

9th Civil Service Excellence & Innovation Awards



THE 9th CIVIL SERVICE EXCELLENCE AND INNOVATION AWARDS

FREQUENTLY ASKED QUESTIONS

- [The Civil Service Excellence and Innovation Awards](#)
- [What's new this year?](#)
- [When and where will the awards be held?](#)
- [How do the awards work?](#)
- [How do I make a nomination for the 9th Civil Service Awards](#)
- [How many nominations can be entered from each organisation?](#)
- [Who can enter the awards?](#)
- [What happens once my nomination has been entered?](#)
- [When will the shortlist be announced?](#)
- [How will nominee day be held this year?](#)
- [What are the key dates for the 9th Civil Service Excellence and Innovation Awards?](#)
- [Who should I contact if I have any questions about the awards process?](#)
- [What categories will be open for nominations this year?](#)

The Civil Service Excellence and Innovation Awards

The Civil Service Excellence and Innovation Awards is an annual awards programme recognising the excellent work of staff, and showcasing innovations in policy and service delivery across the Civil Service as a unified organisation.

What's new this year?

The awards categories were reviewed last year to ensure alignment with Public Service Transformation Strategy '*Better Public Services*'. An award category in the area of Climate Action was added along with an area for completion on how the project had contributed to the UN Sustainable Development Goals (SDGs).

As Climate Action represents one of the 17 SDGs, we have now enhanced the Climate category with a more general '**Climate Action and Sustainable Government**' category. This category will recognise where projects have contributed to, and impacted positively on Climate and/or some of the 17 SDGs.

When and where will the Awards be held?

The awards ceremony will be held on Thursday 20 June 2024 in St Patrick's Hall, Dublin Castle.



9th Civil Service Excellence & Innovation Awards



How do the Awards work?

Special Points of Contact (SPOC) are appointed in each Department/Office and are responsible for sending out information about the awards. These individuals can also receive project submissions and forward them to their Secretary General/Head of Office for consideration. Selected projects, within the quota limit, are then submitted to the CSEIA team for consideration by the Review Team.

The Review Team is made up of volunteers from across the Civil Service, they review and assess the project submissions based on the selected awards category and propose a shortlist that is forwarded to the Selection Committee.

The Selection Committee assess the shortlisted projects, and confirm the finalists in each category, with winners announced at the Awards Ceremony.

Individual Departments and Offices are encouraged to run in-house award programmes in the run up to the opening for CSEIA submissions in December. This provides an opportunity to promote recognition of innovative projects within Departments/Offices. Some Departments/Offices use this in-house award programme to decide on their submissions to the CSEIAs.

How do I make a nomination for the 9th Civil Service Excellence and Innovation Awards?

Nominations for the awards will be open from 4 December 2023 to 9 February 2024. You will be asked to submit a completed Application Form for your nomination(s), which will need to be agreed by your Secretary General/Head of Office.

The Application Form will require a 150-200 word descriptive entry under the following headings:

- Project Aims
- Project Overview
- Project Achievement
- Evidence of Innovation
- Stakeholder engagement
- Replication Potential
- Sustaining Project Benefits
- Supporting Information

How many nominations can be entered from each Department/Office?

The quotas for each Department/Office can be found in [Appendix 1](#)

Who can enter the Awards?



9th Civil Service Excellence & Innovation Awards



Any person who is currently employed within the Civil Service can nominate or be nominated by a colleague for a project. Your Secretary General/Head of Office needs to sign off and submit their Department/Office's nominations.

An application cannot be submitted by a Public Service Body alone, it must be submitted in conjunction with a Civil Service Department/Office. While the project does not need to have been led by the Civil Service Department, it must show significant collaboration.

What happens once a nomination has been submitted?

All applications are read by the Public Service Transformation Delivery Unit and the Review Team, where each nomination is reviewed based on the selected category. The Review Team is made up of volunteers from across the Civil Service, who review all submissions made to the awards.

The top submissions from each category are passed on to the Selection Committee. The Selection Committee is an independent adjudication panel normally chaired by the Head of the Public Service Transformation Division, who confirms the shortlist of nominations by category. The winners are announced during the Awards Ceremony on the 20 June 2024.

When will the shortlist be announced?

The shortlist of nominated projects will be announced on the 8 April 2024 and will be published on the Civil Service Renewal Website: <https://csrenewal.per.gov.ie/en/>

When will Nominee Day be held?

Nominee Day will be held during the week commencing the 22 April 2024. It will consist of all shortlisted nominees attending to have photographs taken for the Awards Booklet and short videos recorded, which will premiered at the Awards Ceremony on 20 June.

What are the key dates for the 9th Civil Service Excellence and Innovation Awards?

Launch of Awards at SPOC Meeting	16 November 2023
Opening Date for Submissions	4 December 2023
Closing Date for Submissions	9 February 2024
Review Meetings	Feb/March 2024
Shortlist Announced	8 April 2024
Nominee Week	22 April 2024



9th Civil Service Excellence & Innovation Awards



Awards Ceremony

20 June 2024

Who should I contact if I have any questions about the Awards process?

If you have any queries, please contact the team by email at CSAwards@per.gov.ie

What Categories will be open for nominations this year?

See **Appendix 2** for updated Categories for the 9th Civil Service Excellence and Innovation Awards



9th Civil Service Excellence & Innovation Awards



APPENDIX 1

CSEIA Quotas based on Q1 2023 Staff Numbers

Designation	Size	Nominations
Office	200 or less	2
Small	500 or less	3
Medium	500 – 1,500	4
Big	1,500 – 2,500	5
Large	2,500 and above	6

Quota for nominations from Offices under the aegis of a parent Department

As in previous years, each Office under the aegis of a parent Department can submit **2 nominations** for the Awards. This is to ensure that each Civil Service organisation has the opportunity to showcase the excellence and innovation of their organisation.

Department/Office	Quota
Revenue Commissioners	6
Social Protection	6
Agriculture, Food & Marine	6
Justice	6
Office of Public Works	5
Foreign Affairs	5
Education & Skills	5
Housing, Local Government & Heritage	5



9th Civil Service Excellence & Innovation Awards



Central Statistics Office	4
Enterprise, Trade & Employment	4
Health	4
Transport	4
Children, Disability, Equality, Disability, Integration & Youth	4
Environment, Climate & Communications	4
Tourism, Culture, Arts, Gaeltacht, Sport & Media	3
Public Expenditure, NDP Delivery & Reform	3
Defence	3
Finance	3
Department of the Taoiseach	3
Public Appointments Service	3
Rural & Community Development	3
Further & Higher Education, Research, Innovation & Science	3
Office of the Attorney General	2
Prison Service	2
Garda Síochána	2
Courts Service	2
National Shared Services Office	2
International Co-operation	2
Oireachtas	2
Probation Service	2



9th Civil Service Excellence & Innovation Awards



Property Registration Authority	2
Legal Aid Board	2
Chief State Solicitor's Office	2
Office of Government Procurement	2
Office of the Director of Public Prosecutions	2
Data Protection Commissioner	2
State Examinations Commission	2
Comptroller & Auditor General	2
Forensic Science Ireland	2
Valuation Office	2
Office of the Ombudsman	2
National Council for Special Education	2
Garda Síochána Ombudsman Commission	2
Companies Registration Office	2
State Laboratory	2
Office of the Government Chief Information Officer	2
Irish Human Rights & Equality Commission	2
National Council for Curriculum and Assessment	2
Policing Authority	2
Office of the Director of Corporate Enforcement	2
Tax Appeals Commission	2
President's Establishment	2



9th Civil Service Excellence & Innovation Awards



Labour Court	2
Intellectual Property Office of Ireland	2
Workplace Relations Commission	2
Office of Inspector of Prisons	2
Totals	159

Please note: Co-nominations with Public Service organisations are still based on the numbers of staff in the Civil Service department/office, and the staffing numbers at the Public Service body does not increase the quota for the organisation submitting the nomination.



9th Civil Service Excellence & Innovation Awards



APPENDIX 2

Revised categories for the 9th Civil Service Excellence and Innovation Awards

Category	Description
Digital First	<p>This category recognises where digital processes and/or technological innovations have been used to improve systems, business, or processes. Core principles of sharing data, digital first, and data as an enabler, should be at the heart of any project applying under this category.</p> <p>For example a project that:</p> <ul style="list-style-type: none"> • Delivered a new service online through co-creation and collaboration with stakeholders and the public, or • Delivered a 24/7 service with a consistent, integrated and end-to-end digital solution, or • Increased the digital skills of the civil service to realise a “Digital First” culture, or • Fostered public trust in the safety, transparency and value of a digital solution
Embedding Innovation	<p>This category recognises organisations that demonstrate excellence in innovation through step-changes, challenges to the “old ways of doing things”, and truly remarkable efforts to do something new. Excellence in project delivery is considered in this category.</p> <p>For example a project that:</p> <ul style="list-style-type: none"> • Involved public and staff engagement in reviewing and designing the service, or • Increased the culture of innovation in the organisation so that all staff are empowered to innovate, or • Transferred the knowledge about what worked in an innovative project to colleagues across the civil service so that innovative ideas and services can be replicated, or • Scanned national and international solutions, trends and emerging possibilities for ideas, inspiration, and information to bring new solutions and methods to current services



9th Civil Service Excellence & Innovation Awards



<p>Workforce of the Future</p>	<p>Demonstration of excellence in terms of promoting people, skills, and organisational development amongst staff and a commitment to develop and maintain people and organisational capacity.</p> <p>For example a project that</p> <ul style="list-style-type: none"> • Develops and implements flexible working models, or • Develops and introduces a new workforce planning framework, or • Develops key skills for their workforce, or • Develops their strategic HR capacity
<p>Workplace and Organisation of the Future</p>	<p>This category awards organisations who demonstrate a culture of energy, connection and fulfilment, whereby staff feel positively engaged and connected to their work or project outcomes. Wellbeing initiatives will be given strong consideration.</p> <p>For example a project that:</p> <ul style="list-style-type: none"> • Delivers an organisational structure that fosters greater agility and collaboration, or • Delivers agile and flexible workplaces to meet business needs and deliver better services to the public, or • Increases the use of shared services, or • Fosters workforce equality, diversity, inclusion and well-being, or • Promotes a positive workplace culture that aligns with Civil Service values
<p>Strategic Policy Development</p>	<p>This category recognises organisations/initiatives that bring different strands of policy together to make a real difference through excellence in policy formulation, design, consultation, implementation, and evaluation.</p> <p>For example a project that:</p> <ul style="list-style-type: none"> • Used multi-disciplinary teams to formulate strategic policy decisions, or • Used a rigorous, professional and evidence-informed approach to develop policy including the use of evaluative techniques such as cost-benefit analysis, poverty-proofing and regulatory impact assessments, or • Used a whole-of Government approach to policy development and implementation, or



9th Civil Service Excellence & Innovation Awards



	<ul style="list-style-type: none"> Used a strategic foresight approach to policy development, which included anticipating trends and potential disruptors as part of its risk management evaluation.
Insights-driven Decision-making	<p>This category recognises work that demonstrates excellence in the fields of research, analytics and use of data, where these are used to bring about increased insight and improvements to the citizens who rely on our services.</p> <p>For example a project that:</p> <ul style="list-style-type: none"> Increased the public’s awareness of why their data is collected and how it is managed and used, or Increased data-sharing or the provision of Open Data so that the data collected is safely available for those who need to use it Engaged with the services of the Irish Government Economic and Evaluation Service (IGEES) or the Irish Government Statistical Service (IGSS) Used key datasets, such as PPSN and Eircode, in the design or redesign of a public service
Delivering in a dynamic environment	<p>This category recognises projects and work which clearly advance the core objectives and values of excellence in public service delivery where there is a degree of rapid, unpredictable or turbulent change.</p> <p>For example a project that:</p> <ul style="list-style-type: none"> Demonstrated high performance and excellence, contributing to a professional and timely response, or work which demonstrated strong accountability, or Delivered a specific project in a rapidly changing and unpredictable environment or Engaged with relevant stakeholders to deliver a positive outcome using strong project management skills (informed by the principles of the Project Management Handbook for the Civil Service)
Excellence through Collaboration	<p>This category recognises excellence through collaboration across multiple departments, teams, agencies or sectors where such collaboration played a significant role in the success of an initiative.</p> <p>For example projects that:</p> <ul style="list-style-type: none"> Used collaboration with multiple stakeholders to generate ideas and solve important problems, or



9th Civil Service Excellence & Innovation Awards



	<ul style="list-style-type: none"> • Used a combination of skills across multiple stakeholders that worked together with a goal to produce new/improved services, processes, or outcomes, or • Used an innovative approach to the governance models and working methods in Whole-of-Government projects including the use of shared resources and expertise, or • Used new methods of collaborating with a wide range of stakeholders including agencies and frontline staff resulting in better communications, generation of ideas, problem solving, information exchange, and delivery of services, or • Used a combination of technologies, applications or services to reduce cost, increase efficiency or provide a better service
<p>Citizen Impact and Customer Service</p>	<p>This category recognises work that has been performed in an exemplary manner and that has had a highly positive impact on citizens. It aims to capture initiatives where consideration of the customer has been central to the design and delivery of services, thus resulting in improved service provision, and in the quality of customer service. This category will give particular focus to initiatives that demonstrate a resilient and rapid response to national and international challenges.</p> <p>For example projects that:</p> <ul style="list-style-type: none"> • Provided exceptional service to the public through a high degree of excellence, professionalism, integrity and dedication, or • Improved the customer experience through improved customer handling procedures and innovative methods of communicating with customers which improve the customer’s journey and contributes to efficiencies, or • Implemented and delivered a project, programme, policy or legislative change that has significantly and measurably improved the quality of life for people in Irish society, or • Enhanced facilities and developed activities that allow greater opportunities for citizens to participate in public life.
<p>World Class Civil Service</p>	<p>This category recognises teams that are a source of inspiration to other public administrations at home and abroad. They are innovative, demonstrate strong leadership abilities and aim to significantly contribute to the ongoing development of the Irish Civil Service.</p> <p>For example teams that:</p>

9th Civil Service Excellence & Innovation Awards



	<ul style="list-style-type: none"> • Show outstanding dedication to the work while maintaining a high level of commitment to Civil Service values and ethics, or • Are a model of inspiration to other employees in their dedication to excellence, or • Motivated other colleagues to succeed, or • Demonstrated leadership and openness in their work, or • Demonstrated excellence at an international level
<p>Climate Action and Sustainable Government</p>	<p>This category recognises projects that involve action in relation to tackling the climate crisis or delivery of the United Nations’ 17 Sustainable Development Goals including dignity, peace and prosperity for people and the planet, now and in the future.</p> <p>For example projects that:</p> <ul style="list-style-type: none"> • Integrate climate change measures into national policies, strategies and planning • Advance the Green Transition • Embed the SDG Framework into their work to achieve greater policy coherence for sustainable development <p>Build SDG capacity and awareness</p>

