

## Department of Social Protection

### Information Requested following the PAC on 18<sup>th</sup> January 2024

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**(1) A note on the Department's progress in reintroducing appointments for public service card applications, and an update on recruitment (pg. 16).**

**Public Service Card Appointments**

Appointments to apply for or renew a PSC are available by directly contacting a customer's local Intreo or Public Service Card Centre.

The possibility of a centralised appointments process is being explored by this Department.

Any appointment process will need to balance giving certainty to an applicant as to when they can obtain an appointment with not allowing customers to book multiple appointments.

This has happened previously and limited the overall availability of appointments to others. Any system introduced will need to provide for this balance.

**Recruitment**

- The Department is facing a number of challenges in relation to the turnover of staff including loss of experienced staff due to retirement, mobility and promotion, this is experienced across the Civil and Public Service. We are also operating in a difficult recruitment environment with unemployment rates currently at 4.5% resulting in a smaller pool of candidates.
- In 2023, 681 staff (FTE 654.06) left the Department and 895 (FTE 895) joined. In 2022, 651 staff (FTE 617.8) left the Department, and there were 686 (FTE 685.4) new entrants. The Department continues to work closely with the Public Appointments Service and to use its own recruitment license, where appropriate, to manage the ongoing resource demands.

### Grade Breakdown of 2022 & 2023 staff joining DSP (Department of Social Protection)

	People
<b>IN 2022</b>	
Administrative Officer	14
Assistant Principal	15
Clerical Officer	425
Executive Officer	149
Higher Executive Officer	58
Principal Officer	7*
Services Officer	18
<b>IN Total</b>	<b>686</b>

	People
<b>IN 2023</b>	
Administrative Officer	9
Assistant Principal	17
Assistant Secretary	2
Clerical Officer	614
Executive Officer	156
Higher Executive Officer	67
Principal Officer	5*
Services Officer	25
<b>IN Total</b>	<b>895</b>

- *Including medical assessors*

These figures reflect staff recruited into the Department to fill newly sanctioned posts or to replace staff who left on promotion, mobility, retirement etc.

In addition to the numbers of staff who joined the Department from external sources, a number of internal promotions, lateral moves etc. took place within the Department during 2022 and 2023 to fill vacancies e.g. 226 Temporary Clerical Officers were appointed as permanent Clerical Officers following an internal DSP TCO to CO competition. This initiative is now going to be rolled out across other Departments.

**(2) A timeline for the processing of cases of overpayment of the pandemic unemployment payment (pg. 18).**

The Department has cross checked 30 million pandemic unemployment payments against Revenue records. The Department is examining between 50,000 and 60,000 cases where there was an overlap between receipt of the Pandemic Unemployment Payment and employment. There is some filtering still to be done, but a cautious estimate is that, if every overpayment was due to be refunded, it would amount to approximately €200 million. However, a number of these overlaps will be legitimate and only arise because of timing issues when a person returned to work during a PUP payment week, so the estimate is not definitive.

The Department has commenced writing to customers whose claims are under review, initially concentrating on a sample of cases to validate its approach. In all cases, a person will be given the opportunity to present all relevant facts.

Where overpayments arise, the Department of Social Protection will seek to recover them in a reasonable manner, having regard to a person's circumstances. This can include making arrangements for repayments over an extended period.

Separately, the Department will engage with the Revenue Commissioners in relation to cases where the Pandemic Unemployment Payment was claimed but where records do not indicate that returns of income in respect of this employment were made to Revenue.

**(3) A note on carer's allowance, including the rationale for the means testing of recipients of the allowance (pg. 21).**

The conditions attached to payment of Carer's Allowance are consistent with the overall conditions that apply to social assistance payments generally. The means test ensures that support is provided to those most in need and plays a critical role in determining whether or not an income need arises as a consequence of caring. Carer's Allowance does not purport to be a payment for care.

Over the last number of budgets, there were significant improvements to the means test for Carer's Allowance, as well as to other supports for carers.

- In June 2022 the income disregards were increased from €332.50 to €350 for a single person, and from €665 to €750 for carers with a spouse/partner.
- As part of Budget 2024, the weekly income disregard will be further increased from €350 to €450 for a single person, and from €750 to €900 for carers with a spouse/partner.

This amounts to cumulative increases to the disregards of €117.50 for a single carer and €235.00 for a carer who is part of a couple. These are the highest income disregards in the social welfare system. It is also worth noting that the capital and savings disregard for the Carer's Allowance means assessment was also increased in 2022 from €20,000 to €50,000.

Removing the means test for Carer's Allowance would, in effect, create a new universal social protection scheme for those meeting the scheme's basic caring condition. Any such change would have significant cost implications and could only be considered within a wider budgetary context.

At a conservative estimate, the cost of removing the means test for Carer's Allowance would be an additional €600 million per annum. This estimate is based on existing recipients of the Carer's Support Grant (CSG). It does not take account of new applicants or year-on-year increases to the scheme. There are potentially over 153,000 additional carers who might be eligible for Carer's Allowance (CA) if the means test was removed (299,128 carers in Census 2022, minus 146,046 CSG recipients). However, we do not know how many of them would meet the other requirements for the scheme. For each 10,000 additional CA recipients, it would cost at least €129 million per annum.

The Deputy's question was raised in the context of the potential savings on the administration of the means test for CA. In this regard, the savings on staffing would be negligible. For example, the CA New Claims Section currently has 4 Executive Officers and 14 Clerical Officers. Given that decisions on new applications would still require administration in relation to the other eligibility criteria for CA, and the number of new applications could increase substantially, many of those staff would still be required. In addition, there may be a requirement for a higher number of Departmental Medical Assessors in order to examine the medical eligibility of the higher number of new applications.

**(4) Confirmation as to which hard copy form to use to apply for the additional needs payment (pg. 45).**

There is one application form for SWA /BASI/ANP, which is titled SWA1 form.

**(5) The number of recipients of additional needs payments that are:**

- **not in receipt of other social welfare payments; and/or**
- **in employment (pg. 46).**

The Additional Needs Payment is available to anyone who needs it and qualifies, whether the person is currently receiving a social welfare payment or working on a low income. The income of applicant is recorded by the officer based on the main income

being received. It should be noted that an applicant may have more than one income source, and many social protection schemes allow a customer to work while also in employment. In 2023, there were over 6,600 ANPs made, which have income from employment recorded as an income source on the claim.

**(6) A note on the branch offices and Intreo offices in Co. Laois in which a Community Welfare Officer is available, and when (pgs. 48-49).**

In County Laois a Community Welfare Officer (CWO) is available to meet with clients;

- In Portlaoise during business hours Monday to Friday at the Community Welfare Services Office, Government Buildings, Old Abbeyleix Road, Portlaoise, Co. Laois.
- In Rathdowney on alternative Tuesdays from 9.30am to 12.30pm at the Social Welfare Branch Office, Main Street, Rathdowney, Co Laois.
- By appointment in all areas across the County.

**(7) A note on the difference between a branch office and an Intreo office, with regard to the services available in both (pg. 40).**

Please find below for the Committee's information a table which details the difference in service offering available in a Branch office and an Intreo office. The key differences are that Intreo offices make decisions relating to claims, whereas Branch offices do not make decisions.

**Service model difference outlined below-**

Service Provision Comparison		
	<b>Branch Office</b>	<b>Intreo Centre</b>
Triaging claims and assisting customers face to face	✓	✓
Registering claims for Jobseekers and One Parent Families	✓	✓
Maintaining in payment claims for customers	✓	✓
The Provision of accurate clear and comprehensive information relating to all Department Schemes and Services	✓	✓
Referral and access to Community Welfare Service, Employment Services and Social Welfare Inspectors.	✓	✓
In-person signing of Jobseeker Customers and/or control activities.	✓	✓
Identity authentication including processing customer applications for Public Services Cards.	✓	✓
Make Statutory Decisions on Claims	X	✓
Control Checks and general Inspections to ensure compliance	N/A	✓
Decisions on Claims in relation to control and Reduced Rates	X	✓
Provide PPSN Numbers <small>Note 1</small>	X	✓
Staffed By	Contracted Staff	Civil Servants

Note 1 Two Branch Offices provide PPSN Services due to geographic reasons.

## **Appendix A: Additional Questions from Transcript**

### **(8) How many Ukrainian refugees are being paid by EFT?**

A total of 12,894 have their primary payments paid by EFT.

### **(9) What CWO/ Branch Offices are in Portlaoise**

- There is a CWO Office at Government Buildings, Government Buildings, Old Abbeylax Road, Portlaoise, Co. Laois.
- Social Welfare Branch Offices Laois are located in Portlaoise, Rathdowney and Portarlinton.

### **(10) A note on CWO offices**

For the Committee's information please find included a PDF file which contains information on the CWS Locations.



<b>INTREO BUSINESS HOURS</b> Mon - Wednesday 09.15am to 5.00pm Thursday 10.30am to 5.00pm Friday 09.15am to 16.30am	<b>BRANCH BUSINESS HOURS</b> Mon-Wed 09:30am to 12:30pm, 2pm to 4:30pm Thursday 10:30am to 12:30pm, 2pm to 4:30pm Friday 09:30am to 1pm, 2pm to 4pm
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LOCATION	OFFICE	ADDRESS			CWO		WALK-IN AVAILABILITY	APPOINTMENT AVAILABILITY	
<b>Achill</b>	Intreo Centre	Achill Sound	Achill	Co Mayo	YES	Mon, Wed, Fri	10am - 1pm	-	-
<b>Ardee</b>	Branch Office	Moore Hall	Ardee	Co Louth	Remote Cover	-	-	Services provided by Drogheda Intreo Office	-
<b>Arklow</b>	Intreo Centre	Castle Park	Arklow	Co Wicklow	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Arran Islands</b>	-	-	-	Co Galway	Remote Cover	-	-	Services provided by Galway Intreo Office	-
<b>Athlone</b>	Intreo Centre	Government Offices	Grace Park Road	Co Westmeath	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Athy</b>	Branch Office		Athy	Co Kildare	YES	-	-	Mon-Fri (By appt in Stanhub Office)	-
<b>Balbriggan</b>	Intreo Centre	Gallens Mill	Mill St	Co Dublin	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Ballina</b>	Intreo Centre	Government Buildings	Ballina	Co Mayo	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Ballinamore</b>	-	-	-	Co Leitrim	Remote Cover	-	-	-	-
<b>Ballinasloe</b>	Branch Office	Unit 1-2, Riverview, Main Street	Ballinasloe	Co Galway	Remote Cover	-	-	Services provided by Loughrea Intreo Office	-
<b>Ballinrobe</b>	Branch Office	New Street	Ballinrobe	Co Mayo	Remote Cover	-	-	Services provided by Castlebar Intreo Office	-
<b>Ballybofey</b>	Branch Office	Garvan House	Main Street	Co Donegal	YES	-	-	Tue, Wed, Fri (by appt in Butt House)	-
<b>Ballyconnell</b>	Branch Office	Unit 5, The Conall Building, Main St.	Ballyconnell	Co Cavan	Remote Cover	-	-	Services provided by Cavan Intreo Office	-
<b>Ballyfermot</b>	Intreo Centre	Rossmore Ave	Ballyfermot	Dublin 10	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Ballymun</b>	Intreo Centre	Main Street	Ballymun	Dublin 9	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Ballyshannon</b>	Branch Office	East Port	Ballyshannon	Co Donegal	YES	Mon-Fri	Branch Business Hours	-	-
<b>Baltinglass</b>	Intreo Centre	Edward Street	Baltinglass	Co Wicklow	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Bandon</b>	Branch Office	96 North Main Street	Bandon	Co Cork	Remote Cover	-	-	Services provided by Carrigaline Intreo Office	-
<b>Bantry</b>	Branch Office	Bridge Street	Bantry	Co Cork	YES	-	-	By appointment (in 6 Main Street, Bantry, Co Cork)	-
<b>Birr</b>	Branch Office	Green Street	Birr	Co Offaly	YES	Tues	9.30am - 12.30pm	-	-
<b>Belmullet</b>	Intreo Centre	American Street	Belmullet	Co Mayo	Remote Cover	Every second Thursday	10am - 1pm (Serviced by Achill Staff)	-	-
<b>Bishop Square</b>	Intreo Centre	Redmond's Hill	-	Dublin 2	YES	Mon-Fri	Intreo Business Hours	-	-

<b>Blanchardstown</b>	Intreo Centre	Westend House	Snugborough Road	Dublin 15	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Boyle</b>	Branch Office	Elphin Street	Boyle	Co Roscommon	YES	Mon-Fri	Branch Office Hours	-	-
<b>Bray</b>	Intreo Centre	The Cualann Centre	Main Street	Co Wicklow	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Buncrana</b>	Intreo Centre	Inner Relief Road	Ardarvan	Co Donegal	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Cahir</b>	Branch Office	Market Yard, The Square	Cahir	Co Tipperary	Remote Cover	-	-	Services provided in Clonmel Intreo Office	-
<b>Cahirciveen</b>	Intreo Office	St Brendans Terrace	Cahirciveen	Co Kerry	Remote Cover	-	-	Services provided in Killarney Intreo Office	-
<b>Carlow</b>	Intreo Centre	Kennedy Avenue	Carlow	Co Carlow	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Carrickmacross</b>	Branch Office	Ardee Road	Carrickmacross	Co Monaghan	YES	Mon & Wed	9.30am - 12.30pm , 2.00pm - 4.30pm	-	-
<b>Carrick-on-Shannon</b>	Intreo Centre	Leitrim Road	Carrick-on-Shannon	Co Leitrim	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Carrick-on-Suir</b>	Branch Office	55 New Street	Carrick-on-Suir	Co Tipperary	Remote Cover	-	-	-	-
<b>Carrigaline</b>	Intreo Centre	The Maltings, Main Street	Carrigaline	Co Cork	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Cashel</b>	Branch Office	Bohermore	Cashel	Co Tipperary	Remote Cover	-	-	Services provided in Clonmel Intreo Office	-
<b>Castlebar</b>	Intreo Centre	Michael Davitt House	Castlebar	Co Mayo	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Castleblayney</b>	Branch Office	Monaghan Road	Castleblayney	Co Monaghan	YES	Thu	10.30am - 12.00pm	-	-
<b>Castlerea</b>	Branch Office	Main Street	Castlerea	Co Roscommon	Remote Cover	-	-	Services provided in Roscommon Intreo Office	-
<b>Cavan</b>	Intreo Centre	Dublin Road	Cavan	Co Cavan	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Claremorris</b>	Branch Office	Unit 3, Clár Business Park, Old Ballindine Road	Claremorris	Co Mayo	Remote Cover	-	-	Services provided by Castlebar Intreo Office	-
<b>Clifden</b>	Intreo Centre	Galway Road	Clifden	Co Galway	Remote Cover	-	-	Services provided by Galway Intreo Office	-
<b>Clonakilty</b>	Branch Office	Unit 2, Supervalu Shopping Centre, Faxbridge	Clonakilty	Co Cork	YES	Mon-Fri	Branch Business Hours	-	-
<b>Clondalkin</b>	Intreo Centre	9th Lock Road	Clondalkin	Dublin 22	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Clones</b>	DSP Office	-	Clones	Co Monaghan	YES	Wed	10am - 12pm	-	-
<b>Clonmel</b>	Intreo Centre	Harbour House	New Quay, Clonmel	Co Tipperary	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Cobh</b>	Intreo Centre	Lynchs Quey	Cobh	Co Cork	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Coolock</b>	Intreo Centre	Northside Civic Centre	Bunratty Road, Coolock	Dublin 17	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Cork City</b>	Intreo Centre	Intreo Centre Cork City	Abbey Court House	Co Cork	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Dingle</b>	Branch Office	Goat Street	Dingle	Co Kerry	Remote Cover	-	-	Services provided in Tralee Intreo Office	-
<b>Donegal</b>	Branch Office	Unit 7 Donegal Shopping Centre, The Glebe	Donegal Town	Co Donegal	Remote Cover	-	-	Services provided in Donegal Control Office	-
<b>Donegal</b>	Control Office	Public Service Centre	-	Co Donegal	YES	Mon-Fri	Branch Business Hours	-	-
<b>Drogheda</b>	Intreo Centre	Custom House Quay	Drogheda	Co Louth	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Dun Laoghaire</b>	Intreo Centre	18-21 Cumberland Street	Dun Laoghaire	Co Dublin	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Dundalk</b>	Intreo Centre	Government Buildings	St. Alphonsus Road	Co Louth	YES	Mon-Fri	Intreo Business Hours	-	-

<b>Dunfanaghy</b>	Intreo Centre	Main Street	Dunfanaghy	Co Donegal	Remote Cover	-	-	Services provided by Letterkenny Intreo Office	-
<b>Dunmanway</b>	Control Office	Main Street		Co Cork	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Dungarvan</b>	Branch Office	Waterford County Civic Office (old motor tax office)	Dungarvan	Co Waterford	YES	-	-	Mon-Fri	Branch Business Hours
<b>Dungloe</b>	Intreo Centre	Public Service Centre	Gweedore Road	Co Donegal	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Edenderry</b>	Intreo Centre	IDA Park	Carrick Road	Co. Offaly	YES	Wed & Fri	10am - 5pm	-	-
<b>Ennis</b>	Intreo Centre	Kilrush Road	Ennis	Co Clare	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Enniscorthy</b>	Intreo Centre	Bridgepoint Abbey Square	Enniscorthy	Co Wexford	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Ennistymon</b>	Branch Office	Bogbere	Ennistymon	Co Clare	Remote Cover	-	-	Services provided in Ennis Intreo Office	-
<b>Finglas</b>	Intreo Centre	Mellowes Road	Finglas	Dublin 11	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Galway</b>	Intreo Centre	Sean Duggan Centre	Fairgreen Road	Co Galway	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Gorey</b>	Branch Office	Thomas Street	Gorey	Co Wexford	YES	-	-	Mon-Fri	Branch Business Hours
<b>Gort</b>	Branch Office	Loughrea Road	Gort	Co Galway	Remote Cover	-	-	Sevices provided by Loughrea Intreo Office	-
<b>Kells</b>	Branch Office	Cross Street	Kells	Co Meath	YES	Thu Fri	10.30am - 12.30pm, 2pm - 4.30pm 9.30am - 12.30pm, 2pm - 4pm	-	-
<b>Kenmare</b>	Intreo Centre	Bridge Street	Kenmare	Co Kerry	YES	Mon-Fri	Intreo Business Hours	Services provided by Killarney Intreo Office	-
<b>Kilbarrack</b>	Intreo Centre	Greendale Shopping Centre	Greendale Road	Dublin 5	Remote Cover	-	-	Services provided by Coolock Intreo Office	-
<b>Kilkenny</b>	Intreo Centre	Government Buildings	Hebron Road, Kilkenny	Co Kilkenny	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Killarney</b>	Intreo Centre	Fl 1, Park Court	Beech Road	Co Kerry	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Killorglin</b>	Branch Office	The Square	Killorglin	Co Kerry	YES	-	-	Services provided by Killarney Intreo Office	-
<b>Killybegs</b>	Branch Office	Bridge Street	Killybegs	Co Donegal	Remote Cover	Mon-Fri	Branch Business Hours	-	-
<b>Kilmallock</b>	Branch Office	Charleville Road	Kilmallock	Co Limerick	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Kilrush</b>	Branch Office	Vandeleur Street	Kilrish	Co Clare	YES	-	-	Services provided by Ennis Intreo Office	-
<b>King's Inn St</b>	Intreo Centre	20 King's Inn Street	King's Inn Street	Dublin 1	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Kinsale</b>	Branch Office	Market Lane	Kinsale	Co Cork	Remote Cover	-	-	Services provided by Carrigaline Intreo Office	-
<b>Letterkenny</b>	Intreo Centre	High Road	Letterkenny	Co Donegal	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Limerick</b>	Intreo Centre	Dominick Street	Limerick	Co Limerick	YES	Mon-Fri	Intreo Business Hours	-	-
<b>Lismore</b>	Intreo Centre	West Street	Lismore	Co Waterford	Remote Cover	-	-	Services provided by Dungarvan Intreo Office	-
<b>Listowel</b>	Intreo Centre	The Square	Listowel	Co Kerry	YES	Mon-Fri	Intreo Business Hours	-	-

Longford	Intreo Centre	Government Buildings	Longford	Co Longford	YES	Mon-Fri	Intreo Business Hours	-	-
Loughrea	Intreo Centre	Railway House	Station Rd	Co Galway	YES	Mon-Fri	Intreo Business Hours	-	-
Maynooth	DSP Office	Maynooth Employment Services Office, Claremount House, Kelly's Lane	Maynooth	Kildare	YES	-	-	Mon-Wed Thu Fri	9.15am - 5.30pm; 10.30am - 5.30pm; 9.15pm - 4.30pm
Macroom	Branch Office	Units 1&2 Millstreet Road	Macroom	Co Cork	YES	Mon-Fri	Intreo Business Hours	-	-
Mallow	Control Office	Fairgreen	New Road	Co Cork	YES	Mon-Fri	-	-	-
Manorhamilton	Intreo Centre	Sligo Road	Manorhamilton	Co Leitrim	YES	Mon-Fri	Intreo Business Hours	-	-
Middleton	Branch Office	Dwyers Road	Midleton	Co Cork	YES	Mon - Fri	Branch Business Hours	-	-
Monaghan	DSP Office	Plantation	Monaghan	Co Monaghan	YES	Tue & Thu	9.30am - 12.30pm, 2pm - 4pm	-	-
Moville	DSP Office		Moville	Co Donegal	YES	Mon-Fri	Intreo Business Hours	-	-
Mullingar	Intreo Centre	Blackhall Place	Mullingar	Co Westmeath	YES	Mon-Fri	Intreo Business Hours	-	-
Nenagh	Branch Office	Church View	Nenagh	Co Tipperary	YES	Mon-Fri	Available in Civic Offices	-	-
Navan	Intreo Centre	Abbey Buildings	Abbey Mall	Co Meath	YES	Mon-Fri	Intreo Business Hours	-	-
Newbridge	DSP Office	Moorefield Rd	Newbridge	Co Kildare	YES	Mon-Fri	Intreo Business Hours	-	-
Newcastlewest	Intreo Centre	Gortboy	Newcastlewest	Co Limerick	YES	Mon, Wed, Fri	Intreo Business Hours	-	-
Newmarket	Branch Office	Main street	Newmarket	Co Cork	Remote Cover	-	-	Services provided by Mallow Control Office	
New Ross	Branch Office	Cross Street	New Ross	Co Wexford	Remote Cover	Mon-Fri	Branch Business Hours	-	-
Nth Cumberland St	DSP Office	Elisabeth O'Farrell House	19-21 Nth Cumberland St	Dublin 1	YES	Mon-Fri	Intreo Business Hours	-	-
Nutgrove	Intreo Centre	Nutgrove Shopping Centre	Rathfarnham,	Dublin 14	YES	Mon & Wed	Intreo Business Hours	-	-
Portlaoise	Control Office	Government Buildings	Abbeyleix Road	Co Laois	YES	Mon-Thu Fri	9am - 4pm; 9am - 3pm	-	-
Rathdowney	Branch Office	Main Street	Rathdowney	Co Laois	YES	Alternate Tues	9.30am - 12.30pm	-	-
Roscommon	Intreo Centre	Roscommon Town	-	Co Roscommon	YES	Mon-Fri	Intreo Business Hours	-	-
Roscrea	Branch Office	Limerick Street	Roscrea	Co Tipperary	Remote Cover	-	-	Services provided by Thurles Intreo Office	
Skibbereen	Branch Office	Mardyke Street	Skiberrean	Co Cork	YES	-	-	-	-
Sligo	Intreo Centre	Government Offices	Cranmore Road, Sligo	Co Sligo	YES	Mon-Fri	Intreo Business Hours	-	-
Swords	Intreo Centre	Mainscourt	23 Main Street	Co Dublin	YES	Mon-Fri	Intreo Business Hours	-	-
Tallaght	Intreo Centre	The Square	Tallaght	Dublin 24	YES	Mon-Fri	Intreo Business Hours	-	-
Thurles	Intreo Centre	Tipperary Technology Park	Racecourse Road	Co Tipperary	YES	Mon-Fri	Intreo Business Hours	-	-
Tralee	Intreo Centre	Edward Street	Tralee	Co Kerry	YES	Mon-Fri	Intreo Business Hours	-	-
Trim	Branch Office	Haggard Street	Trim	Co Meath	YES	Thu Fri	10.30am - 12.30pm, 2pm - 4.30pm; 9.30am - 12.30pm. 2pm - 4.00pm	-	-
Tuam	DSP Office	Shop Street	Tuam	Co Galway	YES	Mon-Fri	Intreo Business Hours	-	-
Tubbercurry	Branch Office	Humbert Street	Tubbercurry	Co Sligo	YES	Tues & Thurs	Branch Business Hours	Mon, Wed, Fri	-
Tullamore	Intreo Centre	Castle Buildings	Tara Street	Co. Offaly	YES	Mon-Fri	Intreo Business Hours	-	-
Waterford	Intreo Centre	Cork Road	Waterford	Co Waterford	YES	Mon-Fri	Intreo Business Hours	-	-
Westport	Intreo Centre	Prospect Avenue	Westport	Co Mayo	YES	Tue & Fri	Intreo Business Hours	-	-
Wexford	Intreo Centre	Anne Street	Wexford	Co Wexford	YES	Mon-Fri	Intreo Business Hours	-	-
Wicklow	DSP Office	Government Buildings	The Murrough, Wicklow Town	Co Wicklow	YES	Wed	10:30am - 12:30pm	-	-
Youghal	Branch Office	Mian Street	Youghal	Co Cork	Yes	Mon-Fri	Branch Business Hours	-	-