



## **CIC/CIPS Social Policy Records Quarterly Report**

**Citizens Information Centres /  
Citizens Information Phone Service  
Social policy records quarterly report**

**October-December 2004**

**\*\* CIC/CIPS Social Policy Records Returns Increase by 43% in 2004\*\***

(See Note page 17 re naming of CICs)

## INTRODUCTION

The number of social policy records received from Citizens Information Centres and the Citizens Information Phone Service continues to increase on a quarterly and on a yearly basis. The total number received in 2004 was 1,649, an increase of almost 43% on 2003. Comhairle would like to take this opportunity to thank all CICs for taking the time to complete and submit work on social policy records. We are aware that the constraints of time and resources place considerable demands on CIC workers and we appreciate your efforts in this regard.

The fourth Social Policy Records Quarterly Report, October – December 2004, contains a review of the social policy records compiled by Citizens Information Centres around the country and the Citizens Information Phone Service during the last quarter of 2004. These social policy records allow Comhairle to examine the nature of problems presented by clients as described in case studies. Where possible the data is translated into policy relevant findings, which are then used to inform the policy making process. The topics discussed below, broadly represent the issues arising in the social policy records from October to December 2004. It should be noted that any views and /or recommendations contained in this report are those of the CIC concerned and have not been subjected to any broader policy analysis.

Some of these social policy case studies were recorded by CICs and CIPS prior to the announcements of Budget 2005 in December 2004 and the changes brought about in this budget would not have impacted on people at this stage.

During this quarter, the category of Employment continued to dominate as the largest percentage of queries with a social policy implication. A large proportion of these queries related to the Family Income Supplement and Employment Rights. Non-compliance with statutory legislation, particularly in the area of minimum wage and holiday rights, remains a cause for concern for employees. Issues relating to employees with Work Permits also continue to rise with Citizens Information Centres and Citizen Information Phone Service reporting difficulties ranging from the withholding of passports to non payment of holiday pay, non granting of holiday entitlements and irregular deductions from wages. The need for translation services has been suggested to ensure more effective mechanisms against exploitation and discrimination in the workplace for migrant workers.

Issues relating to Social Welfare Insurance and Social Welfare Assistance represent the second and third largest categories of concern for CIC/CIPS clients. Some of the key issues relating to Social Welfare Insurance were certain conditions associated with Disability Benefit. Many clients claiming Disability Benefit, which is deemed a short-term payment from DSFA, experienced financial hardship over the Christmas period as they were not entitled to the Christmas bonus. People on Disability Benefit may be in receipt of payment for up to ten years and still not receive extra benefits, as it is considered a short-term payment.

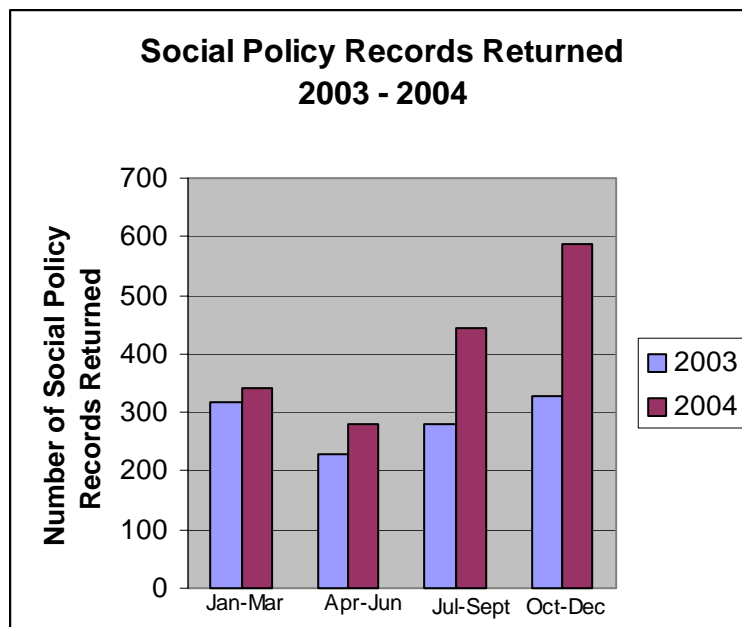
Under the category of Social Welfare Assistance, clients experienced difficulties with the One Parent Family Payment and the Carers Allowance. Several clients encountered difficulties in contacting the Social Welfare One Parent Family Payment Section by telephone. Those in receipt of the Carer's Allowance do not qualify for Fuel Allowance. This has caused hardship, particularly during the winter months, to individuals and families on the Carer's Allowance payment.

The majority of Housing Records for the last quarter in 2004 were concerned with Rent Supplement and Alarms for older people. Delays incurred in acquiring alarms is a cause for concern among elderly clients. Waiting periods can be as long as fifteen months. Also, the annual cost of servicing the alarms is proving to be prohibitive in certain cases.

Other issues that came to the fore in this Quarter were the Habitual Residents Condition rule for migrants, asylum seekers and people (many of them older people) returning to live in Ireland. Fostering Allowance for grandparents caring for their grandchildren, the length of time it takes to process Child Benefit claims and issues relating to Bereavement Grants also arose as issues during this Quarter.

## 2004 as a whole

Over the four quarters of 2004, employment issues were the top issues of concern to clients, rising to 103 of 416 social policy records in the third quarter. Employment rights issues in general – but in particular in the case of migrant workers – are a growing concern.



# 1 SOCIAL WELFARE GENERAL

## 1.1 Bereavement Grants

### 17.11.04 Donegal (Carndonagh IIU)

A 65 year old recently widowed woman enquired about the Social Welfare Bereavement Grant. We informed her that, as neither herself nor her late husband had ever made any Social Insurance contributions, it was pointless to apply for the Grant. We referred her to her local CWO for an Exceptional Needs Payment towards the funeral costs.

The CWO immediately handed her a form for the Bereavement Grant and told her to come back to him when and if her application for it was turned down. He neglected to also tell her that this process was now taking about 8 to 10 weeks for DSFA to complete. She came back to our office looking for help with filling in the form and was horrified to learn that she could be in debt to the undertakers for up to 3 months.

We contacted the CWO who confirmed that yes, she would never qualify for the Grant, but insisted that he would stick to procedure and not entertain an ENP request until she was formally turned down by DSFA. It would have been a simple matter for him to make a quick check with the Bereavement Grant section to confirm her contribution status and to then process her Supplementary Welfare application.

In the event she had to suffer a total of 4 months worry over the debt before she received a payment from the Health Board. At a time of bereavement this added stress is unacceptable.

### 5.11.04 Wicklow (Bray CIC Outreach Carnew Community Day Centre)

A client dropped into Carnew Community Care Centre with an enquiry about receiving Six Weeks Payment After Death. She was nearly 90 years old and was in receipt of a Non-Contributory Old Age Pension. The deceased person was her unmarried son aged 67 years who lived with his mother and who was also receiving Non-Contributory Old Age Pension. She was refused the Six Weeks pension payment (post death) because she is not a partner/spouse. She has also been refused the PRSI based Bereavement Grant because of their Non-Contributory pensions.

With regard to assistance with funeral expenses we are aware that the client can go to her CWO for assistance under Exceptional Needs payment. However, payments from the CWO are discretionary and at such a traumatic time, it can often be a humiliating experience for someone to seek this payment. We believe that Bereavement Grants should be paid to everyone irrespective of PRSI contributions.

With reference to the Six Weeks Payment After Death, in the case outlined above, mother and son were a family unit, just as legitimate as spouse or carer. Qualifying conditions should be amended to include next of kin.

## **1.2 Child Benefit**

### **1.10.04 Meath (Navan CIC)**

Numerous queries / complaints re length of time it is taking to process claims and the inconvenience it causes (i.e. Child Benefit etc). In some cases delays can run up to 5 months or more.

### **19.11.04 Carlow (Carlow CIC)**

Child Benefit is taking over 3 months to process. In this case it is causing undue hardship for the client.

### **1.10.04 Donegal (Milford IIU)**

The delays experienced recently trying to get through to One Parent Family Section and especially Child Benefit Section are completely unacceptable. Many people who are depending on these payments coming through before Christmas are beginning to panic as applications are with the Department for well over 2 months and people desperately need some reassurance from the Department that they will receive money soon. The fact that they cannot even get to speak to someone about the claims is adding to their anxiety.

### **3. SOCIAL WELFARE INSURANCE**

#### **3.1 Disability Benefit**

##### 4.10.04 South County Dublin (Ballyfermot CIC)

As a result of an accident client's husband is out of work due to his injuries. He is not entitled to claim for his two children on his Disability Benefit as his wife is earning over €300 per week. This is a new ruling that came about from the last budget. Both the client and her husband are full time workers and pay Tax and PRSI every week. Client feels that they are being penalised again as a married couple and for working.

This couple have a mortgage and do not have a Medical Card. Mortgages and other household bills still have to be paid while people are out of work while sick, plus the added cost of doctors bills and medication and, in this case transport, as the client has a leg injury and was advised by doctors not to walk so as to rest the leg.

Cutting Social Welfare payments from people who only avail of it occasionally, while out of work through illness, is causing financial hardship to families. As it is, client is just about keeping the household bills under control and that is from both of them working. With the husband now out of work they are going to fall into debt and once this happens it takes a long time to get back on track.

Some sort of short term support system is needed for families in this situation, people who have bought their own homes, pay their own medical expenses and children's educational expenses.

##### 01.10.04 Galway (Rosmuc CIC)

This Social Policy Record relates to a client who worked part-time and earned €95 per week. She got ill and had to go onto Disability Benefit but she only qualified for €87.10 because her earnings in 2002 were €90. She knew she had to be earning €88.88 to qualify for any benefit so she always kept her earnings above this but then the Minister changed this in 2003 and this client was left with reduced Benefit. Her husband was on an occupational pension which meant that she could not apply for DA (Disability Assistance) and she was very upset over these changes. This decision has affected a lot of people and they find it very difficult to understand it.

##### 26.11.04 Kildare (Newbridge CIC)

A client called to our service. He is married with two children and claiming Disability Benefit. He was enquiring about any extra benefits he and his family may be entitled to coming up to Christmas.

I informed him that unfortunately the fact that he is claiming Disability Benefit, which is deemed a short-term payment from DSFA, he would not be entitled to a Christmas bonus. I explained that if he were on a long-term payment, for instance, Invalidity Pension that he would get the Christmas Bonus. He is out of work with a broken leg and would not be a candidate for Invalidity Pension.

He was very angry about this rule and feels that his family will end up experiencing financial difficulties due to the lack of a Christmas Bonus.

## 4. HEALTH

### 4.1 Medical Card

#### 1.10.04 Monaghan (Monaghan CIC )

A lady (in her 50s) cares for her disabled husband. His occupational pension puts her above the income limit for Carer's Allowance and puts both of them above the income limits for a Medical Card. She has ongoing medical problems (serious but not debilitating). She fears the costs if she becomes seriously ill (and what will happen to her disabled spouse).

If a person is certified as a de facto carer, he /she should be entitled to the same benefits as those in receipt of Carers Allowance. In addition, he/she should be entitled to a Medical Card (irrespective of means) on the grounds that, by keeping the carer healthy, the state will be spared much greater expense by keeping the person cared for out of institutional care

#### 30.11.04 Dublin (City Centre (Dublin) CIC)

A traveller woman on One Parent Family Payment for five years started to work mornings on a CE Scheme. She left the CE Scheme before it finished to take up regular employment. Her Medical Card is expiring at the end of November 2004 and she was told at her local health centre that she would not qualify for the Medical Card as her income was over the limit.

She is living in a caravan with three children suffering from asthma and said she could not afford doctors and medicine and so would have to give up work.

#### 1.11.04 Citizens Information Phone Service

Query from a 64 year old lady regarding chiropody services. This lady is living with her husband and has a Medical Card. She is caring for her husband who is in a wheelchair and in bad health. She was referred by her GP for chiropody treatment to the ERHA as she is having difficulty walking. She was refused treatment by the Health Board. The reason for the refusal was that people under 65 years are not entitled to chiropody services under the Medical Card Scheme in the ERHA area.

#### 30.11.04 Cork (Hollyhill/Knocknaheeny CIC)

Client, aged 78, in receipt of an Old Age Pension phoned with a query regarding the Medical Cert that he needs to get filled in, in order to obtain his Driving Licence. He is in receipt of a Medical Card but was told by his doctor that this is not covered by the Card and he would have to pay for his Certificate. Although at this age he is entitled to obtain his Driving Licence free he needs to get this Medical Certificate every year and will have to actually pay for this.

This seems to be a gap in coverage, as surely somebody of this age, should not have to pay for their doctor's certificate which they need to obtain in order to receive the Driving Licence - which is free.

## **4.2 Customer Service**

26.11.04 Sligo (Sligo CIC)

A young man suffering from severe depression has been unable to leave the house for the last five years. He is in receipt of a Supplementary Welfare Allowance and has applied for Disability Allowance. He was called to the Social Welfare Medical Referee last week but as he will not leave the house his mother attended the appointment on his behalf.

She brought a letter from her son's GP explaining his condition but was told this was not good enough and that he must attend himself. She asked if the Medical Referee did house calls in situations like this and was told they had better things to do with their time. When the woman became upset the nurse tried to comfort her but the doctor said to leave her. She felt humiliated and distressed.

## **4.3 Nursing Homes**

12.10.04 Citizens Information Phone Service

A client from the Midland Health Board area called complaining that she was unable to find a place in a Health Board nursing home for her mother who suffers from Alzheimers. None of the facilities in her county had vacancies. However, she did discover a facility in a neighbouring county within the same Health Board area, however, she was informed that because she was not resident in the said county they could not accept her mother (even though her mother was a native of the county). She was informed that she would be required to reside in the county for a period of 3 months. By this time the place would have been filled.

24.12.04 Waterford (Waterford CIC)

A client on Old Age Pension whose wife had to go into a nursing home was told to pay money from his pension towards this. He was left with €30 a week to live on.

## **5. HOUSING**

### **5.1 Rent Supplement**

18.10.04 Sligo (Sligo CIC)

An 80 year old lady, in bad health, applied for Rent Allowance and was turned down on the grounds that she did not need a two bedroom apartment.

The apartment she has rented is on the ground floor near the church and shops. As she has a heart condition and is unable to walk very far or climb stairs, this apartment suits her needs adequately. She is unable to find similar accommodation anywhere nearby and is not able physically to go around viewing apartments.

She felt the CWO had no regard for her age or health. She felt she was treated very harshly and unfairly and that her case was not being treated on an individual basis. She has no other income apart from her pension and small savings.

## **6. EMPLOYMENT**

### **6.1 Family Income Supplement**

29.10.04 Donegal (Dungloe IIU),  
Seriously long delays in getting through to certain Social Welfare Departments by phone, for example, FIS or Pension Services Office etc. We have come across this problem ourselves on several occasions.

A client made a complaint to us this month about her inability to get a reply from FIS using the number in the booklet. A member of CIC staff then proceeded to make the call and while she succeeded in getting through to the main switch she failed to get a reply from the FIS section and was forced to make several attempts before abandoning attempts until a later stage in the day.

5.11.04 Dublin (Northside CIC)

A lone parent with one child called into the office. Her situation was that she had recently applied for Family Income Supplement (FIS). It was payable at the minimum rate of €20 per week. She had a reduced rate of €96.60 on her One Parent Family Payment, which had only recently been under review.

After only about 8 weeks of receiving her FIS payment, her One Parent Family Payment had been withdrawn as her earnings from her employment was slightly over €300 per week. She is now at a loss of €96.60 per week. She told me that she contacted the FIS section to inform them of the substantial drop in her income.

She was then informed that FIS is payable for 52 weeks at the same rate whether your income increases or decreases, and that she would just have to wait until the 52 weeks was up to re-apply. I feel that this is totally unfair as €96.60 per week is a lot of money to lose. Plus, if she had had another child, then the FIS Section would have reviewed the claim.

I recommend that the Department of Social & Family Affairs should review the 52-week rule, as a year is a long time to have to wait especially in this person's case where they had only just received their FIS payment.  
(This has been changed in Budget 2005)

11.12.04 Wicklow (Bray CIC)

This query concerns a young woman separated from her partner. Her children are living with her. She is in receipt of a FIS payment. She had been working in the evening in the hotel industry but this became increasingly difficult and she transferred to day work.

Because it was day work it paid less and her income decreased. Consequently she was finding it difficult to manage. She approached her Community Welfare Officer for assistance but he advised her to contact FIS and explain the situation.

Unfortunately she was told that her file would not be opened until the end of the year. This was confirmed when Bray CIC spoke to the Department.

The woman was assisted by Bray CIC in appealing this by letter. It was pointed out that if a FIS recipient's income increased they were allowed to keep their payment until the end of the year, but no allowance is made if the reverse is the case. This payment is intended to assist people with low incomes which, in this case, it is failing to do. If it is possible to open files in relation to other Social Welfare payments why can this not be done with the FIS payment?

This client returned a few days later with a letter of acknowledgement from the Department promising to investigate the matter. Subsequently the client was informed that her file would not be re-opened.

## **6.2 Employment Rights**

### **23.11.04 Citizens Information Phone Service**

A female caller contacted the Centre. She was out on Maternity Leave. Her employer sent her a P45 in the post. Under the Maternity Protection Act an employee on Maternity Leave cannot be suspended, made redundant or dismissed whilst on protected leave. Caller referred to the Equality Authority.

### **1.11.04 Longford (Longford CIC)**

Client having difficulty obtaining P60 from his employer. He has been requesting same for over 2 years but to no avail. The client has never received a payslip and was unaware of his entitlement under Minimum Wage.

### **22.12.04 Carlow (Carlow CIC)**

Woman worked for past 3 years for 15 hours per week  
Never received any public holiday monies for the period  
Advised her of her entitlement and sent out the 'Holiday Entitlement' booklet

## **7. MIGRATION**

### **7.1 Family Reunification**

9.12.04 Mayo (Castlebar CIC)

The difficulties experienced by people who are in Ireland on work permits in getting permission for their families to join them here is causing an incredible amount of hardship to both sides.

A client from Bulgaria who has a husband and a 2 year old son at home has been trying for the past twelve months to get permission for them to come and stay. Her original application was refused. She has had to move in to very expensive accommodation in order to satisfy the housing criteria. They lost her original bank statements and payslips, which further delayed the process. She is still waiting for a reply from Dept officials.

### **7.2 Habitual Residence Condition**

The Habitual Residence Condition is presently under review by the Department of Social and Family Affairs.

20.10.04 Galway (Galway CIC)

This client is an Irish citizen, born in Ireland, who was abroad working for the last twenty years. He returned approximately 6 months ago and was working until recently but had to leave work due to illness.

The client applied for DA (Disability Allowance) but had his application rejected on the grounds that he was not habitually resident.

29.11.04 Kerry (Killarney CIC)

A Lithuanian man has been living and working here for six months. He has a wife and four children who are also here. The hotel he is working in has closed for the winter. Because of the Habitual Residence Condition he will not be allowed to claim any Social Welfare payments even though he intends going back to work in the hotel when it reopens.

He has no choice but to go home because he will have no money coming in. His children are settled in school here and now he will have to uproot them and take them back to Lithuania.

23.11.04 Dublin (City Centre (Dublin) CIC)

A couple with a new baby came to us with a Habitual Residence form for Child Benefit. Unfortunately, the child's mother is only living here one year and would not qualify as habitually resident. The father has lived here four years but the Dept will not allow him to apply so the family is deprived of Child Benefit for at least one year. They are living on his social welfare payment and this makes a big difference to their income.

## 7.3 Work Permits

13.10.2004 Dublin City (Adelaide Road CIC)

On calling the Dept of Enterprise, Trade and Employment in regard to eligible and ineligible work permits for non-EU nationals, I enquired on behalf of a client from Moldova who had come into the country on a Work Permit and Visa as a care worker. She had not much English on arrival and ended up working in the kitchen as a result.

After changing jobs, another possible employer applied for a Work Permit for different work. I knew and confirmed that she was not entitled to get a Work Permit for the job the employer had applied for.

On enquiring as to whether she could get to apply for a Work Permit as a care worker with another nursing home I was told by the above office that she was not entitled to work nor was an employer entitled to apply for a Work Permit for a care worker. The woman left in tears as I told her I had been informed it was not an option for her to work here in present circumstances and that her only option was to return to Moldova.

I later found out that care workers from Non-EU countries are entitled to renew and apply for Work Permits as care workers and that they are not listed by the Dept on their website as one of the jobs that are ineligible.

18.11.04 Kerry (Killarney CIC)

A non-national whose employer applied for a renewal of his Work Permit last March and his Work Permit has still not come through. He had not had any information from the Work Permit Office. I have phoned for him several times and each time they told me he should have it in about 2 or 3 weeks. They will not give me, or the man himself, any information as to why it is delayed. I rang again last week and I was told to send a fax asking for an update. I have still not heard anything.

1.12.04 Roscommon CIC

This relates to at least eight individual clients of the Foreign Nationals' Support Service.

Many Brazilians came to Roscommon on the understanding that their employers had applied for work permits, or so they had been promised by the employment agencies acting as intermediaries. After they arrived in this country, they eventually discovered that the employer had not applied for permits.

When the employers did eventually apply for the permits, the Department of Enterprise, Trade and Employment had restricted the issuing of permits as of December 31st 2003, so no permits were obtainable in most cases. This may explain why the Brazilian population has dropped from 450 pre-December 2003 to 250 in 2004.

## **8. SOCIAL WELFARE ASSISTANCE**

### **8.1 One Parent Family Payment**

3.11.04 Waterford (Waterford CIC)

Client presented with problem around caring for teenager - her sister.

Father and mother are separated. Her father is an alcoholic and has One Parent Family Payment and Child Benefit. One Parent Family Payment was discontinued as the child was not living with him.

The sister, who is caring for the child, was unable to get any benefits. The child needs shoes and school uniform and the sister could not afford these. Appropriate avenues were exhausted looking for help but to no avail.

Such problems need to be investigated and addressed.

### **8.2 Carers Allowance/Social Welfare**

25.11.04 Galway (Rosmuc CIC)

This social policy record relates to a man living on the Aran Islands looking after his disabled child and in receipt of Carer's Allowance. He did not receive the Fuel Allowance and he thought it was a mistake and I explained to him that a person in receipt of the Carer's Allowance did not qualify for the Fuel Allowance. He was very upset about this as he knew people on other Social Welfare payments who were in receipt of the Fuel Allowance and he thought this was very unfair as there are no means of fuel (turf) on the Islands and the free schemes do not cover oil which would be the fuel mostly used on the Island. I think that the fuel allowance should be paid to all on Social Welfare.

## **9. OLDER PEOPLE**

### **9.1 Security for Older People**

#### 12.11.04 Carlow (Carlow CIC)

The scheme for the pendant alarms needs to be reassessed and clarified. If a person requires an alarm the procedure is that he/she has to have her name in by September. This client is applying now which means her name will not go forward until Sept 2005 so she will not have an alarm until Feb/March 2006.

Community groups should be allowed to apply for funding 4 times per year and in this way no person would have this needless wait for this basic security.

#### 8.12.04 Dublin (KARE CIC)

Although there is a grant scheme in operation for security for the elderly for small devices, lights and social alarms etc. There is no grant or assistance available for help with the cost of an overall household security alarm. In this case an 83 year old lady was burgled for the first time in 55 years of living alone.

#### 23.12.04 South County Dublin (Clondalkin CIC )

Eldery people apply during the year – money does not come through until December. People are left waiting until after January to get these installed. During the dark winter months is when these are required.

#### 30.12.04 Kerry (Killorglin CIC)

We are having major problems with security alarms for the elderly. The delay in having alarms installed is very serious. I have a letter requesting alarms to be installed in home of OAP dated 13.09.04. As yet this alarm has not been fitted despite several phone calls.

### **9.2 Grandparents Rights**

#### 21.12.04 South County Dublin (Clondalkin CIC)

In a lot of cases grandparents are rearing their grandchildren as both parents of the grandchildren may be dead or are not capable of minding their own children. Despite the fact that the grandparents are taking care of the children on a full time basis, they cannot get the Fostering Allowance because the children have not been in care. They also cannot get a Social Worker to assist.

## 9.3 Means Test Old Age Pension

### 14.12.04 Cavan (Cavan CIC)

A lady in receipt of a NCOAP (Non Contributory Old Age Pension) was enquiring about taking up paid part-time employment and wanted to know how this might affect her pension. Any earnings over €7.60 would be assessed as means, making it financially unviable.

In a non ageist society, employment should be encouraged amongst the active retired, particularly, if the retirement age may rise and the need for employees in the service sector continues to grow. Social Welfare should review the employment incentives for the over 66s.

## 9.4 Carer's Allowance/Old Age Pension

### 13.10.04 South County Dublin (Crumlin CIC)

I received a telephone query from a female client aged 73 years of age. For the past fortnight I have been in touch with this lady by phone on and off. She is on an Old Age Non Contributory Pension of €154 per week. She is widowed and has two daughters, one with a severe physical disability and the other daughter with an intellectual disability. The older daughter is in residential care and the younger daughter of 40 years of age is in a day care centre

This lady is very distressed. Her daughter who lives with her is on a Disability Allowance payment of €134.80 per week.

This lady is finding it increasingly difficult financially. She is not entitled to Carer's Allowance unless she ceases to claim her Old Age Non Contributory Pension. This would mean a financial loss of €14.40 per week, although she would qualify for Respite Care, she would only gain €2 per week financially.

Due to the fact that there are not two state pensions paid at same time, with the exception of Disability Benefit and Disablement Pension or Invalidity Pension and Disablement Pension. Could the DSFA reconsider and allow persons on a Social Welfare payment e.g. retirement, Widow's etc to qualify for Carer's Allowance?

The implication for this lady is that she is at a disadvantage due to mental health pressure caused by physical hard work looking after her daughter plus an extremely low income.

### 11.10.04 Meath (Navan CIC)

A woman called into the office. She had been minding her sister for the past 26 years. Her sister was severely disabled. She had been in receipt of Carers Allowance but now that she has reached the age of 66, she is entitled to her Old Age Pension. However, she will lose her Carers' Allowance and all related benefits - even though the Old Age Pension is her right.

Surely this must be looked at in light of the fact that she is continuing to care for her sister and has no allowance for doing same.

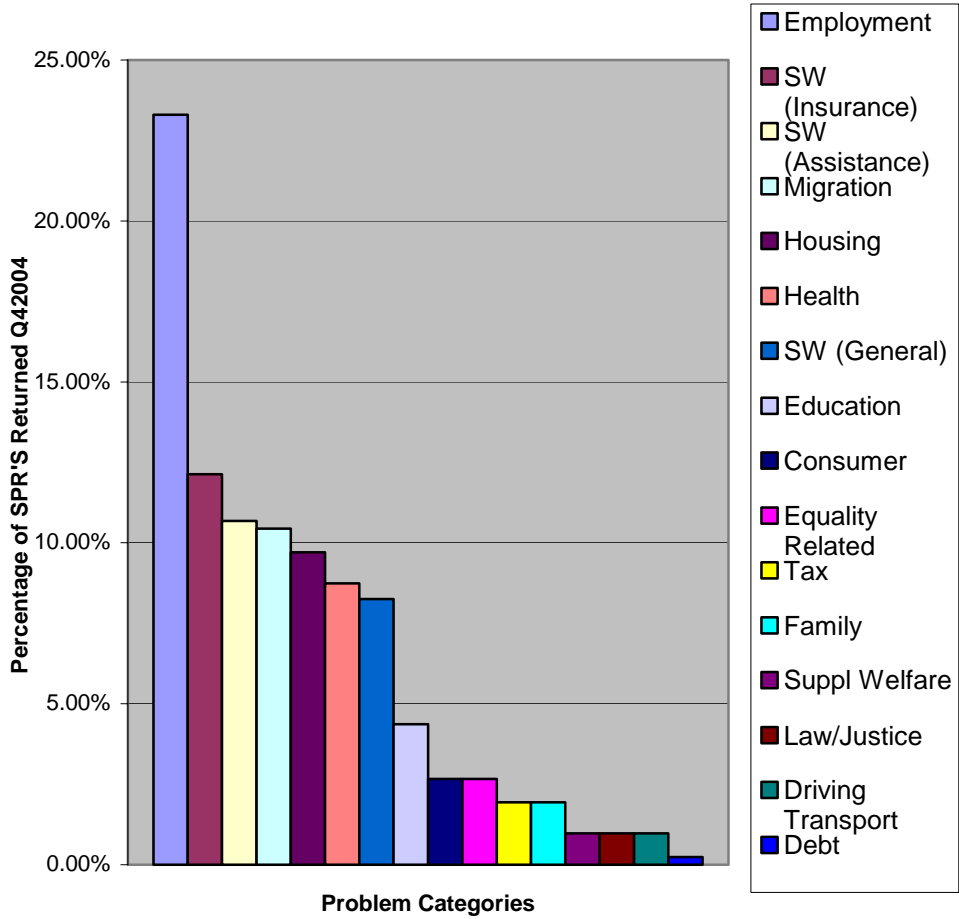
**Note**

For the purpose of the Social Policy Records Quarterly Report produced in 2004, the CICs have been listed according to their county name followed by their CIC name in parentheses, for example, Tipperary (Thurles CIC). The county names and CIC names have been catalogued according to the Customer Database.

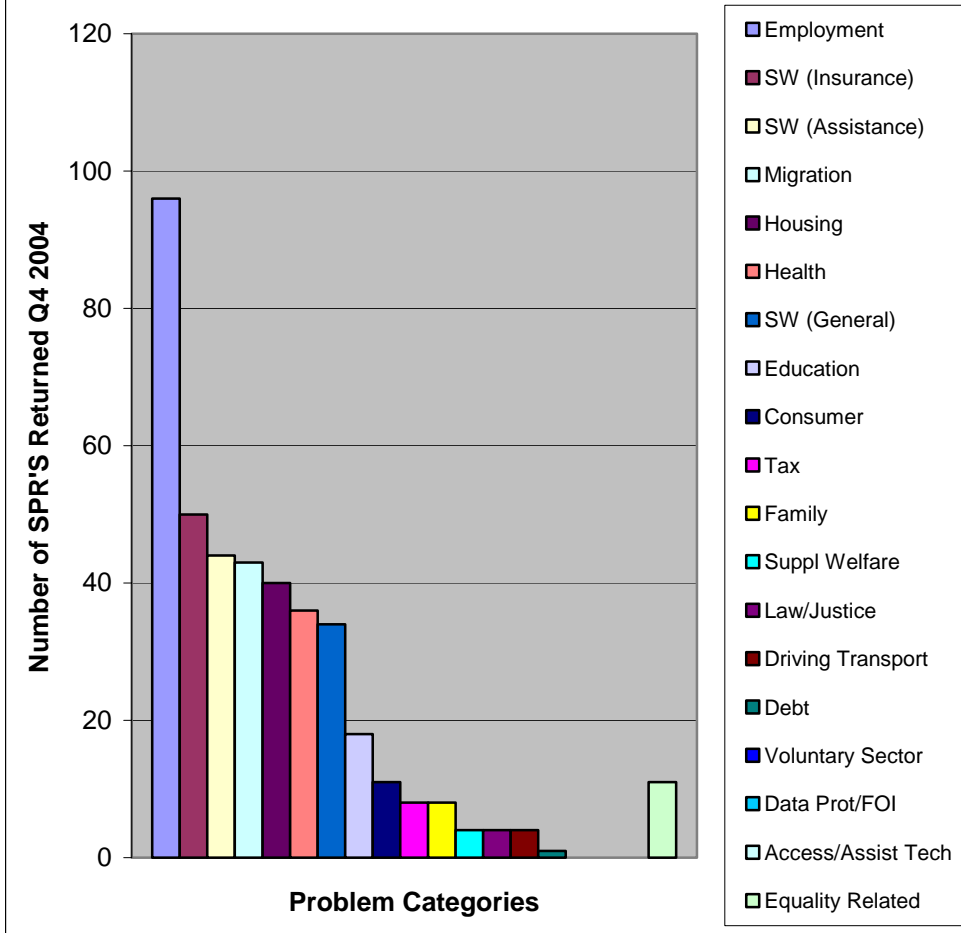
Some discussion has arisen with respect to the CICs in the Dublin area. For clarification on this matter the Customer Database lists three Dublin counties, namely; Dublin City, Dublin, and South County Dublin. These county names were based historically on and reflected the Health Board areas and not the strict geographical Dublin area or its related postal codes.

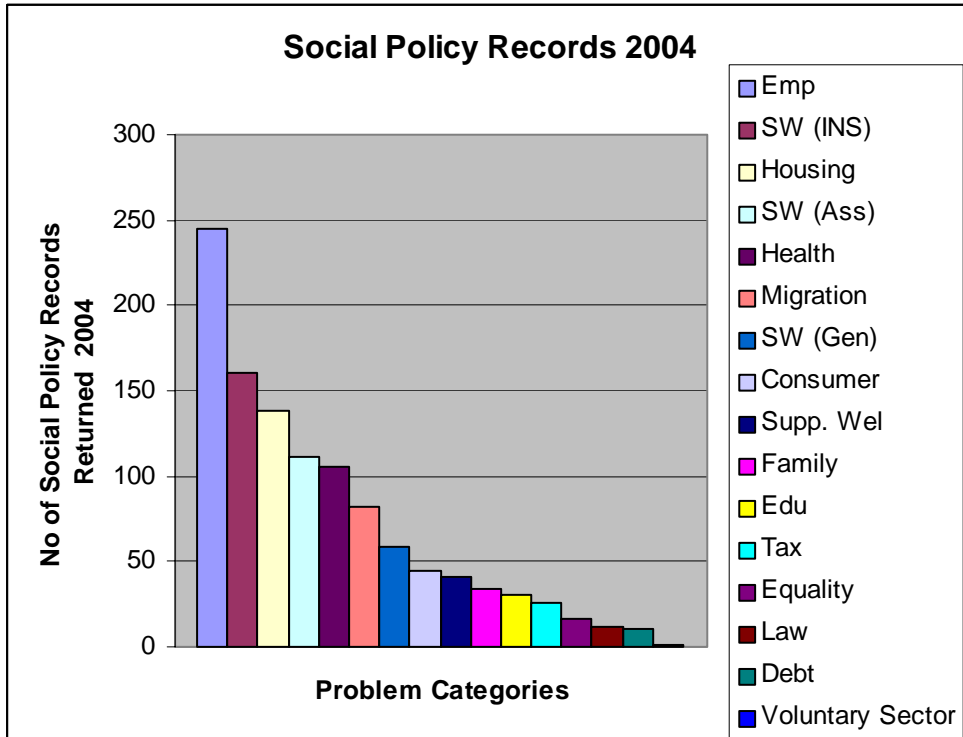
The CICs in the Dublin area have been catalogued according to these three 'county' names for the purpose of this report (and past 2004 reports). Subsequent work has since been undertaken within Comhairle with respect to the Customer Database around the Dublin county names and these are due to change shortly. This will be reflected in future reports.

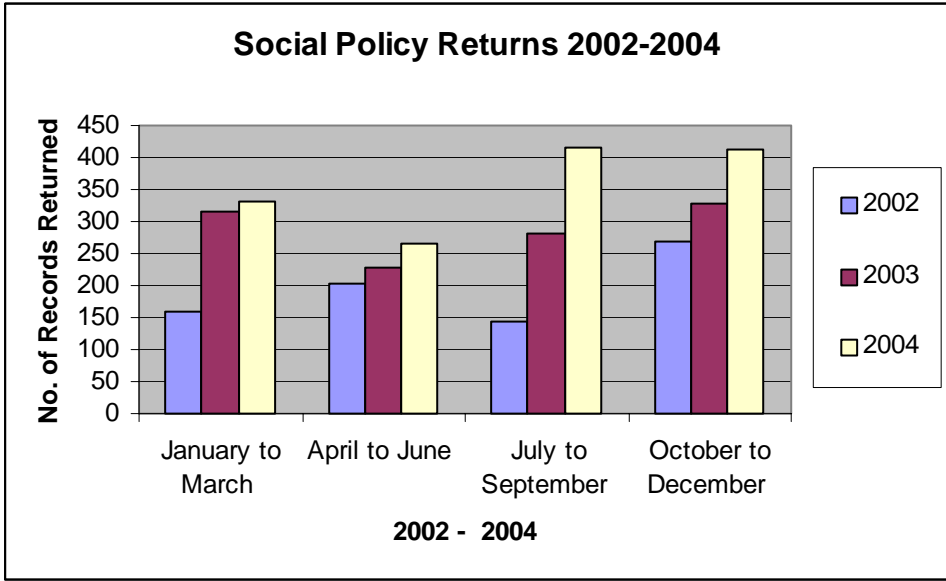
**Problem Categories Q4 2004**



**Problem Categories by Numbers Q4 2004**







Number of Social Policy Records returned to Comhairle by  
Citizens Information Centres and the Citizens Information Phone  
Service during October to December 2004.

**CIC**

<b>CIC</b>	<b>No.</b>
Carlow (Carlow CIC)	38
Cavan (Cavan CIC)	6
Citizens Information Phone Service	24
Clare (Shannon CIC)	2
Cork (Cork (South Mall) CIC)	6
Cork (Hollyhill/Knocknaheeny CIC)	4
Cork (Youghal CIC)	1
Donegal (Carndonagh IIU)	4
Donegal (Donegal Town IIU)	7
Donegal (Dungloe IIU)	4
Donegal (Letterkenny IIU)	3
Donegal (Milford IIU)	6
Dublin City (Adelaide Road CIC)	3
Dublin City (SICCDA-Liberties CIC)	1
Dublin (Blanchardstown CIC)	4
Dublin (City Centre (Dublin) CIC)	3
Dublin (KARE CIC)	3
Dublin (Malahide CIC)	1
Dublin (Northside CIC)	4
Dublin (Stillorgan CIC)	1
Galway (Clifden CIC)	4
Galway (Galway CIC Outreach Loughrea)	2
Galway (Galway CIC Outreach Portumna)	2
Galway (Galway CIC)	42
Galway (Rosmuc CIC)	11
Kerry (Caherciveen CIC)	1
Kerry (Kenmare CIC)	1
Kerry (Killarney CIC)	4
Kerry (Killorglin CIC)	2
Kerry (Tralee CIC)	2
Kildare (Maynooth CIC)	1
Kildare (Newbridge CIC)	2
Kilkenny (Kilkenny CIC)	8
Leitrim (Carrick-on-Shannon CIC)	4
Leitrim (Drumshanbo CIC)	6
Limerick (Limerick CIC)	4
Longford (Longford CIC)	7
Louth (Dundalk CIC)	4
Mayo (Ballina CIC)	6
Mayo (Castlebar CIC)	8
Meath (Navan CIC)	22
Monaghan (Monaghan CIC)	3

Roscommon (Boyle CIC)	1
Roscommon (Roscommon CIC)	62
Sligo (Sligo CIC)	15
South County Dublin (Ballyfermot CIC)	10
South County Dublin (Clondalkin CIC)	8
South County Dublin (Crumlin CIC)	5
Tipperary (Thurles CIC)	5
Waterford (Waterford CIC)	16
Westmeath (Athlone CIC)	8
Westmeath (Mullingar CIC)	2
Wexford (Wexford CIC)	3
Wicklow (Bray CIC Outreach Carnew Community Day Centre)	1
Wicklow (Bray CIC)	1
Private Individual	2
Non CIC Information Provider – (North Clondalkin Youth Service)	1
<b>Total</b>	<b>412</b>