

Appropriation Account 2021

Vote 18

National Shared Services Office

Introduction

As Accounting Officer for Vote 18, I am required each year to prepare the appropriation account for the Vote, and to submit the account to the Comptroller and Auditor General for audit.

In accordance with this requirement, I have prepared the attached account of the amount expended in the year ended 31 December 2021 for the salaries and expenses of the National Shared Services Office.

The expenditure outturn is compared with the sums

- (a) granted by Dáil Éireann under the Appropriation Act 2021, including the amount that could be used as appropriations-in-aid of expenditure for the year, and
- (b) provided for capital supply services in 2021 out of unspent 2020 appropriations, under the deferred surrender arrangements established by section 91 of the Finance Act 2004.

A surplus of €4.366 million is liable for surrender to the Exchequer.

During the accounting period ending 31 December 2021, the National Shared Services Office operated as a separate civil service office under the aegis of the Department of Public Expenditure and Reform.

The Statement of Accounting Policies and Principles and notes 1 to 6 form part of the account.

Statement of Accounting Policies and Principles

The standard accounting policies and principles for the production of appropriation accounts, as set out by the Department of Public Expenditure and Reform in circulars 1 and 9 of 2022, have been applied in the preparation of the account, except for the following:

Basis of charge for services

The National Shared Services Office applies a service charge for HR services and pensions administration. The service charge for 2021 has distributed a portion of operational costs on a pro-rata basis among each public sector body served (based on their employee headcount). The remainder is borne by the National Shared Services Office.

Depreciation

The National Shared Services Office calculates depreciation on an annual basis.

Statement on Internal Financial Control

Responsibility for system of internal financial control

As Accounting Officer, I acknowledge my responsibility for ensuring that an effective system of internal financial control is maintained and operated by the National Shared Services Office.

This responsibility is exercised in the context of the resources available to me and my other obligations as Accounting Officer. Also, any system of internal financial control can provide only reasonable and not absolute assurance that assets are safeguarded, transactions authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected in a timely manner. Maintaining the system of internal financial controls is a continuous process and the system and its effectiveness are kept under ongoing review.

Financial control environment

I confirm that a control environment containing the following elements is in place.

- Financial responsibilities have been assigned at management level with corresponding accountability.
- Reporting arrangements have been established at all levels where responsibility for financial management has been assigned.
- Formal procedures have been established for reporting significant control failures and ensuring appropriate corrective action.
- There is an independent Audit and Risk Committee to advise me in discharging my responsibilities for the internal financial control system.
- Procedures for all key business processes have been documented.
- There are systems in place to safeguard the assets.
- The statement on internal financial control for the Department of Finance is also relevant given that the Department of Finance provides finance transaction services on a shared basis to Vote 18.

Administrative controls and management reporting

I confirm that a framework of administrative procedures and regular management reporting is in place, including segregation of duties and a system of delegation and accountability, and in particular, that

- there is an appropriate budgeting system with an annual budget which is kept under review by senior management
- there are regular reviews by senior management of periodic and annual financial reports which indicate financial performance against forecasts
- a risk management system operates within the National Shared Services Office
- there are systems aimed at ensuring the security of the ICT systems
- there are appropriate capital investment control guidelines and formal project management disciplines.

Internal audit and Audit and Risk Committee

I confirm that the National Shared Services Office has an internal audit function with appropriately trained personnel. The National Shared Services Office internal audit unit operates in accordance with a written charter which I have approved. Its work is informed by analysis of the financial risks to which the National Shared Services Office is exposed and its annual internal audit plans, approved by me, are based on this analysis. These plans aim to cover the key controls on a rolling basis over a reasonable period. The internal audit function is reviewed periodically by me and by the Audit and Risk Committee. I have put procedures in place to ensure that the reports of the internal audit function are followed up.

Non-compliance with procurement rules

I confirm that the National Shared Services Office ensures that there is an appropriate focus on good practice in purchasing and that procedures are in place to ensure compliance with all relevant guidelines, and in 2021, the National Shared Services Office has complied with procurement guidelines.

The National Shared Services Office has provided details of two non-competitive contracts in the annual return in respect of circular 40/2002 to the Comptroller and Auditor General and the Department of Public Expenditure and Reform.

Risk and control framework

The National Shared Services Office has implemented a risk management system which identifies and reports key risks and the management actions being taken to address and, to the extent possible, to mitigate those risks.

A risk register is in place which identifies the key risks facing the National Shared Services Office and these have been evaluated and graded according to their significance. The register is reviewed and updated by the Management Board on a quarterly basis. The outcome of these assessments is used to plan and allocate resources to ensure risks are managed to an acceptable level.

The risk register details the controls and actions needed to mitigate risks and responsibility for operation of controls assigned to specific staff.

Ongoing monitoring and review

Formal procedures have been established for monitoring control processes and control deficiencies. These are communicated to those responsible for taking corrective action by management, and the Management Board, where relevant, in a timely way. I confirm that key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any identified deficiencies.

Review of effectiveness

I confirm that the National Shared Services Office has procedures to monitor the effectiveness of its risk management and control procedures. The National Shared Services Office's monitoring and review of the effectiveness of the system of internal financial control is informed by the work of the internal and external auditors and the senior management within the National Shared Services Office who are responsible for the development and maintenance of the internal financial control framework.

Assurance reports on controls at a service organisation

I have put in place an audit process to provide independent assurance on the operation of controls surrounding the delivery of services by the National Shared Services Office. The audits are conducted by independent auditors in accordance with the International Standards on Assurance Engagement (ISAE 3402) *Assurance Reports on Controls at a Service Organisation*.

HR Services and Payroll Services achieved ISAE Type II certification in 2022 based on testing performed in 2021. This provides me with the assurance that the control objectives were achieved and operated effectively throughout the period under review.

Overpayments

Overpayments to client staff, in respect of which the root cause was attributable to the National Shared Services Office, were made in 520 cases (2020: 733 cases) with an estimated value of €599,337 (2020: €1,064,965). This amounts to 17% (2020: 25%) of the financial value of all overpayments and 15% (2020: 20%) of the volume of all overpayment cases.

The National Shared Services Office continues to address the overpayments attributable to the National Shared Services Office through process improvement and automation and improved end to end reporting and monitoring.

Internal financial control issues

No weaknesses in internal financial control were identified in relation to 2021 that require disclosure in the appropriation account.

The National Shared Services Office continually reviews and implements recommendations made by the Comptroller and Auditor General and Internal Audit to strengthen the control environment, particularly in the areas of payroll overpayments; information technology; fraud and vulnerability; travel and subsistence; and superannuation and pensions.

Covid-19 control issues

The onset of the Covid-19 pandemic resulted in some changes to the working and control environment, with the majority of staff in the National Shared Services Office pivoting to remote working in line with public health advice. Changes to procedural and internal controls to ensure they continued to function effectively in a remote working environment, which were adopted in early 2020 following a once-off review of the impact of Covid-19, continued in operation for 2021.

Under the National Shared Services Office's risk and control framework, regular risk assessments including the Covid-19 impact on the control environment continued during 2021 with updates to the Management Board and the Audit and Risk Committee.

I confirm that the controls, both existing and those introduced as a result of Covid-19, continue to be effective.

Hilary Murphy-Fagan
Accounting Officer
National Shared Services Office

31 March 2022

Comptroller and Auditor General

Report for presentation to the Houses of the Oireachtas

Vote 18 National Shared Services Office

Opinion on the appropriation account

I have audited the appropriation account for Vote 18 National Shared Services Office for the year ended 31 December 2021 under section 3 of the Comptroller and Auditor General (Amendment) Act 1993.

In my opinion, the appropriation account

- properly presents the receipts and expenditure of Vote 18 National Shared Services Office for the year ended 31 December 2021, and
- has been prepared in the form prescribed by the Minister for Public Expenditure and Reform.

Basis of opinion

I conducted my audit of the appropriation account in accordance with the International Standards on Auditing (ISAs) as promulgated by the International Organisation of Supreme Audit Institutions. My responsibilities under those standards are described in the appendix to this report. I am independent of the National Shared Services Office and have fulfilled my other ethical responsibilities in accordance with the standards.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Report on the statement on internal financial control, and on other matters

The Accounting Officer has presented a statement on internal financial control together with the appropriation account. My responsibilities to report in relation to the information in the statement, and on certain other matters upon which I report by exception, are described in the appendix to this report.

I have nothing to report in that regard.

Seamus McCarthy

Comptroller and Auditor General

19 September 2022

Appendix to the report

Responsibilities of the Accounting Officer

The Accounting Officer is responsible for

- the preparation of the appropriation account in accordance with Section 22 of the Exchequer and Audit Departments Act 1866
- ensuring the appropriation account complies with the requirements of the Department of Public Expenditure and Reform's *Public Financial Procedures*, and with other directions of the Minister for Public Expenditure and Reform
- ensuring the regularity of transactions, and
- implementing such internal control as the Accounting Officer determines is necessary to enable the preparation of the appropriation account free from material misstatement, whether due to fraud or error.

Responsibilities of the Comptroller and Auditor General

I am required under section 3 of the Comptroller and Auditor General (Amendment) Act 1993 to audit the appropriation account and to report thereon to the Houses of the Oireachtas stating whether, in my opinion, the account properly presents the receipts and expenditure related to the vote.

My objective in carrying out the audit is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement due to fraud or error. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the appropriation account.

As part of an audit in accordance with the ISAs, I exercise professional judgment and maintain professional scepticism throughout the audit. In doing so,

- I identify and assess the risks of material misstatement of the financial statements whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- I obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls.
- I assess whether the accounting provisions of the Department of Public Expenditure and Reform's *Public Financial Procedures* have been complied with.

I communicate with the Accounting Officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I report by exception if, in my opinion,

- I have not received all the information and explanations I required for my audit, or
- the accounting records were not sufficient to permit the appropriation account to be readily and properly audited, or
- the appropriation account is not in agreement with the accounting records.

Reporting on the statement on internal financial control

My opinion on the appropriation account does not cover the Accounting Officer's statement on internal financial control, and I do not express any form of assurance conclusion thereon.

In connection with my audit of the appropriation account, I am required under the ISAs to read the statement on internal financial control and, in doing so, consider whether the information contained therein is materially inconsistent with the appropriation account or with knowledge obtained during the audit, or if it otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement, I am required to report that fact.

Reporting on other matters

I seek to obtain evidence about the regularity of financial transactions in the course of audit. I am required to report under section 3 of the Comptroller and Auditor General (Amendment) Act 1993 if I identify any material instance where public money has not been applied for the purposes intended or where transactions did not conform to the authorities governing them.

I am also required under the 1993 Act to prepare, in each year, a report on such matters arising from my audits of the appropriation accounts as I consider appropriate. In such cases, the certificates of opinion on the relevant appropriation accounts refer to the relevant chapter(s) in my annual *Report on the Accounts of the Public Services*.

Vote 18 National Shared Services Office

Appropriation Account 2021

		2021		2020
		Estimate provision		Outturn
		€000	€000	€000
Programme expenditure				
A	NSSO function			
	<i>Estimate provision</i>	35,805		
	<i>Deferred surrender</i>	1,435		
			37,240	35,290
B	HR shared services		10,211	9,602
C	Payroll shared services		12,334	12,821
D	Finance shared services		3,475	1,381
				251
Gross expenditure				
	<i>Estimate provision</i>	61,825		
	<i>Deferred surrender</i>	1,435		
			63,260	59,094
	<i>Deduct</i>			47,862
E	Appropriations-in-aid		6,238	6,438
				5,911
Net expenditure				
	<i>Estimate provision</i>	55,587		
	<i>Deferred surrender</i>	1,435		
			57,022	52,656
				41,951

Surplus

The surplus of the amount provided over the net amount applied is liable for surrender to the Exchequer. Under Section 91 of the Finance Act 2004, all or part of any unspent appropriations for capital supply services may be carried over for spend in the following year. There is no unspent capital allocation carried forward to 2022.

	2021	2020
	€	€
Surplus	4,365,604	14,473,103
Deferred surrender	—	(1,435,000)
Surplus to be surrendered	4,365,604	13,038,103

Hilary Murphy-Fagan
Accounting Officer
National Shared Services Office

31 March 2022

Notes to the Appropriation Account

Note 1 Operating Cost Statement 2021

		2021	2020
	€000	€000	€000
Programme cost		15,174	7,174
Pay		30,653	30,412
Non pay		13,267	10,276
Gross expenditure		59,094	47,862
<i>Deduct</i>			
Appropriations-in-aid		6,438	5,911
Net expenditure		52,656	41,951
Changes in capital assets			
Purchases cash	(6,548)		
Depreciation	805	(5,743)	(170)
Changes in net current assets			
Decrease in closing accruals	(1,250)		
Increase in stock	(3)	(1,253)	(325)
Direct expenditure		45,660	41,456
Expenditure borne elsewhere			
Net allied services expenditure (note 1.1)		(9,368)	(9,309)
Notional rents		1,758	670
Net programme cost		38,050	32,817

1.1 Net allied services expenditure

The net allied services expenditure amount is made up of the following amounts in relation to Vote 18 borne elsewhere, and costs borne by Vote 18 in respect of other Votes.

		2021	2020
		€000	€000
Vote 7	Office of the Minister for Finance	150	129
Vote 9	Office of the Revenue Commissioners	30	32
Vote 13	Office of Public Works	2,270	2,291
Vote 43	Office of the Government Chief Information Officer	928	949
Apportioned cost of shared services for other Votes		(12,746)	(12,710)
Net cost of shared services provided to other Votes		(9,368)	(9,309)

Note 2 Statement of Financial Position as at 31 December 2021

	Note	2021 €000	2020 €000
Capital assets	2.1	<u>28,639</u>	<u>22,705</u>
Current assets			
Bank and cash	2.2	9,203	13,192
Stocks	2.3	29	26
Prepayments	2.4	4,824	3,703
Other debit balances	2.5	601	872
Net Exchequer funding	2.9	<u>1,460</u>	<u>—</u>
Total current assets		<u>16,117</u>	<u>17,793</u>
Less current liabilities			
Accrued expenses	2.6	884	822
Client funding/advance balances	2.7	9,645	10,155
Other credit balances	2.8	1,619	1,564
Net Exchequer funding	2.9	<u>—</u>	<u>2,345</u>
Total current liabilities		<u>12,148</u>	<u>14,886</u>
Net current assets		<u>3,969</u>	<u>2,907</u>
Net assets		<u><u>32,608</u></u>	<u><u>25,612</u></u>
Represented by:			
State funding account	2.10	<u><u>32,608</u></u>	<u><u>25,612</u></u>

2.1 Capital assets

	IT software and equipment €000	Furniture and fittings €000	Capital assets under development €000	Total €000
Gross assets				
Cost or valuation at 1 January 2021	24,542	31	21,414	45,987
Additions	675	—	6,064	6,739
Cost or valuation at 31 December 2021	25,217	31	27,478	52,726
Accumulated depreciation				
Opening balance at 1 January 2021	23,258	24	—	23,282
Depreciation for the year	802	3	—	805
Cumulative depreciation at 31 December 2021	24,060	27	—	24,087
Net assets at 31 December 2021	1,157	4	27,478	28,639
Net assets at 31 December 2020	1,284	7	21,414	22,705

2.2 Bank and cash

at 31 December	2021 €000	2020 €000
PMG balances and cash	(439)	3,054
Client funded bank balances	9,642	10,138
	9,203	13,192

2.3 Stocks

at 31 December	2021 €000	2020 €000
Stationery	22	25
Promotional consumables	7	—
IT consumables	—	1
	29	26

2.4 Prepayments

at 31 December	2021	2020
	€000	€000
Software support/licences	3,947	2,927
Hardware maintenance	723	681
Other prepayments	154	95
	4,824	3,703

2.5 Other debit balances

at 31 December	2021	2020
	€000	€000
Travel pass scheme expenditure	57	60
Recoupable HRMS	534	535
Other debit suspense items	10	277
	601	872

2.6 Accrued expenses

at 31 December	2021	2020
	€000	€000
FMSS project	595	570
Facilities	92	87
Bank charges	75	89
Other accruals	122	76
	884	822

2.7 Client funding/advance balances

The National Shared Services Office provides a payroll shared service function to a number of Government departments, offices and agencies.

The amount of €9.645 million held on behalf of clients as at 31 December 2021 (2020: €10.155 million), consists of €9.556 million (2020: €9.823 million) lodged by clients to cover funding for salaries over the new year period, and €89,000 (2020: €332,000) representing amounts due to individuals and third party organisations.

The National Shared Services Office processed total gross salary and travel and subsistence payments of €5.9 billion in 2021 (2020: €5.6 billion).

2.8 Other credit balances

at 31 December	2021	2020
	€000	€000
Amounts due to the State		
Income tax	340	311
Universal social charge	70	66
Pay related social insurance	332	308
Professional services withholding tax	471	463
Value added tax	61	115
Pension contributions	93	138
Office of Public Works	95	33
Local property tax	3	3
	<u>1,465</u>	<u>1,437</u>
Payroll deductions held in suspense	154	127
	<u>1,619</u>	<u>1,564</u>

2.9 Net Exchequer funding

at 31 December	2021	2020
	€000	€000
Surplus to be surrendered	4,366	13,038
Deferred surrender	—	1,435
Exchequer grant undrawn	<u>(5,826)</u>	<u>(12,128)</u>
Net Exchequer funding	<u>(1,460)</u>	<u>2,345</u>
Represented by:		
Debtors		
Bank and cash	9,203	13,192
Debit balances: suspense	<u>601</u>	<u>872</u>
	9,804	14,064
Creditors		
Due to the State	(1,465)	(1,437)
Client funding/advance balances	(9,645)	(10,155)
Credit balances: suspense	<u>(154)</u>	<u>(127)</u>
	(11,264)	(11,719)
	<u>(1,460)</u>	<u>2,345</u>

2.10 State funding account

	Note	2021	2020
		€000	€000
Balance at 1 January		25,612	25,739
Disbursements from the Vote			
Estimate provision	Account	57,022	
Surplus to be surrendered	Account	<u>(4,366)</u>	
Net vote		52,656	41,951
Expenditure (cash) borne elsewhere	1.1	(9,368)	(9,309)
Non cash item – capital asset adjustment ^a		—	(622)
Non cash expenditure – notional rent		1,758	670
Net programme cost	1	<u>(38,050)</u>	<u>(32,817)</u>
Balance at 31 December		<u>32,608</u>	<u>25,612</u>

Note ^a The non cash item – capital asset adjustment in 2020 arose from the implementation of circular 21/2020 in respect of the threshold for inclusion as capital assets.

2.11 Commitments

a) Global commitments	2021	2020
at 31 December	€000	€000
Procurement of goods and services	3,603	1,249
Capital projects	12,048	17,477
Total of legally enforceable commitments	15,651	18,726

b) Major capital projects

	Cumulative expenditure to 31 December 2020	Expenditure in 2021	Project commitments in subsequent years	Expected total spend lifetime of project 2021	Expected total spend lifetime of project 2020
	€000	€000	€000	€000	€000
Project					
Financial	26,265	6,140	12,048	44,453	43,742
Management					
Shared Services					
	26,265	6,140	12,048	44,453	43,742

Significant variations

An explanation is provided below where projected project costs has varied by more than €500,000 compared to 2020.

Financial Management Shared Services (FMSS)

Increase in expected total spend: €711,000

The increase in expected capital costs arises primarily from additional IT requirements including system health check, penetration testing, back-ups and security costs.

2.12 Matured liabilities

at 31 December	2021	2020
	€000	€000
Estimate of matured liabilities not discharged at year end	84	81

Note 3 Vote Expenditure

Analysis of administration expenditure

Administration expenditure set out below has been apportioned across the programmes to present complete programme costings.

		2021		2020
		Estimate provision	Outturn	Outturn
		€000	€000	€000
i	Salaries, wages and allowances	32,316	30,653	30,412
ii	Travel and subsistence	247	17	55
iii	Training and development and incidental expenses	1,675	1,343	1,408
iv	Postal and telecommunications services	662	716	479
v	Office equipment and external IT services	9,544	10,692	7,749
vi	Office premises expenses	780	499	585
		45,224	43,920	40,688

Significant variations

The following outlines an analysis of the administration expenditure of the Vote and outlines the reasons for significant variations (+/- 25% and €100,000). Overall, administration expenditure was €1.304 million less than originally provided, primarily arising from reduced travel due to Covid-19 and the later than envisaged commencement of Finance Shared Services. The following outlines the reasons for significant variations in administration expenditure.

ii Travel and subsistence

Estimate provision €247,000; outturn €17,000

The ongoing Covid-19 pandemic curtailed travel between locations, as meetings were held on a virtual basis.

vi Office premises expenses

Estimate provision €780,000; outturn €499,000

The ongoing Covid-19 pandemic reduced running costs, and expenditure on capital works/office fit-outs did not occur as planned.

Programme A National Shared Services Office Function

		2021		2020
		Estimate provision	Outturn	Outturn
		€000	€000	€000
A.1	Administration – pay	9,116	9,022	8,528
A.2	Administration – non pay	10,088	11,094	9,139
A.3	Financial Management Shared Services project			
	<i>Estimate provision</i>	16,601		
	<i>Deferred surrender</i>	1,435		
		18,036	15,174	7,174
		37,240	35,290	24,841

Significant variations

The following outlines the reasons for significant variations in programme expenditures (+/- 5% and €100,000). Overall, the expenditure in relation to Programme A was €1.95 million lower than originally provided (including the deferred surrender carried forward from 2020).

A.2 Administration – non pay

Estimate provision €10.088 million; outturn €11.094 million

The excess of expenditure over allocation of €1.006 million is primarily driven by costs related to the upgrade of the IT systems supporting the HR Shared Services. While this was not included in the revised allocation for 2021, the NSSO was able to cover the required expenditure within its overall total allocation for the year, through a mix of savings on current operations and underspend on FMSS.

A.3 Financial Management Shared Services project (FMSS)

Estimate provision €18.036 million; outturn €15.174 million

The timeline for the deployment of FMSS and the related commencement of Finance Shared Services operations was extended from late Q4 2021 to early Q2 2022 and as a result project expenditure in 2021 was €2.862 million less than planned, as payments were aligned with project milestones.

Programme B HR Shared Services

		2021		2020
		Estimate provision	Outturn	Outturn
		€000	€000	€000
B.1	Administration – pay	10,076	9,434	9,783
B.2	Administration – non pay	135	168	179
		10,211	9,602	9,962

Programme C Payroll Shared Services

		2021		2020
		Estimate provision	Outturn	Outturn
		€000	€000	€000
C.1	Administration – pay	11,649	11,979	11,995
C.2	Administration – non pay	685	842	813
		12,334	12,821	12,808

Programme D Finance Shared Services

		2021	2020
		Estimate provision	Outturn
		€000	€000
D.1	Administration – pay	1,475	218
D.2	Administration – non pay	2,000	1,163
		3,475	1,381
			251

Significant variations

The following outlines the reasons for significant variations in programme expenditures (+/- 5% and €100,000). Overall, the expenditure in relation to Programme D was €2.094 million lower than originally provided for due to the extended timeline for the deployment of the FMSS project and the related commencement of Finance Shared Services operations being extended from late Q4 2021 to early Q2 2022.

D.1 Administration – pay

Estimate provision: €1.475 million, outturn €218,000

The extended timeline for FMSS impacted the commencement of this programme and as a result pay expenditure in 2021 was €1.257 million less than planned.

D.2 Administration - non pay

Estimate provision: €2 million, outturn €1.163 million

The extended timeline for FMSS impacted the commencement of this programme and as a result non pay expenditure in 2021 was €837,000 less than planned.

Note 4 Receipts

4.1 Appropriations-in-aid

		2021		2020
		Estimated	Realised	Realised
		€000	€000	€000
1	HR shared services levy	5,508	5,567	5,219
2	Miscellaneous	180	397	257
3	Receipts from pension related deductions on public service remuneration	550	474	435
Total		6,238	6,438	5,911

Significant variations

The following outlines the reasons for significant variations in appropriations-in-aid (+/- 5% and €100,000). Overall, appropriations-in-aid were €200,000 higher than forecast.

2 Miscellaneous

Estimate €180,000; realised €397,000

Miscellaneous receipts include an EU grant of €133,000 received under the CEF Telecom/eInvoicing for Islands programme, in connection with FMSS.

Note 5 Staffing and Remuneration

5.1 Employee numbers

Full time equivalents	2021	2020
Number of staff at year end	<u>731</u>	<u>807</u>

5.2 Pay

	2021	2020
	€000	€000
Pay ^a	29,445	29,105
Higher, special or additional duties allowances	39	30
Other allowances	31	28
Overtime	418	342
Employer's PRSI	<u>2,788</u>	<u>2,721</u>
Total pay	<u>32,721</u>	<u>32,226</u>

Note ^a The total pay figure is distributed across subheads A1, A.3, B.1, C.1 and D.1.

5.3 Allowances and overtime payments

	Number of recipients	Recipients of €10,000 or more	Highest individual payment	
			2021	2020
			€	€
Higher, special or additional duties allowances	12	—	6,714	5,141
Other allowances ^a	4	1	23,744	27,644
Overtime	304	2	12,471	7,582
Extra remuneration in more than one category	8	—	9,180	6,382

Note ^a Other allowances include employers' pension contributions in relation to staff seconded to the National Shared Services Office.

5.4 Payroll overpayments

at 31 December	Number of recipients	2021 €000	2020 €000
Overpayments	20	36	47
Recovery plans in place	6	26	38

Three overpayment recovery plans to the value of €3,727 were transferred to other departments during 2021 (2020: eight individuals to a value of €11,483).

5.5 Salary of Accounting Officer

At 31 December 2021, the Accounting Officer's salary is at the equivalent grade of Deputy Secretary, with an annual gross salary of €176,416 (31 December 2020: €174,669).

Note 6 Miscellaneous

6.1 Deferred surrender

	2021	2020
	€000	€000
Description of subhead		
A.3 Financial Management Shared Services project	—	1,435

6.2 EU funding

	2021	2020
	€000	€000
Description of subhead		
E.2 Miscellaneous	133	—

The outturn shown for subhead E. Appropriation-in-Aid includes EU funding received under the CEF Telecom/eInvoicing for Islands programme.

6.3 Write-offs

	2021	2020
	€000	€000
Suspense account balances – net legacy items	1	—