

**SPCRDI-s-066 Deputy Joan Collins**

**From:** Joan Collins

**Sent:** Wednesday 18 November 2020 15:49

**To:** 'sprci@oireachtas.ie' <[sprci@oireachtas.ie](mailto:sprci@oireachtas.ie)>

**Subject:** FW: PUP issues summary

Paul, apologies, I received this from a person working in the local community who has been taking up cases re PUP payments and the problems he has had with the PUP payment applications. I thought I had sent it over Monday but just noticed I hadn't. Can it be taken as part of the review ? Also I have made at least 20 reps for constituents and beyond. Only one has not been successful in rerating the worker all the rest when I made the reps were rerated to a higher rate. This was after the worker had appealed with the same info ie Form 11 as I sent over. This is a very high figure.

Joan Collins

**From:** Richie MacRitchie <[richiemacritchie@hotmail.com](mailto:richiemacritchie@hotmail.com)>

**Sent:** Monday 16 November 2020 09:16

**To:** Joan Collins <[Joan.Collins@oireachtas.ie](mailto:Joan.Collins@oireachtas.ie)>

**Subject:** PUP issues summary

I haven't had a chance to do detailed representations, but here is a summary of the issues that I have come across

- Arrears on PUP applications from March/April have not yet been processed, categories include:
  - o Those whose applications were initially refused (incorrectly) and had to resubmit
  - o Those who had difficulty understanding the online system and who completed initial application incorrectly, and who subsequently had to re-submit
  - o Those whose applications took longer to process
  - o Those who for various reasons did not submit the application at the time of first entitlement, and who are seeking application to be backdated
- Applicants whose payments were stopped in July for travelling have not received any indication that their claim has been reviewed as promised, categories include:
  - o Applicants who remained lawfully resident in Ireland (and therefore eligible for payment under the published criteria at the time), but who were stranded abroad by flight cancellations
  - o Applicants who went on holidays before government announced change in policy
  - o Applicants who travelled to Green List countries
  - o Applicants who travelled for urgent family reasons
- Some applicants not receiving written notification on their PUP claims
- Temporarily laid-off applicant being refused PUP on grounds that they are already in receipt of WFP
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- Applicant who was refused advised that there is no record of his application, except the refusal notice
- Applicant advised to submit review application to [queries@welfare.ie](mailto:queries@welfare.ie) only to be later told that the email address was never operational
- Applicants submitting requests for review to [puprerate@welfare.ie](mailto:puprerate@welfare.ie) receiving no response

- Applicants who clearly have real-time Revenue record showing recent employment being advised that there is no record of recent PRSI
- Applicant who had been granted refugee status refused on grounds that they were residing in Direct Provision