



An Roinn Dlí agus Cirt
Department of Justice

Performance Delivery Agreement

between

The Department of Justice

and

The Irish Film Classification Office (IFCO)

2022

Performance Delivery Agreement

1. Introduction and Objective of the Agreement

This Performance Delivery Agreement (PDA) has been drawn up by the Department of Justice (“the Department”) in consultation with the Irish Film Classification Office (IFCO) in accordance with the 2016 edition of the Code of Practice for the Governance of State Bodies (“Code of Practice”). It, together with the separate but related Oversight Agreement (OA), succeeds the previous Performance Delivery Agreement 2021 between the two parties.

This PDA shall be reviewed and updated annually, and it will be utilised to formalise the process through which the inputs, outputs and outcomes relating to IFCO can be measured and assessed.

These agreements will act as a performance contract between the parent Department and the State body in which an agreed level of performance/service is formalised and which will ultimately result in improved efficiency and effectiveness in the delivery of public services. The agreements allow for the adoption of output and outcome indicators, including milestones to measure performance against targets.

To achieve this, it is necessary to set out the following:

- The key inputs, outputs and outcomes of IFCO’s activities, in quantitative, measurable terms;
- Assessment of performance by monitoring of agreed targets, around those key inputs, outputs and outcomes.

This Agreement documents the agreed level of service between the parties in order to facilitate improved effectiveness and efficiency of relevant public services. It sets out IFCO’s key targets for 2022 and defines the output and outcome indicators on which performance should be measured. In addition, it will also highlight any potential risk factors, allow for a level of flexibility and amendments of targets where necessary, and specify the monitoring arrangements between the Department and IFCO.

The Agreement ultimately seeks to

- a) Facilitate IFCO in carrying out its functions
- b) Progress the ongoing development of output measures for its expenditure
- c) Improve the effectiveness and efficiency of public services.

The Agreement will support IFCO’s Strategic Plan 2020 – 2022.

2. Inputs

2.1 Financial Inputs

The Department is responsible for determining the overall allocation of funding to IFCO i.e. the annual grant, while IFCO is responsible for the allocation of its current expenditure within agreed budgetary parameters.

The Department will provide an annual grant to IFCO, which in 2022 will be as follows:

Pay:	€352,000
Non-Pay	€361,000
Total:	€713,000

2.2 Staff Resources

Details for the staff complement for 2022 are as follows:

- 1 x Director of Film Classification (Principal Officer) (Currently Acting Director)
- 2 x Executive Officer
- 2 x Clerical Officer (one post currently vacant)

Note: The Acting Director of Film Classification is assisted in carrying out the duties of IFCO by a team of five Assistant Classifiers who are engaged on a contract for services basis, as provided for in Section 2 of the Censorship of Films (amendment) Act 1992.

IFCO staff have returned to the onsite attendance on a rostered basis with each staff member attending a minimum of 2 days a week in the office. Future attendance patterns will be informed by the forthcoming policy on blended working.

3. Outputs and Targets

The following section sets out the Key Performance Indicators which can be used to assess IFCO's progress towards achieving its key mandate and core function.

- IFCO has responsibility for examining and certifying all cinema films and DVDs/Videos distributed in Ireland. IFCO is also responsible for the issuing of licences to sell/rent home entertainment content (DVD/Video).

The Goals, Actions, KPIs and Targets are aligned with the goals set out in IFCO's Strategic Plan 2020 – 2022.

Strategic Priority No.1

Consistent Classification Decisions and Delivering on Public Expectation

Goal	Action	KPI	Target
Classifications comply with legislation and are consistent with published guidelines and mission statement.	Continuous review of decisions with reference to guidelines and legislation.	Volume of certifications issued per cinema release (includes features and trailers) and DVD Home Entertainment releases	Based on Q1 2022 figures, the target for cinema releases in 2022 is 784 (increase of approx. 15%) and the target for DVD releases in 2022 is 1,760 (decrease of 8%)
		Client classification queries/appeals	In the event of an appeal being submitted to the Classification of Films Board, a written report will be submitted to the board prior to their meeting to decide on the appeal. IFCO will also engage informally with clients to explain reasoning behind classifications.
	Gauge public perception of and satisfaction with IFCO function	Public Feedback. Review and publish findings from independent customer research undertaken in 2021.	All complaints responded to within 5 working days. Research completed and report submitted to IFCO. Publish report. Address follow-up actions and recommendations in conjunction with the Department.
	Respond to consumer queries and feedback	Response Time	Initial response within 2 working days

Strategic Priority No. 2

Delivery of High Standards and Best Practice with our business customers

Goal	Action	KPI	Target
Maintain best practice in dealings with business clients	Ongoing positive working relationships	Meeting Classification deadlines	100% completion of classification by deadline date submitted with application unless client alters request
	Awareness of and effective response to client needs	Ability to prioritise client submissions on request Continuing flexibility of scheduling viewing material Feedback from formal discussions with key clients/industry association on at least an annual basis	Where schedule permits, acknowledging the limited screen time available, this will be facilitated. Business Customer Satisfaction Survey to be undertaken in 2022.
	Maintenance of high quality service delivery	Ability to view material on most technologically up to date systems	Biannual, or as required, review of IT systems to ensure compatible and robust systems for digital delivery of content in place. In 2022, a fit for purpose review of existing File transfer system will be undertaken.

Strategic Priority No. 3

Continued Financial Responsibility

Goal	Action	KPI	Target
Maintain strict budgetary controls	Detailed examination of monthly management accounts to ensure spending within allocation and correctly assigned	On a monthly basis, spending at or below budget. This also applies to income	Expenditure for year to not exceed €713,000 Income target of €822,000 to be achieved

Strategic Priority No. 4

Information and Education:

Goal	Action	KPI	Target
Maintain and enhance education role of IFCO	Ongoing feedback from all participants as to understanding of IFCO remit and satisfaction with standards	Continue liaison with DIFF and schools to engage with young children and adolescents, as well as parents, guardians and teachers.	Recommence engagement with schools in September to inform and seek feedback on classification issues affecting teens. Engage with DIFF to plan recommencement of young persons jury project in 2023
Continuing relevance of IFCO website	Ensuring timely and accurate consumer information available to the general public	Increase number of page views and users from 2021 figures by promotion of website	More than 315,000 page views and 27,700 users

4. Potential Risk Factors

Reflecting the key priorities of the organisation, the following risks were identified as the main areas that could negatively impact on IFCO in 2022.

Risks	Control and Mitigants
As the number of theatrical and DVD submissions that are received online continue to rise, a failure of connectivity would be a serious impediment to IFCO's ability to function and possibly compromise release dates	Ongoing Service arrangement with both the Department's IT unit and external providers to mitigate the effects of any interruption and ensure resumption as quickly as possible.
Maintenance of sanctioned bank account	Daily check on balances. Monthly reconciliation prepared and then approved by Acting Director. Dual independent access to transact banking business.
Future and potential viability of DVD market with increase in online delivery of home entertainment – particularly through streaming services.	The numbers of DVD classifications would indicate that the drop in DVD classifications seen between 2017 to 2019 has halted with the number for 2020 and 2021 remaining steady at 1,961 and 1,913 respectively
Business Continuity	While changes made during 2020 and 2021, particularly in relation to online material to be classified, means there should be little to no impact on service delivery if Covid restrictions are re-introduced, any closures to cinemas will greatly reduce the demand for classifications. Similarly, given the current geo-political situation, remote access will be key in scheduling workloads in the event of any unforeseen occurrence impacting on site attendance.

5. Monitoring Arrangements

The implementation of this agreement will be monitored through twice yearly, or more if required, governance meetings between IFCO and the Civil Governance Function in the Department to provide an update on developments and achievement of targets set out in this agreement.


IFCO undertakes to submit all relevant and appropriately detailed performance information in line with indicators and timeframes agreed with the Department in order to

- Enable monitoring
- Advise of any changes necessary and how best to address these
- Provide relevant performance information for the Revised Estimates process.

6. Duration of the Performance Delivery Agreement

The arrangements set out in this agreement will apply with effect from the date signed hereunder until the 31st December 2022.

7. Agreement Approval

Signed: 

Date: 16th May 2022

George Sinclair, Acting Director, Irish Film Classification Office

Signed: 

Date: 17th May 2022

Stjohn O'Connor, Director, Civil Governance, Department of Justice