



## **Department of Social & Family Affairs**

### **Annual Output Statement for 2009**

For presentation by Mary Hanafin, TD

Minister for Social and Family Affairs

to the

Oireachtas Select Committee on Social & Family Affairs

on Wed, 13<sup>th</sup> May 2009

## TABLE OF CONTENTS

---

1. Introduction.....	3
2. Budget for Social & Family Affairs.....	4
2.1 Overall Position .....	4
2.2 Breakdown of Gross DSFA Expenditure by Scheme / Service & Admin.....	5
2.3 Breakdown of Gross Expenditure by programme .....	6
3. Programme 1 – Children & Families .....	8
4. Programme 2 – People of Working Age.....	13
5. Programme 3 – Retired and Older People .....	16
6. Programme 4 – People with Disabilities.....	24
7. Programme 5 – Poverty & Social Inclusion .....	28
8. Programme 6 – Identity and Secure Access to Services.....	32
9. Programme 7 – Operational Capabilities & Modernisation .....	36

## **1. Introduction**

This Annual Output Statement (AOS) for 2009 reports progress relating to the implementation of the Department's Statement of Strategy 2008-2010

The Department's Statement of Strategy has been informed by *The Agreed Programme for Government, Social Partnership Agreement Towards 2016, The National Action Plan for Social Inclusion 2007-2016, and the National Development Plan 2007-2013*. The Statement of Strategy describes the mission, high level goals and key strategies and actions the Department will take in order to support our customers in a range of income supports and in facilitating them to maximise their participation in society.

The Annual Output Statement is structured around programmes of expenditure which, reflect the high level goals in the Department's Statement of Strategy. The various schemes operated by the Department are by and large classified in terms of the life cycle approach i.e. children, people of working age, older people and people with disabilities. There are also schemes which apply across the life cycle approach to address particular situations of poverty and social inclusion. Central administration and support services are covered by another a specific programme called 'Operational Capabilities and Modernisation' rather than being apportioned on a notional basis across the other programmes. It is considered that this more clearly reflects the administrative effort required to provide services to the public.

The Annual Output Statement links the Department's financial and staff resources with what is being achieved in the form of headline outputs. These outputs primarily relate to performance in relation to claim processing times and measures to control social welfare fraud. In doing so, the 2009 AOS reports progress against targets set in the 2008 AOS and sets targets for 2009. Information is also provided in relation to the level of business.

The Dáil approved a Supplementary Estimate of €380 million for the Department on Thursday, 11<sup>th</sup> December 2008 to address the impact of the increasing live register on various schemes, including Jobseeker's Allowance and Supplementary Welfare Allowance. The approved estimate for 2008 includes this amount.

## 2. Overall Budgetary Position for the Department

### 2.1 Gross expenditure for Vote 38 & Social Insurance Fund

	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change on 2008 Provisional Outturn</b>
<b>Gross Vote 38 expenditure</b>	9,631.7	9,502.1	11,130.1	17.1%
<b>Less administration expenses recovered from the Social Insurance Fund</b>	165.0	165.3	181.0	9.5%
<b>Adjusted Vote 38 expenditure</b>	9,466.7	9,336.8	10,949.1	17.3%
<b>Social Insurance Fund Expenditure</b>	7,843.2	8,374.6	10,322.2	23.3%
<b>Total DSFA Gross Expenditure</b>	<b>17,309.9</b>	<b>17,711.4</b>	<b>21,271.3</b>	<b>20.1%</b>
<b>Appropriations in Aid (other than DSFA Social Insurance Fund Admin)</b>	(19.5)	(22.9)	(32.1)	40.2%
<b>Net DSFA Expenditure</b>	17,290.4	17,688.5	21,239.2	20.1%
<b>Of which – Exchequer Pay</b>	214.8	215.6	229.5	6.4%
No of public service employees included in Exchequer pay above				
- Department		4,639.5		
- Agencies		206.58		

## 2.2 Breakdown of Gross DSFA Expenditure by Scheme / Service & Administration

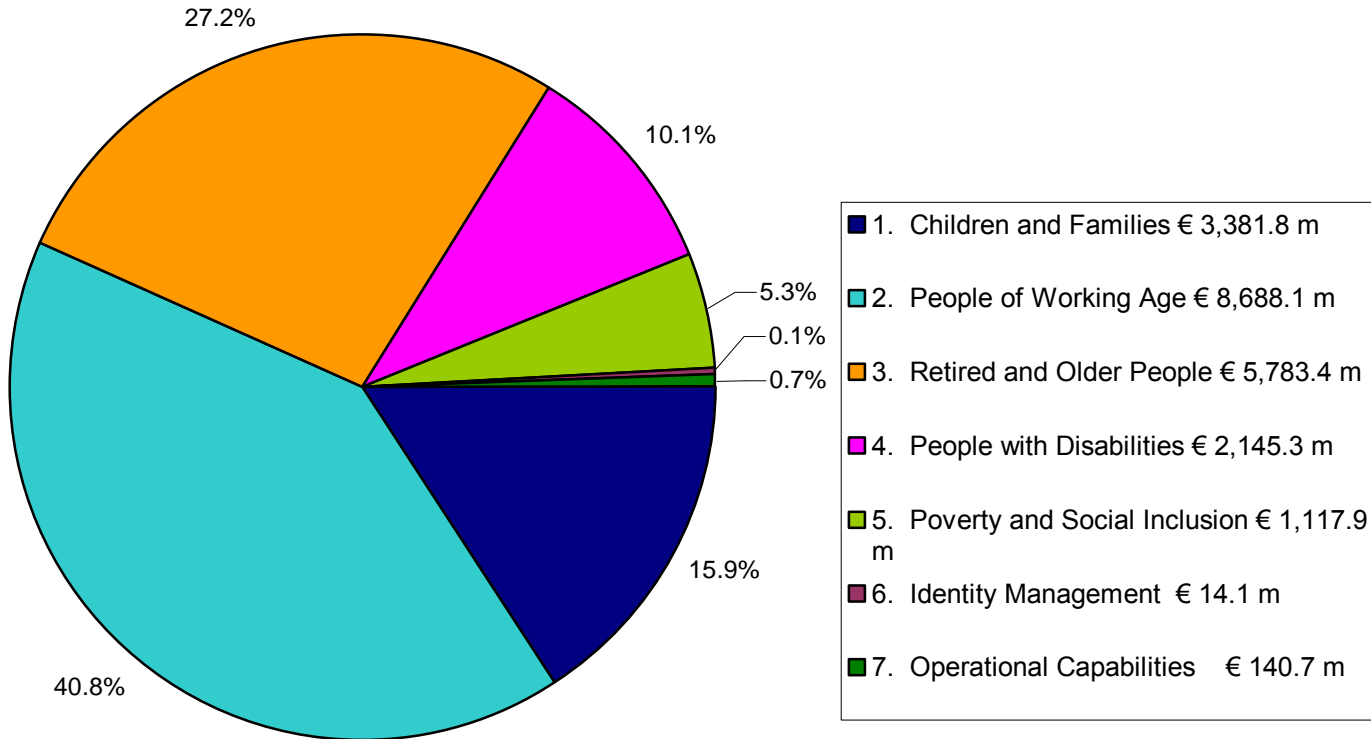
	2008 REV Estimate € million	2008 Provisional Outturn € million	2009 REV Estimate € million	% change on 2008 Provisional Outturn
<b>Scheme &amp; Service expenditure</b>	16,788.5	17,193.4	20,719.1	20.5%
<b>Administrative expenditure</b>	521.4	518.0	552.2	6.6%
<b>Gross DSFA Expenditure</b>	17,309.9	17,711.4	21,271.3	20.1%
<b>Administrative cost expenditure as a % of Gross DSFA Expenditure</b>	3.0%	2.9%	2.6%	

**Note :** The administration costs for Supplementary Welfare Allowance which are paid to the HSE are included in Administration Expenditure Scheme and Administration expenditure is shown gross and excludes Appropriations in Aid

### 2.3 Breakdown of Gross Expenditure by Programme

Programme Name	2008 REV Estimate € million	2008 Provisional Outturn € million	2009 REV Estimate € million	% change in 2009 on 2008 outturn	2009 % of overall DSFA Gross Expenditure
1. Children & families	3,144.9	3,181.1	3,381.8	6.3%	15.9%
2. People of working age	5,727.0	5,989.8	8,688.1	45.0%	40.8%
3. Retired & older People	5,377.6	5,518.4	5,783.4	4.8%	27.2%
4. People with disabilities	2,013.2	2,039.5	2,145.3	5.2%	10.1%
5. Poverty & Social Inclusion	894.6	841.0	1,117.9	32.9%	5.3%
6. Identity Management & Secure Access to Services	17.5	14.7	14.1	-4.1%	0.1%
7. Operational Capabilities & Modernisation	135.0	127.0	140.7	10.8%	0.7%
<b>Gross DSFA Expenditure</b>	17,309.9	17,711.4	21,271.3	20.1%	100%

### 2009 estimates by high-level goal



### **3. Programme 1 – Children & Families**

#### **High Level Goal**

To contribute to the well-being of children and families through income and other supports and facilitate participation in employment

#### **Aggregate impact indicators**

- a) Consistent poverty rates for children
- b) Consistent poverty rates for families

#### **Key strategies to achieve the High Level Goal**

- 1.1 Develop and implement appropriate policies to provide a range of income and other supports for children and families
- 1.2 Progress towards the achievement of income support targets in the *National Action Plan for Social Inclusion*
- 1.3 Extend supports to target disadvantage among school going children
- 1.4 Support people on low income, with children, to take up or remain in employment
- 1.5 Actively participate in the development and implementation of EU and international social security policies and legislation
- 1.6 Customers to receive their correct payment by the due payment date
- 1.7 Applications for payments and services to be processed in a timely, accurate and efficient manner
- 1.8 Reduce fraud and error based on an assessment of risk and ensure that all debts are actively pursued



<b>Programme 1 – Children &amp; Families</b>				
<b>Inputs</b>				
	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change in 2009 on 2008 outturn</b>
<b>Programme Expenditure – Current</b>	3,132.7	3,168.2	3,369.1	6.3%
<b>Programme Administration</b>				
- Pay	7.0	7.5	7.2	-3.7%
- Non-pay	5.2	5.4	5.5	2.0%
<b>Gross programme expenditure</b>	3,144.9	3,181.1	3,381.8	6.3%
<b>Number of staff employed on programme (whole time equivalents) as at end of year.</b>				
- Department		179.3		
- Family Support Agency		40.19		

<b>Programme 1 - Children &amp; Families</b>				
		<b>2008</b>		<b>2009</b>
<b>Level of business</b>		<b>Basis for the estimate</b>	<b>Actual</b>	<b>Basis for the estimate</b>
<b>Scheme</b>	<b>Measurement</b>			
<b>Child Benefit</b>	Average number of child beneficiaries	1,168,000	1,108,038	1,173,500
<b>Schemes where an increase is paid for children</b>	Average number of child beneficiaries	342,000	388,000	450,000
<b>Family Income Supplement</b>	Average number of families	28,300	25,142	31,000
<b>Back to School Clothing &amp; Footwear</b>	Number of child beneficiaries	190,000	200,246	220,000
<b>School Meals Programme</b>	Number of meals	185,000	208,000	218,000
	Number of schools	1,800	1,958	1,973
<b>Early Child Care Supplement</b>	Average number of child beneficiaries	400,000	398,667	340,000
	Cost from Vote of the Office of Minister for Children	495m	€477m	€340m

## Programme 1 - Children & Families

Outputs		Target for 2008		Output achieved for 2008		Target for 2009	
Processing times for new claims		Clearance Time	Expected number of claims	% of claims cleared within target clearance time	Overall number of claims cleared	Clearance Time	Annual Volumes
Scheme	Group of Claims						
Child Benefit	Domestic	90% in 2 weeks	30,000	67%	36,914	90% in 2 weeks	34,800
	<b>Formerly living abroad</b>						
	Backlog	End Dec 2008	Reduce backlog from 8,000 to 5,000	Backlog reduced to 4,757 at end of year, remainder cleared by March 2009			
	Total including backlog				13,942		
	<b>EU regulations</b>						
	Backlog	End Dec 2008	Reduce backlog from 14,000 to 5,000	backlog reduced to 6,300 at end of year		clear remaining backlog of 6,300 by end June 2009	
	Total including backlog				14,766		
<b>Overall number of Child Benefit claims cleared</b>					<b>65,622</b>		
Family Income Supplement	Clear backlog	End Sept 2008	5,900	Backlog cleared Oct 08	6,900	backlog cleared, no longer a target in 2009	
	Ongoing new FIS claims	70% in 3 weeks	18,000	57%	15,437	90% in 6 weeks	19,200
	<b>Overall total for FIS claims</b>			<b>23,900</b>		<b>22,337</b>	

<b>Programme 1 - Children &amp; Families</b>						
<b>Control Targets</b>	<b>2008</b>				<b>2009</b>	
	<b>Target for 2008</b>		<b>Output achieved for 2008</b>		<b>Target for 2009</b>	
<b>Scheme</b>	<b>Number of reviews</b>	<b>Savings</b>	<b>Number of reviews</b>	<b>Savings</b>	<b>Number of reviews</b>	<b>Savings</b>
<b>Child Benefit</b>	100,000	€30 m	98,839	€48.6 m	152,000	€95m
<b>Family Income Supplement</b>	18,000	€13.5m	28,902	€9.9 m	23,000	€10.5 m
<b>Other high-level outputs</b>	<b>Target for 2008</b>		<b>Output achieved in 2008</b>		<b>Target for 2009</b>	
<b>Publish list of family supports and research paper on families in Ireland</b>	end quarter 2		<p>Families in Ireland: An Analysis of Patterns and Trends' was published in November 2008.</p> <p>A Family Supports booklet, which details the supports available to families from a range of Government Departments and Agencies, was also published.</p>		complete, no further target for 2009	
<b>Finalise survey on the take-up of Family Income Supplement</b>	mid 2008		Survey completed Nov 08		complete, no further target for 2009	
<b>Child Income Support - Value for Money and Policy Review</b>	New				First phase complete by end of 2009	

## **4. Programme 2 – People of Working Age**

### **High Level Goal**

To provide income and other supports to people of working age and to facilitate them in taking up employment, training, education or development opportunities

### **Aggregate impact indicators**

- a) Employment participation rates for various categories of people of working age;
- b) Consistent poverty rates for people of working age;
- c) Social Welfare dependency rates among working age population

### **Key strategies to achieve the High Level Goal**

- 2.1 Ensure that social welfare schemes and policies support people of working age
- 2.2 Ensure that social welfare schemes and policies facilitate people of working age to participate in the labour market
- 2.3 Develop PRSI coverage and benefits as appropriate to the needs of different groups
- 2.4 Facilitate people of working age in taking up employment, education, training or development opportunities
- 2.5 Continue to develop income supports for working age and older carers
- 2.6 The development of a National Carers Strategy in co-operation with all relevant departments and agencies
- 2.7 Progress towards the achievement of income support targets in the *National Action Plan for Social Inclusion*
- 2.8 Actively participate in the development and implementation of EU and international social security policies and legislation
- 2.9 Customers to receive their correct payment by the due payment date
- 2.10 Applications for payments and services to be processed in a timely, accurate and efficient manner
- 2.11 Reduce fraud and error based on an assessment of risk and ensure that all debts are actively pursued

<b>Programme 2 – People of Working Age</b>				
<b>Inputs</b>				
	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change in 2009 on 2008 outturn</b>
<b>Programme Expenditure - Current</b>	5,524.2	5,775.5	8,448.6	46.3%
<b>Programme Administration</b>				
- Pay	133.1	129.8	145.1	11.8%
- Non-pay	69.7	84.5	94.4	11.7%
<b>Gross programme expenditure</b>	5,727.0	5,989.8	8,688.1	45.0%
<b>Number of staff employed on programme (whole time equivalents) as at end of year.</b>				
- Department		2,911.0		

## Programme 2 - People of Working Age

		2008		2009
Level of Business		Basis for the estimate	Actual	Basis for the estimate
Scheme	Measurement			
Jobseeker's Benefit	Average number of recipients	57,900	82,800	217,400
Jobseeker's Allowance	Average number of recipients	84,100	94,400	177,900
Employment Support schemes	Average number of recipients	17,800	18,000	18,740
Maternity Benefit & related schemes	Average number of recipients	18,800	21,240	24,260
Illness Benefit	Average number of recipients	73,300	74,500	72,200
One Parent Family Payment	Average number of recipients	88,600	86,600	87,900
Widows' / Widower's (Contributory) & Guardian's Pension	Average number of recipients (30% of total on scheme)	33,450	33,810	34,140
Carer's Allowance & Carer's Benefit	Average number of recipients	38,200	41,200	45,360
Treatment Benefits	Number of claims	868,000	902,462	1,020,000

## Programme 2 - People of Working Age

Outputs		Target for 2008		Output achieved for 2008		Target for 2009	
Processing times for new claims		Clearance Time	Annual Volumes	% of claims cleared within target clearance time	Overall number of claims cleared	Clearance Time	Annual Volumes
Scheme							
Jobseeker's Benefit		85% in 2 weeks	160,000	58%	285,494	90% in 3 weeks	285,600
Jobseeker's Allowance		70% in 2 weeks	80,000	40%	155,134	90% in 6 weeks	192,000
Maternity Benefit & related schemes		80% before date benefit is due	48,000	85%	54,859	90% by due date	54,000
Illness Benefit		90% in 1 week	260,000	55%	308,989	90% in 1 week	276,000
One Parent Family Payment		85% in 9 weeks	12,000	54%	19,928	90% in 10 weeks	15,600
Widows' / Widower's (Contributory) Pension		80% in 5 weeks	12,000	81%	7,166	90% in 10 weeks	7,200
Carer's Allowance	Backlog	Clear backlog by year end	4,000	backlog cleared		No longer a target as backlog has been cleared	
	Claim processing target times-new claims	No overall target in 2008, focus was on clearing the backlog			21,682	90% in 12 weeks	20,000
Treatment Benefits		90% in 3 weeks	800,000	79%	1,032,868	90% in 3 weeks	85,000



## Programme 2 - People of Working Age

Control Targets	Target for 2008		Output achieved for 2008		Target for 2009	
Scheme	Number of reviews	Savings	Number of reviews	Savings	Number of reviews	Savings
<b>Jobseeker's Benefit &amp; Jobseeker's Allowance</b>	105,000	€150m	167,040	€100.64	150,000	€202m
<b>Illness Benefit &amp; Medical Reviews(all illness related schemes)</b>	135,420	€49.5m	141,881	€49.18m	148,000	€52.75
<b>One Parent Family &amp; Widow(er)'s schemes</b>	49,000	€158m	64,782	€141.97m	87,000	€127m
<b>Carer's Allowance (excluding medical reviews)</b>	3,500	€8.0m	2,790	€6.95m	2,500	€8.0m
<b>PRSI inspections</b>	7,000	€10m	3,203	€6.19m	5,000	€7m

## Programme 2 - People of Working Age

Other high-level outputs	Target for 2008	Output achieved in 2008	Target for 2009
<b>Develop National Carer's Strategy</b>	By end of 2008	A working group chaired by Dept of the Taoiseach, with DSFA secretariat, arranged a public consultation and produced several draft texts. A final text has not been agreed.	In February 2009 the Government decided not to publish a National Carers' Strategy at this time.
<b>Progress development of a new social assistance payment for lone parents</b>	Proposals agreed by end 2008	<p>The non-income elements of the 'Proposals for Supporting Lone Parents' Discussion Paper were tested in Coolock and Kilkenny between Nov. 07 and Feb. 08.</p> <p>Work continues on developing the proposed new income support payment and the experience of the engagement process is feeding into the development of the Department's approach to working with lone parents and qualified adults.</p> <p>A number of meetings were held with FAS to progress development of employment supports for lone parents.</p>	Progress made towards a decision on the reform proposals
<b>Establish the Social and Economic Participation (SEP) Activation sub-programme under the National Development Plan</b>	Some 30 additional facilitators will be assigned to activation measures bringing the total number of facilitators to 70. Their initial target will be 40 cases per month	20 additional facilitators were appointed, 3,200 cases were referred to facilitators.	10 additional facilitators to be appointed, 20,000 cases to be referred to facilitators.
<b>Referrals to Fás under Employment Action Plan</b>	All on Live Register referred after 3 months	60,260 people referred to FÁS under the EAP.	Increase in EAP capacity to approximately 62,000. Increase interview slots through the local employment services network (LESN) by a further 28,000

## **5. Programme 3 – Retired and Older People**

### **High Level Goal**

To provide and promote adequate, secure and sustainable pensions and other appropriate supports for retired and older people

### **Aggregate impact indicators**

- a) Poverty Rates for older people;
- b) Supplementary pension coverage rates

### **Key strategies to achieve the High Level Goal**

- 3.1 Develop and implement income and other supports for retired and older people in line with Government policy
- 3.2 Develop framework for long-term pensions policy, following consultation process on *Green Paper on Pensions*
- 3.3 In the context of the framework for future pensions policy, ensure that social welfare schemes do not act as a disincentive to older people remaining in or returning to the workforce
- 3.4 Progress towards the achievement of income support targets in the *National Action Plan for Social Inclusion*
- 3.5 Engage with the Pensions Board in promoting supplementary pension provision
- 3.6 Actively participate in the development and implementation of EU and international social security policies and legislation
- 3.7 Customers to receive their correct payment by the due payment date
- 3.8 Applications for payments and services to be processed in a timely, accurate and efficient manner
- 3.9 Reduce fraud and error based on an assessment of risk and ensure that all debts are actively pursued

<b>Programme 3 – Retired and Older People</b>				
<b>Inputs</b>				
	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change in 2009 on 2008 outturn</b>
<b>Programme Expenditure - Current</b>	5,288.0	5,430.3	5,701.5	5.0%
<b>Programme Administration</b>				
- Pay	17.9	18.1	18.1	0.0%
- Non-pay	71.7	70.0	63.8	-8.8%
<b>Gross programme expenditure</b>	<b>5,377.6</b>	<b>5,518.4</b>	<b>5,783.4</b>	<b>4.8%</b>
<b>Number of staff employed on programme (whole time equivalents) as at end of year.</b>				
- Department		418.2		
- Pensions Board		43.10		
- Pensions Ombudsman		10.00		

### Programme 3 - Retired and Older People

		2008		2009
Level of Business		Basis for the estimate	Actual	Basis for the estimate
Scheme	Measurement			
State Pension Contributory	Average number of recipients	237,200	244,400	256,000
State Pension (Non-Contributory)	Average number of recipients	97,900	97,800	97,710
State Pension Transition	Average number of recipients	5,200	6,800	6,800
Widow / Widowers' (Contributory) - 70% of total on scheme	Average number of recipients	78,100	78,890	79,660
Household Benefits	Average number of recipients	375,000	360,000	378,000
Free Travel	Average number of recipients	650,000	648,800	662,000

### Programme 3 - Retired and Older People

Outputs	Target for 2008		Output achieved for 2008		Target for 2009	
Processing times for new claims	Clearance Time	Expected number of claims	% of claims cleared within target clearance time	Overall number of claims cleared	Clearance Time	Volume Context
Scheme						
State Pension Contributory (domestic)	80% by date of entitlement	25,000	88%	32,425	90% by date of entitlement	28,800
State Pension (Non-Contributory)	65% in 8 weeks	12,000	53%	10,991	90% in 10 weeks	12,000
State Pension Transition	70% in 8 weeks	12,000	n/a	19,382	90% in 6 weeks	12,000
Household Benefits	90% in 4 weeks	55,000	91%	64,107	90% in 4 weeks	57,600
Free Travel ( stand alone new pass)	90% in 2 weeks	10,000	98%	10,000	90% in 2 weeks	12,000
Bereavement Grant	80% in 3 weeks	18,000	94.35%	25,753	90% in 4 weeks	12,000

<b>Programme 3 - Older and Retired People</b>							
<b>Outputs - Control Activity</b>		<b>Target for 2008</b>		<b>Output achieved for 2008</b>		<b>Target for 2009</b>	
<b>Scheme</b>	<b>Number of reviews</b>	<b>Savings</b>	<b>Number of reviews</b>	<b>Savings</b>	<b>Number of reviews</b>	<b>Savings</b>	
State Pension schemes	16,000	€45m	7,194	€38m	14,600	€30m	
Household Benefits	13,500	€7.5m	24,223	€33.1m	17,800	€20.5m	
<b>Other high-level outputs</b>		<b>Target for 2008</b>		<b>Progress achieved in 2008</b>		<b>Target for 2009</b>	
<b>Complete consultation process on the Green Paper on Pensions</b>	End May 2008		The consultation process on the Green Paper on pensions closed on the 31st May 2008.				
			Over 380 submissions were received and a report on the consultation process was published in September 2008.				
			The report arising from the consultation process is available on the Green Paper website - <a href="http://www.pensionsgreenpaper.ie">www.pensionsgreenpaper.ie</a>				
<b>Develop long-term framework for pensions</b>	End May 2008		Following the completion of the consultation process on the Green Paper on Pensions, work began on the development of a long-term framework for pensions.		Publish long-term pensions framework by end 2009		

## **6. Programme 4 – People with Disabilities**

### **High Level Goal**

To provide income and other supports to people with disabilities and to facilitate them in taking up employment, training, education or development opportunities

### **Aggregate impact indicators**

- a) Employment participation rates for people with disabilities;
- b) Consistent poverty rates for people with disabilities;
- c) Social Welfare dependency rates among people with disabilities.

### **Key strategies to achieve the High Level Goal**

- 4.1 Ensure that social welfare schemes and policies support people with disabilities
- 4.2 Ensure that social welfare schemes and policies facilitate people with disabilities to participate in the labour market
- 4.3 Facilitate people with disabilities in taking up employment, education, training or development opportunities
- 4.4 Progress towards the achievement of income support targets in the *National Action Plan for Social Inclusion*
- 4.5 Actively participate in the development and implementation of EU and international social security policies and legislation
- 4.6 Implement the Department's Disability Sectoral Plan
- 4.7 Transfer the income support schemes Domiciliary Care Allowance and Respite Care Grant, Mobility Allowance, Blind Person's Welfare Allowance and Infectious Diseases Maintenance Allowance from the Department of Health and Children and the Health Service Executive to this Department
- 4.8 Customers to receive their correct payment by the due payment date
- 4.9 Applications for payments and services to be processed in a timely, accurate and efficient manner
- 4.10 Reduce fraud and error based on an assessment of risk and ensure that all debts are actively pursued



<b>Programme 4 – People with Disabilities</b>				
<b>Inputs</b>				
	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change in 2009 on 2008 outturn</b>
<b>Programme Expenditure - Current</b>	1,984.8	2,014.5	2,121.1	5.3%
<b>Programme Administration</b>				
- Pay	8.1	8.5	9.1	6.9%
- Non-pay	20.3	16.5	15.1	-8.3%
<b>Gross programme expenditure</b>	2,013.2	2,039.5	2,145.3	5.2%
<b>Number of staff employed on programme (whole time equivalents) as at end of year.</b>				
- Department		205.3		

### Programme 4 - People with Disabilities

		2008			2009		
Level of Business		Basis for the estimate	Actual		Basis for the estimate		
Scheme	Measurement						
Invalidity Pension	Average Number of Recipients	53,500	54,200		55,100		
Occupational Injuries Benefit	Average Number of Recipients	15,000	15,860		16,160		
Blind Pension	Average Number of Recipients	1,500	1,470		1,470		
Disability Allowance	Average Number of Recipients	91,300	92,500		97,700		
Outputs		Target for 2008		Output achieved for 2008		Target for 2009	
Processing times for new claims		Clearance Time	Volume Context	% of claims cleared within target clearance time	Overall number of claims cleared	Clearance Time	Volume Context
Scheme							
Invalidity Pension		70% in 9 weeks	7,500	58%	7,596	90% in 6 weeks	7,800
Occupational Injuries Benefit		95% in 1 week	15,600	79%	15,755	90% in 1 week	11,400
Disability Allowance		70% in 13 weeks	19,000	48%	21,962	90% in 12 weeks	21,000
Control Targets		Number of reviews	Savings	Number of reviews	Savings	Number of reviews	Savings
Scheme							
Disability related schemes (excluding Medical Reviews)		16,380	€39m	28,448	€23.48m	19,000	€26.75m

### Programme 4 - People with Disabilities

Other high-level outputs	Target for 2008	Output achieved for 2008	Target for 2009
<b>Establish the Disability Employment project for people with disabilities, with ESF funding</b>	1) Contact 400 on illness and disability related payments.	1) 315 people invited for one to one interviews and 2,600 invited by mailshot to Disability Services Open day	1) 500 invites to issue for one to one interviews
	2) Initiate and carry out research into employer training needs	2) Employer consultation and training issues are seen as being the remit of FAS. However, The Westmeath Employment Pact has set aside part of its funding to conduct this type of consultation and the DAP project Implementation team (which includes a representative from FAS) will liaise and work closely with the Employment Pact in the process. A strategic plan has been developed by WEP (Midland Action Project) in this regard and an employers forum will take place on 16 April 2009.	
<b>Value for Money Review of the Disability Allowance scheme</b>	Complete by end 2008	Completion of the review has been deferred pending the publication of the results of the 2006 National Disability Survey by the CSO. The 2nd key volume of results is expected to be published in June 2009 and will be reflected in the final report of the VFM review on the DA scheme	Complete by September 2009.
<b>Provide legislative basis for the transfer of Domicillary Care Allowance from the Health Service Executive</b>	Legislation to be included in the Social Welfare & Pensions Act 2008	Legislation provided for in the Social Welfare and Pensions Act 2008	Scheme commenced for new claims from 1st April 2009, and the transfer of existing stock of circa 23,600 HSE claims to be completed end August 2009

## **8. Programme 5 – Poverty & Social Inclusion**

### **High Level Goal**

To attain better outcomes in tackling poverty and achieve a more inclusive society through the provision of income and other support services and co-ordinating implementation of Government strategies for social inclusion.

### **Aggregate impact indicators**

- a) Consistent poverty rates
- b) EU social inclusion indicators (as set out in the National Action Plan for Social Inclusion)

### **Key strategies to achieve the High Level Goal**

- 5.1 Co-ordinate implementation of Government strategies for social inclusion through the monitoring and reporting mechanisms provided in the *National Action Plan for Social Inclusion*
- 5.2 Develop and implement a strategic approach to communicating Government strategies on social inclusion
- 5.3 Promote the incorporation of anti-poverty and social inclusion objectives in public policy development
- 5.4 Promote the development of appropriate data strategies and research to inform anti-poverty policies and to facilitate improved monitoring of outcomes
- 5.5 Develop appropriate policies in line with the Supplementary Welfare Allowance (SWA) Expenditure Review
- 5.6 Actively participate in the development of EU policies and international social security policies and practices in the area of social inclusion
- 5.7 Customers to receive their correct Supplementary Welfare Allowance payment by the due payment date
- 5.8 Applications for Supplementary Welfare Allowance payment to be processed in a timely, accurate and efficient manner
- 5.9 Continue to engage with the Department of Environment, Heritage and Local Government to implement the Rental Accommodation Scheme
- 5.10 Support people on low income in addressing their debt issues through the development of the Money Advice and Budgeting Service
- 5.11 Promote co-operation on social inclusion issues between Ireland and other jurisdictions, in particular, Northern Ireland

<b>Programme 5 – Poverty &amp; Social Inclusion</b>				
<b>Inputs</b>				
	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change in 2009 on 2008 outturn</b>
<b>Programme Expenditure - Current</b>	828.0	774.4	1,049.7	35.6%
<b>Programme Administration</b>				
- Pay	1.9	1.9	1.7	-8.5%
- Non-pay	64.7	64.7	66.5	2.7%
<b>Gross programme expenditure</b>	894.6	841.0	1,117.9	32.9%
<b>Number of staff employed on programme (whole time equivalents) as at end of year.</b>				
- Department		28.8		
- HSE Community Welfare Service (administration of SWA)		866.3		
- Combat Poverty Agency		25.0		

<b>Programme 5 - Poverty and Social Inclusion</b>				
<b>Level of Business</b>		<b>2008</b>		<b>2009</b>
<b>Scheme</b>	<b>Measurement</b>	<b>Basis for the estimate</b>	<b>Actual</b>	<b>Basis for the estimate</b>
<b>Supplementary Welfare Allowance – Basic Payments</b>	Average number of recipients	24,200	30,000	45,960
<b>Rent Supplement</b>	Average number of recipients	62,000	70,300	84,000
<b>Fuel Allowance</b>	Average number of recipients	151,084	216,756	224,569
<b>Outputs</b>		<b>Target for 2008</b>	<b>Output achieved in 2008</b>	<b>Target for 2009</b>
<b>Review agencies under the remit of the Department</b>		Review of Combat Poverty Agency due in 2008, quarter 3	Review of Combat Poverty Agency submitted in September 2008. Government Decision to merge Combat Poverty Agency with the Office for Social Inclusion within the Department in Oct 2008. The legislative provisions are contained in the Social Welfare (Miscellaneous Provisions) Act 2008.	Complete integration of Combat Poverty Agency and Office of Social Inclusion within the Department.
		Develop proposals for the future of the Money Advice & Budgeting Service (MABS)	Government Decision to remove MABS from the Department and to merge with the Citizens Information Board. The legislative provisions are contained in the Social Welfare (Miscellaneous Provisions) Act 2008.	Merge MABS with CIB by July 2009.

## Programme 5 - Poverty and Social Inclusion

Outputs	Target for 2008	Output achieved in 2008	Target for 2009
<b>Ireland's 2008-2010 National Report on Strategies for Social Protection and Social Inclusion submitted to the EU</b>	Due Sept 2008	Report submitted to EU in first week of October 2008.	There is no requirement to submit a strategy report this year.
<b>Progress the adoption of guidelines for Poverty Impact Assessment by Government departments</b>	<p>(1) Pilots complete with three Government departments by end 2008</p> <p>(2) Training programme developed by 4th quarter of 2008.</p>	<p>Pilot fully completed. The new guidelines for Poverty Impact Assessment (PIA) were applied to the development of the Adult Homelessness Strategy 2008-2013 <i>The Way Home</i>. Outcome published in Q4 2008.</p> <p>(2) PIA Guidelines prepared for application in Local Authorities (by Combat Poverty Agency) continued to be available in 2008. Training Programme deferred pending further testing of guidelines.</p>	<p>Progress the application of guidelines for PIA including:</p> <p>(1) Pilot the application of PIA with local authority.</p> <p>(2) Develop a simple PIA tool/guide for application in the Department at various levels of policy and programme implementation.</p> <p>(3) Develop a training module to be made available to all Government Departments.</p> <p>(4) Develop a monitoring mechanism for implementation of PIA.</p>

## **10. Programme 6 – Identity and Secure Access to Services**

### **High Level Goal**

To establish and authenticate customer identity for public services and to support the development and deployment of a public service-wide identity policy framework

### **Aggregate impact indicators**

- a) Progress made in the implementation of the Standard Authentication Framework Environment programme
- b) Efficient and Effective customer identity management systems developed and implemented, identity management services provided to external Agencies, security and privacy principles developed and implemented.

### **Key strategies to achieve the High Level Goal**

- 6.1 Develop Standard Authentication Framework Environment (SAFE) in conjunction with the Centre for Management and Organisation Development
- 6.2 Develop a revised registration service to establish customer identity
- 6.3 Manage the allocation and usage of the Personal Public Service Number
- 6.4 Produce, manage SAFE compliant Public Services Cards and promote their usage in other Agencies
- 6.5 Provide identity management services to external Agencies
- 6.6 Review and enhance underlying security facilities and processes to ensure that data protection principles are further embedded in Departmental systems



**Programme 6 – Identity Management and Secure Access to Services**

**Inputs**

	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change in 2009 on 2008 outturn</b>
<b>Programme Expenditure - Current</b>	-	-	-	
<b>Programme Administration</b>				
- Pay	6.5	8.1	6.0	-25.1%
- Non-pay	11.0	6.6	8.1	21.4%
<b>Gross programme expenditure</b>	17.5	14.7	14.1	-4.1%
<b>Number of staff employed on programme (whole time equivalents) as at end of year.</b>				
- Civil Servants		129.5		
- Other public servants				

## Programme 6 - Identity Management and Secure Access to Services - Outputs

Outputs	2008 Target	2008 Output achieved	2009 target
<b>Establish and authenticate customer identity for public services and support the development and deployment of a public service-wide identity policy framework.</b>	<p>New client registration service operational to required Secure Authentication Framework Environment (SAFE) standard by end 2008</p> <p>Complete consolidation of existing client registration service from local offices to 29 regional registration centres</p>	<p>High level design complete. Awaiting development of computer functionality to proceed.</p> <p>All but three counties, Dublin (2 offices), Mayo (8 offices) and Roscommon (3 offices) have one regional PPSN registration centre.</p>	<p>Customer Identity authentication functionality to be available by end of 2009.</p> <p>Consolidate PPSN registration centres in Mayo and Roscommon.</p>
<b>Public Service Card</b>	Commence issue of new Public Service Card by end of 2008	Procurement process completed for the production of cards and the provision of associated Card bureau services. Preferred bidder selected and contract drafted.	Commence issue of new Public Service Card by end of 2009
<b>Provision of Public Service Identity services to other public service departments and agencies</b>	<p>Validate 90% of PAYE online REACH registrations within 5 days (220,000 REACH registrations per annum)</p> <p>Undertake data matching for public service agencies as required and resources permit</p>	<p>The provision of PPS Number validation services for Revenue PAYE on-line ceased at the end of September 2008 when Revenue assumed responsibility for validating these requests.</p> <p>Almost 298,000 cases matched in 2008, broken down as follows: General Register Office 59,000; REACH - Revenue on-line 203,000; Other Public Service Agencies 36,000.</p>	<p>No target for 2009</p> <p>Targets for 2009 is 97,000 broken down as follows: General Register Office 57,000 and other public service agencies 40,000.</p>

## Programme 6 - Identity Management and Secure Access to Services - Outputs

Outputs	2008 Target	2008 Output achieved	2009 target
<b>Apply appropriate data security procedure enhancements to computer systems</b>	Conduct an internal penetration test and analysis of security measures	Completed mid 2008	
	Review staff access to customer systems and close off where no longer required.	All inactive and non-personal accounts closed.	
	Develop revised data security protocols	A range of new information security policies developed and introduced.	Protocols and procedures developed to underpin policies by end 2009.
	Extend auditing / logging capability on Central Records System to enhance security	Security functionality enhanced on the Department's Central Records computer system to log all accesses.	
	Further enhance staff information security awareness programme	Awareness programme progressed through 2008, with various initiatives.	Interactive training tool developed and scheduled to roll-out to staff in Q2 2009.

## **9. Programme 7 – Operational Capabilities & Modernisation**

### **High Level Goal**

Develop further an effective, adaptable and capable organisation and a culture of excellence

### **Aggregate impact indicators**

- a) Internal customer satisfaction as measured by periodic surveys
- b) External customer satisfaction as measured by periodic surveys
- c) Achievement of the Department's Modernisation Action Plan
- d) Implementation of the Human Resources Strategy

### **Key strategies to achieve the High Level Goal**

- 7.1 Develop and implement a new Human Resources Strategy for the period 2009-2012
- 7.2 Full and effective integration of the Human Resource processes and the Performance Management Development System
- 7.3 Develop a learning organisation
- 7.4 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
- 7.5 Support and enhance an effective policy development capacity including Value for Money and Policy Reviews
- 7.6 Support and monitor State Agencies under the aegis of the Department in the discharge of their statutory functions
- 7.7 Implement the Department's decentralisation programme
- 7.8 Implement the Government decision in relation to;
  - a) the transfer of the Community Welfare Service from the Health Service Executive to this Department,
  - b) the transfer of the General Register Office from the Department of Health and Children to this Department, and
  - c) the transfer of Treatment Benefit Schemes from this Department to the Health Sector
- 7.9 Ensure Information and Communication Technology capacity to support the business
- 7.10 Develop and implement external and internal Customer Action Plans, a Customer Information Strategy and a Channel Strategy to optimise the way in which we communicate with our customers
- 7.11 Embed a culture of sustainable and continuous process improvement across the Department
- 7.12 Maintain robust corporate governance, financial management and reporting systems
- 7.13 Ensure redress systems (including review and independent appeal) for social welfare customers
- 7.14 Accommodation to meet the requirements of both staff and customers

<b>Programme 7 – Operational Capabilities and Modernisation</b>				
<b>Inputs</b>				
	<b>2008 REV Estimate € million</b>	<b>2008 Provisional Outturn € million</b>	<b>2009 REV Estimate € million</b>	<b>% change in 2009 on 2008 outturn</b>
<b>Programme Expenditure - Current</b>	30.9	30.5	29.1	-4.7%
<b>Programme Administration</b>				
- Pay	40.4	41.8	42.2	1.0%
- Non-pay – current	10.7	10.5	10.3	-1.9%
- Non-pay – capital	53.0	44.0	59.0	34.1%
<b>Gross programme expenditure</b>	<b>135.0</b>	<b>127.0</b>	<b>140.7</b>	<b>10.8%</b>
<b>Number of staff employed on programme (whole time equivalents) as at end of year.</b>				
- Department		767.5		
- Citizen's Information Board		87.6		

<b>Programme 7 - Operational Capabilities &amp; Modernisation</b>	
<b>Overall level of DSFA business in 2008</b>	
Number of claims cleared by the Department (1)	2,460,000
Number of claims awarded (2)	2,020,000
Number of claims rejected	440,000
Number of appeals received (only rejected claims have right of appeal)	17,833
Number of Appeals Officers' decisions in favour of appeal	3,288
Number of recipients of weekly payments at end of 2008	1,208,980
Number of beneficiaries of weekly payments at end of 2008	1,799,595
Number of payment transactions	72 million
<b>Notes</b>	
(1) Excludes claims administered by other bodies such as SWA by HSE & Redundancy and Insolvency Includes claims for both primary schemes (e.g. Jobseeker's) and secondary benefits (e.g. Household Benefits)	
(2) 70% of claims were awarded within target	

<b>Programme 7 - Operational Capabilities &amp; Modernisation</b>			
<b>Outputs</b>	<b>2008 Target</b>	<b>2008 Output achieved</b>	<b>2009 target</b>
<b>Human Resources</b>	Implement the Human Resources Strategy	The strategy was reviewed, updated and published as the 2009-2012 Strategy	Source and prioritise the deployment of sufficient staff to deal with the rapid increase in the Live Register, having regard to Government moratorium on recruitment, voluntary early retirement & new career break opportunities, to ensure a quality service to customers, with the minimum of delay.
	Review the Department's Attendance Management Policy	A comprehensive review of the policy completed and recommendations submitted	Review procedures with a view to attaining an improvement in attendance.
	Provide 350-400 formal training courses	404 Formal Training Courses delivered	350-400 Courses, prioritise training, mentoring and skills transfer to equip staff to provide a quality service to customers hit by the increasing live register.
	Provide 8,000 days training, including on-the-job training	8,000	8,000
	Invest a minimum of 4% of payroll costs in training	4.25%	4%

## Programme 7 - Operational Capabilities & Modernisation

Outputs	2008 Target	2008 Output achieved	2009 target
<b>Accommodation Facilities for Department staff</b>	Provide & co-ordinate the maintenance of accommodation & ancillary services for over 4,800 staff located in offices at over 150 locations around the country	New Local Offices provided at Carrigaline, Ballymun, Swinford & Athlone	Provide 6 new local offices and upgrade 11 others to address increase in the Live Register.
			Provision new decentralised HQ & LO office in Buncrana, scheduled for late 2009.
<b>Decentralisation</b>	Carrick-on-Shannon: 22 posts	Achieved	
	Sligo: 5 posts	Achieved	
<b>Customer Service</b>	Publish Customer Action Plan 2009-2011	Customer consultation process completed.	The Charter and Customer Action Plan will be launched in Q2 2009.
<b>Information</b>	Redesign and redevelop the Department's website www.welfare.ie	The redesign and redevelopment of the www.welfare.ie website was completed and successfully launched in September 2008 and won an eGov Accessibility 2009 award.	



## Programme 7 - Operational Capabilities & Modernisation

Headline Output	2008 Target	2008 Output achieved	2009 target
<b>Service Delivery Modernisation (SDM) programme</b>	Modernisation of the Medical Referral and Assessment Service, to include a Case Management Service	RFT issued under the Service Delivery Modernisation framework, vendor selected and contract signed	Complete business process improvement by 2009, Q2, as the basis for new case management system, first phase of 4 to be delivered in Oct 2009, final phase June 2010.
	Migrate Widows Contributory Pension customers to SDM platform	Functionality to process all new claims for Widow's Contributory Pension (WCP) and Widowed Parent Grant (WPG) was implemented in Dec 2008.	
		All existing claims were migrated from the old legacy application to the new SDM platform in Feb 2009. Since then all claims for these schemes are processed using the SDM platform.	
	Provide functionality to enable payment of Domiciliary Care Allowance and Blind Welfare Allowance (to transfer from HSE in 2009)	Payment system to enable payment of Domicillary Care Allowance will go live on 27th April 2009.	27 April 2009 go live date
<b>Payment and Agency Reconciliation</b>			New system live by 2009 Q2

## Programme 7 - Operational Capabilities & Modernisation

Headline Output	2008 Target	2008 Output achieved	2009 target
<b>Review of Organisation &amp; Structures</b>	Complete by end of 2008	Documentation on current structures was assembled for current business areas of the Department with a view to making this information available to consultants who were to assist the Department in undertaking the review. A Request For Tender was issued and tenders received. However, in the light of the expenditure situation, the Management Board decided not to proceed with external consultancy & undertake the project using internal resources.	Review complete by end 2009.
<b>Payment Modernisation Strategy</b>	Move 450,000 recipients being paid by PPO book to electronic payments at post offices (Electronic Information Transactions)	<ul style="list-style-type: none"> <li>* The number of PPO recipients per month reduced by 423,000 in 2008.</li> <li>* The overall number of customers paid electronically each month at post offices increased by 598,000 in 2008.</li> <li>* 81% of customer paid electronically, EFT or EIT at post offices, at end of 2008.</li> </ul>	97% of customers to be paid electronically by end of year.