

Quality Assurance Report Summary 2023

The organisation prepares a quality assurance report on an annual basis and this is reviewed by the Management Board.

This is a review of all significant areas of expenditure covering both current and capital expenditure and the governance and reporting on same. As part of this Quality Assurance Process, all spend over 50k in 2023 was included in sample selected and each area of spending was subject to evaluation.

Significant project expenditure requires that we conduct a benefits realisation process at the end of each project. Our project services documentation covers the ex post evaluation from the public spending code and it was noted as critical that the project services process is used for all significant projects going forward.

In terms of completed capital expenditure, this included a self-assessment review by the Project owner on Chapter House and the AV Project. No issues were identified and projects were delivered on time and within budget. In relation to ongoing capital expenditure, This included a self-assessment review by the Project owners on Nova and Automation. No issues were identified.

In terms of ongoing current expenditure, this included expenditure on business support, assessment services, IT, marketing and executive search suppliers. There was a high rate of self-reported compliance. In relation to current expenditure completed, this consisted of expenditure on ED&I, Marketing and Finance suppliers. There was a high rate of self-reported compliance in two areas but the ratings in relation to one supplier were very low.

The deep dive into the supplier with low ratings identified significant issues with that specific provider and their lack of follow through on contract delivery and the lack of ongoing support and commitment to this organisation as a customer. The organisation will be moving to an alternative supplier in the near future and has put different arrangements in place to complete outstanding elements of the project in the meantime.

IT, Assessment Services and Facilities used this opportunity to report on the performance of suppliers; this might be a good opportunity to do the same for other suppliers as the annual review is then documented in a central report. The requirement for a formal annual review of contracts above

€25k was brought to the attention of budget holders in 2023 and a form to assist is now available on the procurement page of the Intranet.

Continued compliance with the Public Spending Code going forward will be monitored on an ongoing basis and ongoing compliance with procurement guidelines and financial procedures will continue to be the responsibility of budget holders across the organisation, supported by the Finance Team and the Procurement Officer.

The organisation is required to publish details of major capital expenditure and the details are published as part of the FOI Publication Scheme.