

Excellence in Policy Making and Implementation



Global Ireland: Expansion of Ireland's Diplomatic Network

Department of Foreign Affairs and Trade

Taking a project management approach, we set a vision for our team to effectively use the department's resources to deliver the most ambitious expansion of Ireland's diplomatic network in the history of the State. Our Team includes over 80 people working across 11 time-zones. To-date we have opened new diplomatic missions in Monrovia, Wellington, Vancouver, Mumbai, Bogotá, Santiago, Amman, Cardiff, Los Angeles and Frankfurt. The expansion aims to deepen Ireland's impact abroad; to grow our trade and inward investment; to strengthen political relationships; to promote our values; to play a more active role in supporting and promoting a rules based international environment; and to support Irish citizens and our diaspora abroad.

Excellence in Innovation



DBEI Innovation Week

Department of Business, Enterprise and Innovation

Innovation Week deepened the culture of innovation in DBEI. Our group of volunteers delivered a week of diverse and accessible activities. Engagement was phenomenal. Staff submitted 118 ideas. We held the Civil Service's first ever hackathon. Over 300 people attended talks. Over 250 people from across the Civil and Public Service attended our finale event. Innovation Week has been a pivotal initiative. By focusing on listening to our people, collaborating, providing feedback and implementing ideas we have made a significant impact. It has inspired other initiatives across the Public Service.

Citizen Impact and Customer Service



Advanced Nursing Practice

Department of Health

We developed a policy to streamline the education and appointment of Advanced Nurse Practitioners (ANPs). 164 new ANPs were appointed across the country. ANPs can assess, order tests, prescribe medications and discharge patients. During the testing of the policy ANPs saw more than 11,000 patients in Emergency Departments in 6 months. In one hospital an ANP reduced respiratory-related hospital admissions from 100% to 22%. Patients admitted saw a consultant within 24 hours. ANPs can deliver quicker access to care closer to patient's homes. This can help avoid unnecessary hospital visits.

Leading Reform



Single Scheme Administration Project

Department of Public Expenditure and Reform

The introduction of the Single Pension Scheme was the most significant reform of public service pensions since the foundation of the State. The Project team was tasked with increasing awareness and understanding of the Single Scheme in order to promote compliance across all public service bodies. We established a new dedicated website and developed a number of user friendly member and employer resources. We have also provided training programmes and materials to over 350 public service bodies. The project has been instrumental in driving significant improvements in ensuring that public service bodies meet their compliance obligations in a uniform and consistent way.

Excellence in People, Skills and Organisational Development



SMART Start - Year One Induction & Development Programme Central Statistics Office

The CSO SMART Start-Year One Programme supports the Civil Service People Strategy's ethos of creating an environment where talented people choose to work and to stay. The SMART Start programme assists new and promoted staff, providing individualised learning paths that also incorporate wider Civil Service supports. The SMART Start programme enables managers and leaders to play a critical role in developing their staff to perform at the highest level. This delivers a higher standard of public service to the citizen.

Excellence through Collaboration



Bail Supervision Scheme

Department of Children and Youth Affairs; Irish Youth Justice Services

The Bail Supervision Scheme supports high risk young people to stay out of detention and remain in the community when remanded on bail. Parents and caregivers are empowered to develop the skills needed to support their child with the help of an intensive wraparound therapeutic service. This has resulted in a marked reduction in reoffending, greater compliance with bail conditions set by the court and increased engagement in education and training. This not only benefits the young person but the whole community.

Research, Analytics and Insight



The ObSERVE Project

**Department of Communications, Climate Action and Environment;
Department of Culture, Heritage and the Gaeltacht**

ObSERVE has greatly improved our understanding of Atlantic ecosystems. It was effectively a "blind experiment"- 2 independent contractors, concurrently conducting independent research, using different methodologies. An aerial observation project, led by UCC and an underwater acoustic project, led by GMIT, tracked protected marine mammals and birds. Neither Department could have delivered this in isolation. While largely funded by DCCAE, the project could not have happened without the input of biodiversity experts within DCHG. High Quality data is now available on-line for citizens and industry stakeholders. It informs sustainable management of marine natural resources, supporting on-going research to better understand our vast and vibrant ocean.

Integrated Digital Excellence



Treatment Benefit Goes Digital

Department of Employment Affairs and Social Protection

The digital delivery of Treatment Benefits by the Department of Employment Affairs and Social Protection is a real success story; with over 97% of claims now processed online with fully automated eligibility checks and payment services. Dentists, opticians and audiologists have fully embraced the service and submitted over 2M eligibility enquiries and 1.2M claims annually via the innovative online portal www.WelfarePartners.ie. Significant staff savings and process efficiencies have been achieved; with increased customer satisfaction and excellent feedback from practitioners.

Excellence in Culture, Values and Diversity



Fresh Approaches to Driving Women's Participation in the Arts and Culture Sector

Department of Culture, Heritage and the Gaeltacht

The Department of Culture, Heritage and the Gaeltacht has championed new thinking, partnerships and initiatives to drive and support women's full participation in the arts and culture sector – an ambitious and challenging enterprise. Collaboration with women workers and artists, with State Boards and Agencies and with other stakeholders has been critical in delivering sustainable, real changes across the sector. The women's pop-up museum is part of this honest exploration of women's participation in public life over the past 100 years.

Employee Engagement



IDEAS: Innovation in the Department of Education and Skills

Department of Education and Skills

Driven by volunteers from across all grades and locations, IDEAS provides an IDEASBank to lodge ideas, share experiences and follow innovation pilots, ideation sessions and supporting activities designed to motivate, build capacity and deliver solutions and a safe environment for piloting projects. Launched with an innovation week promoting engagement and discussion, 91 ideas have been registered on IDEASbank to date. Innovation sessions have generated 16 potential pilots, upskilling staff and delivering potential for real change across the sector.

World Class Civil Service



PAYE Modernisation

Office of the Revenue Commissioners

This project represents the most significant reform of PAYE since its introduction in the 1960s. It involves 170,000 employers reporting real-time pay and tax details to Revenue every time they pay their employees. This transformation responds to the complexities of today's employment patterns. It removes the need for employers to complete millions of forms, leverages technological advances and increases the transparency of the PAYE system for over 2m PAYE customers.