



NEWS RELEASE

November 6th 2009

Over half million claims processed in Social Welfare offices in first 10 months of the year

Latest processing times for Jobseekers claims were published today by the Department of Social and Family Affairs. In October, 3 out of every 4 claims for Jobseekers Benefit were processed within 3 weeks and 2 out of every 3 claims for the means tested payment Jobseekers Allowance were processed within 6 weeks.

Commenting on the figures, Minister for Social and Family Affairs Mary Hanafin T.D., said **"each and every week we are seeing over 10,000 people claim Jobseeker payments and in October even greater numbers signed off to take up employment, enter training or education, begin self employment or due to outward migration."**

In the past 10 months, staff in Local Offices around the country have received some 536,000 claims for Jobseeker payments as compared with 296,000 in all of 2007. More than 53,000 claims are processed in the Local Offices each month."

The current national average processing times is just over 3 weeks for Jobseekers Benefit and 7 weeks for Jobseekers Allowance.

Minister Hanafin said that there were still backlogs in processing claims in some offices and this was something the Department is urgently addressing through measures such as the new process of fast tracking of claims currently being operated in 20 offices, which it is planned to extend to more offices in the coming months.

Other process improvements which have been implemented in recent months include the setting up of a new streamlined process for people who had a claim in the previous two years, new Central Support Units which solely decide Jobseekers claims and an improved procedure for those moving from Jobseeker's Benefit to Jobseeker's Allowance.

Minister Hanafin went on to say **"despite this, there are a small number of offices where further work is needed to bring processing times within more acceptable limits and the Department is working on this as a key priority."**



Department of Social and Family Affairs

Particular difficulties arose in October in dealing with claims for Jobseekers Allowance in the Castlepollard Branch Office which are decided by officers in the Mullingar Local Office resulting in a significant deterioration in the normal level of service provided by this office. **“Claims from this branch office and a number of others will continue to be the focus of particular attention in the coming weeks”** said Minister Hanafin.

ENDS

6th November 2009



Processing Times October 2009

	JB	JA
National Average Time to Decide	3.14	7.38

Office	SWLO/SWBO	County	JB	JA
ACHILL	SWLO	MAYO	0.18	0.59
APOLLO HOUSE	SWLO	DUBLIN	1.07	3.06
ARDEE	SWBO	LOUTH	3.91	11.36
ARKLOW	SWLO	WICKLOW	1.07	3.01
ATHLONE	SWLO	WESTMEATH	3.95	6.41
ATHY	SWBO	KILDARE	1.89	8.14
BALBRIGGAN	SWBO	DUBLIN	2.78	6.86
BALLINA	SWLO	MAYO	4.10	7.60
BALLINASLOE	SWBO	GALWAY	5.03	8.59
BALLINROBE	SWBO	MAYO	2.23	8.85
BALLYBOFEY	SWBO	DONEGAL	1.12	2.78
BALLYCONNELL	SWBO	CAVAN	3.03	7.41
BALLYFERMOT	SWLO	DUBLIN	1.47	5.13
BALLYMUN	SWLO	DUBLIN	2.09	3.16
BALLYSHANNON	SWBO	DONEGAL	1.09	2.04
BALTINGLASS	SWBO	WICKLOW	1.27	6.88
BANDON	SWBO	CORK	5.88	9.69
BANTRY	SWLO	CORK	1.85	5.72
BANTRY CO	SWBO	CORK	1.80	8.60
BELMULLET	SWLO	MAYO	1.13	1.86
BIRR	SWBO	OFFALY	2.61	5.23
Bishop Square	SWLO	DUBLIN	3.54	8.06
Blanchardstown	SWLO	DUBLIN	2.35	9.61
BOYLE	SWBO	ROSCOMMON	3.13	10.58
BRAY	SWLO	WICKLOW	3.16	9.04
BUNCRANA	SWLO	DONEGAL	3.78	7.50



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CAHIR	SWBO	TIPPERARY	1.98	4.72
CAHIRCIVEEN	SWLO	KERRY	2.88	4.43
CARLOW	SWLO	CARLOW	1.41	6.90
CARRICKMACROSS	SWBO	MONAGHAN	0.94	8.13
CARRICK-ON-SHANNON	SWLO	LEITRIM	1.39	3.57
CARRICK-ON-SUIR	SWBO	TIPPERARY	3.77	10.51
CARRIGALINE	SWLO	CORK	1.67	7.67
CASHEL	SWBO	TIPPERARY	1.64	4.67
CASTLEBAR	SWLO	MAYO	2.71	3.78
CASTLEBLAYNEY	SWBO	MONAGHAN	1.27	4.48
CASTLEPOLLARD	SWBO	WESTMEATH	5.40	21.16
CASTLEREA	SWBO	ROSCOMMON	3.72	11.20
CAVAN	SWLO	CAVAN	3.46	7.84
CLAREMORRIS	SWBO	MAYO	2.86	12.10
CLIFDEN	SWLO	GALWAY	1.30	3.31
CLONAKILTY	SWBO	CORK	9.42	14.77
CLONDALKIN	SWLO	DUBLIN	4.64	7.30
CLONES	SWBO	MONAGHAN	0.98	6.48
CLONMEL	SWLO	TIPPERARY	1.43	4.11
COBH	SWLO	CORK	0.82	1.95
Coolock LO	SWLO	DUBLIN	2.57	5.16
CORK	SWLO	CORK	4.10	8.83
DINGLE	SWBO	KERRY	1.27	4.46
DONEGAL	SWLO	DONEGAL	0.94	2.08
DROGHEDA	SWLO	LOUTH	1.79	12.71
DUNDALK	SWLO	LOUTH	0.93	3.72
DUNFANAGHY	SWLO	DONEGAL	1.00	1.96
DUNGARVAN	SWBO	WATERFORD	2.24	7.96
DUNGLOE	SWLO	DONEGAL	1.70	3.24
DUN LAOGHAIRE	SWLO	DUBLIN	2.27	9.81
EDENDERRY	SWBO	OFFALY	2.86	14.22
ENNIS	SWLO	CLARE	2.25	4.49
ENNISCORTHY	SWBO	WEXFORD	2.27	8.95



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ENNISTYMON	SWBO	CLARE	1.58	3.22
FERMOY	SWBO	CORK	3.46	7.45
FINGLAS	SWLO	DUBLIN	1.83	5.79
GALWAY	SWLO	GALWAY	9.68	14.61
GOREY	SWBO	WEXFORD	4.30	8.05
GORT	SWBO	GALWAY	3.09	7.24
KELLS	SWBO	MEATH	3.19	7.40
KENMARE	SWLO	KERRY	2.39	3.35
KILBARRACK	SWLO	DUBLIN	1.32	4.96
KILKENNY	SWLO	KILKENNY	0.75	11.20
KILLARNEY	SWBO	KERRY	0.89	9.61
KILLORGLIN	SWBO	KERRY	2.02	4.48
KILLYBEGS	SWBO	DONEGAL	0.82	1.99
KILMALLOCK	SWBO	LIMERICK	2.17	3.43
KILRUSH	SWBO	CLARE	2.15	3.88
King's Inns Street Local Office	SWLO	DUBLIN	1.46	2.96
KINSALE	SWBO	CORK	8.11	10.41
LETTERKENNY	SWLO	DONEGAL	1.54	3.35
LIMERICK	SWLO	LIMERICK	3.55	6.70
LISTOWEL	SWLO	KERRY	6.56	7.15
LONGFORD	SWLO	LONGFORD	4.00	12.82
LOUGHREA	SWLO	GALWAY	2.75	9.66
MACROOM	SWBO	CORK	3.61	5.02
Mallow Branch Office	SWBO	CORK	3.77	5.34
MANORHAMILTON	SWLO	LEITRIM	1.73	1.37
MAYNOOTH	SWBO	KILDARE	4.89	9.17
MIDDLETON	SWBO	CORK	3.33	8.82
MONAGHAN	SWBO	MONAGHAN	1.12	3.21
MUINE BHEAG	SWBO	CARLOW	1.20	5.48
MULLINGAR	SWLO	WESTMEATH	3.87	13.12
NAVAN	SWLO	MEATH	2.34	14.66
NAVAN ROAD	SWLO	DUBLIN	3.11	8.88
NENAGH	SWBO	TIPPERARY	2.47	6.11



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NEWBRIDGE	SWLO	KILDARE	1.84	7.94
NEWCASTLE WEST	SWLO	LIMERICK	1.29	4.03
NEWMARKET	SWBO	CORK	8.47	8.62
NEW ROSS	SWLO	WEXFORD	3.90	9.77
NUTGROVE	SWLO	DUBLIN	1.22	1.64
PORTARLINGTON	SWBO	LAOIS	1.38	10.18
PORTLAOISE	SWBO	LAOIS	3.25	6.48
RATHDOWNEY	SWBO	LAOIS	1.71	7.49
ROSCOMMON	SWBO	ROSCOMMON	1.41	7.04
ROSCREA	SWBO	TIPPERARY	1.75	4.12
SKIBBEREEN	SWBO	CORK	1.99	4.82
SLIGO	SWLO	SLIGO	1.37	6.24
SWINFORD	SWBO	MAYO	2.78	6.92
Swords LO	SWSC	DUBLIN	2.33	5.58
TALLAGHT	SWLO	DUBLIN	1.80	4.84
THOMAS STREET	SWLO	DUBLIN	1.46	4.81
THOMASTOWN	SWBO	KILKENNY	5.62	11.20
THURLES	SWLO	TIPPERARY	1.40	4.13
TIPPERARY	SWBO	TIPPERARY	2.95	5.63
TRALEE	SWLO	KERRY	2.10	4.02
TRIM	SWBO	MEATH	2.02	8.81
TUAM	SWBO	GALWAY	2.25	11.78
TUBBERCURRY	SWBO	SLIGO	0.63	2.72
TULLA	SWBO	CLARE	2.15	4.46
Tullamore Control Office	SWLO	OFFALY	1.16	7.98
TULLOW	SWBO	CARLOW	0.82	6.36
WATERFORD	SWLO	WATERFORD	3.91	7.71
WESTPORT	SWLO	MAYO	2.14	2.38
WEXFORD	SWLO	WEXFORD	2.18	3.97
WICKLOW	SWBO	WICKLOW	1.00	6.28
YOUGHAL	SWBO	CORK	1.32	4.18



Department of Social and Family Affairs

SWLO (LO) - Social Welfare Local Office. These offices are operated and managed by staff of the Department of Social and Family Affairs

SWBO (BO) - Social Welfare Branch Office. These offices are operated and managed, under a contract for services, by a Branch Manager who is required to act as an agent for the Department in the area served by the office. Branch Managers are responsible for employing their own staff and the Department has no function in this regard.