

Performance Delivery Agreement

between

The Department of Justice and Equality

and

The Irish Film Classification Office (IFCO)

2020

Performance Delivery Agreement

I. Introduction and Objective of the Agreement

This Performance Delivery Agreement (PDA) has been drawn up by the Department of Justice and Equality (“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 Oversight/Performance Delivery Agreement 2019 between the two parties.

This Performance Delivery Agreement shall be reviewed and updated annually, and will be utilised to formalise the process through which the outputs and outcomes required from the IFCO can be measured and assessed.

As per the Code of Practice, with reference to PDAs, *“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 both annual and multi-annual targets, and the development 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 expected outcomes of the Agency’s activities, in quantitative, measurable terms;
- Assessment of performance by monitoring of agreed targets, around those key outputs, inputs 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 the IFCO’s key targets for 2020 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 the IFCO.

The Agreement ultimately seeks to (a) facilitate the IFCO in carrying out its functions, (b) progress the ongoing development of output measures for its expenditure, and (c) improve the effectiveness and efficiency of public services.

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

2. Inputs

2.1 Financial Inputs

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

The Department will provide an annual grant to the ICO, which in 2020 will be as follows:

Pay: €341,000

Non-Pay: €361,000

Total: €702,000

2.2 Staff Resources

Details of the staff complement for 2020 are as follows:

1 X Principal Officer (Higher)

2 X Executive Officer

3 X Clerical Officer

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

3. Outputs and Targets

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

Strategic Priority I: Consistent classification decisions and delivering 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. (3111 classifications in 2019) Public feedback. (12 complaints received in 2019 from	Similar target would be expected for 2020. (note 1) Similar numbers for 2020. Q1 – Q4

		<p>cinema admissions >15million)</p> <p>Client classification queries/appeals. (In 2019 IFCO received 2 appeals from 3111 classifications)</p> <p>Complete wide, independent and statistically valid research (results will be used to update guidelines and classification bands if necessary).</p> <p>Response time.</p>	<p>Similar low numbers expected for 2020.</p> <p>Q4 2020 (note 1)</p> <p>Ongoing - Initial response within 2 working days.</p>
	<p>Gauge public perception of, and satisfaction with, IFCO function.</p> <p>Respond to consumer queries/feedback.</p>		

Strategic Priority 2: Delivery of high standards and best practice with our business customers

Goal	Action	KPI	Target
Maintain best practice in dealings with business clients.	<p>Ongoing positive working relationship.</p> <p>Awareness of, and effective response to, client needs.</p>	<p>Meeting classification deadlines.</p> <p>Ability to prioritise client submissions on request.</p> <p>Continuing flexibility of</p>	<p>100% completion of classification by deadline date submitted with application unless client alters request.</p> <p>Where schedule permits this will be 100% facilitated. However due to limited screen time</p>

		<p>scheduling viewing material.</p> <p>Feedback from formal discussions with key clients/industry association on at least annual basis.</p> <p>Ability to view material on most technologically up to date systems.</p>	<p>some late theatrical requests cannot be accommodated.</p> <p>Ongoing</p>
	<p>Maintenance of high quality service delivery (In 2019 online DVD delivery platform was launched. In Q1 2020 theatrical online delivery by Lansat was updated).</p>		

Strategic Priority 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.	<p>On a monthly basis spending at or below budget.</p> <p>This also applies to A-in-A.</p>	<p>Expenditure for year to not exceed €600,000.</p> <p>The A-in-A target of €1,503,000 will not be achieved. It will be in line with 2019 at €1,200,000.</p> <p>(note 1)</p>

Strategic Priority 4: Information and Education

Goal	Action	KPI	Target
Maintain and enhance education role of IFCO.	Continued liaison with DIFF, Cinemagic and schools to engage with young children and adolescents and those with charge of them.	Ongoing wishes of organisers to maintain association with IFCO already indicated for 2020.	Ongoing - Obtaining feedback from all participants as to understanding of IFCO remit and satisfaction with standards.
Continuing relevance of IFCO website.	Ensuring timely and accurate consumer available to the general public.	Number of visits. (Using the results of the proposed research, it is hoped to continue the increase in volume.)	Following the redesign update of the website the number of visits has doubled and is running at c. 50,000/month.

NOTE I

*All financial and output targets will almost certainly require review as the effects of Covid 19 become more apparent and tangible

4. Flexibility and Amendment of Targets

The Agency is committed to deliver on the established work plan for 2020. However, the achievement of the targets in the IFCO work plan 2020 will be impacted on by a range of factors including available resources and in some cases external factors beyond the IFCO's control. Where delays arise the timeframe for delivery may need to be extended including carrying into 2021 where appropriate. The IFCO will report on progress on targets at governance meetings with the Civil Governance Function, and in between where appropriate.

5. Potential Risk Factors

Reflecting the key priorities of the organisation, the following potential risks were identified as the main areas that could negatively impact on the IFCO in 2020:

Risks	Controls & Mitigants
Covid 19 restrictions. The measures in place at time of writing include the closure of cinemas. As long as this	IFCO remains in a position to carry out its business but the demand for its services are severely curtailed.

remains the business of IFCO will be very severely impacted and at present the effects are not quantifiable.	There is no internal control of this situation but on reopening of venues we will be in a position to effectively deal with any backlog.
As almost all theatrical and DVD submissions are now received online, a failure of connectivity would be a serious impediment to IFCO's ability to function and possibly compromise published release dates.	Ongoing service agreements with both DJE IT section and external providers 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 director. Dual independent access to transact banking business.
Brexit As almost all material for classification comes from the United Kingdom, customs requirements might result in delays in receipt of material and consequently difficulties in meeting release deadlines.	In 2019 we introduced the facility for online delivery of DVD submissions. In Q1 2020 our Lansat delivery system for theatrical films was updated. Both of these remove the need for physical assets and therefore eliminate this risk.

6. Monitoring Arrangements

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

The IFCO undertakes to submit all relevant and appropriately detailed performance information in line with indicators and timeframes agreed with the Department; to enable monitoring; to advise on any changes necessary and how best to address these; to provide relevant performance information for the Revised Estimates process.

7. Duration and Review of the Oversight and Performance Delivery Agreement

The arrangements as set out in this Agreement will apply with effect from the date signed hereunder until 31st December 2020.

8. Agreement Approval

Signed: Ger Connolly
Ger Connolly, Director, IFCO

Date: 22/04/2020

Signed: Yvonne White

Date: 22/04/2020

Yvonne White, Director, Civil Justice and Equality, Governance Function,
Department of Justice and Equality