



Comhairle

Citizens' Information Services Survey Report 2005

Prepared by Vision 21

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Carlow
Cork (South Mall)
Crumlin
Dublin City North Bay
Dublin Northside
Kerry
Longford
Roscommon
Waterford

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Chapter 1: Background to the Survey

1.1 Introduction

This report presents the findings of the 2005 Citizens' Information Services (CIS) Survey. It outlines selected client demographics, the nature of queries to CIS's and how these queries were processed and includes some commentary on the findings.

There are 42 independent companies known as Citizens' Information Services Ltd. (CIS) providing services in a total of 242 locations throughout the country. Vision 21 worked with nine selected services (CIS) to collate data about CIS clients and queries. The findings of the survey are outlined in this report under the following headings:

- socio-economic characteristics of CIS users;
- client contact with CIS;
- the nature of the queries presented by clients; and
- the processes involved when dealing with queries.

The methodologies employed to select CIS's to participate in the survey, the development of a data sheet to record relevant details and the instructions given to information givers in the participating CIS's are set out in Chapter 2.

1.2 Role of Comhairle

Established in 2000, Comhairle's remit is to support the provision of information, advice and advocacy services to all citizens. The key aims of Comhairle's Strategic Plan 2003-2006 are to:

- Provide high quality, integrated information on all aspects of social and civil services to assist people in securing their rights and entitlements;
- Promote the provision of independent and impartial information to address the information, advice and advocacy needs of the public;
- Provide the delivery of high quality information and advice on social and civil services through a range of integrated and accessible delivery channels;
- Contribute to the effectiveness of social policy and services by identifying and highlighting issues of concern to service users.

To this end, Comhairle is involved in the development of citizens' information services, including the development and support of the nation-wide network of Citizen Information Services (CIS), the Citizens Information Phone Service (CIPS) and the Oasis Website (www.oasis.gov.ie).

1.3 Objectives of the survey

- Profile CIS clients by key demographics;
- Catalogue the number and nature of queries presented to information givers;
- Examine the process and sources of information used by information givers when dealing with queries;
- Compare findings from the current survey with those of previous years¹.

¹ Previous CIS Surveys were carried out in 2000 and 2003 and the respective reports are available from Comhairle.

Chapter 2: Methodology

2.1 Selection of Comhairle Citizens' Information Services

In June 2005, Vision 21 undertook a survey of nine Citizens' Information Services (CIS) across Ireland, to record information about the nature and level of activities in the services. Similarly to the 2003 survey, the sample was stratified to ensure a representative range of CIS's based on the following variables:

- Volume of queries per annum (based on figures for 2004). The volume of queries was broken down into large (i.e. over 11,500 queries), medium (8,000 – 11,500 queries) and small (under 8,000 queries);
- Location of CIS (whether urban or rural); and
- Whether the CIS participated in the previous (2003) survey.

From a total of 39 key CIS identified, ten CIS (including all the centres (CIC's) associated with these ten) were selected on a random basis to participate in the study. Although ten were originally selected, the survey was completed only in nine² as one CIS had to withdraw because of logistical difficulties immediately prior to the commencement date.

2.2 Survey data sheet³

A survey data sheet, similar to that used in the 2003 survey, was designed by Vision 21 in consultation with Comhairle. Guidelines for completion were included. Like the 2003 survey, information givers were asked to complete one data sheet for each individual client (regardless of the number of queries). The majority of clients had in fact only one query, although a significant minority were recorded as having two or more. Information givers were also asked to record personal details of each individual client, in terms of age, gender, marital status and other details relevant to the query as they became apparent from the interaction.

Similarly to the 2003 survey, the data sheet for the current study recorded information in four main areas. These were:

² The Nine participating services were Carlow, Cork (South Mall), Crumlin, Dublin City North Bay, Dublin Northside, Kerry, Longford, Roscommon and Waterford.

³ The Data Sheet is included in Appendix 2.

- **Selected socio-economic characteristic of the client:** including personal details (age, gender, marital status, nationality, source of income and disability status);
- **Contact by client with CIS:** including mode of contact (i.e. by phone, in person at centre, letter/e-mail, outreach), history of contact with the CIS, and why the CIS had been contacted;
- **Nature of query presented by client:** information givers recorded the type of query presented by clients (for example, a health services query); and
- **Process:** The processes used to deal with queries were also recorded. These included the actions taken by the information giver (whether information, advice or advocacy), the source of the information supplied and whether queries could be deemed to have a social policy implication.

2.3 Distribution of data sheets

Each CIS was given 60 data sheets per 1000 annual query level, so that larger CIS received more data sheets than their smaller counterparts. A total of 4637 data sheets were returned.

Vision 21 remained in contact with participating services throughout the course of the data gathering process, in order to provide support and guidance to information givers and managers.

2.4 Information givers

Information givers were instructed to only record information and details which surfaced during the course of the consultation with clients. Information givers were also asked to complete the survey sheet when consultations with the client were finished – in this way their relationship with the clients was not altered by the information gathering process.

Chapter 3: Selected Socio-economic Characteristics of CIS Users

3.1 Introduction

Each information giver was asked to complete a survey data sheet after every query s/he dealt with on behalf of the CIS. These sheets included details such as selected client demographics, nature of query and outcome of interaction. This section will deal with the key demographics of the people using the CIS. It is worth noting again that only details that became apparent during the interaction were recorded.

3.2 Sex of client

The sex was recorded for 4460 of the 4637 total clients (96%). Consistent with the last two surveys, females vastly outnumbered males as CIS users. Slightly more males accessed CIS in 2005 (36%), compared to 31% in 2003. This is the same percentage of males and females as recorded in 2000.

Table 3.1: Sex of clients

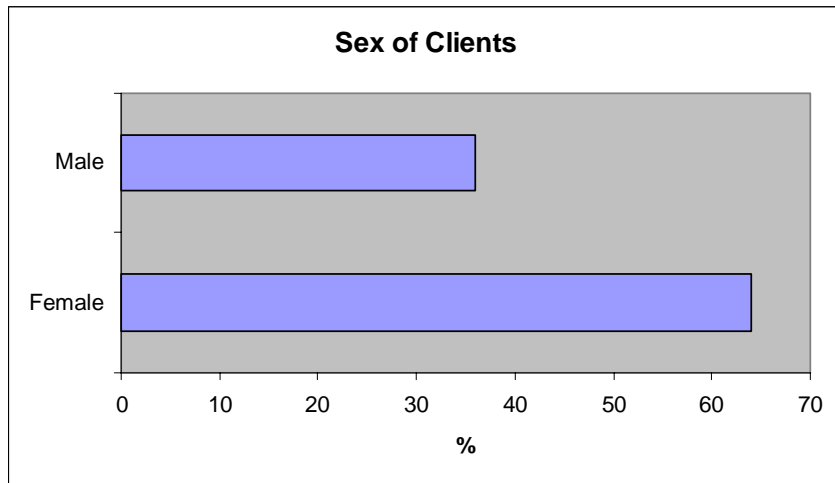


Table 3.2 shows the gender distribution by CIS. The highest percentage of male users enquiries was recorded for Dublin City North Bay (45%) with the lowest at Co. Carlow (25%) (which is consistent with the 2003 survey). The largest gender difference was recorded in Co Carlow (42%) in contrast to Dublin City North Bay (10%).

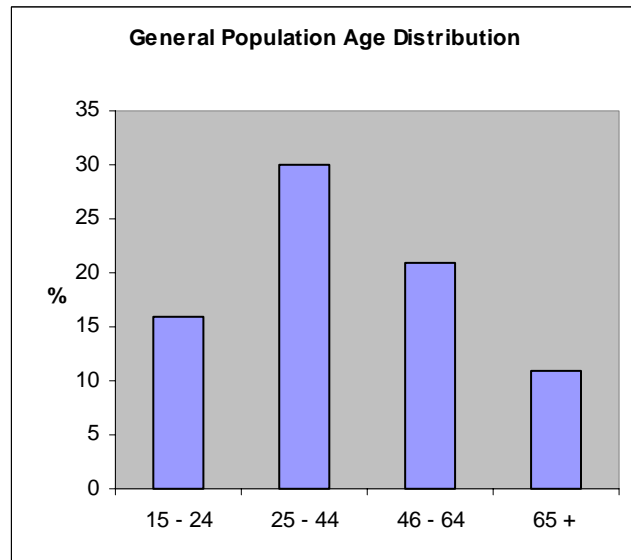
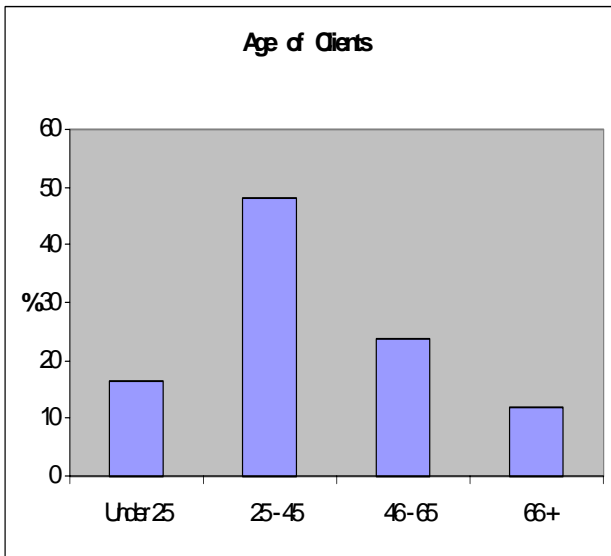
Table 3.2: Distribution of male and female clients in each CIS

<i>CIS</i>	<i>% Males</i>	<i>% Females</i>
Cork CIS (South Mall)	37	63
Waterford CIS	41	59
Crumlin CIS	36	64
Kerry CIS	33	67
Co Carlow CIS	29	71
Northside CIS	37	63
Co Roscommon CIS	43	57
Co Longford CIS	31	69
Dublin City North Bay CIS	45	55

3.3 Age of clients

Age was recorded for 4054 clients (87% of the total). The highest proportion of clients (almost 50%) were between 25-45 years old. The under-25's represented 12% of all clients, the same proportion as for those aged over 66. This trend is consistent with results from previous years.

Table 3.3: Age of clients compared to age of general population



When the figures for client age breakdown are compared with the figures for the population as a whole, it can be seen that the proportion of clients from the 25-44 age group (50%) is significantly higher than the proportion in that age-group in the general population (30%). The proportion of clients in the over 66 age group is broadly similar to the proportion in the general population (11%).

By comparing the distribution of ages through the nine CIS areas, it can be seen that most follow the same distribution, (that is peaking at 25-45 years). However, one CIS (Dublin City North Bay) had more people in the older age groups (75% over 46 years old). In Co. Roscommon, on the other hand, 77% of all clients were under 46 years old. Dublin City North Bay (37%) and Crumlin (27%) had significantly higher proportions in the over 66-age group⁴.

Table 3.4: Age distribution in each CIS

CIS	% Under 25	% 25-45	% 46-65	% 66+
Cork CIS (South Mall)	19	47	23	11
Waterford CIS	16	49	24	10
Crumlin CIS	5	39	29	27
Kerry CIS	15	53	23	9
Co Carlow CIS	19	55	19	6
Northside CIS	13	42	28	17
Co Roscommon CIS	23	54	16	7
Co Longford CIS	14	50	28	7
Dublin City North Bay CIS	5	21	38	37

When looking at the distribution of ages between the sexes it would appear that there are few differences. In the under 25-age category, the percentage of female clients was slightly higher than males while in the over 66 age category, the percentage of male clients was slightly higher.

Table 3.5: Age profiles of male and female clients

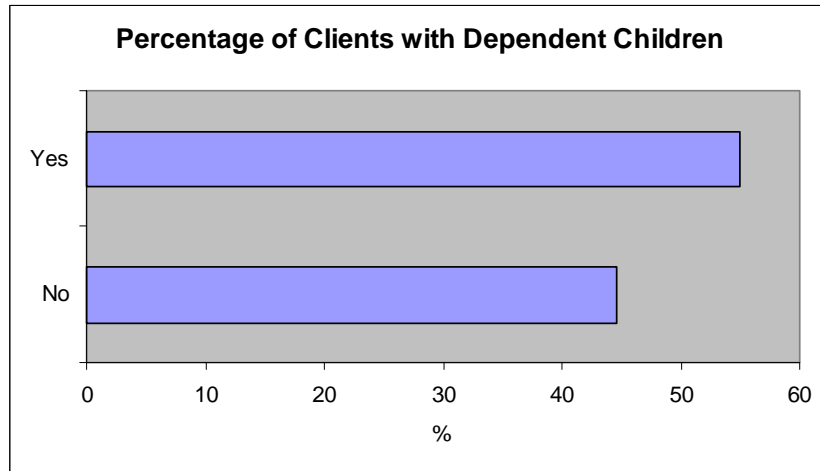
Sex	% Under 25	% 25-45	% 46-65	% 66+
Male	15	49	23	13
Female	18	48	24	10

3.4 Number of clients with dependent children

Whether or not the client had a dependent child was recorded for 2008 clients (43%). The percentage of clients with dependent children (55%) was lower than the 2003 figure (63%).

⁴ The higher percentages recorded in these two services is likely to relate to both the population profile of the catchment areas and, in the case of Crumlin, specific initiatives targeted at older people immediately prior to the survey.

Table 3.6: Percentage of clients with dependent children

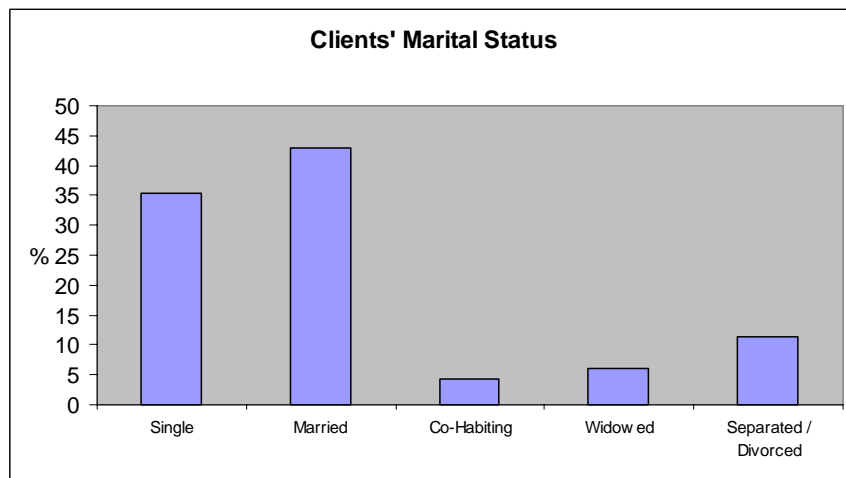


Dublin City North Bay had the lowest percentage of clients with dependent children (22%) compared to Co. Carlow where 66% of clients had dependent children. Of those clients with dependent children, nearly half (49%) had one child with a further 30% having two children. The remaining 21% had three children or more.

3.5 Clients' marital status⁵

The percentage of people recorded as married in this survey (43%) was the same as in the 2003 survey. The percentage recorded as single (35%) compared to 36% in 2003. The figures for those co-habiting, widowed or separated/divorced were also broadly similar to the 2003 figures.

Table 3.7: Clients' marital status



⁵ Marital status was recorded for 60% of all clients.

3.6 Clients' housing status

The information regarding clients' housing status was recorded for 37% of the total clients (1695 clients). The distribution of tenure is broadly similar to that recorded in previous years, with 'Owner Occupied' remaining the largest group followed by 'Private Tenant'. Two new categories, 'Employer Provided Accommodation' and 'Supplementary Welfare - Rent Allowance' were added to the list of housing status options this year. Three per cent were recorded as receiving 'Supplementary Welfare – Rent Allowance'.

Table 3.8: Clients' housing status

Housing Status	Number	%
Owner Occupied	744	44
Private Tenant	465	27
Local Authority Tenant	196	12
Living with Family	165	10
Supplementary welfare - Rent Allowance	45	3
Institution	25	1
Homeless/NFA	14	1
Direct Provision	12	1
Traveller Accommodation	15	1
Housing Association	8	*
Employer Provided Accommodation	6	*
Total	1,695	100

Note * =<1%

3.7 Source of income

Information givers were asked to note if information emerged or could be inferred for both primary and secondary sources of income for clients.

The primary source of income was recorded for 49% of clients while the secondary source was recorded for only 9%. Employment was recorded as the primary source of income for the majority of clients (47%) although closely followed by social welfare which when added to employment makes up 90% of all clients primary source of income.

Table 3.9: Primary source of income

Primary Source of Income	Number	%
Employment	1,085	47
Social Welfare	975	43
Occupational Pension	99	4
Other	135	6
Total	2,294	100

As a secondary source of income, more people were receiving social welfare (52%) than earn money through employment (33%). When compared to 2003, those deriving secondary income from employment has tripled from 11% to 33%.

3.8 Nationality of clients who were not Irish citizens

Information givers were asked to record the nationality of the client if they were not Irish Citizens. A general differentiation between being a EU Citizen or not was made before recording the exact ethnicity if known.

One-third of those for whom information on EU/Non-EU status was recorded were non-EU Nationals. This shows that CIC users broadly reflect the emerging multi-cultural nature of the Irish population which presents new challenges for information providers.

Table 3.10: EU/Non EU status

Nationality	Number	%
EU National	402	67
Non-EU National	200	33
Total	602	100

The survey revealed that an overwhelming majority of non-EU clients were aged less than 45 years -- 92% of non-EU Nationals, compared to 69% of all EU Nationals. More males than females were recorded as non-EU Nationals.

Table 3.11: Ethnic origin

Ethnicity	Number	%
South American	48	30
Eastern European	38	23
African	30	19
Asia	20	12
Mid-Eastern	13	8
Traveller	11	7
Caribbean	2	1
Total	162	100

The largest recorded ethnic group were South Americans. However, 88% of all South American clients were recorded in Co. Roscommon with only three other CIS's recording any South American clients. Waterford had the most diverse client ethnicity with all bar one ethnicity recorded by information givers.

3.9 English language ability⁶

For those for whom information was recorded one-third each were rated as having good English, average English ability and poor English. All of the clients whose English language ability was recorded were members of minority ethnic groups. People from South American backgrounds were most likely to have poor English (56%), followed by people of Middle Eastern origins (23%) and Eastern Europeans (18.4%).

Table 3.12: English language ability

English Language Ability	Number	%
Good	46	33.8
Average	44	32.4
Poor	46	33.8
Total	136	100

⁶ Clients' standard of English was recorded for a total of 136 clients

3.10 Evidence of a disability

Information givers were asked to record whether they were told of or could observe any client disability. Observations were made in respect of 3150 clients, which is 68% of the total number of clients. The vast majority of the clients assessed were recorded as having no evidence of a disability (89%) while a minority (11%) were seen to have a disability. This was slightly smaller than the proportion recorded in 2003 (13%), No further information about the type or nature of the disability was sought by the information givers.

Table 3.13 Evidence of a disability

Evidence of a Disability	Number	%
Yes	352	11
No	2,798	89
Total	3,150	100

Table 3.14 Evidence of disability by client age

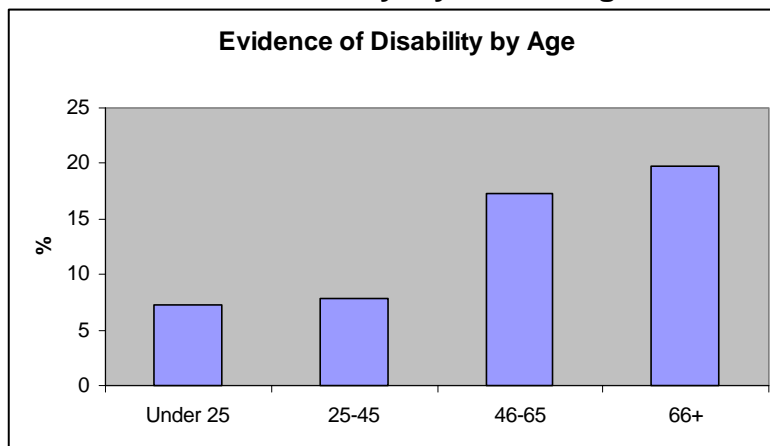


Table 3.14 shows that evidence of disability is related to age. Those under 45 have an aggregate of 8% with a disability while those over 46 have an aggregate of 19%. This would indicate clients over the age of 46 are twice as likely to display evidence of a disability as clients aged fewer than 46.

3.11 Literacy and numeracy

The majority of information givers (65.5 per cent) did not record literacy and numeracy issues, suggesting that there was no evidence of any problems. In just over 4% of cases, it was stated that the client did have a literacy or numeracy problem of some kind.

Table 3.15 Literacy and numeracy

Evidence of Literacy/Numeracy problems?	Number	%
Yes	204	4.4
No	1398	30.1
Unrecorded	3035	65.5
Total	4637	100

3.12 Key points emerging

- As in previous years, women outnumbered men among CIS users. The proportion of women to men this year was the same as that recorded in 2000 (36%) which is higher than in 1998 (34%) and 2003 (31%). Consistent with past surveys, Carlow recorded the highest percentage of female clients (71%).
- Three-quarters of all clients that had their age recorded were between 26-65 years old. This is a higher percentage than recorded in 2000 (66%) but the same as 2003. There are variations between services with Crumlin and Dublin City North Bay having higher percentages of clients over 66 and lower percentages in the under-25 age group. In contrast Roscommon, and Carlow have higher than average numbers under 45 years.
- On the whole male and female clients had the same age distribution.
- Like 2000, just over half of the clients had dependent children. This is less than in 2003.
- The same percentage of clients was recorded as married in this survey as was recorded in 2003.
- Information on clients' housing status was recorded for 37% of all clients. Of those recorded, 44% lived in an owner occupied home which is higher than in 2003 (42%) but lower than in 2000 (52%). Over a quarter (27%) of clients lived in private rented accommodation.
- Employment was recorded as the primary source of income for 47% of clients followed by social welfare at 43%.
- Two-thirds of those recorded as non-Irish citizens were EU Nationals.
- One-third of those for whom information on EU/Non-EU status was recorded were non-EU Nationals. This trend presents new challenges for information providers.
- There was evidence of a disability noted in respect of 11% of clients, with notably more people over the age of 46 with a disability than those under 46.
- The numbers recorded as having difficulties with the English language or as having literacy/numeracy problems, though relatively small, raise important issues for the CIC service.

Chapter 4: Client Contact with CIS

4.1 Introduction

Information givers were asked to record details of client contact with the CIS. This included mode of contact with the CIS, whether the contact was the first time of accessing the CIS and why the client contacted the CIS.

4.2 Mode of contact with CIS

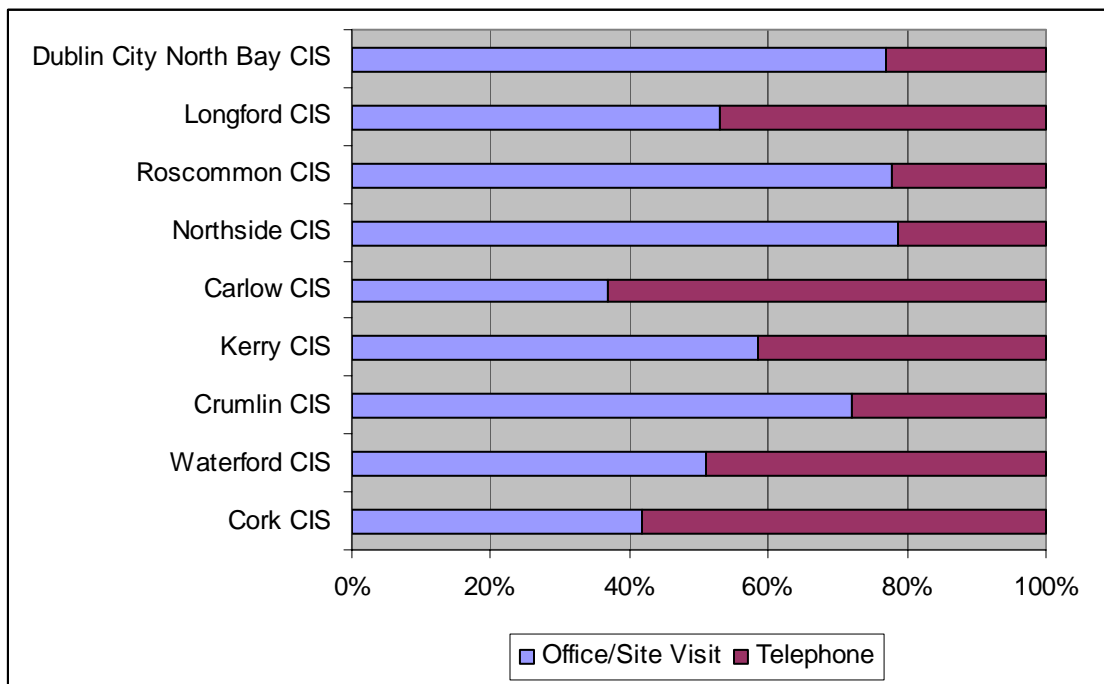
The mode of contact was recorded for 89% of all contacts with information givers. Visiting the office/site and contacting the CIS via telephone were equally popular modes of contact while writing a letter, e-mail or via an outreach worker accounted for 6% of the total contacts recorded.

Table 4.1: Mode of contact

Mode of contact	Number	%
Office/site visit	2,197	48
Telephone	2,082	46
Letter	51	1
E-mail	32	1
Outreach	185	4
Total	4,547	100

When looking at the distribution of the modes of contact by sex, over half of the females contacted the CIS by telephone (53%), with 42% accessing information givers face to face via the office/site. Males on the other hand preferred to access CIS information and help face to face (58%) with the telephone as their second choice mode of contact (35%).

Table 4.2: Distribution of main modes of contact within services



In Roscommon and Dublin Northside, the most popular mode of contact was via an office visit (73.6 per cent and 72.9 per cent respectively). This percentage dropped to 36 per cent in Carlow, where the majority of people made contact with services via the telephone. Waterford CIS recorded the highest proportion of contacts via outreach work (5.8 per cent), while letter and email enquiries were generally unpopular with clients across the board.

4.3 Client contact with CIS

Of the 4366 enquiries recorded, the majority of people were enquiring on their own behalf.

Table 4.3: Nature of client contact

Nature of Contact	Number	%
Calling on own behalf	3,531	81
Someone else's behalf	650	15
Both	185	4
Total	4,366	100

Young people were more likely to call the CIS on their own behalf than those over 45, although women were more likely to seek advice solely on behalf of someone else. Those aged 25-45 made up the largest proportion of each type of query.

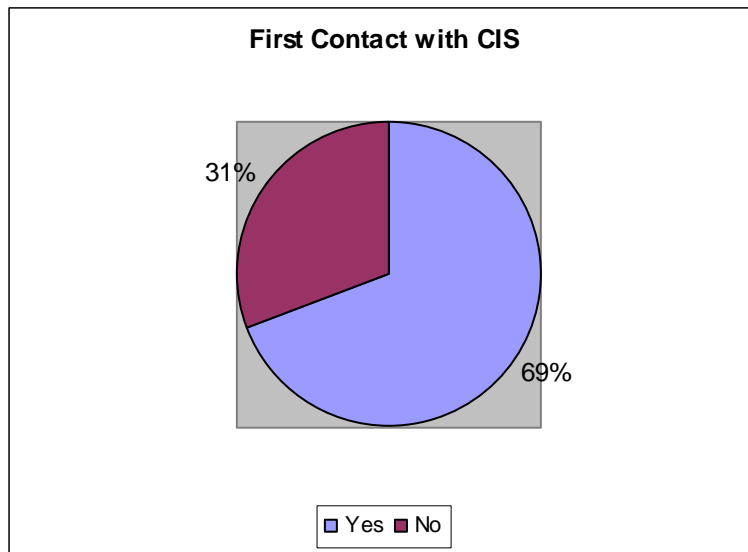
Table 4.4: Nature of contact by age of client

Age	% Own behalf	% On Behalf of Someone Else	% Both	Total
Under 25	83	14	3	100
25-45	84	12	4	100
46-65	77	19	4	100
66+	75	19	5	100

4.4 First contact with CIS

For 2485 clients (over two-thirds of those recorded), this was their first contact with the CIS. This is the same percentage as that recorded in 2003 (69%).

Table 4.5: First contact with CIS



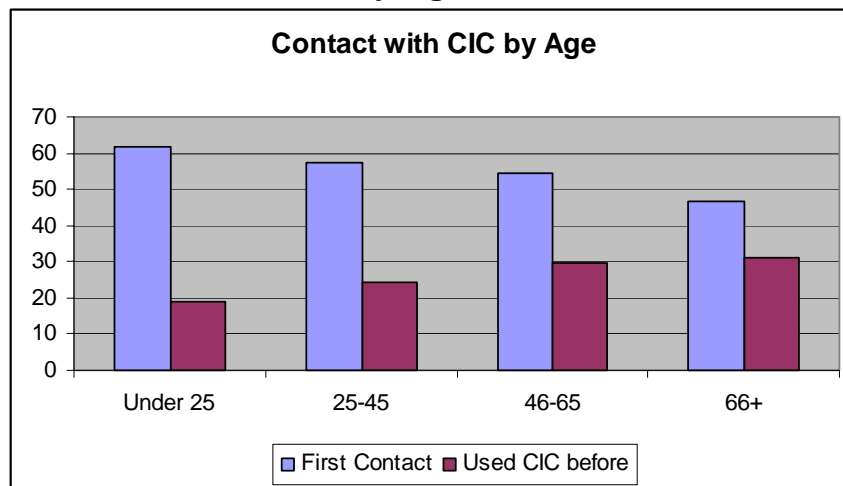
Of those recorded, Crumlin CIS was the only service that had more returning clients (56%) than new ones. Waterford had the next highest proportion of returning clients (39%) while Dublin City North Bay CIS and Co. Longford CIS (both at 88%) had the highest proportion of new clients. Co. Longford also recorded the highest percentage of first contacts in the 2003 study.

Table 4.6: First contact variations between services

CIS	% First Contact	% Not First Contact	Total
Cork CIS (South Mall)	75	25	100
Waterford CIS	61	39	100
Crumlin CIS	44	56	100
Kerry CIS	66	34	100
Co Carlow CIS	63	37	100
Northside CIS	75	25	100
Co Roscommon CIS	63	37	100
Co Longford CIS	88	12	100
Dublin City North Bay CIS	88	13	100

As Table 4.5 below shows, young clients are more likely to be first time users of CIS, while those who are older are more likely to have contacted the CIS before.

Table 4.5: Contact with CIS by age



4.5 Reasons for contact with CIS

Information givers were instructed to record the reasons why each client contacted the CIS. When there was more than one reason for contacting the CIS, it could be recorded at the discretion of the information giver. This is a departure from previous surveys where only one reason was recorded for each client.

By far the most common reasons for contacting the CIS was to 'request simple information' (50%) and 'advice' (33%). These two reasons were also cited as the most common reason for contacting the CIS in 2000 and 2003. Other reasons, such as assistance with form filling and unsatisfactory treatment, were cited by a small minority of clients (4% respectively). Delays in the application

process and inaccurate or insufficient information received elsewhere were each recorded in 2% of cases, a small fraction of the total sample. When ‘assistance with form filling’ ‘unsatisfactory treatment’, ‘delays in the application process’ and ‘inaccurate or insufficient information received elsewhere’ are combined, a picture emerges of 12% of queries having an advocacy dimension.

Table 4.7: Reasons for contact with CIS

Reasons for Contact	Number	%
Request for simple information	2,554	50
Advice	1,709	33
Assistance with form filling	223	4
Unsatisfactory treatment	218	4
Referred from other agency/service	177	3
Delays in application process	104	2
Inaccurate/insufficient information obtained elsewhere	88	2
Assistance with appeal	50	1
Total	5,123	100

The number of reasons for contacting the CIS was recorded for just over half of the clients. Over 60% (see Table 4.8) had one reason for getting in contact, a fifth of clients had two reasons while a smaller percentage were identified by information workers as having more than two reasons for making contact.

Table 4.8: Number of reasons for contacting CIS

Number of Reasons	Number	%
One Reason	1,375	62.3
Two Reasons	462	20.9
More than Two Reasons	370	16.8
Total	2207	100

4.6 Key points emerging

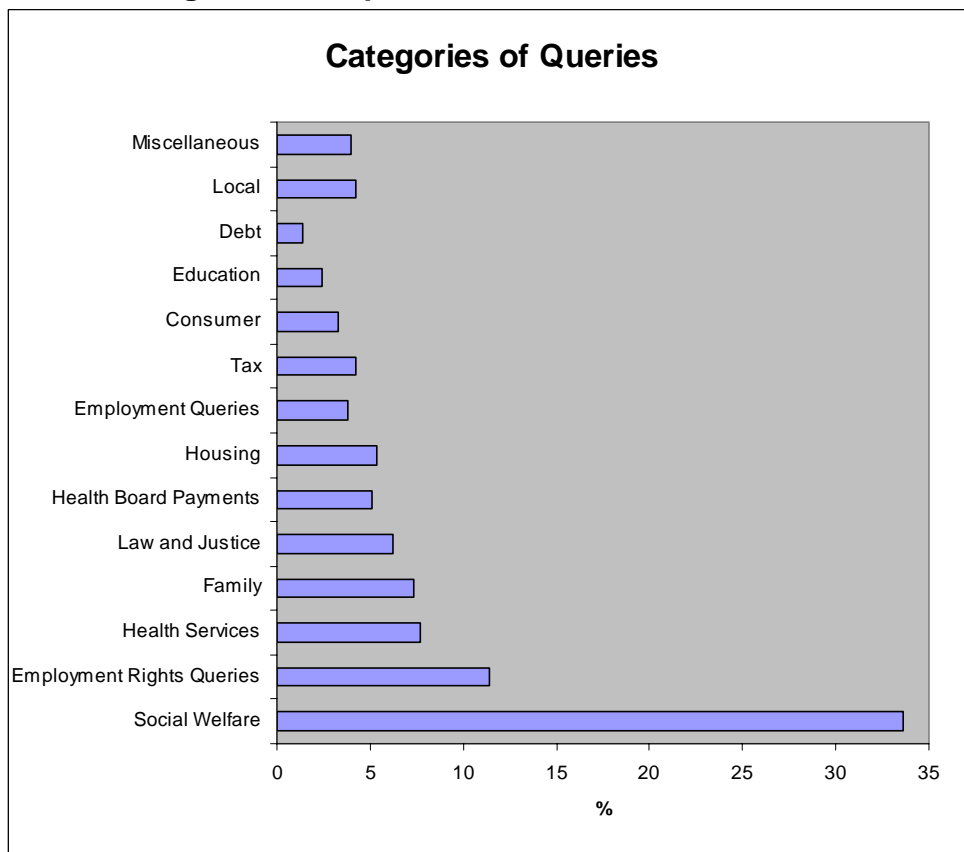
- Contacts made in person at a CIC and by telephone constituted 94% of all client contacts with the CIS.
- Over 80% of contacts were made by clients to enquire on their own behalf with the remainder either calling on behalf of someone else or doing both. As in 2003, young people were more likely to enquire for themselves with those aged over 46 more likely to enquire on behalf of someone else.
- The numbers seeking information and assistance on someone else's behalf (almost one-fifth) suggests the presence of an informal advocacy support service in the community.
- Over three-quarters of contacts were from new clients with 31% returning to CIS having used the service before. Crumlin recorded the highest proportion of returning clients at 56% with young clients more likely to be accessing CIS services for the first time.
- Requesting simple information was the reason recorded for contacting the CIS in half of the cases. Asking for advice was the second most common reason clients contacted the CIS, making up a further third of the client contacts.
- When 'assistance with form filling' 'unsatisfactory treatment', 'delays in the application process' and 'inaccurate or insufficient information received elsewhere' are combined, a picture emerges of 12% of queries having an advocacy dimension.
- Sixty-two per cent of clients were deemed to have only one reason for contacting the CIS.

Chapter 5: Nature of Queries Presented

5.1 Introduction

Citizens' Information Services provide information, advice and advocacy to members of the public about a range of services, rights and entitlements. As outlined in Chapter 4, the CIS can be accessed by visiting a CIC, via the telephone, through Outreach or by letters/ e-mail. This chapter will break down the nature of the queries presented to information givers at the various CIS's and the differences or similarities between them.

Table 5.1: Categories of queries



The number of queries presented in this survey totalled 9001 covering 14 broad classification categories. Information givers recorded the nature of the queries presented on the survey data sheets provided under both broad categories and sub-categories. More than one category could be recorded on a data sheet. If the query did not fit into any of the categories listed, details could be recorded in the local (queries regarding local matters) or miscellaneous sections. These queries were described by the information giver and will be broken down later in this chapter.

As Table 5.1 indicates, Social Welfare (34%)⁷ was the most common query presented to information givers at CIS's nationwide. This is consistent with the past two surveys. The next most common query was regarding employment rights queries (11%), then health services (8%) and then family matters (7%). Health Board Payments were the third most common query in 2003 (7% of all queries) but in this survey, they are ranked fifth making up only 5% of the total.

Employment was split into two distinct categories in this survey -- Employment Rights (which include holiday entitlements, terms of employment and payment of wages) and Employment Queries (which refer to questions about returning to work, employment schemes and apprenticeships). However, if this distinction was not made, the total number of Employment related queries would be 16% which is higher than that recorded in 2003 (13%).

Table 5.2: Distribution of query categories across services (%)

%	Cork CIS	Waterford CIS	Crumlin CIS	Kerry CIS	Carlow CIS	Northside CIS	Roscommon CIS	Longford CIS	Dublin City North Bay CIS	Overall
Social Welfare	25	41	40	34	32	42	34	29	48	34
Health Board Payments	4	3	8	3	9	7	6	5	8	5
Health Services	6	6	8	7	11	12	7	7	15	8
Employment Rights Queries	14	10	6	15	14	3	9	13	3	11
Employment Queries	4	3	4	2	4	5	5	5	0	4
Housing	6	6	5	7	4	4	6	5	10	6
Family Matters	8	9	7	6	6	7	3	6	5	7
Education	3	2	1	2	2	4	1	3	2	2
Debt	1	2	3	1	1	0	1	1	0	1
Consumer	6	3	2	1	2	1	1	2	1	3
Law & Justice	8	6	6	8	4	3	6	6	1	6
Tax	3	5	2	4	5	4	16	5	3	4
Local	6	3	3	3	4	7	3	7	2	6
Miscellaneous	6	1	5	7	2	1	2	6	2	4
Total	100	100	100	100	100	100	100	100	100	100

Note * = <1%

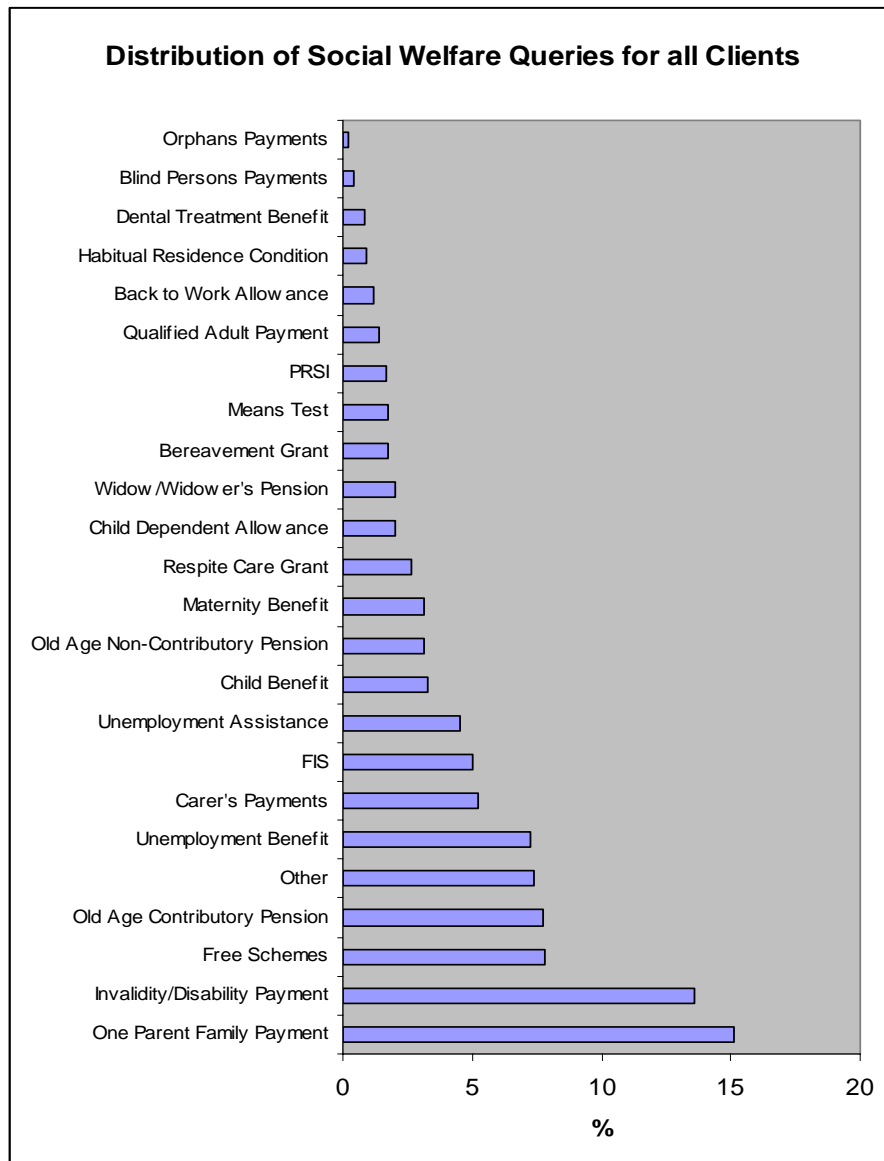
As Table 5.2 shows, social welfare remains the most frequently recorded query in every CIS. Dublin City North Bay had the highest proportion of social welfare queries (48%) and Cork the lowest proportion (25%).

⁷ Health Board Payments which constituted 5% of all queries also have a significant social welfare component (including Supplementary Welfare Allowance, Mortgage/rent Allowance, Back to School Allowance and Exceptional Needs Payments) – see Appendix 1/Table 3.

5.2 Social welfare

Social Welfare was the most common query presented at CIS services with 3034 queries recorded in this survey. Twenty-four sub-categories are covered under Social Welfare, ranging from One Parent Family Payment (the most common Social Welfare query at 15%) to Orphans Payments (the least common query at 0.2%).

Table 5.3: Distribution of social welfare queries for all clients



Over the last three surveys, the top three Social Welfare queries have remained One Parent Family Payment (OPFP), Invalidity/Disability Payment and Free Schemes⁸. Table 5.4 compares how these three queries have changed rank over time. For

⁸ 'Free Schemes' as defined here include the Household Benefits Package, Free Travel and Fuel Allowance

example, OPFP queries (15%) were highest this year but in third place in 2000. The proportion of Invalidity/Disability Payment queries was higher in 2003 than in 2005.

Table 5.4: Top three social welfare queries compared over time

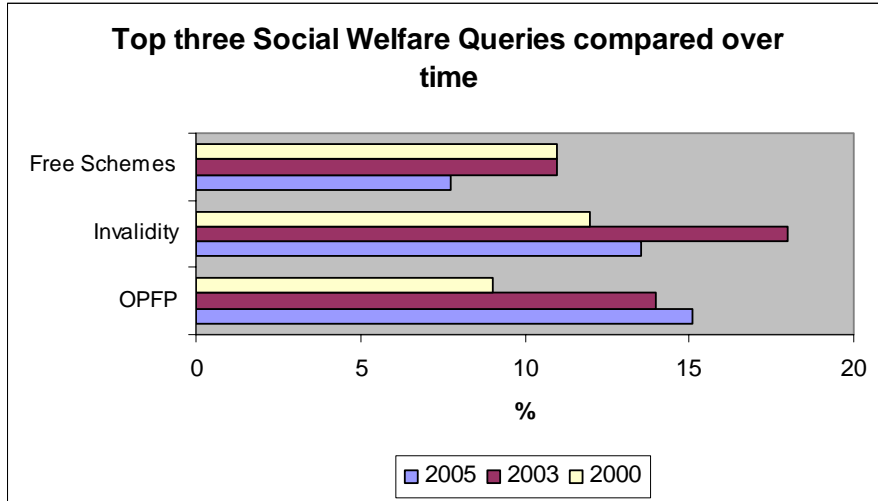


Table 5.5 shows the distribution of Social Welfare queries by each service and it is interesting to note the differences. For example 35% of all Waterford’s queries were recorded in the One Parent Family Payment category while Dublin City North Bay recorded only 4% of all Social Welfare queries in this category.

Table 5.5: Distribution of social welfare queries across services (%)

%	One Parent Family Payment	Disability Payment	Free Schemes	Contributory Pension	Unemployment Benefit	Other	FIS	Carer's Payments	Unemployment Assistance	Non-Contributory Pension	Child Benefit	Maternity Benefit	Respite Care Grant	PRSI	Widow/er's Pension	Means Test	Bereavement Grant	Child Dependent Allowance	Habitual Residence Condition	Back to Work Allowance	Qualified Adult Payment	Dental Treatment Benefit	Blind Persons Payments	Orphans Payments	Total
Cork	7	18	9	7	9	9	2	4	6	3	5	4	2	2	3	3	1	2	*	1	2	1	1	*	100
Waterford	35	7	6	9	4	4	5	4	3	3	1	1	*	1	1	1	3	6	*	*	3	*	*	*	100
Crumlin	11	21	13	9	3	6	4	6	6	2	3	2	2	2	2	1	1	*	2	1	*	*	1	*	100
Kerry	8	12	7	8	9	6	2	7	3	5	5	2	3	2	1	2	7	2	3	1	2	2	1	*	100
Carlow	11	16	5	4	10	7	8	7	5	2	3	5	6	2	2	1	*	*	1	2	*	2	*	1	100
Northside	14	10	5	12	5	12	10	5	3	2	5	4	3	1	3	1	1	*	1	2	1	1	*	*	100
Ros-common	9	9	5	5	14	6	11	2	4	3	4	9	2	3	4	*	4	*	1	4	1	*	2	*	100
Longford	9	10	11	6	11	8	8	9	5	4	*	*	4	4	1	2	*	1	*	3	2	1	*	*	100
Dublin North Bay	4	8	8	8	2	19	*	8	2	6	*	*	12	1	5	6	4	*	5	*	*	*	*	*	100
Overall	15	14	8	8	7	7	5	5	5	3	3	3	3	2	2	2	2	2	1	1	1	1	*	*	100

Note *=<1%

5.3 Employment rights queries

Over 1,000 queries regarding Employment Rights were recorded, making it the second most common query (12% of all queries). Of these, by the most common queries were regarding Leave Entitlements (e.g., holiday leave) and payment of wages/contracts/PRSI. These two categories made up 44% of all Employment Rights queries. The 'Other' related employment rights queries (27%) were not specified, so it is not possible to speculate as to what this category may have included.

Table 5.6: Distribution of employment rights queries

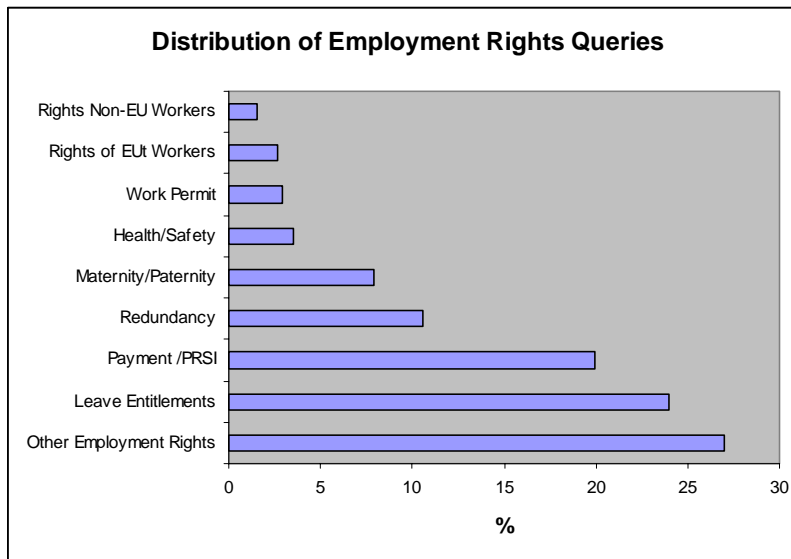


Table 5.7 shows that there was some variation between CIS's in respect of Employment Rights queries. For example, the proportion of queries related to redundancy were much higher in Co. Roscommon (28%) and Crumlin (27%) than in Co. Carlow (5%). Also, Dublin City North Bay recorded higher than average percentages of queries (17%) relating to migrant workers' rights and no queries regarding Payment/ PRSI/ Contracts, Redundancy or Health/Safety.

Table 5.7: Distribution of employment right queries across services (%)

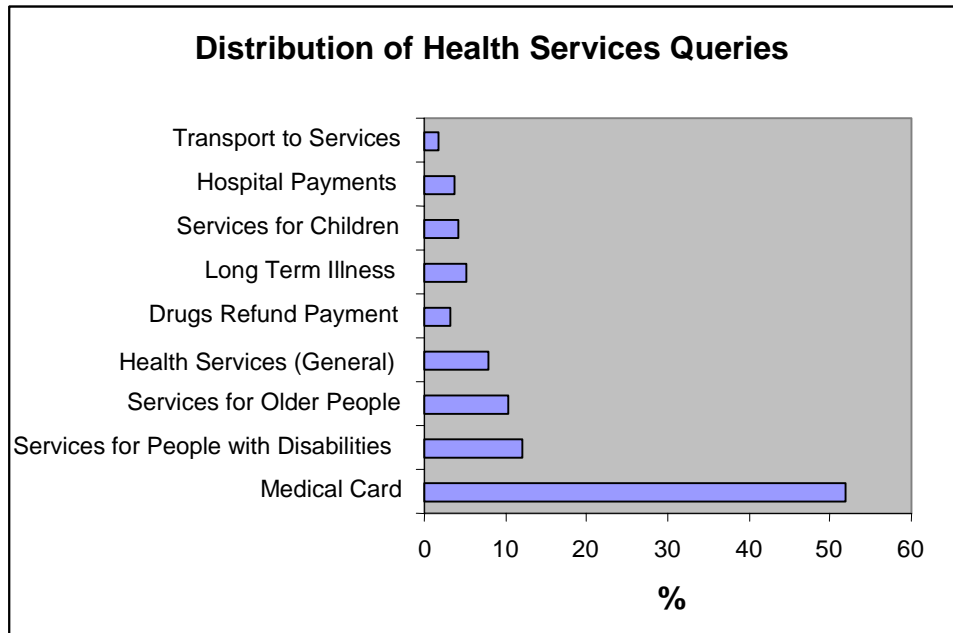
%	Other Employment Rights	Leave Entitlements	Payment / PRSI	Redundancy	Maternity / Paternity	Health/Safety	Work Permit	Rights EU Workers	Rights Non-EU Workers	Total
Cork	31	24	16	11	9	5	2	2	*	100
Waterford	28	26	18	9	6	3	5	3	2	100
Crumlin	20	16	22	27	11	4	*	*	*	100
Kerry	23	16	29	9	6	2	9	3	3	100
Carlow	20	31	24	5	9	2	2	4	2	100
Northside	39	22	17	17	*	*	*	4	*	100
Ros-common	24	7	31	28	3	3	3	*	*	100
Longford	25	25	24	10	6	4	3	1	3	100
Dublin North Bay	33	17	*	*	17	*	*	17	17	100
Overall	27	24	20	11	8	4	3	3	2	100

Note * =<1%

5.4 Health services

Health Services accounted for 8% of the total queries in the current survey with 690 queries made. Health Services queries were divided into nine sub-categories with the most common regarding medical cards (52%).

5.8: Distribution of Health Service Executive queries



Medical Cards has also been the main Health Services query in the last two surveys -- 47% in 2000 and 57% in 2003.

Table 5.9: Distribution of health services queries across services (%)

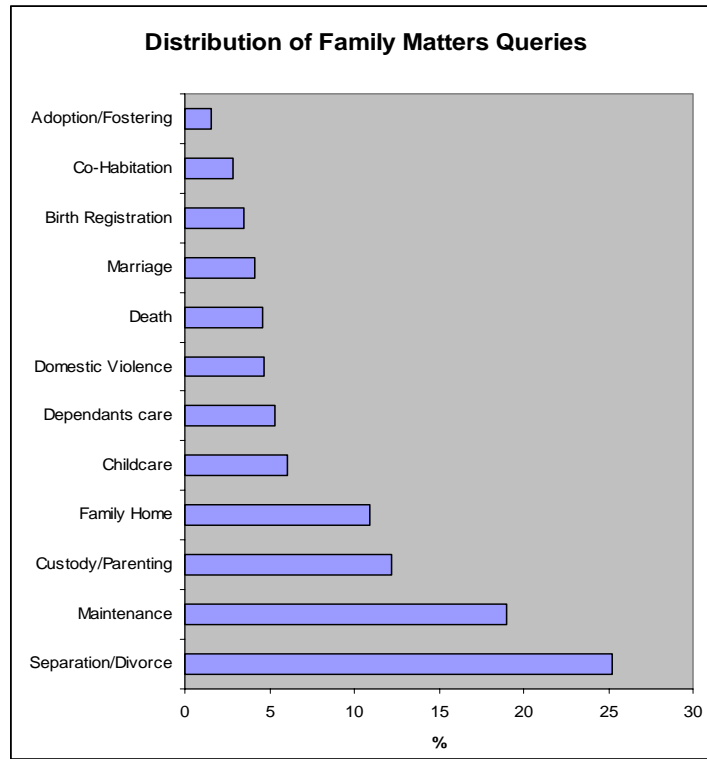
%	Medical Card	Services for People with Disabilities	Services for Older People	Health Services (General)	Services for Children	Hospital Payments	Long Term Illness	Drugs Refund Payment	Transport to Services	Total
Cork	45	15	8	11	8	3	4	3	2	100
Waterford	49	10	13	5	7	4	3	4	6	100
Crumlin	66	10	16	2	3	*	2	2	*	100
Kerry	53	13	14	2	*	11	5	2	*	100
Carlow	57	9	8	5	4	9	4	3	1	100
Northside	65	6	7	14	2	*	1	4	*	100
Roscommon	44	4	24	12	8	*	8	*	*	100
Longford	38	18	8	13	5	3	5	8	3	100
Dublin North Bay	36	36	16	4	4	*	4	*	*	100
Overall	52	12	10	8	5	4	4	3	2	100

Note * = <1%

5.5 Family matters

Family Matters includes 12 different sub-categories which account for 8% of all queries recorded in this survey. A quarter of all Family Matters queries referred to Divorce and Separation, which has remained the most common Family Matters sub-category since 2000. Maintenance (a new sub-category included in 2005) accounted for 19% of all Family Matters queries which validated the inclusion of this new sub-category.

Table 5.10: Distribution of family matters queries



Looking at the distribution of Family Matters queries by Service (Table 5.11), it can be seen that not all sub-categories were recorded in all CIS's. For example, Dublin City North Bay received queries in only four of the twelve sub-categories. The proportion of queries about Separation and Divorce was higher than the national percentage in Roscommon (36%), Kerry (30%), Dublin Northside (30%) and Cork (29%).

Table 5.11: Distribution of family matters queries across services (%)

%	Separation / Divorce	Maintenance	Custody / Parenting	Family Home	Childcare	Dependants care	Domestic Violence	Death	Marriage	Birth Registration	CoHabitation	Adoption / Fostering	Total
Cork	29	15	14	11	7	5	6	5	4	3	2	*	100
Waterford	19	22	7	15	7	7	4	7	5	1	4	3	100
Crumlin	24	15	11	11	2	13	2	7	2	6	4	4	100
Kerry	30	23	11	13	4	4	5	*	7	3	*	*	100
Carlow	20	24	16	4	7	2	2	5	5	6	5	4	100
Northside	30	23	9	11	4	2	9	2	*	2	9	*	100
Ros-common	36	27	*	*	9	*	*	*	18	9	*	*	100
Longford	24	26	21	9	3	3	9	*	*	6	*	*	100
Dublin North Bay	13	*	*	50	13	25	*	*	*	*	*	*	100
Overall	25	19	12	11	6	5	5	5	4	3	3	2	100

Note * =<1%

5.6 Other categories of queries

Social Welfare, Employment Rights queries, Health Services and Family Matters account for 60% of all queries made to the CIS during the survey period. The remaining 40% were distributed amongst the remaining categories namely Health Service Executive Payments, Employment (general), Housing, Tax, Education, Debt, Consumer queries and Law and Justice. The distribution of these categories and their associated sub-categories is outlined in Appendix 2.

The major findings relating to these other categories include:

- There were 458 'Health Service Executive Payments' queries in total. One-third referred to Mortgage/Rent Allowance, 29% to SWA and 16% to Back to School Allowance (See Appendix 1/Table3).
- Forty per cent of all 'Employment Queries' were made about part-time employment with a further 25% being about Employment Schemes. Dublin City North Bay did not record any employment queries; while in contrast, Cork recorded 128 such queries during the survey period. (See Appendix 1/Table 7 and Table 8.)
- Most queries regarding 'Housing' were regarding privately rented accommodation (39%) or local authority housing (19%) which totalled over half of all the housing queries recorded (see Appendix 1/ Table 7 and Table 8).

- There were 383 'Tax' queries recorded by information givers which accounted for 5% of all queries. TW Almost three-quarters of Tax queries referred to PAYE matters. (See Appendix1/Table9andTable10).
- Over a third of 'Education' queries were regarding Third Level support. Of the total 219 recorded, Back to Education (30%) was the second largest subject of enquiry followed by Adult Education (24%).
- 'Debt' queries were evenly spread amongst all CIS to make up 1% of all queries.
- Over half (53%) of all 'Consumer' queries (292) were regarding rights.
- There were 562 'Law and Justice' queries recorded during the survey of which 66% were about general legal rights and the system.

5.7 Queries classified as 'local' or 'miscellaneous'

Of the 9001 queries lodged, 4% were regarded as 'Local' with a further 4% recorded as 'Miscellaneous'.

The main local and miscellaneous queries were regarding:

- Driving Licence;
- Disabled parking;
- Passports;
- Bins and refuse;
- Local CIS queries such as opening times;
- Help with completing forms;
- Local area information;
- FLAC;
- Counselling and mediation services;
- Employment agencies;
- Telephone services;
- Over 60's entitlements;
- Insurance;
- P45 queries;
- Questions regarding being self employed and own businesses.

5.8 Key points emerging

- Social Welfare, Employment Rights Queries, Health Services and Family Matters together make up 60% of all queries recorded in this survey.
- Like 2003 and 2000, Social Welfare was the most common subject of enquiry. This year Social Welfare comprised 34% of all queries compared to 35% in 2003.
- One Parent Family Payments (15%) was the most common Social Welfare query followed by Invalidity/Disability Payments (14%). The third most common Social welfare category in 2005 was Free Schemes (8%).
- Consistent with the past three surveys in 2000 and 2003, One Parent Family Payments, Invalidity/Disability Payments and Free Schemes were the three most popular Social Welfare queries.
- Within Employment Rights Queries, the two most common query categories were Leave Entitlement and Payments/PRSI
- Over half (52%) of Health Service Executive related queries referred to Medical Cards. This is a larger proportion than in 2000 (47%) but smaller than in 2003 (57%). Consistent with previous years, Medical Cards was the most common Health Service query in all CIS's.
- One quarter of all Family Matters queries were recorded as Separation and Divorce. The second most common query was regarding Maintenance (19%) followed by Custody/Parenting (12%) and Family Home (11%).
- Most queries regarding Housing were in respect of private rented accommodation (39%).
- A diverse range of both Local and Miscellaneous queries were recorded by information givers highlighting the variety of topics presented to CIS's on a day-to-day basis.

Chapter Six: Process

6.1 Introduction

This chapter discusses the processes used by information givers in dealing with queries. These are set out in terms of the actions taken and the sources of information used by the information giver and whether or not there were any social policy implications arising from the query.

6.2 Actions taken by information givers

The delivery of quality information and advice as well as advocacy is a key service policy of the CIS network. Information givers were requested to specify the actions taken by them with regard to queries presented by clients during the course of the survey. This section highlights the key findings with regard to three key areas – information, advice, and advocacy.

Table 6.1: Breakdown of actions

<i>Action</i>	<i>Description of action</i>	<i>Number of Actions</i>	<i>%</i>
Information actions	The provision of verbal and printed information and referrals	5615	57.2
Advice actions	Providing advice and discussing options	3380	34.4
Advocacy actions	Providing assistance with applications and appeals, and making representations on behalf of callers	828	8.4
Total		9823	100

In total 9823 actions were recorded, providing information, advice and advocacy. Of these, 57.2 per cent were information actions, 34.4 per cent were advice actions and 8.4 per cent were advocacy actions. The respective figures for the 2003 survey were 66%, 28% and 6%.

6.2.1 Information actions

Table 6.2 illustrates that 69.7% of clients were provided with verbal information, 31% were provided with printed information while 20.4% were referred to another agency/service/professional. A total of 5615 information actions were taken.

Table 6.2: Information actions

<i>Information actions</i>	<i>Number</i>	<i>% of clients who received this action</i>
Verbal information provided	3233	69.7
Printed information provided	1438	31.0
Referred to another agency/service/professional	944	20.4
Total	5615	

Table 6.3 shows that almost two-thirds of clients received one information action only with two information actions being taken in 28.5%.

Table 6.3: Number of information actions

<i>Information Actions</i>	<i>Number of Clients</i>	<i>%</i>
One information action	2630	65.7
Two information actions	1140	28.5
Three information actions	235	5.8
Total	4005	100

There were significant differences between services in the number of actions taken (See table 6.4). In Roscommon, for example, one information action was taken for over three-quarters (75.8%) of clients, a figure that drops to 41.3% in Carlow. In Longford less than 1% of clients received three information actions, whereas in Dublin Northside, three information actions were taken in 12.1% of cases.

Table 6.4: Distribution of information actions across services (%)

<i>CIS</i>	<i>One Action</i>	<i>Two actions</i>	<i>Three actions</i>	<i>No record</i>	<i>Total</i>
Cork South Mall	62.6	22.2	3.6	11.6	100
Waterford	51.9	24.9	4.6	18.6	100
Crumlin	53.1	24.1	5.5	17.3	100
Kerry	64.2	23.9	5.0	6.9	100
Co. Carlow	41.3	31.7	8.6	18.4	100
Dublin Northside	43.0	33.3	12.1	11.5	100
Co. Roscommon	75.8	21.4	1.1	1.6	100
Co Longford	67.6	15.2	0.6	16.5	100
Dublin City North Bay	52.3	27.7	6.2	13.8	100

6.2.2 Advice actions

Advice actions were taken in respect of just over one-third of clients. Advice was provided to 41.9% of clients with options being discussed in 31% of cases.

Table 6.5: Advice actions

<i>Advice actions</i>	<i>Number</i>	<i>% of clients who received this action</i>
Advice provided	1944	41.9
Discussion of options	1436	31.0
Total	3380	

6.2.3 Advocacy actions

With regard to advocacy actions, 8.5% of clients had representations made on their behalf, 7.6% received assistance with forms or applications while 1.8% were provided with help with appeals. Each of these figures is marginally higher than the respective figures recorded in the 2003 survey.

Table 6.6: Advocacy actions

<i>Advocacy actions</i>	<i>Number</i>	<i>% of clients who received this action</i>
Representations made on their behalf	392	8.5
Assistance with forms/applications	354	7.6
Assistance with an appeal	82	1.8
Total	828	

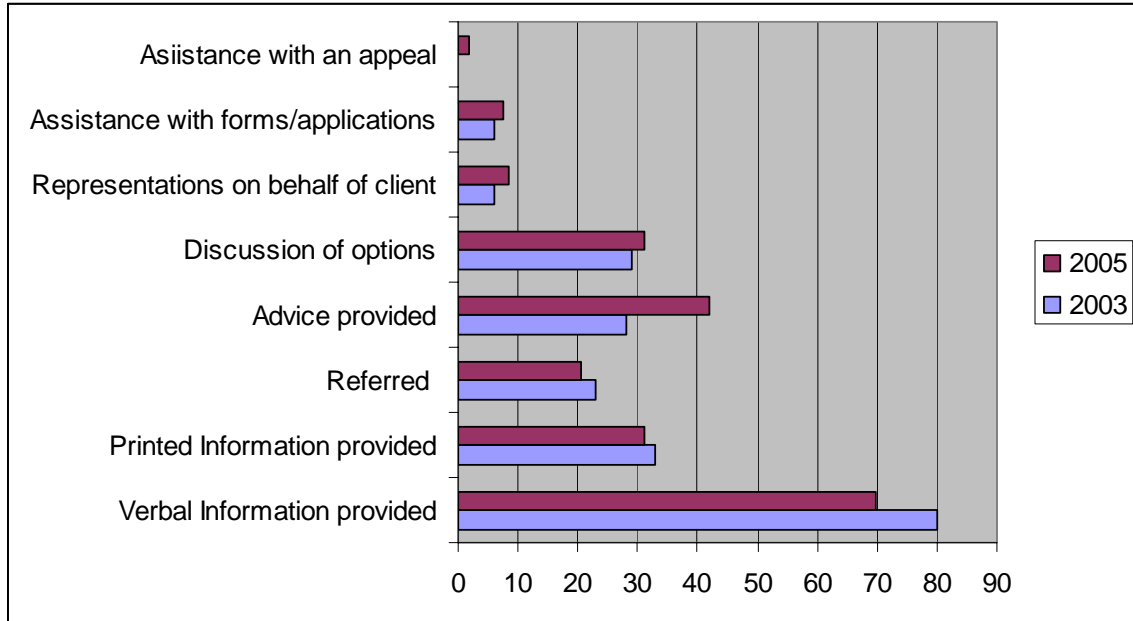
6.3 Comparisons with 2003 Survey

There were some variations between the 2005 survey and the 2003 survey in relation to actions taken (see Table 6.7). In 2003, verbal information was provided in 80 per cent of cases, compared to 69 per cent in the current survey. There were also slight reductions in the number of printed information actions and referrals provided.

There are also differences between the two surveys in relation to advice actions taken. In the 2003 survey, advice was provided to 29% of clients, whereas in the current survey this figure rose to 42%. In 2005, options were discussed with 31% of clients compared to 28% in 2003.

The proportions of clients receiving different advocacy actions in 2005 were marginally higher than those in 2003 (see Table 6.7).

Table 6.7: Comparisons with 2003 survey



6.4 Sources of information

As part of the process of consultation, information givers were asked to record the sources of information used to respond to clients' queries. Similarly to the 2000 and 2003 surveys, the most frequently recorded sources of information were 'Comhairle Citizens' Information Database' and 'Personal Knowledge/Information' (cited by 37.2% and 28.1% of information givers respectively). OASIS was cited as a source of information in 4% of cases compared to 1% in the 2003 survey.

Table 6.8: Sources of information used to deal with query

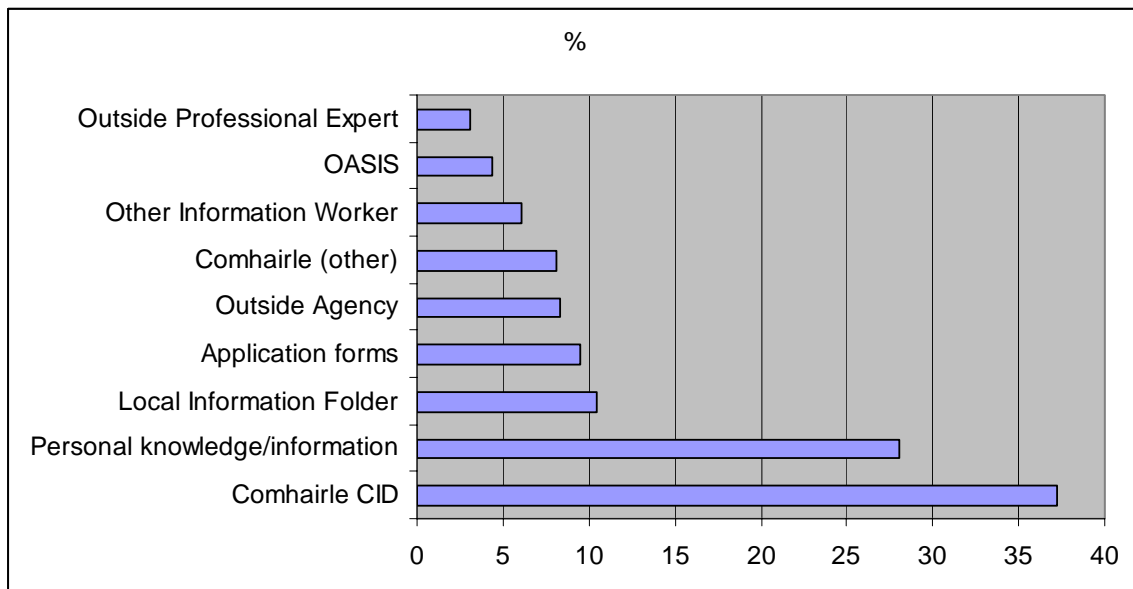


Table 6.9 below shows that, for 63.8% of clients, only one source of information was used. For 16.7% of clients, two sources of information were used and for 5.3% of clients, three or more sources of information was used

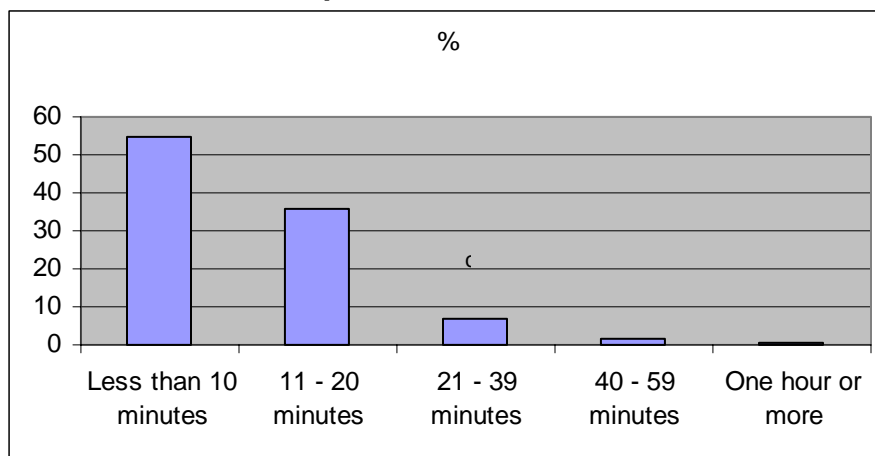
Table 6.9: Number of sources used

<i>Information Actions</i>	<i>Number of Clients</i>	<i>%</i>
One information source	2957	63.8
Two information sources	773	16.7
Three or more information sources	247	5.3
No record	660	14.2
Total	4637	100

6.5 Time spent with client

The length of time that information givers spent with clients was recorded. As Table 6.10 demonstrates, the majority of client contacts (55%) took less than 10 minutes, while just over a third (35.9%) took from 11 – 20 minutes. Just 2% of all client contacts lasted over 40 minutes.

Table 6.11: Time spent with client



Time spent	%
Less than 10 minutes	55
11 - 20 minutes	35.9
21 - 39 minutes	7.1
40 - 59 minutes	1.5
One hour or more	0.5
Total	100

These findings reflect those of the 2000 and 2003 surveys where 54 per cent and 57 per cent respectively of all client contacts took less than ten minutes. As Table 6.11 illustrates, the time spent with clients varied between the different services.

Table 6.11: Time spent with client across services (%)

CIS	<i>Time spent with client during this contact</i>						Total
	Less than 10 mins	11 – 20 mins	21 – 39 mins	40 – 59 mins	One hour or more	Unrecorded	
Longford	62.5	27.2	4.5	0.3	0	5.5	100
Cork South Mall	62.4	29.0	5.3	0.7	0.5	2.0	100
Carlow	61.7	31.7	5.6	0.2	0	0.9	100
Dublin Northside	51.1	34.9	3.7	1.2	0	9.0	100
Kerry	42.5	34.9	11.5	6.4	0.6	4.1	100
Crumlin	35.6	43.9	8.3	4.0	0.5	7.8	100
Waterford	36.3	43.3	7.5	0.5	0.2	12.3	100
Roscomm on	34.6	46.2	15.4	1.1	1.6	1.1	100
Dublin City North Bay	32.3	33.8	6.2	9.2	3.1	15.4	100

In Longford, Cork South Mall, Carlow and Dublin Northside approximately two-thirds of clients were dealt with in less than ten minutes, compared to 32 per cent in Dublin City North Bay, which along with Kerry, were the most likely to spend 40 minutes or more with each client.

Similar to the 2003 survey, there was evidence of a relationship between time spent with a client and disability status. Of those recorded as having a disability, 63% took 11 minutes or more to have their query processed (compared to 61% in 2003).

Table 6.12: Time spent with client by disability

Disability	% Less than 10 mins	% 11 or more mins	Total
Yes	36.9	63.1	100
No	55.2	44.8	100

6.6 Number of Queries presented by each Client

Information givers were also asked to record the number of queries each client had during the course of their contact. This information was recorded for 2207 (47.6 per cent) of clients. As Table 6.13 demonstrates, 62.3% of clients had just one query, while 20% had two queries.

There was also some variation between the services participating in the study, in terms of the number of queries presented by clients. In Kerry, 77.5% of clients had one query only, a figure which drops to 49.8% in Dublin Northside. As with the 2003 survey, there were no

notable differences in the number of queries presented when the data was broken down by age or gender.

When the number of queries presented were examined in terms of time spent with clients, it emerged that 79.6% of people with only one query were dealt with in under ten minutes. Of those clients with two queries, 15 per cent were processed in under ten minutes.

Table 6.13: Number of Queries Presented by Clients

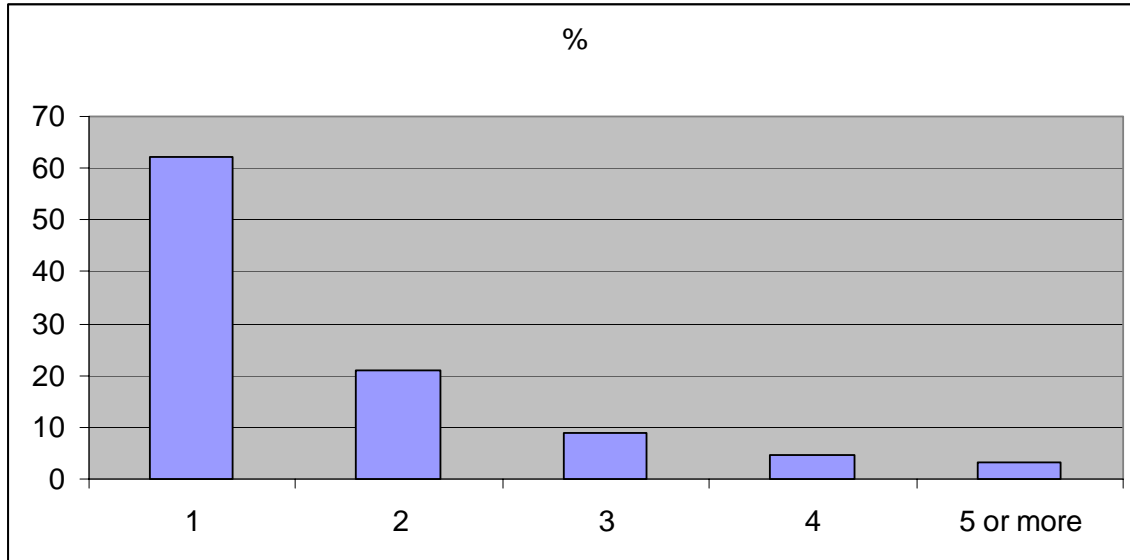


Table 6.14: Variation between Services in number of queries presented

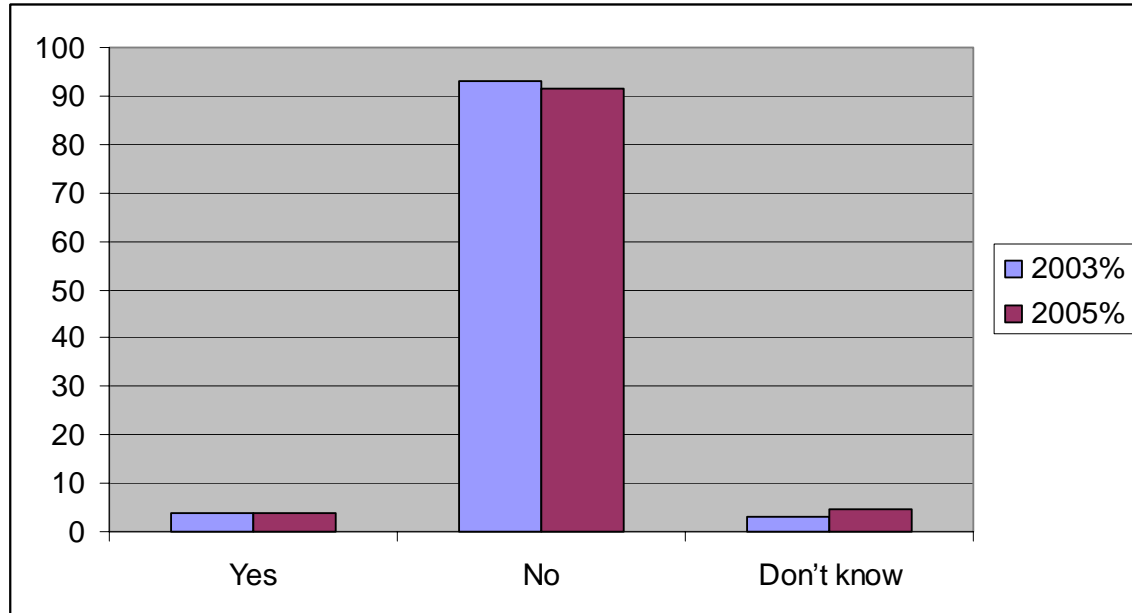
CIS	1 query	2 query	3 query	4 or more	Total
Cork South Mall	62.9	21.9	8.6	6.6	100
Waterford	72.8	15.9	6.8	4.5	100
Crumlin	50.2	24.6	14.0	11.2	100
Kerry	77.5	17.0	1.8	3.7	100
Carlow	57.1	23.9	8.9	10.1	100
Dublin Northside	49.8	22.7	14.9	12.6	100
Roscommon	59.2	21.2	11.7	7.9	100
Longford	62.2	18.9	9.5	9.4	100
Dublin City North Bay	54.0	32.0	4.0	10.0	100

6.7 Social policy implications

One of Comhairle's functions is to identify and highlight to relevant authorities and service providers the feedback of citizens and information providers regarding service provision.

Information givers were asked to record whether queries had social policy implications. As Table 6.15 illustrates, almost 4% of cases were recorded as having a social policy implication of some nature, 91% as not having a social policy implication and information givers being unsure in a further 5% of cases. The results of the current survey broadly reflect those of the 2003 survey in this regard.

Table 6.15: Social policy implications (comparison with 2003 survey)



There was some variation in the number of queries with social policy implications recorded between the different services that participated in the study. Dublin City North Bay (13.2%) recorded the highest number of such cases, followed by Roscommon (7.9%) and Carlow (7.1%).

Table 6.16: Social policy implications, by Service (%)

CIS	Yes	No	Don't Know	Total
Dublin City North Bay	13.2	78.2	8.6	100
Roscommon	7.9	88.8	3.3	100
Carlow	7.1	84.7	8.2	100
Kerry	3.9	94.6	1.5	100
Crumlin	5.1	91.7	3.2	100
Dublin Northside	3.4	90.5	6.1	100
Waterford	3.2	87.6	9.2	100
Longford	2.0	96.4	1.6	100
Cork South Mall	2.0	94.2	3.8	100

Similar to the 2003 survey, there was a strong relationship between a query having a potential social policy implication and the length of

time spent with the client in question. Less than one-fifth (19.1%) of cases with social policy implications were processed in less than 10 minutes, compared to 56.9% that were determined by information givers not to have a social policy implication.

Table 6.17: Queries with and without social policy implications and time spent

Social Policy Implication?	Time spent with Client during this Contact					Total
	Less than 10 mins	11 – 20 mins	21 – 39 mins	40 – 59 mins	1 hour or more	
Yes	19.1	47.0	27.8	2.6	3.5	100
No	56.9	33.7	7.2	1.7	0.5	100
Don't know	51.9	39.7	3.1	5.3	0	100

6.8 Key points emerging

- With regard to actions taken by information givers in respect of clients' queries, 9823 actions were recorded, which were examined in terms of information, advice and advocacy. Of these 52.7 per cent were information actions, 34.4 per cent were advice actions and 8.4 per cent were advocacy actions.
- In terms of information actions, 5615 actions were taken: 69.7 per cent of clients received verbal information, 31 per cent were provided with printed information, while 20.4 per cent were referred to another agency, service or professional.
- A total of 3380 advice actions were taken. Advice was provided to 41.9 per cent of clients, while options were discussed with 31 per cent.
- With regard to advocacy actions, a total of 828 actions were taken. Almost 9% of clients were had representations made on their behalf, while almost 8% were provided with assistance with forms and applications. Just under 2% received help with an appeal.
- Similarly to the 2003 survey, the Comhairle Citizens' Information Database (CIDB) was the most commonly cited source of information, followed by personal knowledge or information. OASIS was cited as a source in just over 4% of cases, compared to less than 1% in 2003.
- As with the 2003 survey, there were significant variations between services participating in the survey in terms of sources of information.
- The majority of client contacts (55%) took less than ten minutes to process, with almost 36% taking 11 – 20 minutes and 2% taking more than 40 minutes.
- Just over 62% of clients presented one query only.

- Almost 4% of queries were deemed by information givers to have had a social policy implication of some kind. The vast majority of queries (91.5%) were considered not to have a social policy implication.

Appendix 1: Sub-categories of Queries

Law and justice

Queries concerning Law and Justice constituted 7% of all queries (562 queries in total). Two thirds of queries dealt with General Legal issues (66%) with Citizenship and Non-Nationals comprising a further fifth of all Law and Justice enquiries.

Table 1: Law and justice queries

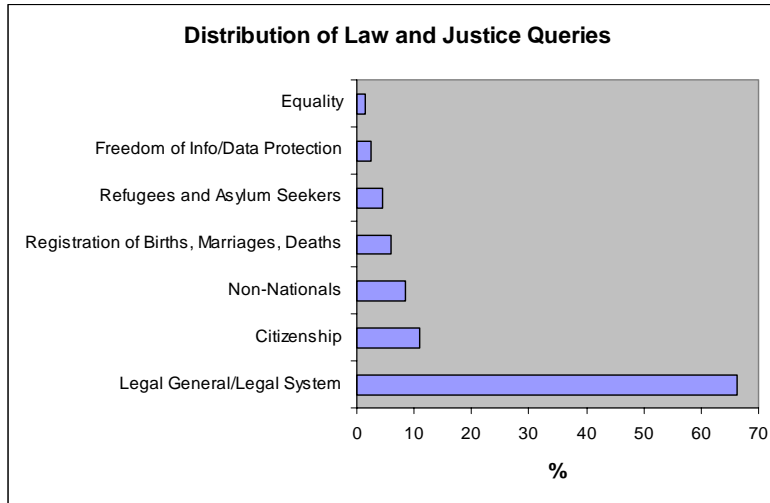


Table 2: Law and justice queries across services

Law and Justice	Legal General / Legal System	Citizenship	Non-Nationals	Registration of Births, Marriages, Deaths	Freedom of Information /Data Protection	Refugees and Asylum Seekers	Equality	Total
Cork	73	8	8	5	2	2	2	100
Waterford	63	8	8	7	6	7	0	100
Crumlin	78	0	6	4	2	10	0	100
Kerry	19	40	19	5	9	5	3	100
Carlow	60	13	11	9	0	9	0	100
Northside	72	6	6	6	0	0	11	100
Roscommon	57	33	5	0	0	5	0	100
Longford	70	9	6	12	0	3	0	100
Dublin North Bay	100	0	0	0	0	0	0	100
Overall	66	11	9	6	2	4	2	100

Health Board payments

Health Board Payment queries make up 5% of total queries (458 in total) which is lower than in 2003 (8%). One third of all Health Board queries were regarding mortgage/rent allowance (7% lower than in 2003) with a further 30% regarding Supplementary Welfare Allowance (SWA) (which is again 7% lower than in 2003).

Table 3: Health board payment queries

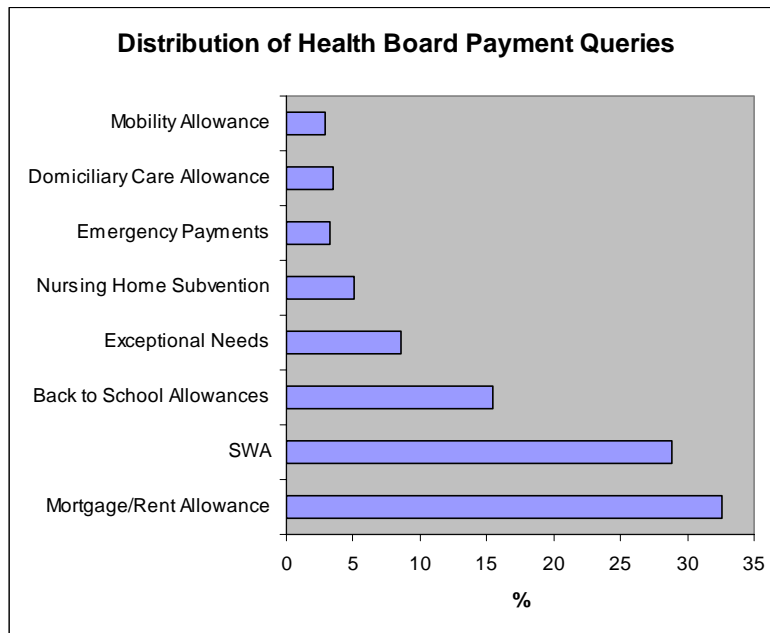


Table 4: Health board payment queries across services

	Mortgage/ Rent Allowance	SWA	Back to School Allowances	Exceptional Needs	Nursing Home Subvention	Emergency Payments	Domiciliary Care Allowance	Mobility Allowance	Total
Cork	35	32	9	4	7	4	4	5	100
Waterford	34	27	16	5	9	5	2	2	100
Crumlin	40	33	8	11	2	3	3	0	100
Kerry	33	21	17	12	0	0	4	13	100
Carlow	30	30	20	8	6	2	4	0	100
Northside	29	20	27	12	2	2	4	4	100
Roscommon	43	24	19	10	0	5	0	0	100
Longford	29	18	18	21	7	7	0	0	100
Dublin North Bay	14	29	0	14	0	7	7	29	100
Overall	33	29	16	9	5	3	3	3	100

Housing

Housing issues constituted 6% of all queries (485 queries in total). More sub-categories were introduced this year including Social Housing, Direct Provision, Sleeping Rough, Staying with Friends Employer Provided Housing.

Table 5: Housing queries

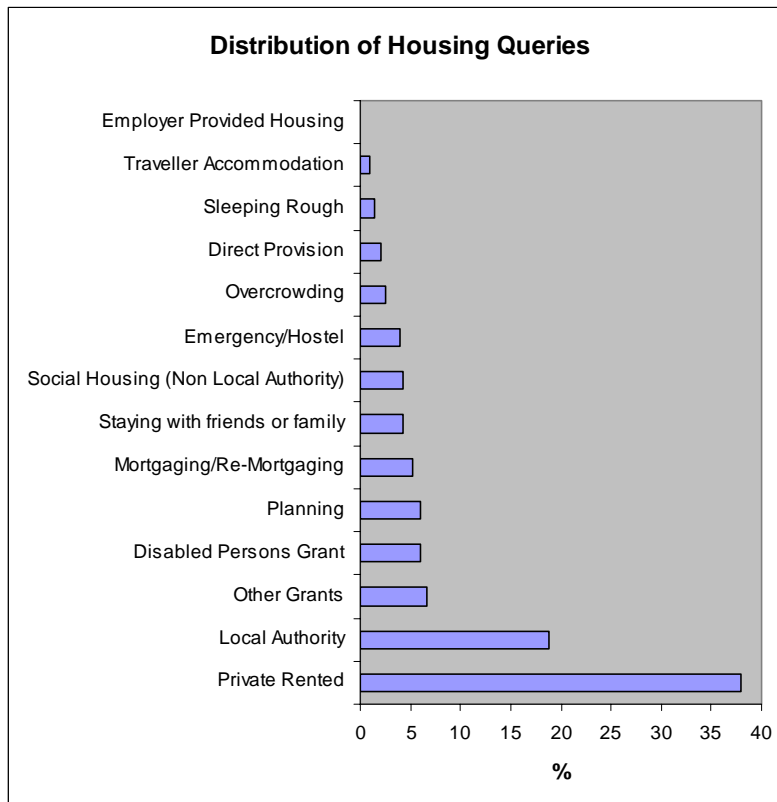


Table 6: Housing queries across services

	Private Rented	Local Authority	Other Grants	Disabled Persons Grant	Planning	Mortgaging/Re-Mortgaging	Staying with friends or family	Social Housing	Emergency/ Hostel	Overcrowding	Direct Provision	Sleeping Rough	Traveller Accommodation	Employer Provided Housing	Total
Cork	58	15	3	4	2	5	3	4	2	1	1	1	1	0	100
Waterford	21	18	7	4	8	3	7	11	2	8	7	5	0	0	100
Crumlin	19	24	24	17	0	5	2	2	2	2	2	0	0	0	100
Kerry	52	10	4	0	10	4	0	0	12	0	0	0	8	0	100
Carlow	28	17	9	0	28	4	8	2	0	2	0	2	0	0	100
Northside	10	37	7	20	0	7	3	0	17	0	0	0	0	0	100
Roscommon	37	32	0	0	0	21	0	0	0	5	0	0	0	5	100
Longford	38	27	4	4	0	4	8	0	12	0	4	0	0	0	100
Dublin North Bay	12	18	12	29	0	0	12	6	6	6	0	0	0	0	100
Overall	38	19	7	6	6	5	4	4	4	3	2	1	1	0	100

Employment queries

There were 343 Employment queries recorded during this survey making up 4% of all enquiries. The majority of the Employment enquiries were regarding Part-Time Employment although no queries of this sub-category were recorded in Kerry or Dublin City North Bay.

Table 7: Employment queries

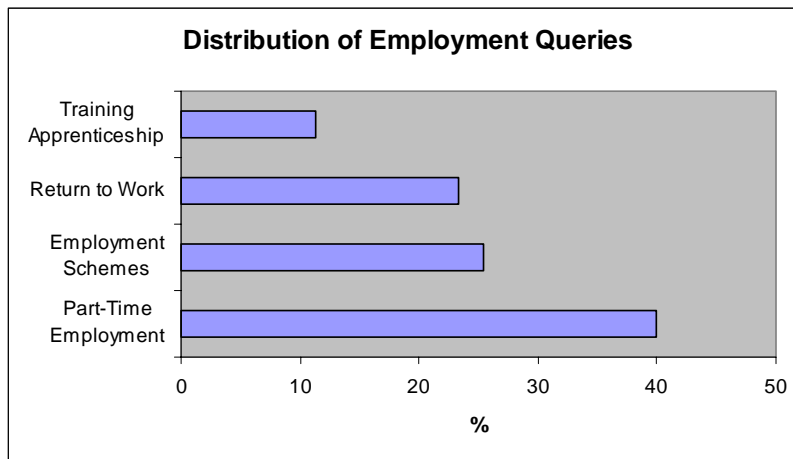


Table 8: Employment queries across services

	Part-Time Employment	Employment Schemes	Return to Work	Training Apprenticeship	Total
Cork	40	27	22	12	100
Waterford	44	17	17	22	100
Crumlin	35	35	29	0	100
Kerry	50	25	19	6	100
Carlow	50	24	13	13	100
Northside	29	26	39	5	100
Roscommon	24	18	35	24	100
Longford	56	20	20	4	100
Dublin North Bay	0	0	0	0	0
Overall	40	25	23	11	100

Tax

Taxation issues constituted 5% of the total queries lodged at CIS which is one percent higher than last year. PAYE queries make up 74% of all tax queries while Non- PAYE queries make up the remaining 26%.

Table 9: Tax queries

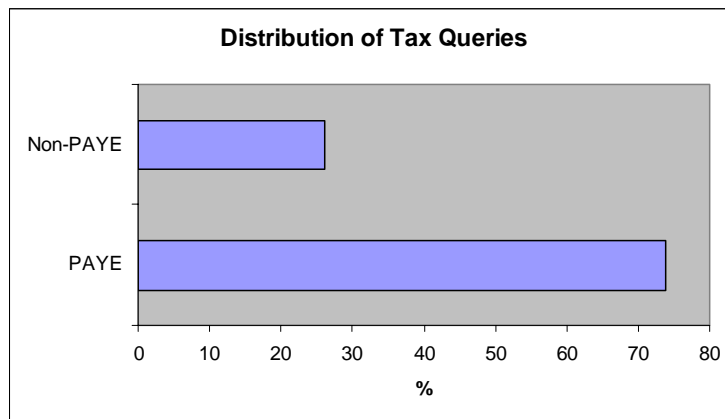


Table 10: Tax queries across services

	PAYE	Non-PAYE	Total
Cork	76	24	100
Waterford	52	48	100
Crumlin	47	53	100
Kerry	60	40	100
Carlow	88	12	100
Northside	71	29	100
Roscommon	98	2	100
Longford	72	28	100
Dublin North Bay	83	17	100
Overall	74	26	100

Consumer

Consumer related queries constituted 4% of all queries, totalling 292 recorded enquiries. Over half of the queries were regarding Consumer Rights (53%).

Table 11: Consumer queries

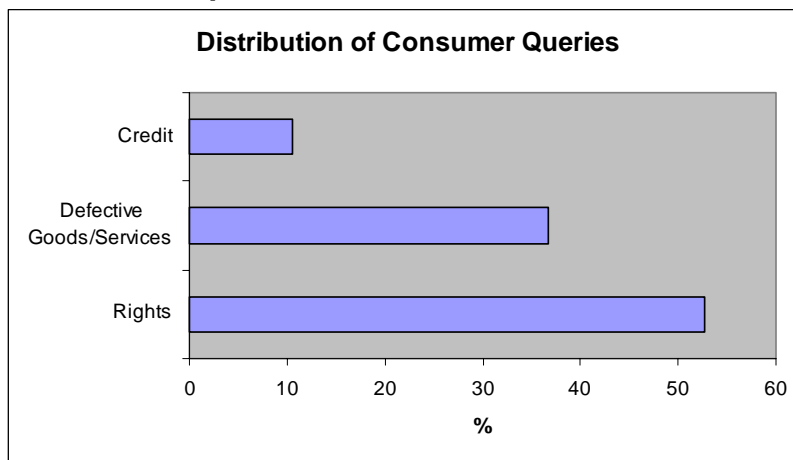


Table 12: Consumer queries across services

	Rights	Defective Goods / Services	Credit	Total
Cork	56	34	10	100
Waterford	49	36	15	100
Crumlin	31	62	8	100
Kerry	34	54	12	100
Carlow	61	35	4	100
Northside	60	40	0	100

Ros-common	0	67	33	100
Longford	58	33	8	100
Dublin North Bay	0	100	0	100
Overall	53	37	11	100

Education

Education queries accounted for 3% of all queries (219 queries in total). Unlike 2003, Third Level Support was the most common query followed by Back to Education Programmes which had been the most popular in 2003.

Table 13: Education queries

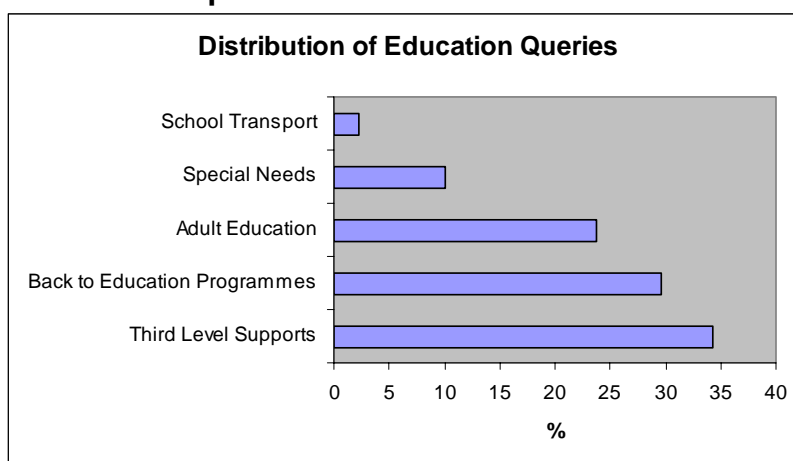


Table 14: Education queries across services

	Third Level Supports	Back to Education Programmes	Adult Education	School Transport	Special Needs	Total
Cork	26	39	27	0	9	100
Waterford	30	10	30	7	23	100
Crumlin	33	42	17	0	8	100
Kerry	50	9	0	16	25	100
Carlow	48	23	26	0	3	100
Northside	27	46	23	4	0	100
Ros-common	60	20	20	0	0	100
Longford	56	17	17	0	11	100
Dublin North Bay	0	33	33	0	33	100
Overall	34	30	24	2	10	100

Debt

As in 2003, debt related issues only concerned 1% of all queries recorded.

Table 15: Debt queries

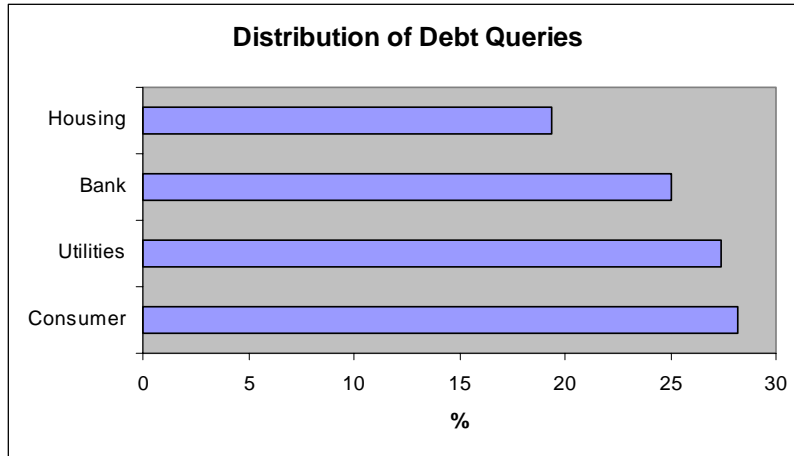


Table 16: Debt Queries across services

	Consumer	Utilities	Bank	Housing	Total
Cork	34	14	36	16	100
Waterford	24	16	20	40	100
Crumlin	12	68	8	12	100
Kerry	50	0	25	25	100
Carlow	36	43	21	0	100
Northside	0	33	33	33	100
Roscommon	50	0	0	50	100
Longford	40	0	60	0	100
Dublin					
North Bay	0	0	0	0	100
Overall	28	27	25	19	100

Appendix 2 : Survey Data Sheet

Centre _____ Info. giver's initials _____ Date: dd mm

1. QUERY SOURCE

Was the call?

Office/Site Visit	Telephone	Letter	E-mail
1	2	3	4

Was the client?

Calling on own behalf	Someone else's behalf	Both
1	2	3

Was this first contact with CIC?

Yes	No
1	2

If 'NO', was this a return visit in relation to present query?

Yes	No
1	2

2. CLIENT DETAILS

Record gender of client. Record other details if information emerges or can be inferred.

Gender:

Male	Female
1	2

Age:

Under 25	25-45	46-65	66+
1	2	3	4

Dependent Children:

Yes	No	Number of Dependent Children
1	2	_____

Marital Status:

Single	Married	Co-habiting	Widowed	Separated/Divorced
1	2	3	4	5

Housing:

Owner Occ.	Local Auth. Tenant	Private Tenant	Housing Assoc.	Institution	Homeless/NFA	Living with Family	Direct Provision	Traveller Accom.	Employer Provided Accom.
1	2	3	4	5	6	7	8	9	10

Primary Source of Income:

Employment	SW	Occ. Pension	Other
1	2	3	4

Secondary Source of Income:

Employment	SW	Occ. Pension	Other
1	2	3	4

Nationality: (tick only if client NOT an Irish Citizen)

EU National	Non EU National
1	2

Ethnicity: Was there evidence that the client is a member of an ethnic minority/ Traveller community?

Yes	No	Unknown
1	2	3

If yes, please choose from the list below:

Caribbean	South American	African	Mid-Eastern	Asian	Eastern European	Traveller	Unknown
1	2	3	4	5	6	7	8

Literacy/Numeracy: Was there evidence that the client has literacy or numeracy problems?

Yes	No
1	2

English Language Ability: Please rate the English language ability of the client.

Good	Average	Poor
1	2	3

3. QUERY DETAILS: Please tick as many boxes as are relevant.

SOCIAL WELFARE

Unemployment Benefit	Unemployment Assistance	One Parent Family Payment	Widow/Widower's Pension	Invalidity/Disability Payment	Old Age Contributory Pension	Old Age Non-Contributory Pension	Carer's Payments
1	2	3	4	5	6	7	8

Child Dependent Payment	Qualified Adult Payment	Back to Work Allowance	Free Schemes	Respite Care Grant	PRSI	FIS	Means Test	Orphans Payments
9	10	11	12	13	14	15	16	17

Bereavement Grant	Maternity Benefit	Blind Persons Payments	Child Benefit	Treatment Benefit	Other
18	19	20	21	22	23

HEALTH SERVICE EXECUTIVE PAYMENTS

SWA	Mortgage/Repayment Allowance	Exceptional Needs	Back to School Allowances	Emergency Payments	Nursing Home Subvention	Domiciliary Care Allowance	Mobility Allowance
1	2	3	4	5	6	7	8

HEALTH SERVICES

Health Service Ex. Services (General)	Medical Card	Services for People with Disabilities	Services for Children	Services for Older People	Hospital Payments	Transport to Services	Long Term Illness
1	2	3	4	5	6	7	8

EMPLOYMENT RIGHTS QUERIES including RIGHTS OF MIGRANT WORKERS

Holiday/Leave Entitlements	Health / Safety	Payment of Wages/PRSI/Contracts	Redundancy	Maternity/Paternity	Work Permit	Habitual Residence Condition	Other Employment Rights
1	2	3	4	5	6	7	8

EMPLOYMENT QUERIES

Return to Work	Part-Time Employment	Employment Schemes	Training Apprenticeship
1	2	3	4

HOUSING

Emergency/ Hostel	Staying w/ friends or family	Sleeping rough	Private Rented	Social Housing	Mortgaging/ Re-mortgaging	Disabled Persons Grant	Other Grants
1	2	3	4	5	6	7	8

Employer Provided Housing	Planning	Overcrowding	Traveller Accommodation	Direct Provision
9	10	11	12	13

TAX

PAYE	Non-PAYE
1	2

FAMILY MATTERS

Separation/Divorce	Death	Family Home	Domestic Violence	Marriage	Co-habitation	Birth Registration	Custody/ Access/ Guardianship/Joint Parenting	Adoption/ Fostering	Child Care	Care of Other Dependents
1	2	3	4	5	6	7	8	9	10	11

EDUCATION

School Transport	Special Needs	Access/Back to Education Programmes	Third Level Supports	Adult Education
1	2	3	4	5

DEBT

Consumer	Bank	Utilities	Housing
1	2	3	4

CONSUMER

Credit	Rights	Defective Goods/Services
1	2	3

LAW & JUSTICE

Legal General/ Legal System	Freedom of Information Data Protection	Registration of Births, Marriages, Deaths	Citizenship Non-Nationals	Refugees and Asylum Seekers	Equality
1	2	3	4	5	6

MISCELLANEOUS QUERY - please specify

4. PROCESS

REASONS FOR CONTACT WITH CENTRE: *Tick as many boxes as are relevant*

Referred from other agency/service	Request for simple information	Delays in application process	Unsatisfactory treatment	Advice	Inaccurate/insufficient information elsewhere	Assistance with form filling	Assistance with appeal
1	2	3	4	5	6	7	8

ACTION TAKEN: *Tick as many boxes as are relevant*

INFORMATION

Verbal information provided	Printed information provided	Referred to another agency/service/professional
1	2	3 <i>Please specify</i> _____

ADVICE

Discussion of options	Advice provided
1	2

ADVOCACY

Assistance with forms/applications	Representations made on behalf of client	Assistance with an appeal
1	2	3

SOURCE OF INFORMATION USED TO DEAL WITH QUERY: *Tick as many boxes as are relevant*

OASIS	Comhairle CID	Comhairle (other)	Other information worker	Local information folder	Personal knowledge/Information	Outside professional expert	Outside agency (specify) _____
1	2	3	4	5	6	7	8

TIME SPENT WITH CLIENT DURING THIS CONTACT

Less than 10 minutes	11-20 minutes	21-39 minutes	40-59 minutes	One hour or more
1	2	3	4	5

How many queries did the client have during the present contact? _____

SOCIAL POLICY IMPLICATIONS: Did query/queries have social policy implications?

Yes	No	Don't know
1	2	3

If Yes, was an SP Record(s) completed in respect of the issue(s)?

Yes	No	Don't know
1	2	3

DISABILITY: Was there any evidence that this client had a disability?

Yes	No
1	2