

**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 2011 the total number of registered claims that were finalised (cleared) was 2,203,383 of which 1,837,280 or 83% were awarded. The remainder (366,103) were either disallowed by the Department's staff or withdrawn by the client.

At the end of 2011 there were 107,853 claims pending award (i.e backlogs), 9% lower than at the end of 2010, which represented 4.4% of the total received claims (2,450,206).

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

Table J1: Claims Registered in Each Year

	2007	2008	2009	2010	2011
State Pension (Non-Contributory)	12,219	10,980	10,802	9,835	7,344
State Pension (Contributory)	n/a	32,053	30,595	32,940	36,281
State Pension (Transition)	n/a	14,481	15,401	20,184	22,719
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	7,867	7,275	7,662	7,534	7,549
Bereavement Grant - Sligo	9,479	13,022	17,320	17,568	18,763
Bereavement Grant - Longford	6,552	6,484	6,873	6,511	6,987
Total Pensions	36,117	84,295	88,653	94,572	99,643
Jobseeker's Allowance	109,949	169,879	273,653	263,942	239,667
One-Parent Family Payment	17,856	18,545	18,769	17,325	16,943
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	1,022	949	748	792	556
Supplementary Welfare Allowance	n/a	n/a	n/a	578,035	643,526
Jobseeker's Benefit	174,354	294,880	365,094	267,271	223,938
Maternity Benefit	46,632	51,314	48,980	50,078	50,430
Treatment Benefit ⁽¹⁾⁽²⁾	949,220	1,014,214	1,058,107	229,928	473,123
Total Working Age Income Supports	1,299,033	1,549,781	1,765,351	1,407,371	1,648,183
Disability Allowance	19,989	21,358	20,794	21,409	24,264
Blind Pension	n/a	n/a	n/a	219	208
Carer's Allowance	18,097	18,928	16,574	18,212	17,758
Domiciliary Care Allowance	n/a	n/a	n/a	5,529	5,191
Respite Care Grant	n/a	n/a	n/a	6,420	6,574
Illness Benefit	305,733	308,859	309,031	289,962	296,730
Interim Illness Benefit/Occupational Injury	n/a	n/a	14,739	15,157	14,177
Invalidity Pension	8,186	7,757	7,475	8,774	14,621
Disablement Pension	n/a	n/a	n/a	1,652	1,775
Carer's Benefit	n/a	n/a	n/a	2,080	2,060
Total Illness, Disability and Caring	352,005	356,902	368,613	369,414	383,358
Child Benefit - Domestic & Formerly Resident Abroad ⁽¹⁾⁽³⁾	n/a	37,118	40,468	21,400	30,417
Child Benefit - EU Regulation ⁽¹⁾	n/a	6,962	4,773	1,146	1,267
Child Benefit - Over 16 ⁽¹⁾	n/a	99,108	87,543	36,648	72,226
Child Benefit - Additional Child ⁽¹⁾	n/a	42,689	36,210	19,009	40,476
Family Income Supplement - New Claims	n/a	15,428	22,190	22,472	23,453
Family Income Supplement - Claim Renewals	n/a	27,593	24,369	25,638	27,761
Guardian's Payment (Non-Contributory)	n/a	n/a	n/a	176	173
Guardian's Payment (Contributory)	n/a	n/a	n/a	431	498
Widowed Parents Grant	n/a	n/a	n/a	1,224	1,178
Total Children	n/a	228,898	215,553	128,144	197,449
Household Benefits	n/a	62,684	85,890	107,353	101,812
Living Alone Allowance	n/a	n/a	n/a	10,105	11,093
Free Travel	n/a	57,988	55,292	9,065	8,668
Total Supplementary Payments	n/a	120,672	141,182	126,523	121,573
Grand Total Claims Registered	1,687,155	2,340,548	2,579,352	2,126,024	2,450,206

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

(2) 2011 Treatment Benefit figures represent the changes in entitlements introduced in the 2011 Budget.

(3) Domestic Claims only, 2009.

Graph J1: Claims Registered in Each Year

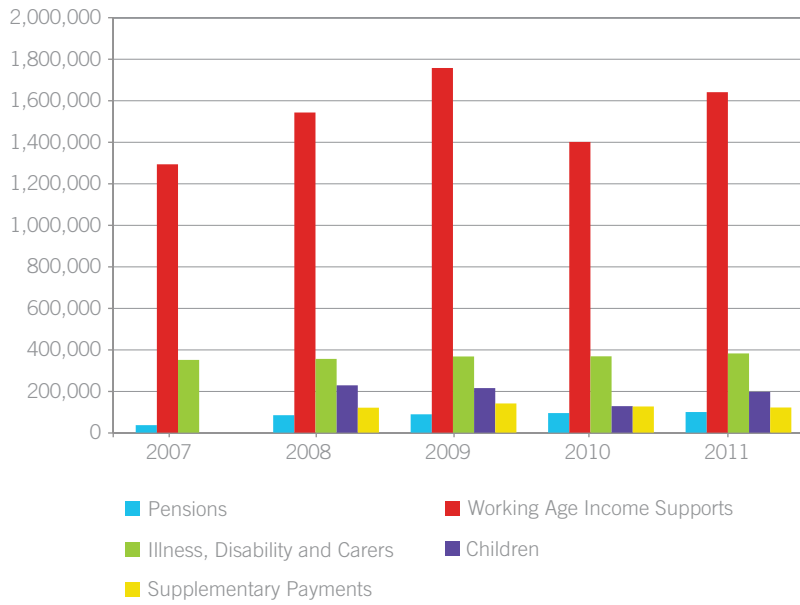


Table J2: Claims Awarded in Each Year

	2007	2008	2009	2010	2011
State Pension (Non-Contributory)	8,812	7,797	7,811	7,191	5,730
State Pension (Contributory)	n/a	12,201	21,478	23,194	25,964
State Pension (Transition)	n/a	10,059	10,467	11,243	12,775
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	6,716	6,145	6,110	5,872	5,870
Bereavement Grant - Sligo	7,545	12,791	15,431	15,862	16,993
Bereavement Grant - Longford	5,633	5,377	5,428	5,918	5,926
Total Pensions	28,706	54,370	66,725	69,280	73,258
Jobseeker's Allowance	77,193	99,522	176,912	191,144	174,491
One-Parent Family Payment	12,120	14,447	13,967	12,127	12,178
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	701	586	449	533	377
Supplementary Welfare Allowance	n/a	n/a	n/a	193,014	292,641
Jobseeker's Benefit	154,607	241,471	317,620	234,020	197,369
Maternity Benefit	n/a	48,410	48,367	48,806	48,827
Treatment Benefit ⁽¹⁾⁽²⁾	823,084	907,241	1,006,232	217,854	447,908
Total Working Age Income Supports	1,067,705	1,311,677	1,563,547	897,498	1,173,791
Disability Allowance	11,684	13,176	10,179	8,306	9,246
Blind Pension	n/a	n/a	n/a	117	106
Carer's Allowance	9,109	15,457	10,730	8,769	7,465
Domiciliary Care Allowance	n/a	n/a	n/a	3,103	2,686
Respite Care Grant	n/a	n/a	n/a	5,486	4,965
Illness Benefit	302,285	276,081	262,864	249,166	259,008
Interim Illness Benefit/Occupational Injury	14,380	13,762	11,516	12,289	11,616
Invalidity Pension	5,909	5,431	4,580	3,597	2,657
Disablement Pension	n/a	n/a	n/a	1,293	1,310
Carer's Benefit	n/a	n/a	n/a	1,965	1,941
Total Illness, Disability and Caring	343,367	323,907	299,869	294,091	301,000
Child Benefit - Domestic & Formerly Resident Abroad ⁽¹⁾⁽³⁾	n/a	36,350	44,244	22,382	34,735
Child Benefit - EU Regulation ⁽¹⁾	n/a	6,165	4,272	724	1,371
Child Benefit - Over 16 ⁽¹⁾	n/a	98,695	88,054	36,488	72,248
Child Benefit - Additional Child ⁽¹⁾	n/a	42,566	36,594	18,940	40,501
Family Income Supplement - New Claims	n/a	14,551	12,573	14,328	13,631
Family Income Supplement - Claim Renewals	n/a	25,247	20,539	22,101	23,787
Guardian's Payment (Non-Contributory)	n/a	n/a	n/a	106	117
Guardian's Payment (Contributory)	n/a	n/a	n/a	309	350
Widowed Parents Grant	n/a	n/a	n/a	995	1,091
Total Children	n/a	223,574	206,276	116,373	187,831
Household Benefits	n/a	49,112	66,793	90,990	83,889
Living Alone Allowance	n/a	n/a	N/a	9,157	10,425
Free Travel	n/a	56,432	52,638	7,200	7,086
Total Supplementary Payments	n/a	105,544	119,431	107,347	101,400
Grand Total Claims Cleared	1,439,778	2,019,072	2,255,848	1,484,589	1,837,280

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

(2) 2011 Treatment Benefit figures represent the changes in entitlements introduced in the 2011 Budget.

(3) Domestic Claims only, 2009.

Graph J2: Claims Awarded in Each Year

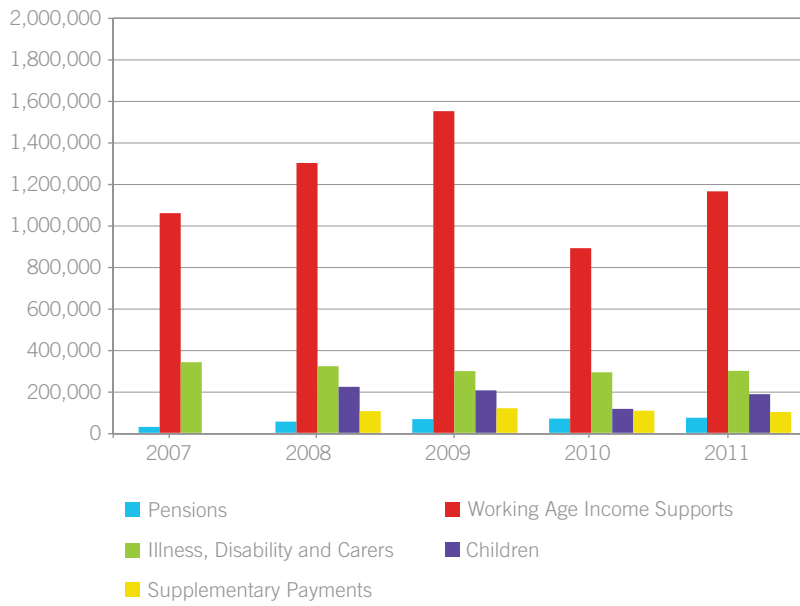


Table J3: Claims Cleared (i.e Awarded, Disallowed or Withdrawn by Client) in Each Year

	2007	2008	2009	2010	2011
State Pension (Non-Contributory)	11,875	10,991	10,950	9,916	8,737
State Pension (Contributory)	n/a	38,461	44,377	38,655	38,676
State Pension (Transition)	n/a	22,939	23,427	24,308	24,236
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	7,799	7,166	7,536	7,703	7,622
Bereavement Grant - Sligo	9,617	13,021	16,919	17,363	18,627
Bereavement Grant - Longford	6,666	6,402	6,376	6,957	7,027
Total Pensions	35,957	98,980	109,585	104,902	104,925
Jobseeker's Allowance	77,193	155,134	257,137	273,386	245,855
One-Parent Family Payment	12,120	19,928	19,711	18,165	18,594
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	1,059	964	791	854	576
Supplementary Welfare Allowance ⁽¹⁾	n/a	n/a	n/a	240,766	349,789
Jobseeker's Benefit	154,607	285,494	381,869	287,397	242,318
Maternity Benefit	44,425	54,859	50,395	50,165	50,601
Treatment Benefit ⁽²⁾⁽³⁾	940,869	1,032,868	1,064,803	228,647	484,896
Total Working Age Income Supports	1,230,273	1,549,247	1,774,706	1,099,380	1,392,629
Disability Allowance	18,959	21,962	20,504	19,248	24,145
Blind Pension	n/a	n/a	n/a	206	221
Carer's Allowance	13,918	21,682	17,957	16,629	13,886
Domiciliary Care Allowance	n/a	n/a	n/a	6,416	6,491
Respite Care Grant	n/a	n/a	n/a	6,722	6,473
Illness Benefit	302,285	308,989	312,468	287,846	298,644
Interim Illness Benefit/Occupational Injury	14,380	15,755	14,837	15,119	14,240
Invalidity Pension	7,960	7,596	7,513	7,614	12,829
Disablement Pension	n/a	n/a	n/a	1,545	1,785
Carer's Benefit	n/a	n/a	n/a	2,957	2,919
Total Illness, Disability and Caring	357,502	375,984	373,279	364,302	381,633
Child Benefit - Domestic & Formerly Resident Abroad ⁽²⁾⁽⁴⁾	n/a	36,914	47,459	23,224	36,079
Child Benefit - EU Regulation ⁽²⁾	n/a	7,129	5,582	1,064	1,890
Child Benefit - Over 16 ⁽²⁾	n/a	98,715	88,054	36,488	72,248
Child Benefit - Additional Child ⁽²⁾	n/a	42,576	36,594	18,940	40,501
Family Income Supplement - New Claims	n/a	20,661	20,034	21,753	20,573
Family Income Supplement - Claim Renewals	n/a	28,582	23,903	24,616	25,746
Guardian's Payment (Non-Contributory)	n/a	n/a	n/a	163	189
Guardian's Payment (Contributory)	n/a	n/a	n/a	444	504
Widowed Parents Grant	n/a	n/a	n/a	1,247	1,161
Total Children	n/a	234,577	221,626	127,939	198,891
Household Benefits	n/a	64,107	80,172	107,976	101,509
Living Alone Allowance	n/a	n/a	n/a	10,957	12,605
Free Travel	n/a	58,542	55,946	10,701	11,191
Total Supplementary Payments	n/a	122,649	136,118	129,634	125,305
Grand Total Claims Cleared	1,623,732	2,381,437	2,615,314	1,826,157	2,203,383

(1) Approximately 300,000 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) 2011 Treatment Benefit figures represent the changes in entitlements introduced in the 2011 Budget.

(4) Domestic Claims only, 2009.

Graph J3: Claims Cleared (i.e. Awarded, Disallowed or Withdrawn by Client) in Each Year

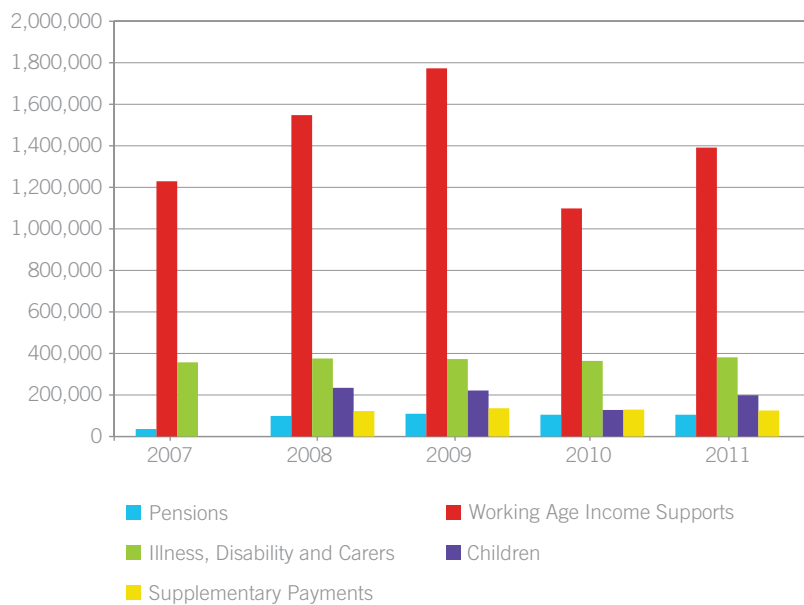


Table J4: Claims Pending 31st December in each Year, 2007 to 2011

	2007	2008	2009	2010	2011
State Pension (Non-Contributory)	n/a	1,415	1,639	1,507	1,869
State Pension (Contributory)	5,283	4,405	3,264	2,826	2,888
State Pension (Transition)	3,096	1,632	1,608	1,731	2,009
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	n/a	626	567	430	367
Bereavement Grant - Sligo	n/a	119	582	806	954
Bereavement Grant - Longford	339	439	634	175	141
Total Pensions	8,718	8,636	8,294	7,475	8,228
Jobseeker's Allowance	10,119	24,529	37,664	26,377	21,880
One-Parent Family Payment	4,737	5,267	5,562	5,250	4,249
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	n/a	149	197	134	110
Supplementary Welfare Allowance	n/a	n/a	n/a	5,670	6,371
Jobseeker's Benefit	10,752	21,071	13,919	11,659	9,065
Maternity Benefit	n/a	4,499	3,084	2,997	2,826
Treatment Benefit	31,380	12,726	20,002	16,872	5,099
Total Working Age Income Supports	56,988	68,241	80,428	68,959	49,600
Disability Allowance	5,729	4,619	4,770	6,880	6,999
Blind Pension	n/a	n/a	n/a	52	39
Carer's Allowance	6,323	3,569	2,186	3,769	7,765
Domiciliary Care Allowance	n/a	n/a	556	690	819
Respite Care Grant	n/a	n/a	n/a	361	462
Illness Benefit	n/a	8,696	5,259	7,375	5,461
Interim Illness Benefit/Occupational Injury	n/a	347	249	287	224
Invalidity Pension	1,418	1,578	1,541	2,701	6,814
Disablement Pension	n/a	n/a	n/a	1,972	1,962
Carer's Benefit	n/a	n/a	n/a	356	449
Total Illness, Disability and Caring	13,470	18,809	14,561	24,443	30,994
Child Benefit - Domestic & Formerly Resident Abroad ⁽¹⁾	n/a	575	2,153	1,260	654
Child Benefit - EU Regulation	n/a	3,002	2,071	3,071	2,413
Child Benefit - Over 16	1,170	1,563	1,052	160	138
Child Benefit - Additional Child	515	628	244	69	44
Family Income Supplement - New Claims	5,585	778	4,414	5,133	8,013
Family Income Supplement - Claim Renewals	4,593	1,722	1,632	2,654	4,669
Guardian's Payment (Non-Contributory)	n/a	n/a	64	78	63
Guardian's Payment (Contributory)	n/a	n/a	134	121	116
Widowed Parents Grant	n/a	n/a	n/a	0	28
Total Children	11,863	8,268	11,764	12,546	16,138
Household Benefits	n/a	2,233	5,967	4,582	2,566
Living Alone Allowance	n/a	n/a	n/a	455	300
Free Travel	n/a	66	153	31	27
Total Supplementary Payments	n/a	2,299	6,120	5,068	2,893
Grand Total Claims Pending	91,039	106,253	121,167	118,491	107,853

(1) Domestic Claims only, 2009.

Graph J4: Claims Pending 31st December in each Year, 2007 to 2011

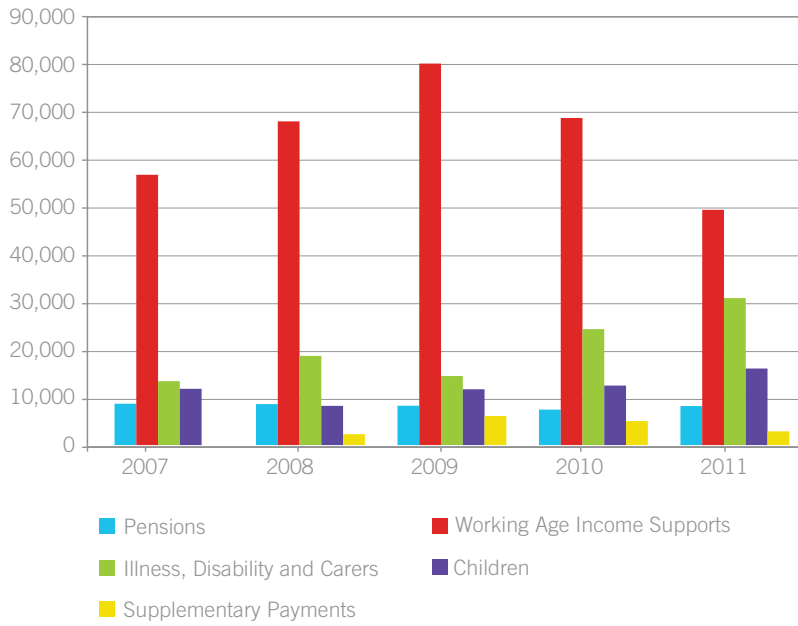


Table J5: Average Weeks to Award Received Claims

	2007	2008	2009	2010	2011
Pensions					
State Pension (Non-Contributory)	8	9	8	9	10
State Pension (Contributory)	n/a	16	13	7	5
State Pension (Transition)	n/a	6	6	4	4
Widow's, Widower's or Surviving Civil Partner's Contributory Pension	5	4	2	3	2
Bereavement Grant - Sligo	3	1	1	1	1
Bereavement Grant - Longford	n/a	2	4	4	3
Working Age Income Supports					
Jobseeker's Allowance	3	5	6	6	5
One-Parent Family Payment	10	11	13	16	16
Widow's, Widower's or Surviving Civil Partner's Non-Contributory Pension	7	9	9	11	10
Supplementary Welfare Allowance	n/a	n/a	n/a	1	1
Jobseeker's Benefit	2	2	3	2	2
Illness, Disability and Caring					
Disability Allowance	16	15	15	14	17
Carer's Allowance	12	15	9	8	n/a
Domiciliary Care Allowance	n/a	n/a	n/a	7	9
Illness Benefit	1	1	1	1	1
Invalidity Pension	8	10	12	13	n/a
Children					
Child Benefit - Domestic & Formerly Resident Abroad	n/a	n/a	n/a	n/a	3
Child Benefit - EU Regulation	n/a	n/a	n/a	n/a	51
Family Income Supplement - New Claims	n/a	13	8	10	17
Family Income Supplement - Claim Renewals	n/a	5	8	10	18
Widowed Parents Grant	n/a	n/a	n/a	2	1
Supplementary Payments					
Household Benefits	n/a	2	3	3	2
Free Travel	n/a	1	1	4	4

