NDA Disability Act – Part 3 Monitoring Report 2022- Appendix A



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**Appendix A: Departmental Monitoring Analysis**

**Section 26(2): Access Officers**

“Promoting the appointment and availability of Access Officer(s) and how they may be contacted, so that the general public is made aware of them and knows how to avail of their assistance.” - The Code of Practice

The monitoring indicator concerning Section 26(2) - Access Officers consists of three criteria derived from the Code of Practice on Accessibility of Public Services and Information provided by Public Bodies:

1. The promotion of the appointment of an Access Officer
2. Information of how to contact the Access Officer
3. A variety of communication channels for contacting the Access Officer

Outlined below are the findings of an evaluation of information on public websites conducted by the NDA monitoring team broken down by Department.

# Department of Agriculture, Food and the Marine

Including the Department itself, there are 13 bodies under the aegis of the Department of Agriculture, Food & the Marine. Of these 13 public bodies, 11 (84.2%) promoted the appointment of an Access Officer on their public websites. All of these had contact details available but only 10 (90.9%) provided communication channels which would facilitate both spoken and written communication. Therefore, out of 13 public bodies under the aegis of the Department, there were 10 (76.9%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 1.

**Table 1 – Compliance of Department of Agriculture, Food and the Marine and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Marine institute | Yes | Yes | No | No |
| Aquaculture Licenses Appeals Board | Yes | Yes | Yes | Yes |
| Bord Bia | Yes | Yes | Yes | Yes |
| Bord Iascaigh Mhara | Yes | Yes | Yes | Yes |
| Coillte | Yes | Yes | Yes | Yes |
| Department of Agriculture, Food & the Marine | Yes | Yes | Yes | Yes |
| Irish National Stud | Yes | Yes | Yes | Yes |
| National Milk Agency | Yes | Yes | Yes | Yes |
| Rásaíocht Con Éireann (Bord na gCon) | Yes | Yes | Yes | Yes |
| Teagasc | Yes | Yes | Yes | Yes |
| Veterinary Council of Ireland | Yes | Yes | Yes | Yes |
| Horse Racing Ireland | No | n/a | n/a | No |
| Sea Fisheries Protection Authority | No | n/a | n/a | No |
| **Numerator/Denominator (%)** | **11/13 (84.2%)** | **11/11 (100%)** | **10/11 (90.9%)** | **10/13 (76.9%)** |

**Department of Children, Equality, Disability, Integration and Youth**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Adoption Authority | No | n/a | n/a | No |
| Child and Family Agency (Tusla) | Yes | Yes | No | No |
| Dept. of Children, Equality, Disability, Integration and Youth | Yes | Yes | Yes | Yes |
| Irish Human Rights and Equality Commission | Yes | Yes | Yes | Yes |
| National Disability Authority | Yes | Yes | Yes | Yes |
| Oberstown Children Detention Campus | No | n/a | n/a | No |
| Ombudsman for Children’s Office | No | n/a | n/a | No |
| **Numerator/Denominator (%)** | **4/7 (57.1%)** | **4/4 (100%)** | **3/4 (75%)** | **3/7 (42.9%)** |

Including the Department itself, there are 7 bodies under the aegis of the Department of Children, Equality Disability, Integration and Youth. Of these 7 public bodies, four (57.1%) promoted the appointment of an Access Officer on their public websites. All of these had contact details available, however of these four only three (75%) provided communication channels which would facilitate both spoken and written communication. Therefore, out of 7 public bodies under the aegis of the Department, there were three (37.5%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 2.

**Table 2 Compliance of Department of Children, Equality, Disability, Integration and Youth and its agencies with the Access Officer indicator**

# Department of Defence

Including the Department itself, there are two bodies under the aegis of the Department of Defence. Of these two public bodies, one (50%) promoted the appointment of an Access Officer on their public websites. The one public body which promoted the appointment of an Access Officer on their public website also had contact details available. However, this public body only did not provide communication channels which would facilitate both spoken and written communication. Therefore, out of two public bodies under the aegis of the Department, there were zero (0%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 3.

**Table 3 – Compliance of Department of Defence and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Dept of Defence | Yes | Yes | No | No |
| Ombudsman for the Defence Forces | No | n/a | n/a | No |
| **Numerator/Denominator (%)** | **1/2 (50)** | **1/1 (100%)** | **0/1 (0%)** | **0/2 (0%)** |

# Department of Education

Including the Department itself, there are 23 bodies under the aegis of the Department of Education. Of these 23 public bodies, 23 (100%) promoted the appointment of an Access Officer on their public websites. The 23 public bodies which promoted the appointment of an Access Officer on their public website also had contact details available and of these 23 public bodies all (100%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 23 public bodies under the aegis of the Department, all (100%) met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 4.

**Table 4 – Compliance of Department of Education and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| An Chomhairle um Oideachas Gaeltachta agus Gaelscolaíochta | Yes | Yes | Yes | Yes |
| Cavan and Monaghan ETB | Yes | Yes | Yes | Yes |
| City of Dublin ETB | Yes | Yes | Yes | Yes |
| Cork ETB | Yes | Yes | Yes | Yes |
| Dept of Education | Yes | Yes | Yes | Yes |
| Donegal ETB | Yes | Yes | Yes | Yes |
| Dublin and Dun Laoghaire ETB | Yes | Yes | Yes | Yes |
| Educational Research Centre | Yes | Yes | Yes | Yes |
| Galway and Roscommon ETB | Yes | Yes | Yes | Yes |
| Kerry ETB | Yes | Yes | Yes | Yes |
| Kildare and Wicklow ETB | Yes | Yes | Yes | Yes |
| Kilkenny and Carlow ETB | Yes | Yes | Yes | Yes |
| Laois and Offaly ETB | Yes | Yes | Yes | Yes |
| Limerick and Clare ETB | Yes | Yes | Yes | Yes |
| Longford and Westmeath ETB | Yes | Yes | Yes | Yes |
| Louth and Meath ETB | Yes | Yes | Yes | Yes |
| Mayo, Sligo and Leitrim ETB | Yes | Yes | Yes | Yes |
| National Council for Curriculum and Assessment | Yes | Yes | Yes | Yes |
| National Council for Special Education | Yes | Yes | Yes | Yes |
| State Examinations Commission | Yes | Yes | Yes | Yes |
| Teaching Council | Yes | Yes | Yes | Yes |
| Tipperary ETB | Yes | Yes | Yes | Yes |
| Waterford and Wexford ETB | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **23/23 (100%)** | **23/23 (100%)** | **23/23 (100%)** | **23/23 (100%)** |

# Department of Enterprise, Trade and Employment

Including the Department itself, there are 14 bodies under the aegis of the Department of Enterprise, Trade and Employment. Of these 14 public bodies, 9 (64.3%) promoted the appointment of an Access Officer on their public websites all 9 of these public bodies had contact details available. However, of these 9 public bodies only 7 (77.8%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 14 public bodies under the aegis of the Department, there were 7 (50%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 5.

**Table 5 – Compliance of Department of Enterprise, Trade and Employment and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Companies Registration Office | Yes | Yes | Yes | Yes |
| Competition and Consumer Protection Commission | Yes | Yes | Yes | Yes |
| Dept. of Enterprise Trade and Employment | Yes | Yes | Yes | Yes |
| Enterprise Ireland | Yes | Yes | No | No |
| Health and Safety Authority | Yes | Yes | Yes | Yes |
| Intellectual Property Office of Ireland (IPOI) | No | n/a | n/a | No |
| Irish Auditing and Accounting Supervisory Authority | Yes | Yes | No | No |
| Labour Court | Yes | Yes | Yes | Yes |
| Local Enterprise Offices | No | n/a | n/a | No |
| Low Pay Commission | No | n/a | n/a | No |
| National Standards Authority of Ireland (NSAI) | No | n/a | n/a | No |
| Office of the Director of Corporate Enforcement | Yes | Yes | Yes | Yes |
| Personal Injuries Assessment Board | No | n/a | n/a | No |
| Workplace Relations Commission | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **9/14 (64.3%)** | **9/9 (100%)** | **7/9 (77.8%)** | **7/14 (50%)** |

# Department of the Environment, Climate and Communications

Including the Department itself, there are 14 bodies under the aegis of the Department of Environment, Climate and Communications. Of these 14 public bodies, 9 (64.3%) promoted the appointment of an Access Officer on their public websites all 9 of these public bodies had contact details available. However, of these 9 public bodies 8 (88.9%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 14 public bodies under the aegis of the Department, there were 8 (57.1%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 6.

**Table 6 – Compliance of Department of Environment, Climate and Communications and its agencies with the Access Officer Indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| An Post | Yes | Yes | Yes | Yes |
| Bord na Móna | No | n/a | n/a | No |
| Commission for Communications Regulation (ComReg) | Yes | Yes | Yes | Yes |
| Commission for Regulation of Utilities (formerly CER) | Yes | Yes | Yes | Yes |
| Dept. of the Environment, Climate and Communications | Yes | Yes | Yes | Yes |
| Digital Hub | Yes | Yes | Yes | Yes |
| EirGrid Plc | No | n/a | n/a | No |
| Electricity Supply Board (ESB) | Yes | Yes | No | No |
| Environmental Protection Agency | Yes | Yes | Yes | Yes |
| Inland Fisheries Ireland | Yes | Yes | Yes | Yes |
| Loughs Agency | No | n/a | n/a | No |
| Mining Board | Yes | Yes | Yes | Yes |
| National Oil Reserves Agency | No | n/a | n/a | No |
| Sustainable Energy Authority of Ireland | No | n/a | n/a | No |
| **Numerator/Denominator (%)** | **9/14 (64.3%)** | **9/9 (100%)** | **8/9 (88.9%)** | **8/14 (57.1%)** |

# Department of Finance

Including the Department itself, there are 11 bodies under the aegis of the Department of Finance. Of these 11 public bodies, 10 (90.9%) promoted the appointment of an Access Officer on their public websites all 10 of these public bodies had contact details available and all 10 of these public bodies provide communication channels which would facilitate both spoken and written communication. Therefore, out of 11 public bodies under the aegis of the Department, there were 10 (90.9%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 7.

**Table 7 – Compliance of Department of Finance and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Central Bank of Ireland | Yes | Yes | Yes | Yes |
| Dept of Finance | Yes | Yes | Yes | Yes |
| Financial Services and Pensions Ombudsman | Yes | Yes | Yes | Yes |
| Home Building Finance Ireland | Yes | Yes | Yes | Yes |
| Irish Fiscal Advisory Council | No | n/a | n/a | No |
| Irish Financial Services Appeals Tribunal | Yes | Yes | Yes | Yes |
| National Asset Management Agency | Yes | Yes | Yes | Yes |
| National Treasury Management Agency | Yes | Yes | Yes | Yes |
| Revenue Commissioners | Yes | Yes | Yes | Yes |
| Strategic Banking Corporation | Yes | Yes | Yes | Yes |
| Tax Appeals Commission | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **10/11 (90.9%)** | **10/10 (100%)** | **10/10 (100%)** | **10/11(90.9%)** |

**Department of Foreign Affairs**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Dept of Foreign Affairs | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **1/1 (100%)** | **1/1 (100%)** | **1/1 (100%)** | **1/1 (100%)** |

For the purposes of monitoring under part 3 the Department of Foreign Affairs does not have any public bodies reporting under its aegis, however the Department itself has responsibility under the Disability Act. In evaluation of the Department’s website the NDA monitoring team found that the Department of Foreign Affairs promoted the appointment of an Access Officer on their website. The Department also provide contact details which would facilitate both written and spoken communication. Therefore, the Department of Foreign Affairs has met all criteria of the indicator regarding Section 26(2) - Access Officers. This is illustrated below in Table 8.

**Table 8 – Compliance of Department of Foreign Affairs with the Access Officer indicator**

**Department of Further and Higher Education, Research, Innovation and Science**

Including the Department itself, there are 24 bodies under the aegis of the Department of Further and Higher Education, Research, Innovation and Science. Of these 24 public bodies, 19 (79.2%) promoted the appointment of an Access Officer on their public websites all 19 of these public bodies had contact details available. However, of these 19 public bodies, 18 (94.7%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 24 public bodies under the aegis of the Department, there were 18 (75%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 9.

At the time of the assessment in 2021, the Institutes of Technology listed below were still providing information on their public body websites under these names, any updates to names and statuses of educational bodies will be reflected in future monitoring reports. It must be noted that while many educational institutions were found to have Access Officer information available much of the published information seemed to indicate that the Access Officer was for students only. This should not be the case and the NDA recommends it should be made clear that the Access Officer is there to assist the public as well as students.

**Table 9 – Compliance of Department of Further and Higher Education, Research, Innovation and Science and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Athlone IT | Yes | Yes | Yes | Yes |
| Carlow IT | Yes | Yes | Yes | Yes |
| Dept of Further and Higher Education, Research, Innovation and Science | Yes | Yes | Yes | Yes |
| Dublin Institute for Advanced Studies | No | n/a | n/a | No |
| Dún Laoghaire Institute of Art, Design and Technology | Yes | Yes | Yes | Yes |
| Dundalk IT | Yes | Yes | Yes | Yes |
| Galway-Mayo IT | Yes | Yes | Yes | Yes |
| Grangegorman Development Agency | Yes | Yes | Yes | Yes |
| Higher Education Authority | Yes | Yes | No | No |
| Irish Research Council | No | n/a | n/a | No |
| Léargas | No | n/a | n/a | No |
| Letterkenny IT | Yes | Yes | Yes | Yes |
| Limerick IT | Yes | Yes | Yes | Yes |
| Mary Immaculate College | Yes | Yes | Yes | Yes |
| Munster Technological University | Yes | Yes | Yes | Yes |
| Quality and Qualifications Ireland | Yes | Yes | Yes | Yes |
| Royal Irish Academy | Yes | Yes | Yes | Yes |
| Royal Irish Academy of Music | No | n/a | n/a | No |
| Science Foundation Ireland | Yes | Yes | Yes | Yes |
| SOLAS- Further Education &Training Authority | No | n/a | n/a | No |
| Sligo IT | Yes | Yes | Yes | Yes |
| St Angelas College Sligo | Yes | Yes | Yes | Yes |
| Technological University Dublin | Yes | Yes | Yes | Yes |
| Waterford IT | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **19/24 (79.2%)** | **19/19 (100%)** | **18/19 (94.7%)** | **18/24 (75.0%)** |

# Department of Health

Including the Department itself, there are 20 bodies under the aegis of the Department of Health. Of these 20 public bodies, 14 (70%) promoted the appointment of an Access Officer on their public websites all 14 of these public bodies had contact details available. However, of these 14 public bodies 12 (85.7%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 20 public bodies under the aegis of the Department, there were 12 (60%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 10.

**Table 10 – Compliance of Department of Health and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Dental Council | No | n/a | n/a | No |
| Dept. of Health | No | n/a | n/a | No |
| Food Safety Authority | Yes | Yes | No | No |
| Health Insurance Authority | No | n/a | n/a | No |
| Health and Social Care Professionals Council (CORU) | Yes | Yes | Yes | Yes |
| Health Information and Quality Authority | Yes | Yes | Yes | Yes |
| Health Products Regulatory Authority | Yes | Yes | Yes | Yes |
| Health Research Board | Yes | Yes | No | No |
| Health Service Executive | Yes | Yes | Yes | Yes |
| Medical Council | No | n/a | n/a | No |
| National Cancer Registry Ireland | Yes | Yes | Yes | Yes |
| National Paediatric Hospital Development Board | No | n/a | n/a | No |
| National Treatment Purchase Fund | Yes | Yes | Yes | Yes |
| Nursing and Midwifery Board of Ireland | Yes | Yes | Yes | Yes |
| Pre-Hospital Emergency Care Council | No | n/a | n/a | No |
| Pharmaceutical Society of Ireland | Yes | Yes | Yes | Yes |
| Safefood | Yes | Yes | Yes | Yes |
| Voluntary Health Insurance Board | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **14/20 (70.0%)** | **14/14 (100%)** | **12/14 (85.7%)** | **12/20 (60.0%)** |

# Department of Housing, Local Government and Heritage

Including the Department itself, there are 55 bodies under the aegis of the Department of Housing, Local Government and Heritage. Of these 55 public bodies, 29 (52.7%) promoted the appointment of an Access Officer on their public websites all 29 of these public bodies had contact details available. However, of these 29 public bodies 22 (75.9%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 55 public bodies under the aegis of the Department, there were 22 (40%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 11.

**Table 11 – Compliance of Department of Housing, Local Government and Heritage and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| An Bord Pleanála | Yes | Yes | Yes | Yes |
| Approved Housing Bodies Regulatory Authority | Yes | Yes | No | No |
| Carlow County Council | Yes | Yes | Yes | Yes |
| Cavan County Council | Yes | Yes | No | No |
| Clare County Council | Yes | Yes | Yes | Yes |
| Cork City Council | No | n/a | n/a | No |
| Cork County Council | Yes | Yes | Yes | Yes |
| Dept. of Housing, Local Government and Heritage | Yes | Yes | Yes | Yes |
| Donegal County Council | No | n/a | n/a | No |
| Dublin City Council | Yes | Yes | Yes | Yes |
| Dún Laoghaire–Rathdown County Council | No | n/a | n/a | No |
| Eastern & Midland Regional Assembly | No | n/a | n/a | No |
| Ervia | No | n/a | n/a | No |
| Fingal County Council | Yes | Yes | Yes | Yes |
| Galway City Council | Yes | Yes | Yes | Yes |
| Galway County Council | Yes | Yes | Yes | Yes |
| Gas Networks Ireland | Yes | Yes | Yes | Yes |
| Heritage Council | No | n/a | n/a | No |
| Housing Agency/Housing and Sustainable Communities Agency | No | n/a | n/a | No |
| Housing Finance Agency | No | n/a | n/a | No |
| Irish Water | Yes | Yes | Yes | Yes |
| Kilkenny County Council | No | n/a | n/a | No |
| Kerry County Council | Yes | Yes | Yes | Yes |
| Kildare County Council | Yes | Yes | Yes | Yes |
| Land Development Agency | No | n/a | n/a | No |
| Laois County Council | Yes | Yes | No | No |
| Leitrim County Council | No | n/a | n/a | No |
| Limerick City & County Council | No | n/a | n/a | No |
| Local Government Management Agency | No | n/a | n/a | No |
| Longford County Council | Yes | Yes | Yes | Yes |
| Louth County Council | No | n/a | n/a | No |
| Mayo County Council | No | n/a | n/a | No |
| Meath County Council | Yes | Yes | Yes | Yes |
| Monaghan County Council | No | n/a | n/a | No |
| National Oversight and Audit Commission | No | n/a | n/a | No |
| Northern & Western Regional Assembly | No | n/a | n/a | No |
| Offaly County Council | Yes | Yes | No | No |
| Office of the Planning Regulator | Yes | Yes | No | No |
| Ordnance Survey Ireland | No | n/a | n/a | No |
| Property Registration Authority | Yes | Yes | No | No |
| Pyrite Resolution Board | No | n/a | n/a | No |
| Residential Tenancies Board Ireland | Yes | Yes | Yes | Yes |
| Roscommon County Council | Yes | Yes | Yes | Yes |
| Sligo County Council | No | n/a | n/a | No |
| South Dublin County Council | Yes | Yes | Yes | Yes |
| Southern Regional Assembly | No | n/a | n/a | No |
| Tipperary County Council | No | n/a | n/a | No |
| Valuation Office | Yes | Yes | Yes | Yes |
| Valuation Tribunal | No | n/a | n/a | No |
| Water Advisory Board | No | n/a | n/a | No |
| Waterford City and County Council | Yes | Yes | Yes | Yes |
| Waterways Ireland | No | n/a | n/a | No |
| Westmeath County Council | Yes | Yes | No | No |
| Wexford County Council | Yes | Yes | Yes | Yes |
| Wicklow County Council | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **29/55 (52.7%)** | **29/29 (100%)** | **22/29 (75.9%)** | **22/55 (40.0%)** |

**Department of Justice**

Including the Department itself, there are 26 bodies under the aegis of the Department of Justice. Of these 26 public bodies, 25 (96.2%) promoted the appointment of an Access Officer on their public websites all 25 of these public bodies had contact details available. However, of these 25 public bodies 23 (92%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 26 public bodies under the aegis of the Department, there were 23 (88.5%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 12.

**Table 12 – Compliance of Department of Justice and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Censorship of Publications Appeal Board | Yes | Yes | Yes | Yes |
| Courts Service of Ireland | Yes | Yes | Yes | Yes |
| Criminal Assets Bureau | Yes | Yes | Yes | Yes |
| Data Protection Commission | Yes | Yes | No | No |
| Dept of Justice | Yes | Yes | Yes | Yes |
| Forensic Science Ireland | Yes | Yes | Yes | Yes |
| Garda Síochána | Yes | Yes | Yes | Yes |
| Garda Síochána Inspectorate | Yes | Yes | Yes | Yes |
| Garda Síochána Ombudsman | Yes | Yes | Yes | Yes |
| Insolvency Service Ireland | Yes | Yes | Yes | Yes |
| International Protection Appeals Tribunal | Yes | Yes | Yes | Yes |
| International Protection Office | Yes | Yes | Yes | Yes |
| Irish Film Classification Office | Yes | Yes | Yes | Yes |
| Irish Prison Service | No | n/a | n/a | No |
| Judicial Appointments Advisory Board | Yes | Yes | Yes | Yes |
| Legal Aid Board | Yes | Yes | Yes | Yes |
| Legal Services Regulatory Authority | Yes | Yes | No | No |
| Mental Health (Criminal Law) Review Board | Yes | Yes | Yes | Yes |
| Office of the Inspector of Prisons | Yes | Yes | Yes | Yes |
| Office of the State Pathologist | No | n/a | n/a | No |
| Parole Board | Yes | Yes | Yes | Yes |
| Policing Authority | Yes | Yes | Yes | Yes |
| Private Security Appeal Board | Yes | Yes | Yes | Yes |
| Property Services Appeal Board | Yes | Yes | Yes | Yes |
| Property Services Regulatory Authority | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **25/26 (96.2%)** | **25/26 (96.2%)** | **23/26 (88.5%)** | **23/26 (88.5%)** |

# Department of Public Expenditure, NDP Delivery and Reform

Including the Department itself, there are 13 bodies under the aegis of the Department of Public Expenditure, NDP Delivery and Reform. Of these 13 public bodies, 9 (69.2%) promoted the appointment of an Access Officer on their public websites all 9 of these public bodies had contact details available. However, of these 9 public bodies 7 (77.8%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 13 public bodies under the aegis of the Department, there were 7 (53.8%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 13.

**Table 13 – Compliance of Department of Public Expenditure, NDP Delivery and Reform and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Commission for Public Service Appointments | Yes | Yes | Yes | Yes |
| Dept. of Public Expenditure NDP Delivery and Reform | Yes | Yes | Yes | Yes |
| Houses of the Oireachtas | Yes | Yes | Yes | Yes |
| Institute for Public Administration | No | n/a | n/a | No |
| National Shared Services Offices | No | n/a | n/a | No |
| Office of Government Procurement | Yes | Yes | Yes | Yes |
| Office of the Information Commissioner | Yes | Yes | Yes | Yes |
| Office of the Ombudsman | Yes | Yes | Yes | Yes |
| Office of Public Works | No | n/a | n/a | No |
| Public Appointments Service | Yes | Yes | Yes | Yes |
| Special EU Programmes Body | No | n/a | n/a | No |
| Standards in Public Office Commission | Yes | Yes | No | No |
| State Laboratory | Yes | Yes | No | No |
| **Numerator/Denominator (%)** | **9/13 (69.2%)** | **9/9 (100%)** | **7/9(77.8%)** | **7/13 (53.8%)** |

**Department of Rural and Community Development**

Including the Department itself, there are 4 bodies under the aegis of the Department of Rural and Community Development. Of these 4 public bodies, 3 (75%) promoted the appointment of an Access Officer on their public websites all 3 of these public bodies had contact details available which would facilitate both spoken and written communication. Therefore, out of 4 public bodies under the aegis of the Department, there were 3 (75%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 14.

**Table 14 – Compliance of Department of Rural and Community Development and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Charities Regulator | Yes | Yes | Yes | Yes |
| Dept. of Rural and Community Development | Yes | Yes | Yes | Yes |
| Water Safety Ireland (Irish Water Safety) | Yes | Yes | Yes | Yes |
| Western Development Commission | No | n/a | n/a | No |
| **Numerator/Denominator (%)** | **3/4 (75.0%)** | **3/3(100%)** | **3/3(100%)** | **3/4 (75.0%)** |

**Department of Social Protection**

Including the Department itself, there are 7 bodies under the aegis of the Department of Social Protection. Of these 7 public bodies, four (57.1%) promoted the appointment of an Access Officer on their public websites all four of these public bodies had contact details available which would facilitate both spoken and written communication. Therefore, out of 7 public bodies under the aegis of the Department, there were four (57.1%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 15.

**Table 15 – Compliance of Department of Social Protection and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Citizens Information Board | Yes | Yes | Yes | Yes |
| Dept. of Social Protection | Yes | Yes | Yes | Yes |
| General Register Officer | Yes | Yes | Yes | Yes |
| Pensions Authority | Yes | Yes | Yes | Yes |
| Pensions Council | No | n/a | n/a | No |
| Social Welfare Appeals Office | No | n/a | n/a | No |
| Social Welfare Tribunal | No | n/a | n/a | No |
| **Numerator/Denominator (%)** | **4/7 (57.1%)** | **4/4(100%)** | **4/4(100%)** | **4/7 (57.1%)** |

# Department of the Taoiseach

Including the Department itself, there are three bodies under the aegis of the Department of Taoiseach. Of these three public bodies, two (66.7%) promoted the appointment of an Access Officer on their public websites both public bodies had contact details available, however only one of the two (50%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of three public bodies under the aegis of the Department, there was one (33.3%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 16.

**Table 16 – Compliance of Department of the Taoiseach and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Central Statistics Office | No | n/a | n/a | No |
| Dept. of the Taoiseach | Yes | Yes | Yes | Yes |
| National Economic and Social Development Office | Yes | Yes | No | No |
| **Numerator/Denominator (%)** | **2/3 (66.7%)** | **2/2(100%)** | **1/2(50.0%)** | **1/3 (33.3%)** |

# **Department of Tourism, Culture, Arts, Gaeltacht, Sports and Media**

Including the Department itself, there are 22 bodies under the aegis of the Department of Tourism, Culture, Arts, Gaeltacht, Sports and Media. Of these 22 public bodies, 6 (27.3%) promoted the appointment of an Access Officer on their public websites all 6 public bodies had contact details available. However, of these 6 public bodies, three (50%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 22 public bodies under the aegis of the Department, there were three (13.6%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 17.

**Table 17 – Compliance of Department of the Tourism, Culture, Arts, Gaeltacht, Sports and Media and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Arts Council | Yes | Yes | No | No |
| An Coimisinéir Teanga | Yes | Yes | Yes | Yes |
| Broadcasting Authority of Ireland | Yes | Yes | Yes | Yes |
| Chester Beatty Library | No | n/a | n/a | No |
| Crawford Art Gallery | No | n/a | n/a | No |
| Dept. of Tourism, Culture, Arts, Gaeltacht, Sports and Media | Yes | Yes | Yes | Yes |
| Fáilte Ireland | No | n/a | n/a | No |
| Foras na Gaeilge | No | n/a | n/a | No |
| Irish Manuscripts Commission | No | n/a | n/a | No |
| Irish Museum of Modern Art | No | n/a | n/a | No |
| National Archives | No | n/a | n/a | No |
| National Concert Hall | No | n/a | n/a | No |
| National Gallery of Ireland | Yes | Yes | No | No |
| National Library of Ireland | No | n/a | n/a | No |
| National Museum of Ireland | No | n/a | n/a | No |
| Raidió Teilifís Éireann (RTÉ) | No | n/a | n/a | No |
| Screen Ireland | Yes | Yes | No | No |
| Sport Ireland | No | n/a | n/a | No |
| TG4 | No | n/a | n/a | No |
| Tourism Ireland | No | n/a | n/a | No |
| Údarás na Gaeltachta | No | n/a | n/a | No |
| Ulster Scots Agency | No | n/a | n/a | No |
| **Numerator/Denominator (%)** | **6/22 (27.3%)** | **6/6 (100%)** | **3/6(50%)** | **3/22 (13.6%)** |

# Department of Transport

Including the Department itself, there are 18 bodies under the aegis of the Department of Transport. Of these 18 public bodies, 10 (55.7%) promoted the appointment of an Access Officer on their public websites. Of these 10 public bodies, 9 (90%) had contact details available. Of these 9 public bodies, 7 (87.5%) provide communication channels which would facilitate both spoken and written communication. Therefore, out of 18 public bodies under the aegis of the Department, there were 7 (38.9%) that met all criteria of the indicator regarding Section 26(2) - Access Officers. The details are provided in Table 18.

**Table 18 – Compliance of Department of Transport and its agencies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Bus Éireann | No | n/a | n/a | No |
| Commission for Aviation Regulation | Yes | Yes | Yes | Yes |
| Commission for Railway Regulation | No | n/a | n/a | No |
| Córas Iompair Éireann | No | n/a | n/a | No |
| DAA plc | No | n/a | n/a | No |
| Dept. of Transport | Yes | Yes | Yes | Yes |
| Dublin Bus | Yes | Yes | Yes | Yes |
| Dublin Port Company | No | n/a | n/a | No |
| Galway Harbour Company | No | n/a | n/a | No |
| Iarnród Éireann | Yes | Yes | Yes | Yes |
| Irish Aviation Authority | No | n/a | n/a | No |
| National Transport Authority | Yes | Yes | No | No |
| Port of Cork Company | Yes | Yes | Yes | Yes |
| Port of Waterford Company | Yes | No | n/a | No |
| Road Safety Authority | Yes | Yes | Yes | Yes |
| Shannon Foynes Port Company | No | n/a | n/a | No |
| Shannon Group Plc | Yes | Yes | No | No |
| Transport Infrastructure Ireland | Yes | Yes | Yes | Yes |
| **Numerator/Denominator (%)** | **10/18 (55.6%)** | **9/10 (90%)** | **7/10 (70%)** | **7/18 (38.9%)** |

# Independent Bodies

For the purposes of this monitoring exercise there are four public bodies that are independent from any Department.

Two of these bodies; Office of the Attorney General and Office of the President did not promote the appointment of an Access Officer on their websites. The remaining two bodies; the Director of Public Prosecutions and the Law Reform Commission met all criteria of the indicator regarding Section 26(2) – Access Officers.

Details are displayed below in Table 19

**Table 19 – Compliance of Independent Bodies with the Access Officer indicator**

| **Name of Public Body** | **Access officer promoted** | **Access officer contact information** | **Spoken and written communication** | **Compliant with all criteria** |
| --- | --- | --- | --- | --- |
| Director of Public Prosecutions | Yes | Yes | Yes | Yes |
| Law Reform Commission | Yes | Yes | Yes | Yes |
| Office of the Attorney General | No | n/a | n/a | No |
| Office of the President | No | n/a | n/a | No |

# Overall Departmental Comparison

A comparison of Departmental compliance presented in percentages is presented below in Table 20.

**Table 20 – Compliance of Departments and their aegis bodies with the Access Officer indicator**

| **Name of Department \*** | **Access officer promoted (%)** | **Compliant with all criteria (%)** |
| --- | --- | --- |
| Dept of Education | 100.0 | 100.0 |
| Dept of Foreign Affairs | 100.0 | 100.0 |
| Dept of Finance | 90.9 | 90.9 |
| Dept of Justice | 96.2 | 88.5 |
| Dept. of Agriculture, Food, and the Marine | 84.2 | 76.9 |
| Dept. of Further and Higher Education, Research, Innovation and Science | 79.2 | 75.0 |
| Dept of Rural and Community Development | 75.0 | 75.0 |
| Dept of Health | 70.0 | 60.0 |
| Dept of Environment, Climate and Communications | 64.3 | 57.1 |
| Dept of Social Protection | 57.1 | 57.1 |
| Dept of Public Expenditure, NDP Delivery and Reform | 69.2 | 53.8 |
| Dept of Enterprise Trade and Employment | 64.3 | 50.0 |
| Dept of Housing, Local Government and Heritage | 52.7 | 40.0 |
| Dept of Transport | 55.6 | 38.9 |
| Dept. of Children, Equality, Disability, Integration and Youth | 50.0 | 37.5 |
| Dept. of the Taoiseach | 66.7 | 33.3 |
| Dept. of Tourism, Culture, Arts, Gaeltacht, Sport and Media | 27.3 | 13.6 |
| Dept. of Defence | 50.0 | 0.0 |
| **Overall Compliance Totals** | **68.4** | **58.5** |

\*note that percentages are for the Department plus their aegis bodies