

Performance Delivery Agreement

Between

The Property Services Regulatory Authority

And

The Department of Justice and Equality

2020

Performance Delivery Agreement – PSRA 2020

1. 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 Property Services Regulatory Authority (PSRA) 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 PSRA 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 Authority’s activities, in quantitative, measurable terms;
- Assessment of performance by monitoring of agreed targets, around those key outputs, inputs and outcomes.

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This Agreement sets out the PSRA’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 PSRA.

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

The Agreement will support the PSRA’s Strategic Plan 2017 – 2020 and Strategic Plan 2020 - 2023.

2. Inputs

2.1 Financial Inputs

The following table summarises the PSRA’s budget allocation for 2020.

Expenditure	2020 Budget Allocation
Pay	€1,652,000
Non-Pay	€624,000
Total	€2,276,000

2.2 Licence Fees

The level of licence fee to be paid was determined by the Authority in 2012 based on its estimated annual cost of administering the licensing system at that time. An annual fee of €1,000 is payable by Property Service Employers and an annual fee of €100 is payable by Employees.

2.3 Compensation Fund

Section 77(1) of the Property Services (Regulation) Act 2011 requires the Authority to establish a Property Services Compensation Fund to which each applicant is required to contribute before a licence is granted.

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2.4 Staffing Resources

The Authority's staffing resources have increased from 26.9 Full Time Equivalents (FTE) at the end of December 2018 to 30.1 at the end of 2019.

The Department will endeavour to provide the appropriate and necessary resources to the Authority either directly or, on a contracted basis, having regard to pressures on public service numbers and competing demands.

Grade	Headcount 1st Jan 2020	Staff Level 1st Jan 2020 (FTE)
CEO	1	1
Assistant Principal Officer	2	2
Higher Executive Officer	14	13.6
Executive Officer	5	5
Clerical Officer	9	8
Total	31	29.6

3. Outputs /Targets

3.1 The following section sets out the Key Performance Indicators which will be used to assess the PSRA's progress towards achieving its key mandate and core function; the licensing and regulation of all Property Services Providers operating in Ireland under the provisions of the Property Services (Regulation) Act 2011.

3.2 Service Levels and Performance Measurement 2020

The following key performance indicators will form part of the PSRA's Performance Measurement in relation to the PSRA Business Plan for 2020:

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Key Performance Indicator	Target
Processing of new licence applications where application meets all statutory requirements	3 weeks
Processing of licence renewal applications where application meets all statutory requirements	4 weeks
Processing of licence renewal applications during peak renewal period of May – July (over 3,500 applications received)	90% of these renewal applications decided upon by end of August 2020
Compliance investigations conducted under the Property Services (Regulation) Act 2011	150
Compliance investigations conducted under the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010	120
Complaints under investigation	60% of open cases at 1 January 2020 concluded or under active investigation at year end
Acknowledgement of complaints received	3 working days
Continuous Professional Development courses provided	25
Commercial Lease Compliance rate	60%
Registers updated	Weekly

3.3 Customer Service

In accordance with the PSRA's customer charter, we will respond to all queries within the following timeframes:

Telephone Calls	<p>Answered promptly.</p> <p>Lines are open Monday to Friday, 10:00 am – 12:30pm and 2:30pm – 4:00pm</p>
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Email responses	Within 5 working days.
Response to letters	Within 5 working days.

The customer charter is available on the PSRA website.

3.4 The PSRA has identified five key strategic objectives in its Strategic Plan 2017 – 2020 which are the focus of its current work programme;

1. To maintain a comprehensive licensing system for Property Services Providers;
2. To manage a system of investigation and adjudication of standards in the delivery of property services;
3. To promote sector engagement and public awareness of the Authority;
4. To maintain Public Registers; and
5. To deliver an efficient and effective organisation.

Strategic Objective 1 - To maintain a comprehensive licensing system for Property Services Providers.

Goals	Actions	KPIs	Target
Review of licensing system	Undertake a review of the current licensing system to take account of the direction from the EU Commission	Review of requirements conducted	Q4
	Engagement with DoJE Civil Justice and Equality Legislation Function	Approach agreed with DoJE Civil Justice and Equality Legislation Function	Q4
Review of PII requirements of licensees	Prepare a tender for an insurance advisory service	Tender issued	Q1
	Assess RFTs received and award contract	Contract awarded	Q2
	Engage with successful tenderer as required while review is ongoing	Review complete	Q 4

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Strategic Objective 2- To maintain a system of investigation and adjudication of standards in the delivery of property services.

Goals	Actions	KPIs	Target
Minimum Standards S.I. commenced	Legal review of draft S.I. Minimum Standards complete.	Draft S. I. submitted for publication	Q2
	Finalise S. I. in relation to Minimum Standards	S. I. published	Q4
Develop a Code of Practice for the property services sector	Draft a Code of Practice	Draft Code prepared for review	Q4 (Subject to publication of S.I Minimum Standards)
	Publish a Code of Practice for PSPs	Code of Practice published	Subject to enactment of revised legislation
Investigations into non-compliance with CPD requirements undertaken	Investigations commenced into licensees who have not completed required CPD	Number of investigations commenced and completed	Q 3
	Sanctions imposed as appropriate	Number of sanctions imposed	Q 4

Strategic Objective 3- To promote sector engagement and public awareness of the Authority.

Goals	Actions	KPIs	Target
Communicate effectively with Authority stakeholders	Develop a communications plan for current year, addressing all stakeholders.	Communication plan agreed	Q1
	Undertake communications plan	Quarterly Newsletters issued	Q4

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		Media campaigns undertaken	
		Attendance at public events	
	Re-constitution of PSRA forum	Terms of reference agreed	Q 1
		Engagement with relevant stakeholders	Q 3
		New forum in place	Q 3

Strategic Objective 4 - To maintain Public Registers.

Goals	Actions	KPIs	Target
Automation of Register of Licensed Property Service Providers	Requirements identified	Submission of requirements to Justice ICT finalised	Q1
	Submission to Justice ICT	Request submitted to Justice ICT	Q1
	Engagement with Justice ICT	Register of Licensed Property Service Providers updating automatically	Q4

Strategic Objective 5 –To deliver an efficient and effective organisation.

Goals	Actions	KPIs	Target
Adoption and Publication of PSRA Strategy Statement 2020 - 2023	Draft Strategy Statement based on goals and objectives agreed with the Board	Strategy Statement drafted	Q1
	Submission of Strategy Statement to Department of Justice and Equality	Strategy Statement submitted	Q1
	Engagement with Department of Justice and Equality	Strategy Statement agreed	Q3

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	Publish Strategy Statement	Strategy Statement approved by Minister and available publicly	Q3
Complete external review of staffing levels and requirements necessary to deliver the PSRA's strategic objectives	Requirements of review identified	Requirements agreed	Q3
	Prepare tender to issue	Tender issued	Q3
	Assess RFTs received and award contract	Contract awarded	Q3
	Review undertaken	Draft report available	Q4

4. Potential Risk Factors

The PSRA operates a formal Risk Management policy and maintains a Risk Register and, in accordance with the Department of Finance Guidelines, this is updated on an ongoing basis. The maintenance of the Register ensures that risks are identified and assessed and necessary mitigating actions are, where resources allow, put in place.

Reflecting the key priorities of the organisation, the main potential risks to the achievement of targets set out in this Agreement at the time of writing are:

- Risk to the protections inherent in licensing system due to unlicensed operators
- Number of/Large claim(s) on the Compensation Fund
- Dependence of Authority on Justice IM & T
- Unexpected expenditure arising from statutory role (for example Judicial Reviews and Legal Costs)
- Continuity of IT infrastructure

5. Flexibility and Amendment of Targets

Where amendments become necessary, both parties will engage to agree on amended targets.

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6. Monitoring Arrangements

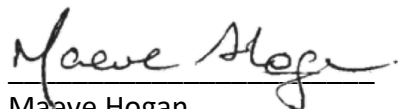
In accordance with the Department's policy on the monitoring of governance arrangements in relation to the organisations within its remit, the PSRA will meet with the Department twice yearly, or more frequently if required by the Department, to provide an update on developments and achievement of targets as set out in this Agreement.

The PSRA undertakes to return:

- (a) Relevant and appropriately detailed performance information to allow for monitoring of this Agreement;
- (b) relevant and appropriately detailed performance information for inclusion in the Revised Estimates for Public Services volume; and
- (c) performance information in line with the set of such indicators, and in keeping with the timeframe, agreed with the Department.

7. Duration and Signatories to the Agreement

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



Maeve Hogan,
CEO,
Property Services Regulatory Authority



Yvonne White,
Director,
Civil Justice & Equality -
Governance Function,
Department of Justice & Equality

Date: 17/04/2020

Date: 17/04/2020