

**SECTION J:  
CLAIMS ACTIVITY**

## Section J: Claims Activity

This section relates to the Department's management and performance in relation to the claims received over the past 5 years.

In 2013 the total number of registered claims that were finalised (cleared) was 2,062,177 of which 1,744,076 or 85% were awarded. The remainder (318,101) were either disallowed by the Department's staff or withdrawn by the client.

At the end of 2013 there were 62,243 claims pending award (i.e. on hands), 34.8% lower than at the end of 2012, which represented 3% of the total received claims (2,106,661).

The Department has set measurable performance targets for the majority of the schemes under its remit.

**Table J1: Claims Registered in Each Year 2009 To 2013**

Scheme	2009	2010	2011	2012	2013
State Pension (Non-Contributory)	10,802	9,835	7,344	9,035	9,429
State Pension (Contributory)	30,595	32,940	36,281	35,198	39,215
State Pension (Transition)	15,401	20,184	22,719	22,430	19,270
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	7,662	7,534	7,549	7,451	7,574
Bereavement Grant - Sligo	17,320	17,568	18,763	19,252	24,991
Bereavement Grant - Longford	6,873	6,511	6,987	6,714	2,385
<b>Total Pensions</b>	<b>88,653</b>	<b>94,572</b>	<b>99,643</b>	<b>100,080</b>	<b>102,864</b>
Jobseeker's Allowance	273,653	263,942	239,667	225,262	227,722
One-Parent Family Payment	18,769	17,325	16,943	15,385	14,232
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	748	792	556	428	526
Supplementary Welfare Allowance	N/a	578,035	643,526	453,833	386,161
Jobseeker's Benefit	365,094	267,271	223,938	192,965	165,457
Maternity Benefit	48,980	50,078	50,430	47,875	46,692
Treatment Benefit <sup>(1)(2)</sup>	1,058,107	229,928	473,123	453,236	492,127
<b>Total Working Age Income Supports</b>	<b>1,765,351</b>	<b>1,407,371</b>	<b>1,648,183</b>	<b>1,388,984</b>	<b>1,332,917</b>
Disability Allowance	20,794	21,409	24,264	25,887	20,538
Blind Pension	N/a	219	208	198	181
Carer's Allowance	16,574	18,212	17,758	15,493	12,060
Domiciliary Care Allowance	N/a	5,529	5,191	4,079	4,464
Respite Care Grant (Once off)	N/a	6,420	6,574	5,854	5,188
Illness Benefit	309,031	289,962	296,730	286,534	288,052
Interim Illness Benefit/Occupational Injury	14,739	15,157	14,177	13,641	13,838
Invalidity Pension	7,475	8,774	14,621	11,510	9,640
Disablement Pension	N/a	1,652	1,775	1,436	1,215
Carer's Benefit	N/a	2,080	2,060	1,788	1,804
<b>Total Illness, Disability and Caring</b>	<b>368,613</b>	<b>369,414</b>	<b>383,358</b>	<b>366,420</b>	<b>356,980</b>
Child Benefit - Domestic & Formerly Resident Abroad <sup>(1)(3)</sup>	40,468	21,400	30,417	33,723	31,678
Child Benefit - EU Regulation <sup>(1)</sup>	4,773	1,146	1,267	2,436	3,576
Child Benefit - Over 16 <sup>(1)</sup>	87,543	36,648	72,226	69,639	71,870
Child Benefit - Additional Child <sup>(1)</sup>	36,210	19,009	40,476	39,830	38,846
Family Income Supplement - New Claims	22,190	22,472	23,453	20,341	24,965
Family Income Supplement - Claim Renewals	24,369	25,638	27,761	29,589	32,879
Guardian's Payment (Non-Contributory)	N/a	176	173	172	183
Guardian's Payment (Contributory)	N/a	431	498	456	452
Widowed or Surviving Civil Partner Grant	N/a	1,224	1,178	1,130	1,185
<b>Total Children</b>	<b>215,553</b>	<b>128,144</b>	<b>197,449</b>	<b>197,316</b>	<b>205,634</b>
Household Benefits	85,890	107,353	101,812	82,480	89,463
Living Alone Allowance and Island Allowance	N/a	10,105	11,093	11,040	11,151
Free Travel <sup>(4)</sup>	55,292	9,065	8,668	9,258	7,652
<b>Total Supplementary Payments</b>	<b>141,182</b>	<b>126,523</b>	<b>121,573</b>	<b>102,778</b>	<b>108,266</b>
<b>Grand Total Claims Registered</b>	<b>2,579,352</b>	<b>2,126,024</b>	<b>2,450,206</b>	<b>2,155,578</b>	<b>2,106,661</b>

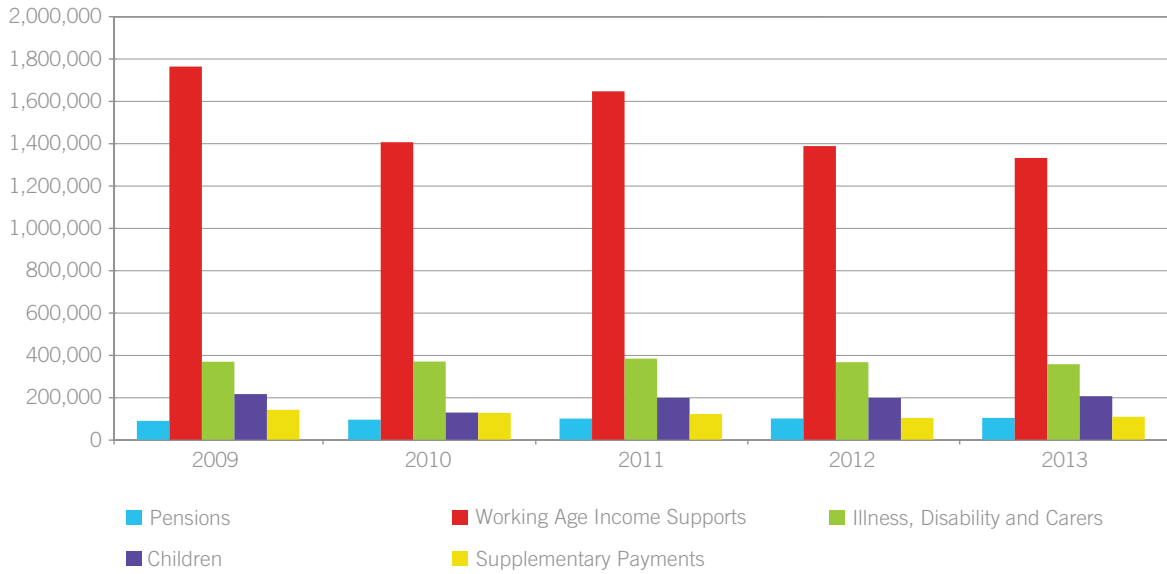
(1) 2010 Child Benefit and Treatment Benefit statistics are lower than usual due to incomplete returns for the year

(2) 2010 Treatment Benefit figures represent the changes in entitlements introduced in the 2010 Budget.

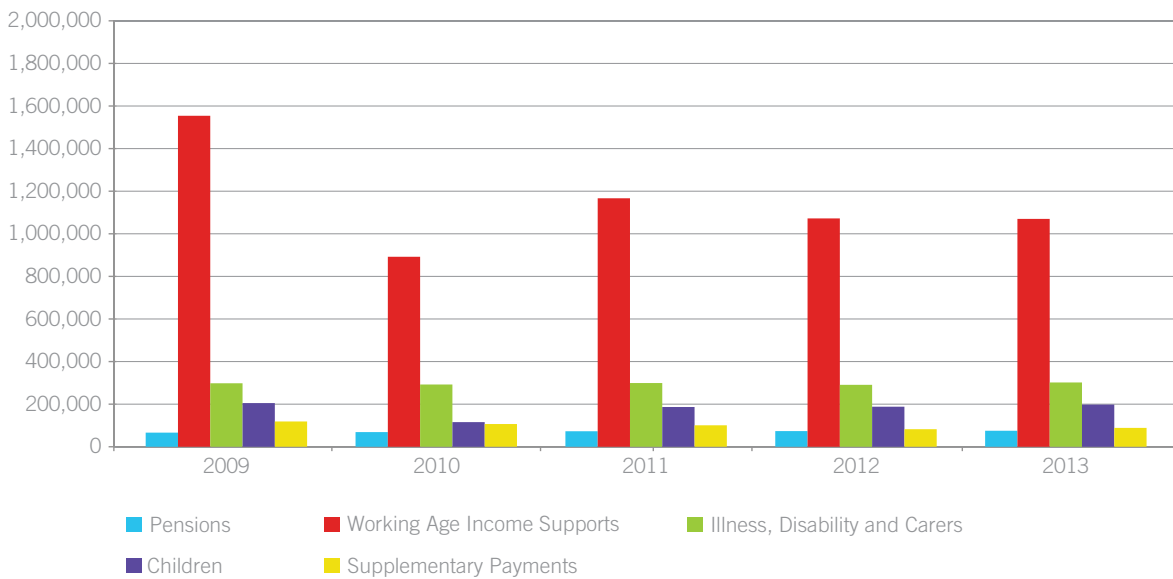
(3) Domestic Claims only, 2009.

(4) From 2011 Free Travel Statistics refer to Stand Alone Free Travel applications

**Graph J1: Claims Registered, 2009 to 2013**



**Graph J2: Claims Awarded, 2009 to 2013**



**Table J2: Claims Awarded in Each Year 2009 To 2013**

Scheme	2009	2010	2011	2012	2013
State Pension (Non-Contributory)	7,811	7,191	5,730	7,243	7,445
State Pension (Contributory)	21,478	23,194	25,964	25,586	28,129
State Pension (Transition)	10,467	11,243	12,775	12,599	10,598
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	6,110	5,872	5,870	5,783	5,709
Bereavement Grant - Sligo	15,431	15,862	16,993	17,451	21,179
Bereavement Grant - Longford	5,428	5,918	5,926	5,342	2,537
<b>Total Pensions</b>	<b>66,725</b>	<b>69,280</b>	<b>73,258</b>	<b>74,004</b>	<b>75,597</b>
Jobseeker's Allowance	176,912	191,144	174,491	167,623	180,009
One-Parent Family Payment	13,967	12,127	12,178	11,151	11,025
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	449	533	377	287	283
Supplementary Welfare Allowance	N/a	193,014	292,641	253,652	225,509
Jobseeker's Benefit	317,620	234,020	197,369	169,755	148,480
Maternity Benefit	48,367	48,806	48,827	45,415	45,491
Treatment Benefit <sup>(1)(2)</sup>	1,006,232	217,854	447,908	430,778	465,583
<b>Total Working Age Income Supports</b>	<b>1,563,547</b>	<b>897,498</b>	<b>1,173,791</b>	<b>1,078,661</b>	<b>1,076,380</b>
Disability Allowance	10,179	8,306	9,246	10,400	12,497
Blind Pension	N/a	117	106	96	77
Carer's Allowance	10,730	8,769	7,465	9,880	16,011
Domiciliary Care Allowance	N/a	3,103	2,686	1,586	1,877
Respite Care Grant (Once off)	N/a	5,486	4,965	4,575	4,218
Illness Benefit	262,864	249,166	259,008	245,319	245,456
Interim Illness Benefit/Occupational Injury	11,516	12,289	11,616	10,927	11,428
Invalidity Pension	4,580	3,597	2,657	6,352	9,494
Disablement Pension	N/a	1,293	1,310	1,384	731
Carer's Benefit	N/a	1,965	1,941	2,021	1,917
<b>Total Illness, Disability and Caring</b>	<b>299,869</b>	<b>294,091</b>	<b>301,000</b>	<b>292,540</b>	<b>303,706</b>
Child Benefit - Domestic & Formerly Resident Abroad <sup>(1)(3)</sup>	44,244	22,382	34,735	34,576	31,151
Child Benefit - EU Regulation <sup>(1)</sup>	4,272	724	1,371	2,487	3,277
Child Benefit - Over 16 <sup>(1)</sup>	88,054	36,488	72,248	69,576	71,205
Child Benefit - Additional Child <sup>(1)</sup>	36,594	18,940	40,501	39,837	38,870
Family Income Supplement - New Claims	12,573	14,328	13,631	13,264	20,156
Family Income Supplement - Claim Renewals	20,539	22,101	23,787	28,118	33,091
Guardian's Payment (Non-Contributory)	N/a	106	117	95	111
Guardian's Payment (Contributory)	N/a	309	350	265	318
Widowed or Surviving Civil Partner Grant	N/a	995	1,091	1,036	1,108
<b>Total Children</b>	<b>206,276</b>	<b>116,373</b>	<b>187,831</b>	<b>189,254</b>	<b>199,287</b>
Household Benefits	66,793	90,990	83,889	65,844	72,578
Living Alone Allowance and Island Allowance	N/a	9,157	10,425	10,323	10,441
Free Travel <sup>(4)</sup>	52,638	7,200	7,086	6,754	6,087
<b>Total Supplementary Payments</b>	<b>119,431</b>	<b>107,347</b>	<b>101,400</b>	<b>82,921</b>	<b>89,106</b>
<b>Grand Total Claims Cleared</b>	<b>2,255,848</b>	<b>1,484,589</b>	<b>1,837,280</b>	<b>1,717,380</b>	<b>1,744,076</b>

(1) 2010 Child Benefit and Treatment Benefit statistics are lower than usual due to incomplete returns for the year

(2) 2010 Treatment Benefit figures represent the changes in entitlements introduced in the 2010 Budget.

(3) Domestic Claims only, 2009.

(4) From 2011 Free Travel Statistics refer to Stand Alone Free Travel applications

**Table J3: Claims Cleared (i.e. Awarded, Disallowed or Withdrawn by Client) in Each Year 2009 to 2013**

Scheme	2009	2010	2011	2012	2013
State Pension (Non-Contributory)	10,950	9,916	8,737	10,845	10,795
State Pension (Contributory)	44,377	38,655	38,676	38,359	41,797
State Pension (Transition)	23,427	24,308	24,236	24,663	21,703
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	7,536	7,703	7,622	7,478	7,447
Bereavement Grant - Sligo	16,919	17,363	18,627	19,147	23,293
Bereavement Grant - Longford	6,376	6,957	7,027	6,265	2,935
<b>Total Pensions</b>	<b>109,585</b>	<b>104,902</b>	<b>104,925</b>	<b>106,757</b>	<b>107,970</b>
Jobseeker's Allowance	257,137	273,386	245,855	230,398	238,230
One-Parent Family Payment	19,711	18,165	18,594	17,185	16,995
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	791	854	576	461	455
Supplementary Welfare Allowance <sup>(1)</sup>	N/a	240,766	349,789	299,959	264,819
Jobseeker's Benefit	381,869	287,397	242,318	205,423	179,003
Maternity Benefit	50,395	50,165	50,601	46,905	46,929
Treatment Benefit <sup>(2)(3)</sup>	1,064,803	228,647	484,896	455,166	492,916
<b>Total Working Age Income Supports</b>	<b>1,774,706</b>	<b>1,099,380</b>	<b>1,392,629</b>	<b>1,255,497</b>	<b>1,239,347</b>
Disability Allowance	20,504	19,248	24,145	26,159	28,616
Blind Pension	N/a	206	221	203	174
Carer's Allowance	17,957	16,629	13,886	18,483	28,421
Domiciliary Care Allowance	N/a	6,416	6,491	4,810	4,340
Respite Care Grant (Once off)	N/a	6,722	6,473	5,773	5,602
Illness Benefit	312,468	287,846	298,644	287,543	288,093
Interim Illness Benefit/Occupational Injury	14,837	15,119	14,240	13,374	13,981
Invalidity Pension	7,513	7,614	12,829	17,775	18,792
Disablement Pension	N/a	1,545	1,785	1,720	1,323
Carer's Benefit	N/a	2,957	2,919	2,994	2,687
<b>Total Illness, Disability and Caring</b>	<b>373,279</b>	<b>364,302</b>	<b>381,633</b>	<b>378,834</b>	<b>392,029</b>
Child Benefit - Domestic & Formerly Resident Abroad <sup>(2)(4)</sup>	47,459	23,224	36,079	35,824	32,211
Child Benefit - EU Regulation <sup>(2)</sup>	5,582	1,064	1,890	3,081	3,790
Child Benefit - Over 16 <sup>(2)</sup>	88,054	36,488	72,248	69,576	71,205
Child Benefit - Additional Child <sup>(2)</sup>	36,594	18,940	40,501	39,837	38,870
Family Income Supplement - New Claims	20,034	21,753	20,573	20,994	30,238
Family Income Supplement - Claim Renewals	23,903	24,616	25,746	30,767	35,878
Guardian's Payment (Non-Contributory)	N/a	163	189	161	185
Guardian's Payment (Contributory)	N/a	444	504	436	478
Widowed or Surviving Civil Partner Grant	N/a	1,247	1,161	1,130	1,208
<b>Total Children</b>	<b>221,626</b>	<b>127,939</b>	<b>198,891</b>	<b>201,806</b>	<b>214,063</b>
Household Benefits	80,172	107,976	101,509	81,130	88,170
Living Alone Allowance and Island Allowance	N/a	10,957	12,605	12,229	12,115
Free Travel <sup>(5)</sup>	55,946	10,701	11,191	9,941	8,483
<b>Total Supplementary Payments</b>	<b>136,118</b>	<b>129,634</b>	<b>125,305</b>	<b>103,300</b>	<b>108,768</b>
<b>Grand Total Claims Cleared</b>	<b>2,615,314</b>	<b>1,826,157</b>	<b>2,203,383</b>	<b>2,046,194</b>	<b>2,062,177</b>

(1) Approximately 100,000 Exceptional Needs Payments that are registered but automatically closed on the system are not reflected in these cleared figures.

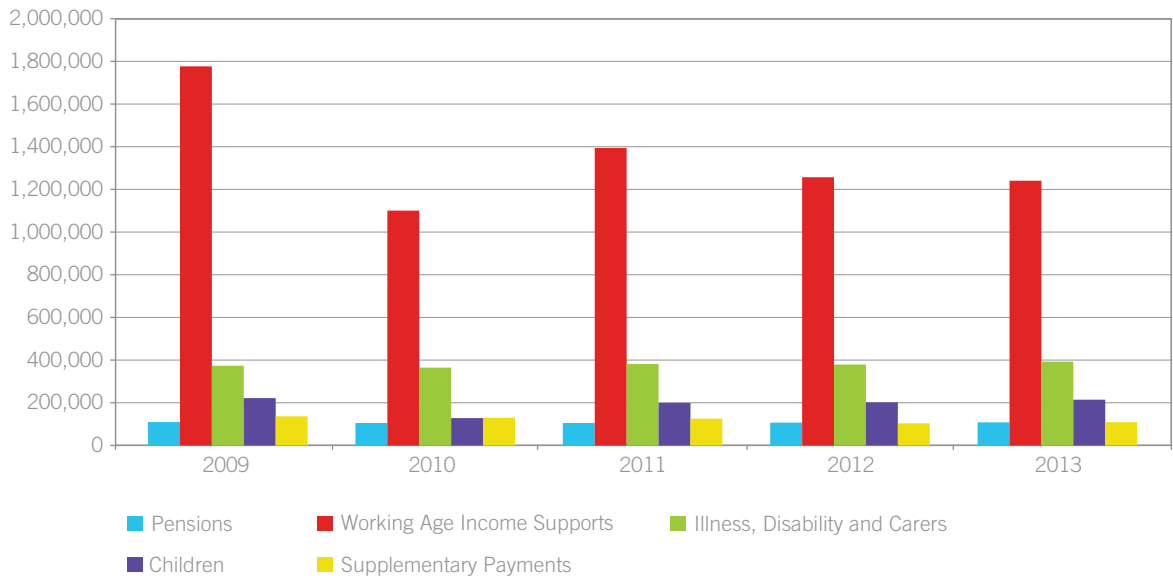
(2) 2010 Child Benefit and Treatment Benefit statistics are lower than usual due to incomplete returns for the year

(3) 2010 Treatment Benefit figures represent the changes in entitlements introduced in the 2010 Budget.

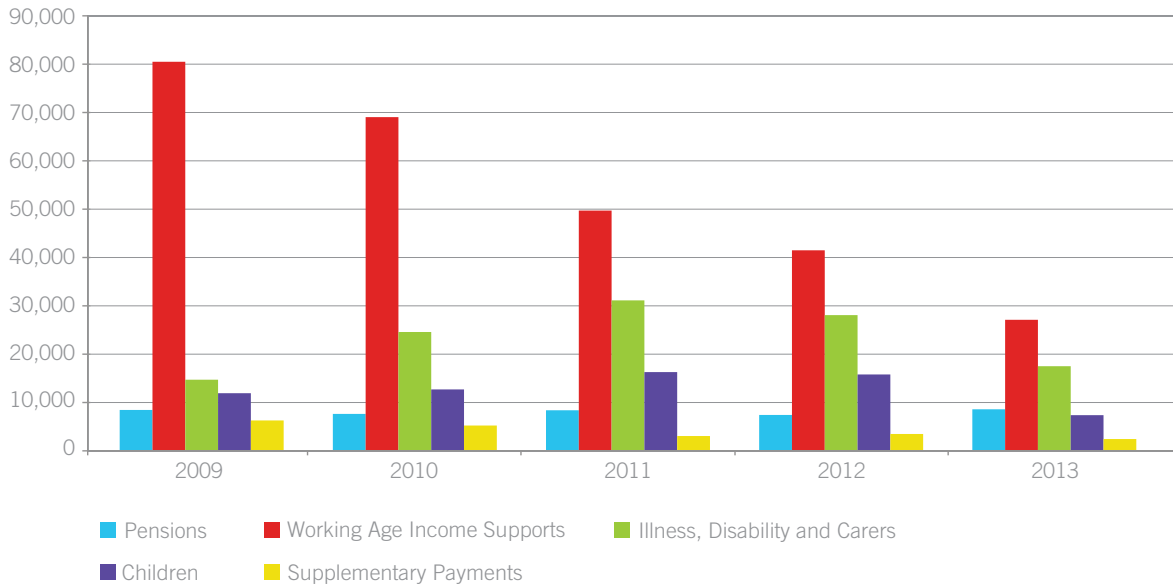
(4) Domestic Claims only, 2009.

(5) From 2011 Free Travel Statistics refer to Stand Alone Free Travel applications

### Graph J3: Claims Cleared, 2009 to 2013



### Graph J4: Claims Pending, 2009 to 2013



**Table J4: Claims Pending 31 December of Each Year 2009 to 2013**

Scheme	2009	2010	2011	2012	2013
State Pension (Non-Contributory)	1,639	1,507	1,869	1,432	1,780
State Pension (Contributory)	3,264	2,826	2,888	2,154	2,094
State Pension (Transition)	1,608	1,731	2,009	1,622	1,163
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	567	430	367	345	492
Bereavement Grant - Sligo	582	806	954	1,105	2,845
Bereavement Grant - Longford	634	175	141	601	57
<b>Total Pensions</b>	<b>8,294</b>	<b>7,475</b>	<b>8,228</b>	<b>7,259</b>	<b>8,431</b>
Jobseeker's Allowance	37,664	26,377	21,880	18,464	10,148
One-Parent Family Payment	5,562	5,250	4,249	3,536	2,515
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	197	134	110	69	84
Supplementary Welfare Allowance	N/a	5,670	6,371	4,701	3,762
Jobseeker's Benefit	13,919	11,659	9,065	7,723	4,613
Maternity Benefit	3,084	2,997	2,826	3,796	3,559
Treatment Benefit	20,002	16,872	5,099	3,079	2,290
<b>Total Working Age Income Supports</b>	<b>80,428</b>	<b>68,959</b>	<b>49,600</b>	<b>41,368</b>	<b>26,971</b>
Disability Allowance	4,770	6,880	6,999	7,775	5,022
Blind Pension	N/a	52	39	34	41
Carer's Allowance	2,186	3,769	7,765	8,553	2,719
Domiciliary Care Allowance	556	690	819	478	694
Respite Care Grant (Once off)	N/a	361	462	543	129
Illness Benefit	5,259	7,375	5,461	4,452	4,411
Interim Illness Benefit/Occupational Injury	249	287	224	491	348
Invalidity Pension	1,541	2,701	6,814	3,662	2,013
Disablement Pension	N/a	1,972	1,962	1,699	1,617
Carer's Benefit	N/a	356	449	255	363
<b>Total Illness, Disability and Caring</b>	<b>14,561</b>	<b>24,443</b>	<b>30,994</b>	<b>27,942</b>	<b>17,357</b>
Child Benefit - Domestic & Formerly Resident Abroad <sup>(1)</sup>	2,153	1,260	654	2,276	1,743
Child Benefit - EU Regulation	2,071	3,071	2,413	2,033	1,819
Child Benefit - Over 16	1,052	160	138	201	866
Child Benefit - Additional Child	244	69	44	37	13
Family Income Supplement - New Claims	4,414	5,133	8,013	7,360	2,087
Family Income Supplement - Claim Renewals	1,632	2,654	4,669	3,491	492
Guardian's Payment (Non-Contributory)	64	78	63	74	71
Guardian's Payment (Contributory)	134	121	116	136	110
Widowed or Surviving Civil Partner Grant	N/a	0	28	37	14
<b>Total Children</b>	<b>11,764</b>	<b>12,546</b>	<b>16,138</b>	<b>15,645</b>	<b>7,215</b>
Household Benefits	5,967	4,582	2,566	2,949	1,855
Living Alone Allowance and Island Allowance	N/a	455	300	307	366
Free Travel <sup>(2)</sup>	153	31	27	62	48
<b>Total Supplementary Payments</b>	<b>6,120</b>	<b>5,068</b>	<b>2,893</b>	<b>3,318</b>	<b>2,269</b>
<b>Grand Total Claims Pending</b>	<b>121,167</b>	<b>118,491</b>	<b>107,853</b>	<b>95,532</b>	<b>62,243</b>

(1) Domestic Claims only, 2009.

(2) From 2011 Free Travel Statistics refer to Stand Alone Free Travel applications



**Table J5: Average Weeks to Award Received Claims 2009 to 2013**

Scheme	2009	2010	2011	2012	2013
<b>Pensions</b>					
State Pension (Non-Contributory)	8	9	10	12	16
State Pension (Contributory)	13	7	5	6	5
State Pension (Transition)	6	4	4	5	6
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	2	3	2	2	2
Bereavement Grant - Sligo	1	1	1	1	2
Bereavement Grant - Longford	4	4	3	2	2
<b>Working Age Income Supports</b>					
Jobseeker's Allowance	6	6	5	5	3
One-Parent Family Payment	13	16	16	15	13
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	9	11	10	10	7
Supplementary Welfare Allowance	N/a	1	1	1	1
Jobseeker's Benefit	3	2	2	2	2
<b>Illness, Disability and Caring</b>					
Disability Allowance	15	14	17	19	28
Carer's Allowance	9	8	N/a	N/a	30
Domiciliary Care Allowance	N/a	7	9	6	7
Illness Benefit	1	1	1	1	1
Invalidity Pension	12	13	N/a	35	51
<b>Children</b>					
Child Benefit - Domestic & Formerly Resident Abroad	N/a	N/a	3	3	3
Child Benefit - EU Regulation	N/a	N/a	51	38	28
Family Income Supplement - New Claims	8	10	17	16	7
Family Income Supplement - Claim Renewals	8	10	18	15	5
Widowed or Surviving Civil Partner Grant	N/a	2	1	1	2
<b>Supplementary Payments</b>					
Household Benefits	3	3	2	2	2
Free Travel <sup>(1)</sup>	1	4	4	2	1

(1) From 2011 Free Travel Statistics refer to Stand Alone Free Travel applications

