



Department of Social Protection



**CUSTOMER CHARTER
AND ACTION PLAN
2013 - 2015**

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Foreword from the Minister



The Department of Social Protection plays a role in everyone's life at some stage, and this Customer Charter and Action Plan are part of our constant efforts to improve services to citizens.

The aim of the Department is to provide citizens with the information, financial support and other services they require in a timely customer-friendly way.

The Customer Charter and Action Plan come at a time of profound change for the Department. Over the last two years, the Department has expanded its remit to include the former Community Welfare Service, the employment services and community employment services of FÁS as well as the redundancy and insolvency payments schemes formerly administered by the Department of Jobs, Enterprise and Innovation.

The Customer Charter and Action Plan build on the progress achieved under previous strategies and will inform customers of the standards of service they can expect when dealing with my Department. The Customer Charter is displayed prominently in Irish and English throughout the Department's offices and is also available on the website www.welfare.ie.

The Department is committed to ensuring that a customer service ethos is embedded in everything it does and is embraced by everyone in the organisation. The Department also has a comprehensive complaints procedure open to customers who are dissatisfied in any way with the service they have received.

A significant development during 2012 was the launch of Intreo, the Department's new integrated employment and support service to assist jobseekers in getting back to work. This "one-stop shop" approach means employment and income supports are now offered in the one place for the first time. This better reflects and addresses the individual needs of our customers and is in line with international best practice.

The rollout of the Intreo service meets the key objective in the Statement of Strategy 2011 to 2014 to transform the Department into an integrated, activation-focused service provider which puts the customer at the centre of all our operations. In short, both a safety net and a springboard.

The Charter and Action Plan was developed following extensive consultation with customers through surveys, customer panels and meetings with representative groups. The Department is determined to deliver a customer service that meets best international standards and maintains the public service values of openness, responsiveness, professionalism and good governance. The Customer Charter and Action Plan will be a focal point to help staff meet this challenge.

Finally, I would like to take this opportunity to thank all the staff of my Department for their ongoing commitment to the delivery of a high quality customer service so that people receive the supports they need.

A handwritten signature in black ink that reads "Joan Burton". The signature is written in a cursive, flowing style.

Preface from the Secretary General




The Department of Social Protection is committed to providing a professional inclusive and timely service that is responsive to the needs of our customers. A key aim of the Department's Statement of Strategy 2011 to 2014 is to transform our organisation into an integrated, activation-focused service provider which puts its customers at the centre of all its operations. The Department is dedicated to ensuring that the principles of excellent quality customer service are embedded in the way services are delivered and the Department seeks to continuously improve the standard of service provided.

With a current staffing complement of approximately 7,000 following the merger of the Community Welfare Service, the FÁS community and employment services and the redundancy and insolvency payment schemes, the Department is now one of the largest public service organisations in the country. As a result of these changes, we also have new customers and relationships, particularly with employers who will be essential partners with us in supporting people into employment. This organisational change provides us with both a challenge and a critical opportunity to develop integrated services and policies and to improve the experiences of all our customers in their interaction with the Department. We have started this reform by bringing localised services, processes and staff together to form a new entity, Intreo, that will be greater than the sum of its individual parts in providing a transformed model of service to our customers.

In October, An Taoiseach and the Minister launched Intreo - the Department's new Integrated Employment and Support Service. The Intreo approach gives us the opportunity to deal with our customers in a very different way, and in time, we hope that the brand will become synonymous with quality service delivery to all customers across the entire range of schemes and services offered by the Department. It will allow us to work with employers, as new customers, in a new and positive manner. The establishment of Intreo is a significant development in the way the Department conducts its business and illustrates the Department's commitment to placing the customer at the centre of services and policies.

The Customer Charter and Action Plan sets out how the Department will ensure that the highest possible standards of service are achieved. It builds on the progress achieved in our previous plans. In addition, it sets out the Department's commitments to improving our services over the next three years.

I would like to acknowledge the dedication and commitment of staff across the Department to delivering a high quality of service to all our customers.



Introduction

**Development of the
Customer Charter
and Action Plan**

Delivering an efficient and effective customer service is a primary objective and one of our core responsibilities on behalf of the Minister, Government and the taxpayer. The Department of Social Protection delivers activities to promote active participation in society through the provision of income supports, employment services and other services for a wide range of audiences. It serves a wide and diverse group of customers including families, people in employment, unemployed people, people with disabilities, carers, and retired and older people. The Department also provides a range of services to employers who are an important customer group both in their own right and as 'partners' in the provision of employment opportunities to unemployed people. The control of fraud and abuse is also a key function of the Department.

A major transformation has been undertaken with the merger into the Department of the Employment and Community Services functions of FAS, the Community Welfare Service from the HSE as well as the redundancy and insolvency payments schemes formerly administered by the Department of Jobs, Enterprise and Innovation. The integration of these services amalgamates all income support and employment services under one service provider through the Intreo service. The aim is to provide a comprehensive and co-ordinated range of supports for both employers and those seeking employment. This will ultimately provide for an enhanced and more efficient service for all the Department's customers.

To support this process, the Department will engage and work with all its key stakeholders including employers; employer bodies; customer representative groups; customers; trade/professional organisations; media; opinion formers and public representatives, as well as its internal audiences.

The development of this Customer Charter and Action Plan took account of best practice in this area and involved extensive consultation with members of the public, representative groups and our own staff. The Customer Charter and Action Plan was developed taking account of:

- guidelines issued by the Department of Public Expenditure;
- the principles of Quality Customer Service;
- the Department's Statement of Strategy 2011 - 2014;
- the views of customers, customer representative groups and the staff of the Department;
- the Customer Charter and Action Plans of other Departments.

The consultation process involved:

- a targeted survey of 1,000 randomly selected customers across 5 scheme areas;
- a targeted survey of 570 customers who had previously made complaints to the Department;
- an invitation to the Department's website visitors to comment on levels of satisfaction in dealing with the Department;
- a staff survey;
- an invitation for observations issued to all business areas;
- a meeting with representatives of business areas for further discussion and revision;
- the circulation of the draft Plan to some 50 customer representative groups for comment.

Chapter 1

The Department, its business and organisation

Mission Statement

“To promote active participation in society through the provision of income supports, employment services and other services”.

Main functions of the Department

The Department supports the Minister for Social Protection in the discharge of Governmental, Parliamentary and Departmental duties. Our main functions are to:

- advise Government and formulate appropriate social protection and social inclusion policies;
- design, develop and deliver effective and cost efficient income supports, activation and employment services, advice to customers and other related services;
- work towards providing seamless delivery of services in conjunction with other Departments, Agencies and bodies; and
- control fraud and abuse.

Scale of the Department's business

The Department serves a wide and diverse group of customers including families, people in employment, unemployed people, people with disabilities, carers, and older people. The Department also provides a range of services to employers who are an important customer group. The Department administers over 70 separate schemes and services which impact on the lives of almost every person in the State. Services include:

- A wide range of social insurance and social assistance income support schemes such as child benefit payments, jobseeker payments, illness benefits payments and pensions;
- Through the Intreo service, the integration of the provision of employment services and benefit payment services to ensure that the payment of income supports to people who do not have a job is directly linked to the equally important task of supporting such people in their pursuit of employment and related opportunities and improving their life chances;
- A range of employment supports, guidance and placement services to help jobseekers find and secure employment;
- A range of employer services including recruitment services, online vacancy publication, employment supports (e.g. wage subsidy schemes for people with disabilities) and redundancy and insolvency services;

- A range of community services to promote social inclusion and provide a pathway to employment for people who are unemployed;
- The development of appropriate social policies in areas such as pensions, child income support, activation and job seekers;
- Promoting and supporting the incorporation of anti-poverty and social inclusion objectives in public policy development and monitoring the implementation of these strategies;
- The administration by the General Register Office (GRO) of the Civil Registration Service (for the registration of births, adoptions, marriages, civil partnerships and deaths in the State);
- The provision of social welfare information, directly and through the Citizens Information Board (CIB) and the Money Advice and Budgeting Service (MABS);
- The regulation and governance of occupational and private pensions and the provision of pension information through the Pensions Board;
- The investigation of complaints of maladministration of pension schemes through the independent Office of the Pensions Ombudsman;
- The provision of an independent redress system through the Social Welfare Appeals Office and the Social Welfare Tribunal.

Each week, nearly 1.5 million people receive a social welfare payment and, when qualified adults and children are included, almost 2.3 million people benefit from weekly payments. Some 600,000 families receive child benefit payments in respect of over 1.2 million children each month. The total expenditure by the Department in 2012 was €20.7 billion (provisional outturn). In 2012 the activities of the Department included:

- 2 million applications processed;
- 87 million scheme payments made;
- more than 1 million control reviews;
- 8.4 million telephone calls answered;
- 32,558 social welfare appeals finalised;
- 95,000 job opportunities advertised and;
- over 154,000 PPS numbers allocated to clients from more than 180 countries.

Organisation of the Department

The role and functions of the Department have in recent years been extended to include the Rural Social Scheme and Community Services Programme (from the Department of Community, Equality and Gaeltacht Affairs), the Redundancy and Insolvency Payments schemes (from the Department of Jobs, Enterprise and Innovation), the former Community Welfare Service (from the Health Service Executive) and Employment services and Community Employment Services (from FÁS), resulting in a new organisation with over 6,700 staff.

In addition to headquarters offices located throughout the country, there is a nationwide network of some 125 social welfare local and branch offices as well as 84 former FÁS and Community Welfare Services Offices which are now under the remit of the Department.

The **General Register Office** (GRO) manages the Civil Registration Service which provides for the registration of births, stillbirths, adoptions, marriages, civil partnerships and deaths in the State. Registration services are provided by Registrars appointed by the Health Service Executive at various locations across the State. The GRO also operates a genealogical research facility.

The **Social Welfare Appeals Office** is independently responsible for determining appeals against decisions on social welfare entitlements and insurability of employment.

A number of statutory agencies operate under the aegis of the Department:

- The Citizens Information Board is the national agency responsible for supporting the provision of information, advice and advocacy on social services, the provision of advocacy services for people with disabilities through the National Advocacy Service and for the provision of the Money Advice and Budgeting Service (MABS).
www.citizensinformationboard.ie,
www.mabs.ie and www.keepingyourhome.ie

- The Pensions Board is responsible for overseeing the implementation of the Pensions Act which provides for the regulation of occupational and private pensions. The Board also has a role in providing information on occupational and private pensions and advises the Minister in relation to pension policy.
www.pensionsboard.ie
- The Office of the Pensions Ombudsman investigates complaints of financial losses, due to maladministration and disputes of fact or law, in relation to occupational and private pension schemes and Personal Retirement Savings Accounts. The Pensions Ombudsman is a statutory officer and exercises his functions independently.
www.pensionsombudsman.ie
- The Social Welfare Tribunal is a statutory body set up in 1982 to deal with cases where entitlement to Jobseeker's Benefit or Jobseeker's Allowance is refused due to an involvement in a trade dispute.

Chapter 2

Customer Charter

A key objective of the Department of Social Protection is the design, development and delivery of cost efficient income supports, activation/employment services and the provision of advice to customers. The Customer Charter sets out the level of service customers can expect when dealing with this Department. These service standards are developed further in the Customer Action Plan.

The Department will monitor performance through the use of the management information systems, through consultation with customers using a variety of methods, including customer panels, meeting with customer representatives, employer groups and feedback received through the Comments and Complaints system.

The Customer Charter is displayed prominently in each of the Department's public offices.

Customer Charter >>

We are committed to delivering a high quality of customer service to you.

We will:

- Treat you with courtesy and respect.
- Inform you of your rights and entitlements.
- Plan and deliver our services so you can access them in a way that suits you best.
- Plan and deliver our employer services to ensure you can support people into employment.
- Protect your information.
- Respect your right to privacy.
- Consult with you to establish your needs when developing, delivering and reviewing our services.
- Provide redress when you have a complaint.

Social Contract - rights and responsibilities for job seekers:

- A Social Contract for job seekers will ensure that you understand that with rights (to income support) come responsibilities (to engage).
- You will be expected to sign and honour a commitment to actively engage with the Department's staff on your agreed personal progression plan.
- Failure to honour this commitment may lead to a reduction or ultimately a withdrawal of your payments.

Help us to help you:

- Treat our staff in a respectful and courteous manner.
- Have your PPS number or employer number to hand when you visit or call us.
- Give us full and accurate information relating to your query and tell us promptly if your circumstances change as your entitlements may be affected.
- Bring suitable photo ID or your Public Services Card when you visit our offices.
- Engage with us to help you access the most suitable service for you.
- Complete all forms and bring all documents needed for your appointment.

We value your opinion

Let us know what you think of the service we provide:

- Talk to a member of staff in a Social Welfare Local Office or Intreo Centre.
- Visit the Contact Us area of www.welfare.ie
- Call us on LoCall **1890 66 22 44** or **(071) 919 3302**.
- Write to Customer Services, Social Welfare Services, College Road, Sligo.

We will deal with any complaint promptly, fairly and impartially.



Chapter 3

Customer Code of Conduct

The Customer Code of Conduct has been developed to support and facilitate a more efficient and friendly service by protecting our customers, our staff and the general public in their dealings with the Department.

The Customer Code of Conduct is displayed in all our public offices nationwide.

Customer Code of Conduct >>

Customers are requested to observe the following:

- ▶ Treat our staff and other customers in a respectful and courteous manner
- ▶ Switch off mobile phones before engaging with a member of staff
- ▶ Keep your personal property with you at all times
- ▶ Remember that smoking, alcohol or drugs are not permitted
- ▶ Threatening or abusive behavior will not be tolerated and may be reported to the Gardaí.

The Department of Social Protection aims to provide a high quality service in a safe and secure environment. It is our duty to ensure, insofar as is reasonably practicable, the health, safety and welfare of all our customers, employees and members of the public.



Chapter 4

Customer Action Plan

Service Standards and Performance Indicators

The Department of Social Protection is committed to providing a professional, efficient and courteous service to all customers, providing and delivering the highest quality of service in accordance with the guiding principles of Quality Customer Service which have been adopted across the public service and endorsed by Government.

The Customer Action Plan develops the commitments and standards set out in the Customer Charter.

Principle 1: Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

The Department will:

- Publish the new Customer Charter and Customer Action Plan (CAP) 2013-2015 in both Irish and English. This will inform our customers and stakeholders of the standards of customer service that they can expect over the lifetime of the plan.
- Make the Customer Action Plan and Customer Charter available in electronic format and in print, on request.
- Display the Customer Charter prominently in all the Department's public and headquarters offices in both Irish and English.

Principle 2: Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

The Department will:

- Comply with all equality legislation including the Employment Equality Act, 1998, the Equal Status Act 2000 and the Civil Partnership and Certain Rights and Obligations of Cohabitants Act 2010.
- Promote staff awareness of equality and diversity issues through training and awareness campaigns.
- Ensure that all customers are treated equally and in accordance with relevant legislation.

- Provide interpretation and translation services to meet customer needs.
- Provide application forms in alternative formats such as Braille, audio or other languages (as far as practicable), on request.
- Ensure that the recommendations for legislation contained in the Report on the Gender Recognition Advisory Group are implemented.

Principle 3: Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

The Department will:

- Regularly review our public offices to ensure that they comply with occupational and safety standards.
- Ensure that there are suitable facilities in place for customers, including those with special needs, when dealing with staff of the Department.
- Regularly review Safety Statements for each of the Department's buildings.
- Ensure that the needs of staff and customers with a disability are identified and catered for. Where assistance is required by persons with disabilities in accessing our services the Department's Access Officers will provide assistance and guidance. Contact details are available in Appendix 1 and at this link: <http://www.welfare.ie/en/Pages/Access-Officers-under-the-Disability-Act-2005.aspx>

Principle 4: Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by information technology is fully availed of and that the information available on public service websites follows the highest standard web guidelines. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

The Department will:

- Ensure that all information provided to customers by staff of the Department is comprehensive and accurate.
- Ensure that customers' information remains confidential.
- Use clear and simple language in application forms and leaflets, in line with best practice.
- Ensure that customer queries are responded to in a timely manner.
- Make information available in alternative format such as Braille, audio or other language (as far as practicable), on request.
- Ensure that material on our website www.welfare.ie is of the highest standard and follows the highest web standards in terms of accessibility.
- Maintain dedicated information contact centres for all our schemes. Contact details for the Department's services and supports are available at Appendix 2.
- Continue to provide LoCall and email access to leaflets and application forms.
- Carry out targeted information campaigns on significant service changes.

Principle 5: Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.

The Department will:

- Treat all customers with courtesy and respect.
- Acknowledge all correspondence within 5 working days.
- Keep customers informed of progress if undue delays occur in dealing with their correspondence.
- Reduce the number of abandoned calls and waiting times.
- Give the name of the section and the staff member when answering telephone calls.
- Give contact details on all written and e-mail communications.
- Aim to process all claims in line with processing targets set out at Appendix 3.
- Continue to deliver customer service training to frontline staff.

Principle 6: Comments and Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

The Department will:

- Ensure that all complaints are treated promptly, fairly and impartially.
- Ensure that customers are aware of how to make complaints under the Department's complaints procedures.
- Provide an opportunity for customers to make a comment or complaints at all points of service delivery.
- Promote the availability of the comments and complaints system through the website: <http://www.welfare.ie/en/Pages/Comments-or-Complaints.aspx> and through our network of local offices.
- Ensure that complaints are acknowledged within 3 working days of receipt.
- Aim to have all complaints dealt with within 15 working days.
- Review customer feedback from the operation of the comments and complaints system to improve service delivery.

Principle 7: Appeals

Maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Social Welfare legislation provides that if a customer considers a decision is incorrect, they may request the Deciding Officer to review that decision in the first instance. In addition, the Social Welfare Appeals Office offers an independent nationwide appeals service to customers of the Department of Social Protection.

<http://www.socialwelfareappeals.ie/index.html>

The Department will :

- Advise dissatisfied customers of the availability of a review and/or right of appeal of a decision made relating to the Department's services.

If the matter is still not resolved, a customer has the right to appeal to the Office of the Ombudsman.

Principle 8: Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

The Department will:

- Ensure regular communication with all our varying customer representative groups on significant service changes.
- Invite the relevant customers' views on the standard of our service delivery through participation in various consultation fora.
- Seek feedback and suggestions from customers on ways in which we can improve the delivery of our services.
- Act on feedback received when services are being reviewed.
- Engage proactively with customers in advance of the development of new policies, schemes and programmes by the Department.

Principle 9: Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

The Department will:

- Provide a range of contact channels including, LoCall telephone numbers, face to face, e-mail, SMS (text) and through our website www.welfare.ie
- Make full use of new and emerging technologies to broaden the choice of service delivery channels.
- Continue to provide information and transactional services online and through all appropriate channels.
- Provide enhanced payment facilities and continue to make electronic payment facilities available where appropriate, and as are consistent with the Department's payment and control policies.
- Seek to progress and broaden the range of services available online.

Principle 10: Irish Language

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

The Department will:

- Publish all major publications including the Department's Annual Report and Strategy Statement in Irish and English.
- Reply in Irish to all correspondence received in Irish.
- Maintain the main pages of our website www.welfare.ie in Irish and in English.
- Ensure that signage in our public offices is in Irish or bilingual.

Principle 11: Co-ordination

Foster a more coordinated and integrated approach to delivery of public services.

The Department will:

- Work with other Departments and organisations to ensure policies are developed and services are provided in an efficient and cost effective manner.
- Continue the rollout of the Public Services Card which will enable easier access for customers to a wider range of State services, and assist us in control and prevention of fraud.
- Share data, in accordance with legislation and best practice, with other Departments and organisations in order to assist customers and help reduce incidents of fraud.
- Develop close working relationships with employers and jobseekers representative groups to better meet their needs.
- Participate in the implementation of the Public Service Agreements.
- Participate in the Quality Customer Service Network in order to ensure that our approach to service delivery is consistent with best practice.

Principle 12: Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

The Department will:

- Keep staff informed of developments in the Department through use of appropriate and relevant channels of communication including Stór and the Staff Magazine.
- Implement, and monitor closely, the response to the Staff Survey, as set out in the Department's Action Plan.
- Encourage and support staff to become involved and contribute to change in the Department as part of the Department's Engagement and Innovation Programme.
- Facilitate exchange of views/best practice through the discussion board on Stór.
- Develop new approaches to provide for high quality training and development of staff.
- Provide training in customer service and other related training to staff who are in regular contact with members of the public.
- Foster an environment that will encourage motivation, flexibility, training and development of staff.
- Expect staff to continue to deliver services to a high quality to all customers and to maintain their high levels of support for their colleagues.

Chapter 5

Measuring and Evaluating Performance

The Department of Social Protection employs a range of mechanisms to measure and evaluate our performance against the standards set out in the Customer Action Plan, aimed at ensuring that the Department delivers the highest levels of service to its customers. The Department welcomes the opportunity to report on progress made in achieving service standards through its Annual Report.

In monitoring our performance we will:

- Use internal management information systems to inform customer service policies.
- Invite, listen carefully and value the contributions of our staff on how we can improve our service provision and delivery.
- Seek feedback and suggestions from customers on ways in which we can improve our service provision and delivery.
- Consult customers through various methods, including customer panels, surveys and discussion with all our varying customer representative groups.

The Department of Social Protection welcomes and values customer comments and suggestions on all aspects of our services. This helps us to ensure that our services are fully meeting the needs of our customers. Customers are invited to make a contribution to this process by:

- Informing us of their views, comments or suggestions using the comments and complaints facility at: www.welfare.ie
- Telling us about the level of service they have received, whether it failed to reach the standard expected and how it might be improved.
- Participating in customer surveys or attending a customer panel or focus group discussion.

Chapter 6

Customer Comments and Complaints

The Customer Charter and Action Plan sets out the standards of service you can expect from staff of the Department. If you are not satisfied with the standard of service you receive, you should contact the staff member or section you have been dealing with to have it resolved. If this does not resolve the issue to your satisfaction, you can make a formal complaint to our Quality Customer Service team. Your complaint will be dealt with promptly, fairly and impartially in accordance with our customer complaints procedure. You can make a complaint in a number of ways:

→ Talk to a member of staff in a Social Welfare Local Office or Intreo Centre.

📄 Visit the Contact Us area of www.welfare.ie

☎ Call us on LoCall 1890 66 22 44 or (071) 919 3302

✉ Write to Customer Services, Social Welfare Services, College Road, Sligo.

If your complaint remains unresolved, you have the right of further appeal to the Office of the Ombudsman.

The Office of the Ombudsman,
18 Lr Leeson Street,
Dublin 2.

Tel: (01) 639 5674 LoCall 1890 22 30 30.

Or

E-mail: ombudsman@ombudsman.gov.ie

Appendices

Appendix 1

Contact Details for Access Officers appointed under the Disability Act 2005

Information Services

Address:	Area Included:	Contact Information:
Information Services Social Welfare Services College Road Sligo	<p>Information Services with responsibility for access to the provision of information throughout the Department including:</p> <ul style="list-style-type: none"> • Alternative formats Braille, audio, etc • Sign language • Printed & electronic material • Advertising 	<p>Deirdre McAndrew Email: deirdre.mcandrew@welfare.ie Telephone: (071) 914 8347</p>

Áras Mhic Dhiarmada

Address:	Area Included:	Contact Information:
Social Welfare Services Áras Mhic Dhiarmada Store Street Dublin 1.	<ul style="list-style-type: none"> • Office of the Minister Office of the Secretary General • Budget and Finance Occupational Injuries Benefit • Medical Care • Illness Benefit • Press Office EU/International Policy Policy and Planning Unit Facilities Management Unit • Human Resources 	<p>Karen Usher Email: karen.usher@welfare.ie Telephone: (01) 704 3190 Fax: (01) 704 3070</p> <p>Liam Walsh Email: liamo.walsh@welfare.ie Telephone: (01) 704 3840</p> <p>Christopher Mc Camley Email: christopher.mccamley@welfare.ie Telephone: (01) 704 3828 Fax: (01) 704 3457</p>

Óisín House

Address:	Area Included:	Contact Information:
Social Welfare Services Óisín House Pearse Street, Dublin 2.	<ul style="list-style-type: none"> Scope (Insurability of Employment) PRSI Refunds Medical Review and Assessment Section 	Michael Murphy Email: michael.murphy@welfare.ie Telephone: (01) 673 2494 Fax: (01) 673 2018

Social Welfare Appeals Office

Address:	Area Included:	Contact Information:
Social Welfare Appeals Office D'Olier House Dublin 2	<ul style="list-style-type: none"> Appeals 	Bernie McCormick Email: Bernie.mccormick@welfare.ie Telephone: (01) 673 2846 Fax: (01) 671 8391

Gandon House

Address:	Area Included:	Contact Information:
Social Welfare Services Gandon House Amiens Street Dublin 1	<ul style="list-style-type: none"> Regional Support Unit Respite Care Grant 	John Mangan Email: john.mangan@welfare.ie Telephone: (01) 704 3369 Fax: (01) 704 3217

General Register Office

Address:	Area Included:	Contact Information:
General Register Office Government Offices Convent Road Roscommon	<ul style="list-style-type: none"> All Areas 	Joe Quinn Email: joe.quinn@groireland.ie Telephone: (0906) 632 918/ 087 065 5364 Fax: (0906) 632 999

Social Welfare Services Sligo

Address	Area Included	Contact Information:
<p>Social Welfare Services, College Road, Sligo</p>	<ul style="list-style-type: none"> • State Pensions • Blind Pension • One-Parent Family Payment • Widow's/Widower's Pensions/Civil Partners Pensions • Widowed Parent Grant • Guardian's Payments • Supplementary Welfare Allowance • Free Travel • Household Benefits • Project Office • Internal Audit • Bereavement Grant 	<p>Patricia Conlon Email: patricia.conlon@welfare.ie Telephone: (071) 914 8490 Fax: (071) 914 8314</p>

Letterkenny

Address:	Area Included:	Contact Information:
<p>Social Welfare Services St Oliver Plunkett Rd Letterkenny Co Donegal</p>	<ul style="list-style-type: none"> • Child Benefit • Treatment Benefit 	<p>Roy Baldrick Email: roy.baldrick@welfare.ie Telephone: (074) 916 4512 Fax: (074) 912 5614</p>

Buncrana

Address:	Area Included:	Contact Information:
Social Welfare Services Inner Relief Road Ardarvan Buncrana	<ul style="list-style-type: none">• Client Eligibility Services• Maternity Benefit• Adoptive Benefit• Health and Safety Benefit	Andrew Grier Email: andrew.grier@welfare.ie Telephone: (074) 934 2439 Fax: (074) 936 4542

Carrick-on-Shannon

Address:	Area Included:	Contact Information:
Social Welfare Services Shannon Lodge Carrick-on-Shannon	<ul style="list-style-type: none">• Client Identity Services• Decisions Advisory Office/ Freedom of Information• Employment Support Services• Maintenance Recovery Unit• Back to Work Allowance• Back to Education Allowance	Mairin Haran Email: mairin.haran@welfare.ie Telephone: (071) 967 2684 Fax: (071) 967 2555

Longford

Address:	Area Included:	Contact Information:
Social Welfare Services, Ballinallee Road, Longford	<ul style="list-style-type: none">• Invalidity Pension• Disablement Benefit• Carer's Allowance• Carer's Benefit• Family Income Supplement• Rent Allowance• Disability Allowance	Fergus Darcy Email: fergus.darcy@welfare.ie Telephone: (043) 334 0041 Fax: (043) 334 0022

Appendix 2

Contact Details

Telephone numbers for the Department's range of services and supports are listed below, grouped by service area

General Information

Information and Customer Services

Telephone (071) 919 3302
LoCall 1890 66 22 44

Employers and Jobseekers

Jobs Ireland

National Contact Centre
1800 611 116

Employment Support Services

Telephone (071) 967 2616
LoCall 1890 927 999

Rural Social Scheme TÚS

Community Services Programme

Telephone (071) 930 2020

Back to Work

Telephone (071) 967 2616
LoCall 1890 927 999

Back to Education Allowance

Telephone (071) 967 2616
LoCall 1890 927 999

Jobseeker's Benefit and Jobseeker's Allowance

Contact your local Intreo Centre or Social Welfare Office
- See www.welfare.ie for details

Redundancy Payments

Telephone (01) 673 4500
LoCall 1890 800 699

Insolvency Payments

Telephone (01) 673 4500
LoCall 1890 800 699

Employee

Client Identity Services

Telephone (071) 967 2616
LoCall 1890 927 999

PRSI - EU/International Records

Telephone (01) 471 5898
LoCall 1890 690 690

PRSI - Scope (Insurability of Employment)

Telephone (01) 673 2585

PRSI Records

Telephone (01) 471 5898
LoCall 1890 690 690

PRSI Refunds

Telephone (01) 673 2586

Treatment Benefit

Telephone (074) 916 4496
LoCall 1890 400 400

Voluntary Contributions Section

Telephone (01) 471 5898
LoCall 1890 690 690

Self Employed

Self-Employment

Telephone (01) 471 5898
LoCall 1890 690 690

Special Collections

Telephone (01) 471 5898
LoCall 1890 690 690

Children and Families

Adoptive Benefit

Telephone (01) 471 5898
LoCall 1890 690 690

Child Benefit

Telephone (074) 916 4496
LoCall 1890 400 400

Family Income Supplement

Telephone (043) 334 0000
LoCall 1890 927 770

Births and Marriage Registration

LoCall 1890 252 076

Guardian's Payment

Telephone (071) 915 7100
LoCall 1890 500 000

Health and Safety Benefit

Telephone (01) 471 5898
LoCall 1890 690 690

Maintenance Recovery Unit

Telephone (071) 967 2616
LoCall 1890 927 999

Maternity Benefit

Telephone (01) 471 5898
LoCall 1890 690 690

One Parent Family Payment

Contact your local Intreo Centre or Social Welfare Office
- See www.welfare.ie for details

Carers

Carer's Allowance and Carer's Benefit

Telephone (043) 334 0000
LoCall 1890 927 770

Domiciliary Care Allowance

Telephone (071) 915 7100
LoCall 1890 500 000

Disability and Illness

Blind Pension

Telephone (071) 915 7100
LoCall 1890 500 000

Disability Allowance

Telephone (043) 334 0000
LoCall 1890 927 770

Disablement Benefit

Telephone (043) 334 0000
LoCall 1890 927 770

Illness Benefit

Telephone (01) 704 3000
LoCall 1890 928 400

Injury Benefit

Telephone (01) 704 3000
LoCall 1890 928 400

Invalidity Pension

Telephone (043) 334 0000
LoCall 1890 927 770

Medical Care

Telephone (01) 704 3000
LoCall 1890 928 400

Partial Capacity Benefit

Telephone (01) 704 3000
LoCall 1890 928 400

Retired and Older People

Free Travel

Telephone (071) 915 7100
LoCall 1890 500 000

Homemakers

Telephone (01) 471 5898
LoCall 1890 690 690

Household Benefits

Telephone (071) 915 7100
LoCall 1890 500 000

State Pension (Transition, Contributory, Non-Contributory)

Telephone (071) 915 7100
LoCall 1890 500 000

Widow/Widower or Surviving Civil Partner

Widow's, Widower's or Surviving Civil Partner's Pension (Contributory and Non-Contributory)

Telephone (071) 915 7100
LoCall 1890 500 000

Widowed or Surviving Civil Partner Grant

Telephone (071) 915 7100
LoCall 1890 500 000

Bereavement

Bereavement Grant

Telephone (071) 915 7100
LoCall 1890 500 000

Death Benefit

Telephone (043) 334 0000
LoCall 1890 927 770

Death Registration

LoCall 1890 252 076

Appendix 3

Scheme Processing Targets

Scheme	Claim Processing target
State Pension (Contributory)	90 % processed by due date
State Pension (transition)	90 % processed in 6 weeks
State Pension (non-contributory)	90 % processed in 10 weeks
Widow(er)'s and Surviving Civil Partner's Pension (contributory)	90 % processed in 6 weeks
Widow(er)'s and Surviving Civil Partner's (non-contributory) pension and One Parent Family Payment	90 % processed in 10 weeks
Household Benefits	90 % processed in 4 weeks
Bereavement Grant	90 % processed in 4 weeks
Jobseekers Allowance	90 % processed in 6 weeks
Jobseekers Benefit	90 % processed in 3 weeks
Illness Benefit	90 % processed in 1 week
Child Benefit	90 % processed in 2 weeks

