/Gas allowance	70% in 7 weeks	39,000
Telephone allowance	70% in 7 weeks	49,000
Free Travel (new pass)	90% in 4 weeks	16,000
(3) Control Targets	Reviews	Savings (€m)
- State Pension Schemes	16,000	18.5
- Household Benefits	13,500	8.0
(4) Finalise Green Paper on pensions	End of March 2007	
(5) Implement the Budget 2007 increases in the means disregards for the State Pension (Non-Contributory).	26,000 approx to benefit	
(6) Implement All-Ireland Free Travel for pensioners.	April 2007	

² Clearance time: Elapsed time from date claim received to date of decision.

³ Volume Context: Annual volume that scheme sections can reasonably be expected to clear.

PROGRAMME 2 – PEOPLE OF WORKING AGE

High Level Goals

To provide income supports and access to relevant services to people of working age who cannot secure an income (or an adequate income) from employment and facilitate them in taking up relevant employment, training, education or development opportunities as appropriate.

To ensure that the range and level of social security coverage is appropriate to the social and economic circumstances of different groups.

Key strategies to achieve the High Level Goals

1. Decide and deliver on entitlements in a timely, accurate and efficient manner.
2. Review and develop social welfare schemes for people of working age to ensure that they have an adequate, secure and sustainable income and related supports in a changing work and social environment.
3. Engage meaningfully with persons of working age, particularly those who are unemployed, ill, people with disabilities, lone parents, families on low incomes and marginalised groups. Provide services directly and in co-operation with other relevant agencies to encourage and support these people in taking up relevant work, training, education or development opportunities including through the Activation Sub-programme in the National Development Plan 2007-2013.
4. Ensure income supports and associated secondary benefits do not create barriers to seeking, accepting or improving employment, education, training or development.
5. Implement appropriate procedures to control fraud and error based on an assessment of risk.
6. Ensure that payments and supports to carers are efficient and effective, recognizing their needs and adequately addressing poverty and social exclusion and are adaptable to the needs of carers in a changing care environment.
7. Ensure that the coverage of the Pay Related Social Insurance (PRSI) system is appropriate to the respective circumstances of employed, self-employed and other categories of people.

Inputs	2007 Allocation €million
Programme Expenditure - Current	6,254.0
Programme Administration - Pay	133.8
- Non-Pay	70.8
Total Gross Programme Expenditure	6,458.7
Appropriations-in-Aid	-10.7
Net Programme Expenditure	6,448.0
Number of Staff (full time equivalent) ⁴	2,860

⁴ Staff employed directly on the administration of the relevant schemes including all local office staff, inspectors and medical referees.

<u>Outputs</u>	<u>Targets for 2007</u>	
(1) Average Number of Recipients		
- Jobseeker's Benefit	52,500	
- Jobseeker's Allowance	80,200	
- Employment support schemes	17,860	
- Maternity Benefit and related schemes	17,305	
- Illness Benefit	69,700	
- Occupational Injuries Benefits	14,870	
- Disability Allowance	86,430	
- Invalidity Pension	52,600	
- One Parent Family Payment	83,550	
- Widows'/Widowers' (Con) Pension	33,240	
- Widows'/Widowers' (Non-Con) Pension	2,200	
- Deserted Wife's Benefit	9,400	
- Carers' Allowance and Benefit	33,600	
- Treatment Benefits	820,400	
(2) Processing Times	Clearance Time⁵	Volume Context⁶
- Jobseeker's Benefit	85% in 2 weeks	120,000
- Jobseeker's Allowance	70% in 2 weeks	120,000
- Maternity Benefit	80% before start benefit period	28,000
- Illness Benefit	90% in 1 week	200,000
- Disability Allowance	70% in 13 weeks	12,000
- Invalidity Pension	70% in 9 weeks	7,500
- One Parent Family Payment – Widow	75% in 8 weeks	600
- One Parent Family Payment – Unmarried	55% in 8 weeks	13,600
- One Parent Family Payment - Separated spouse	65% in 13 weeks	6,500
- Widows'/Widowers' (Con) Pension	80% in 5 weeks	8,500
- Widows'/Widowers' (Non-Con) Pension	75% in 8 weeks	1,300
- Carers' Allowance	70% in 13 weeks	6,000
- Treatment Benefits	90% in 2 weeks	684,000
(3) Control Targets	Reviews	Savings (€m)
- Job-seekers Benefit and Allowance	125,000	137.0
- Illness Schemes ⁷	149,500	76.0
- One Parent Family & maintenance related payments	50,500	91.5
- Carers' Allowance (incl. medical review)	10,500	7.5
(4) PRSI inspections – Number of Employer inspections	7,000	10.5
(5) Referrals to FÁS under the Employment Action Plan	All on Live Register referred after 3 months	
(6) Introduce a new payment of up to half the rate of Carers' Allowance to certain persons in receipt of, or entitled to, another social welfare payment.	18,000 approx to benefit	

⁵ Clearance time: Elapsed time from date claim received to date of decision.

⁶ Volume Context: Annual volume that scheme sections can reasonably be expected to clear.

⁷ Disability Allowance, Illness Benefit, Invalidity Pension and Occupational Injury Benefits.

PROGRAMME 3 – CHILDREN AND FAMILIES

High Level Goals

To support and promote families.

To ensure the well-being of all children through income support that assists with child-rearing costs in general, including those which arise in circumstances of particular need or disadvantage.

Key strategies to achieve the High Level Goals

1. Decide and deliver on entitlements in a timely, accurate and efficient manner.
2. Develop policies to provide a more effective and integrated range of income and other supports for children and families at risk of poverty to enable them achieve greater self-sufficiency and social inclusion.
3. Maximise FIS take-up through employment support services and targeted information programmes.
4. Implement appropriate procedures to control fraud and error based on an assessment of risk.
5. Provide the necessary support and resources to the Family Support Agency (FSA) to enable it carry out its functions and implement its strategy in relation to supports for families.
6. Support improvements in data collection and analysis on the circumstances of children in families in order to better inform policymaking.
7. Extend and develop the School Meals programme.
8. Administer the Early Childcare Supplement Programme on behalf of the Minister for Children.

Inputs	2007 Allocation €million
Programme Expenditure	
- Current	2,848.5
Programme Administration	
- Pay	6.3
- Non-Pay	0.7
Total Gross Programme Expenditure	2,855.6
Appropriations-in-Aid	- 0.6
Net Programme Expenditure	2,855.0
Number of Staff (full time equivalents) ⁸	137

Outputs	Targets for 2007	
(1) Average number of children/families		
- Child Benefit (children)	1,134,000	
- Child Dependant Allowances (children)	342,000	
- Family Income Supplement (families)	27,000	
- Back-to-School Clothing and Footwear Allowance (children)	61,000	
(2) Processing Times for new claims	Clearance Time ⁹	Volume Context ¹⁰
- Child Benefit	90% in 1 week	168,000
- Family Income Supplement	70% in 3 weeks	18,000
(3) Control Targets	Reviews	Savings (€m)
o Child Benefit	35,000	23.5
- Family Income Supplement	15,500	12.5
(4) Review of child income support as envisaged in Toward 2016	Due end 2007	
(5) School Meal Programmes	180,000 meals	1,600 schools
(6) Early Childcare Supplement administered for the Office of the Minister for Children	390,000 children	€406 million cost

⁸ Staff employed directly on the administration of Child Benefit, Early Childcare Supplement and Family Income Supplement as well as the Family Affairs Unit. Child Dependant Allowances are administered as part of the relevant scheme in Programmes 1, 2 and 3. Back-to-School Clothing and Footwear is administered by the HSE's Community Welfare Service.

⁹ Clearance time: Elapsed time from date claim received to date of decision.

¹⁰ Volume Context: Annual volume that scheme sections can reasonably be expected to clear.

Programme 4 – Poverty and Social Inclusion

High Level Goal

To attain better outcomes in tackling poverty and achieving a more inclusive society through co-coordinating, developing and implementing national anti-poverty strategies, and through the provision of income and other support services for people in debt or at risk of experiencing hardship.

Key Strategies to achieve the High Level Goal

1. Implement a streamlined approach to monitoring, evaluating and reporting on the implementation of the National Action Plan for Social Inclusion (NAPinclusion), the National Report on Strategies for Social Protection and Social Inclusion (NSSPI) and the social inclusion elements of Towards 2016 and the National Development Plan 2007-2013.
2. Implement a whole of government communications strategy on social inclusion to ensure that there is a clear knowledge and understanding of the nature, extent and causes of poverty and social exclusion and the government's strategies to address them.
3. Promote the incorporation of anti-poverty and social inclusion objectives in public policy development by the implementation of Poverty Impact Assessment (PIA) Guidelines.
4. Develop appropriate data and research strategies to inform the development of anti-poverty policies and to facilitate improved monitoring of outcomes.
5. Provide a guaranteed standard minimum income through the Supplementary Welfare Allowance (SWA) scheme to any person in the State whose means are insufficient to meet their basic needs.
6. Ensure that the SWA scheme is reflective of changes in work and social patterns and remains suitably placed to meet the needs of those in society requiring income support.
7. Develop the administration of the SWA scheme in cooperation with the Health Service Executive and support the proposed transfer of the functions of the Community Welfare Service to the Department.
8. Continue to co-operate with the Department of the Environment, Heritage and Local Government in enhancing the transfer of rent supplement claimants to the Rental Accommodation Scheme.
9. Support, through the nationwide Money Advice and Budgeting Service (MABS), families and individuals identified as having problems with debt and money-lending in particular people on low incomes.

<u>Inputs</u>	<u>2007 Allocation</u> € million
Programme Expenditure	
- Current	843.4
Programme Administration	
- Pay	1.2
- Non-Pay	57.7
Total Gross Programme Expenditure	902.3
Appropriations-in-Aid	- 1.0
Net Programme Expenditure	901.3
Departmental Staff (full time equivalents)	28
Community Welfare Officers (HSE) approx ¹¹	700

<u>Outputs</u>	<u>Targets for 2007</u>
(1) Average number of Recipients	
- Basic SWA payments	25,300
- Rent Supplement	60,500
- Fuel Allowance	282,000
(2) 1 st report on implementation of Ireland's National Report on Strategies for Social Protection and Social Inclusion submitted to EU.	September 2007
(3) 1 st annual Social Inclusion Report submitted to Towards 2016 Partnership Steering Group.	October 2007
(4) Progress report on Poverty Impact Assessment pilots to be included in the Annual Social Inclusion Report	October 2007
(5) Annual Social Inclusion Report to detail specific measurement indicators and data sources in relation to targets.	October 2007
(6) Establish MABS on a statutory basis.	By end 2007

¹¹ In addition about 230 staff are employed in the Money Advice and Budgeting Service which is funded by the Department.

PROGRAMME 5 – OPERATIONAL CAPABILITIES

High Level Goals

To ensure... that the services for which people are eligible are readily accessible and delivered in an efficient, effective and integrated way, through direct provision to our customers and by supporting agencies in providing services to our customers

To develop an effective, adaptable and capable organization and a culture of pride, innovation and performance with a high level of involvement by people at all levels and a climate which fosters personal and career development.

Key strategies to achieve the High Level Goals

1. Implement the Department's Modernisation Action Plan, which sets out 60 areas for action including Service Delivery Modernisation, management information and new case review policies.
2. Publish and implement new Human Resource Strategy covering the period 2007-2009.
3. Implement the integration of human resource processes with the Performance Management and Development System (PMDS).
4. Provide high quality training and development supports to managers and staff in order to support achievement of the Department's strategic and business objectives.
5. Operate and maintain ICT systems to support the delivery of services in a readily accessible, efficient, effective and integrated manner.
6. Deliver continuous improvement in quality customer service through the systematic modernisation of work practices and the development of enhanced ICT supports.
7. Promote and develop a strong customer service culture through the Department and the agencies under its aegis.
8. Deliver, and support the delivery of, a quality, comprehensive and up-to-date information service.
9. Maintain timely, accurate and efficient systems of decision and redress for social welfare entitlements.
10. Maintain robust systems of internal control, risk management and corporate governance.
11. Ensure quality accommodation is provided and is maintained to the highest standard to enable customers and staff to have a clean, comfortable and safe environment.
12. To deliver through the Reach project a standard means of access to public services through the Public Services Broker (PSB).

<u>Inputs</u>	<u>2007 Allocation</u> €million
Programme Expenditure – Current	30.2
Programme Administration	
- Pay	44.2
- Non-Pay Current	117.9
- Non-Pay Capital	20.3
Total Gross Programme Expenditure	212.6
Appropriations-in-Aid	- 0.4
Net Programme Expenditure	212.2
Number of Staff (full time equivalents)	982

<u>Outputs</u>	<u>Targets for 2007</u>
HR	Integrate Performance Management and Development System (PMDS) with other HR processes (e.g. promotion and progression on salary scales)
Training	<ul style="list-style-type: none"> - Provide 350-400 formal training courses - Provide 13,000 days training, including on-the-job training. - Invest a minimum of 4% of payroll cost in training.
Health and Safety	Ensure a Health and Safety risk assessment is carried out at each Departmental location.
Payment volumes processed	Approx 65 million transactions of which: <ul style="list-style-type: none"> - Personalised Payable Order: 46% - EFT: 33% - EIT (via Post Offices): 12% - Cheque: 9%
Modernization projects	<ul style="list-style-type: none"> - SDM household benefits system implemented - SDM Child Benefit scheme implemented on new technical platform
Posts decentralized under Government programme	Carrick-on-Shannon: 130 posts Sligo: 50 posts
Risk Management	Implement an integrated process of both corporate and operational risks and embed the principles of risk management into the Department's business processes.
Buildings	143 offices in 84 cities/towns including 12 headquarter buildings and 58 local offices.