

National figures

Total Callers to FLAC Telephone Information & Referral Line in 2012 and 2013

	2012	2013	% change
Total callers	12,459	13,741	10.3

Type of queries to FLAC Telephone Information & Referral Line 2012 and 2013

Primary area of law:	2012		2013		% Change
	Callers 2012	% of callers 2012	Callers 2013	% of callers 2013	Annual % change
Family	2817	22.6	2862	20.8	1.6
Legal Services	1283	10.3	1892	13.8	47.5
Credit & Debt	1486	11.9	1626	11.8	9.4
Housing/Landlord & Tenant	642	5.2	1178	8.6	83.5
Employment	965	7.7	836	6.1	-13.4
Civil	703	5.6	785	5.7	11.7
Criminal	653	5.2	682	5.0	4.4
Will/Probate	638	5.1	642	4.7	0.6
Legal Aid	608	4.9	583	4.2	-4.1
Other	633	5.1	456	3.3	-28.0
Consumer	370	3.0	442	3.2	19.5
Property/Interest in Land	275	2.2	354	2.6	28.7
Client-Solicitor relations/issues	405	3.3	349	2.5	-13.8
Social Welfare	241	1.9	264	1.9	9.5
Negligence/Personal Injury	267	2.1	239	1.7	-10.5
Immigration/refugee	182	1.5	165	1.2	-9.3
Neighbour disputes	98	0.8	153	1.1	56.1
Contract	124	1.0	149	1.1	20.2
Company	68	0.5	49	0.4	-27.9
Discrimination	1	0.0	35	0.3	n/a
Grand Total	12459		13741		10.3

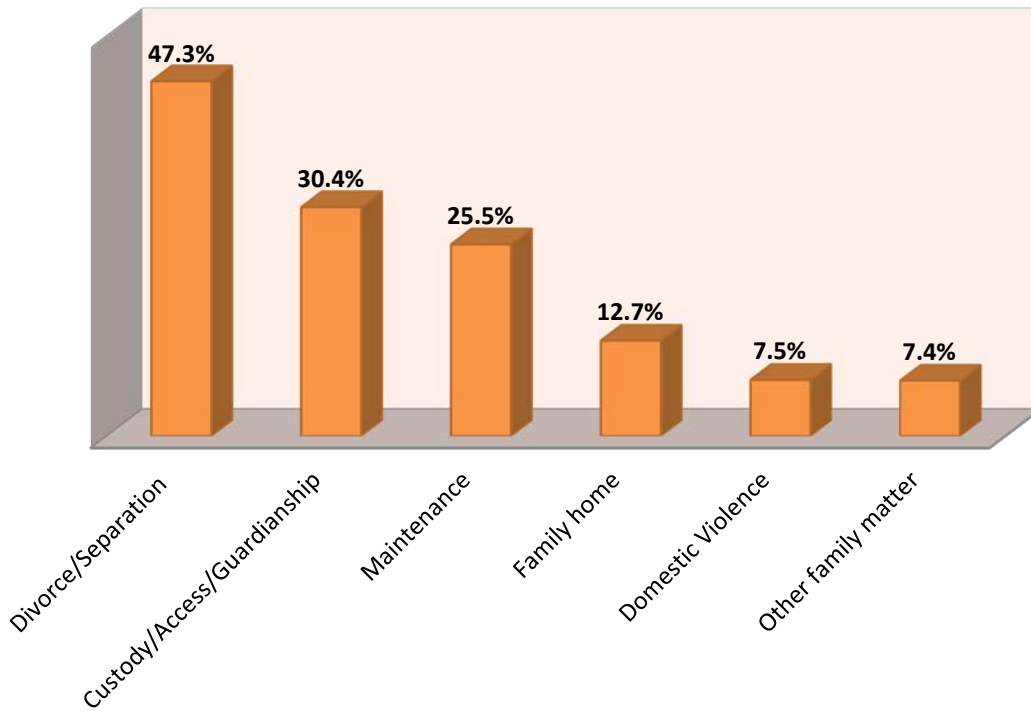
Total Callers to FLAC Centres in 2012 and 2013

	2012	2013	% change
Total callers	12,991	13,805	6.3

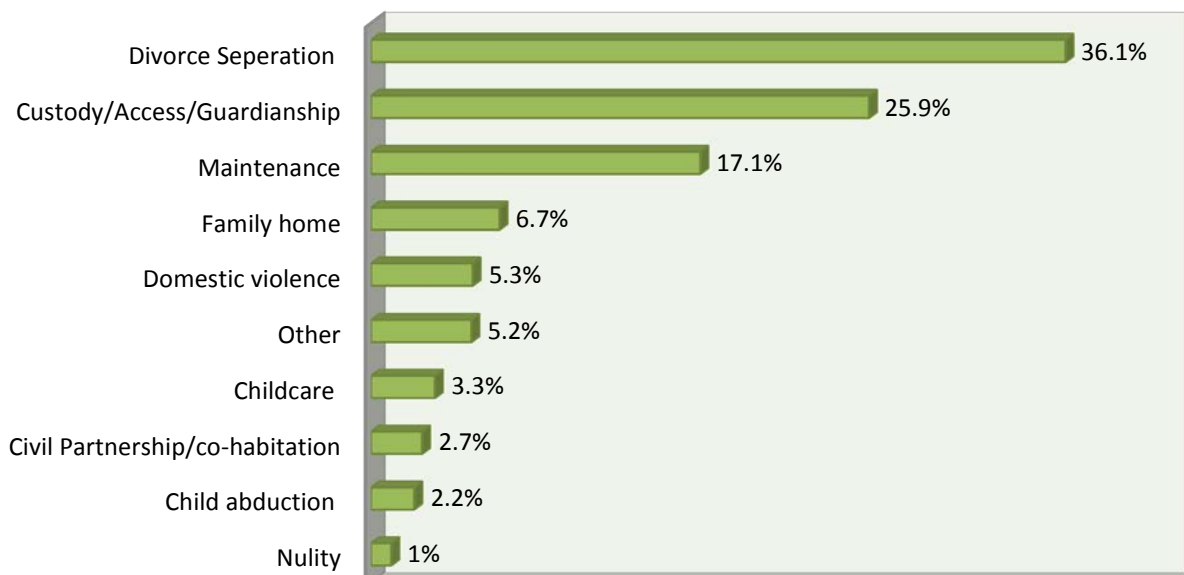
Type of queries in FLAC Centres 2012 and 2013

Primary area of law:	2012		2013		% Change
	Callers 2012	% of callers 2012	Callers 2013	% of callers 2013	Annual % change
Family	4467	34.4	4694	34.0	5.1
Employment	1983	15.3	1978	14.3	-0.3
Credit & Debt	1255	9.7	1588	11.5	26.5
Will/Probate	1019	7.8	1125	8.2	10.4
Housing/Landlord & Tenant	727	5.6	819	5.9	12.7
Consumer	840	6.5	780	5.7	-7.1
Property/Interest in Land	629	4.8	707	5.1	12.4
Criminal	672	5.2	694	5.0	3.3
Negligence/Personal Injury	592	4.6	641	4.6	8.3
Other	512	3.9	580	4.2	13.3
Immigration/refugee	454	3.5	521	3.8	14.8
Social Welfare	379	2.9	396	2.9	4.5
Neighbour disputes	291	2.2	293	2.1	0.7
Client-Solicitor relations/issues	177	1.4	169	1.2	-4.5
Total	12,991	100.0	13,805	100	6.3

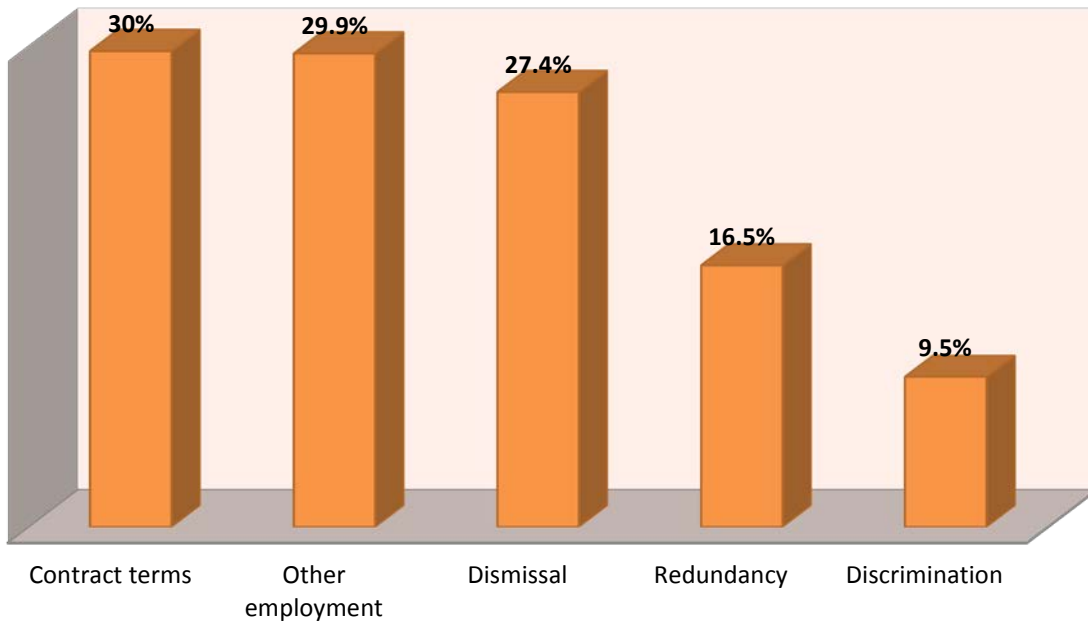
Family queries in FLAC centres 2013



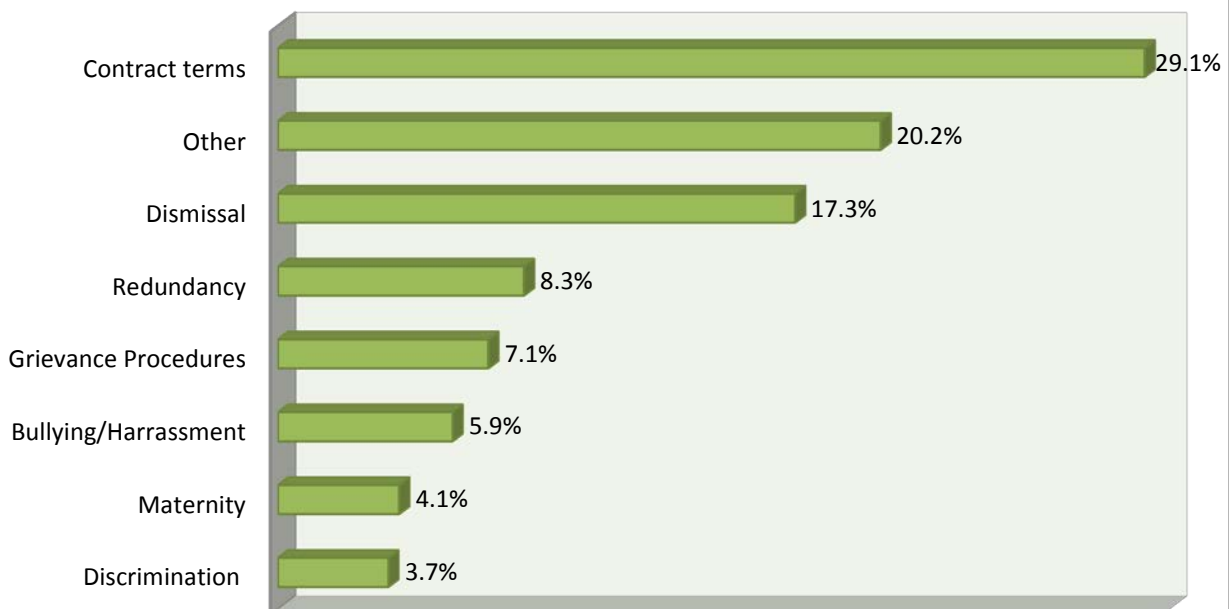
Family Law queries to FLAC Telephone Information Line in 2013



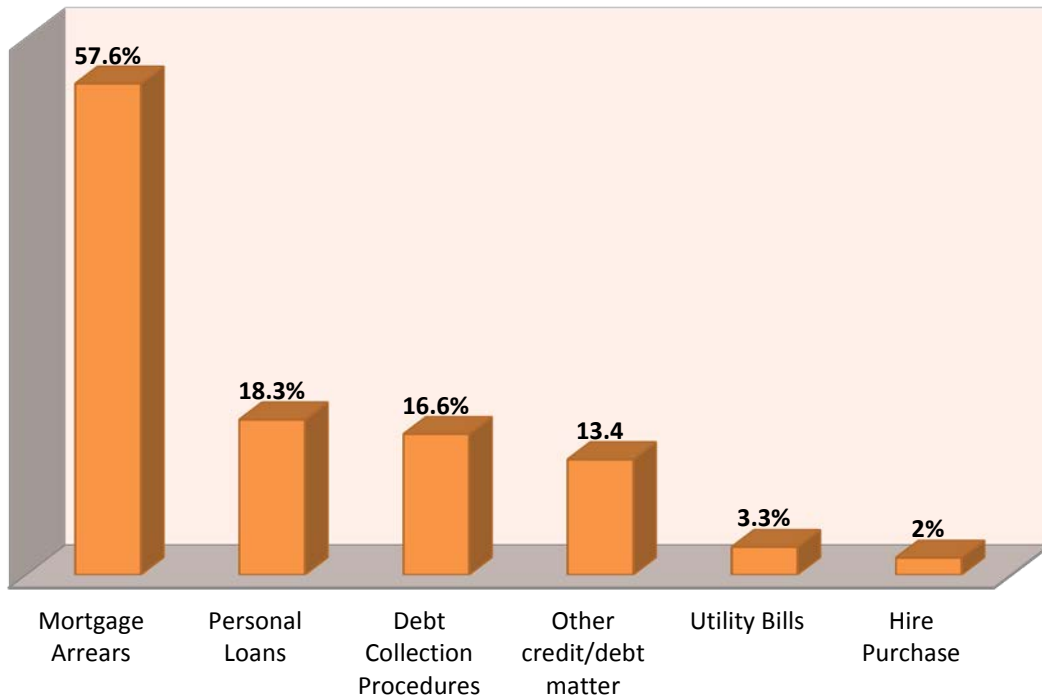
Employment queries in FLAC Centres 2013



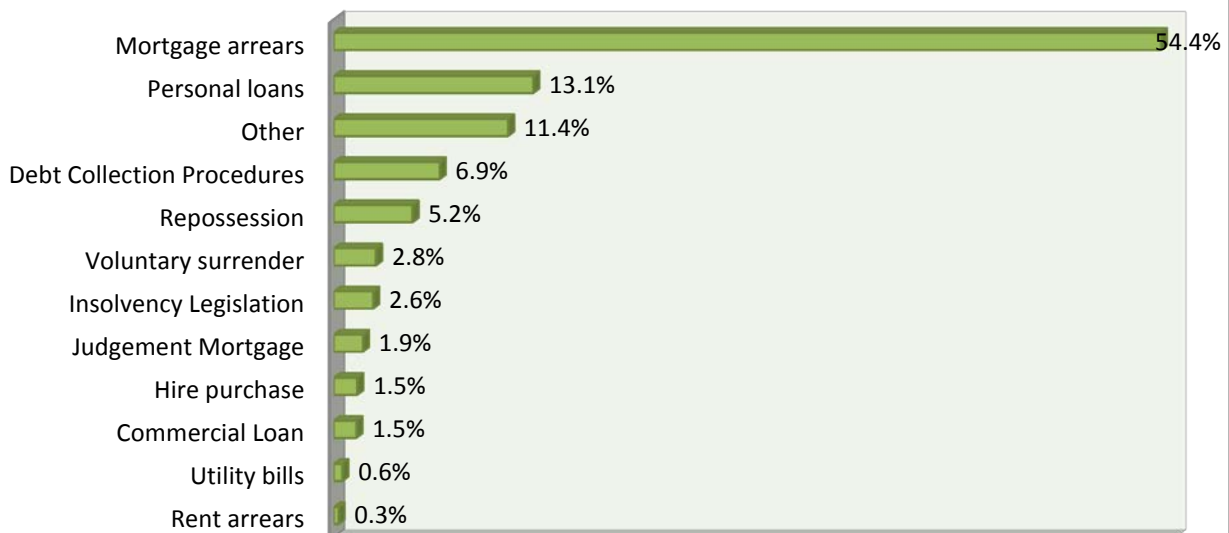
Employment calls to FLAC Telephone Information Line 2013



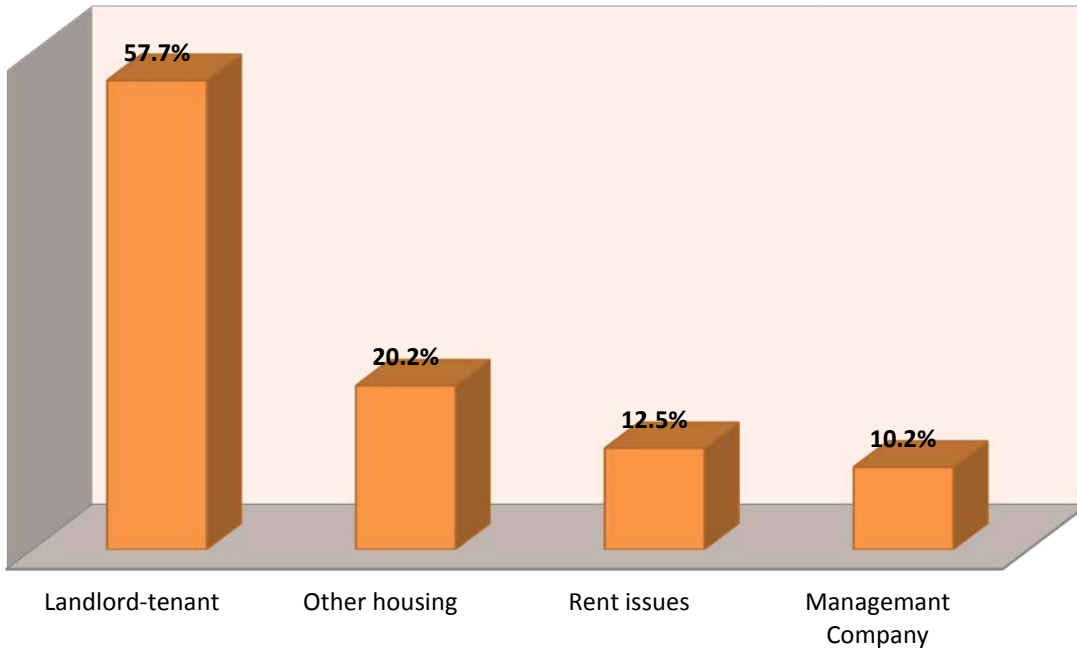
Credit & Debt queries in FLAC Centres 2013



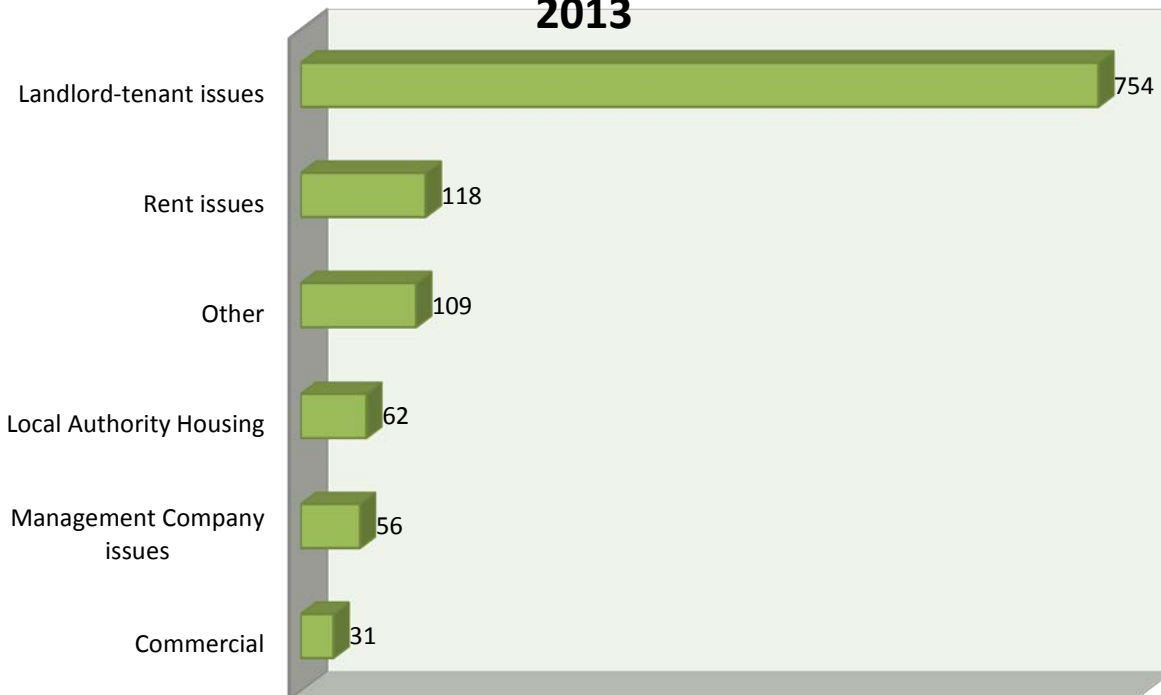
Debt calls to FLAC Telephone Information Line 2013



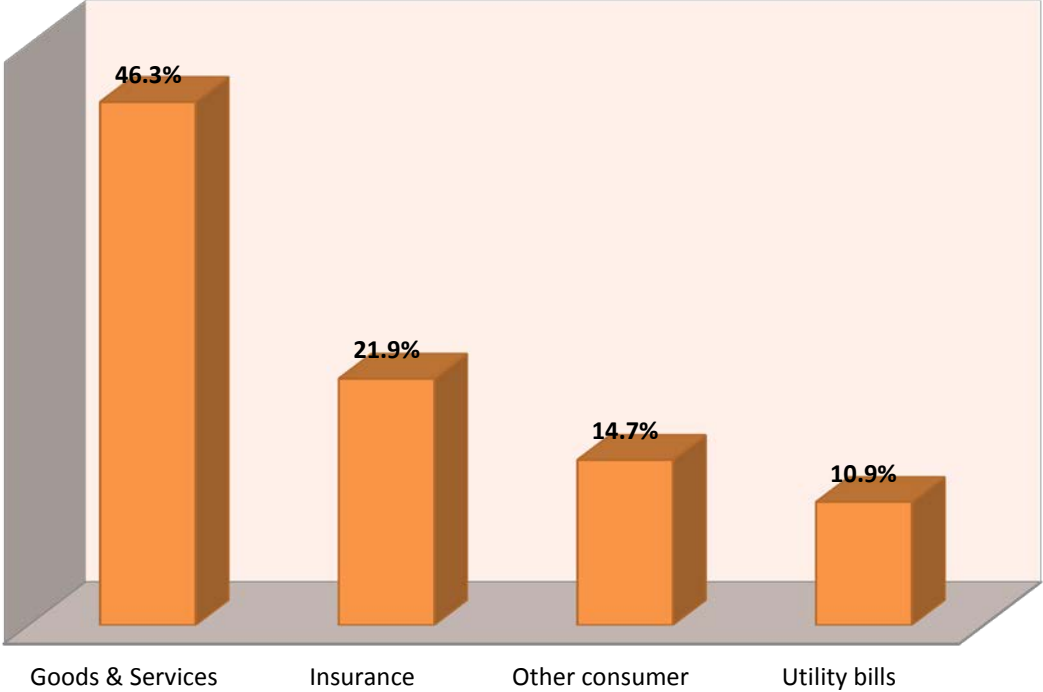
Housing queries in FLAC Centres 2013



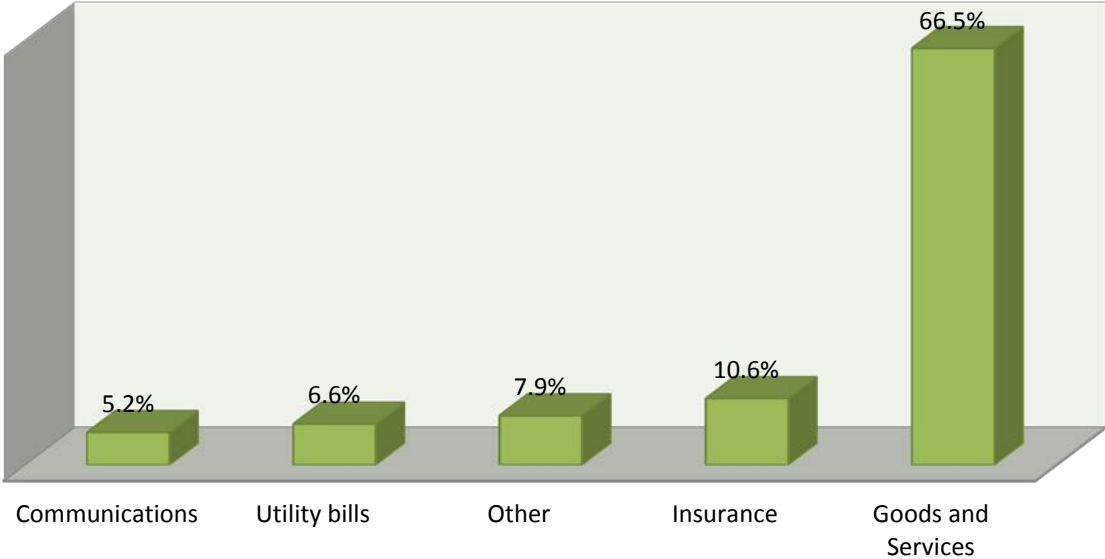
Housing calls to FLAC Telephone Information Line 2013



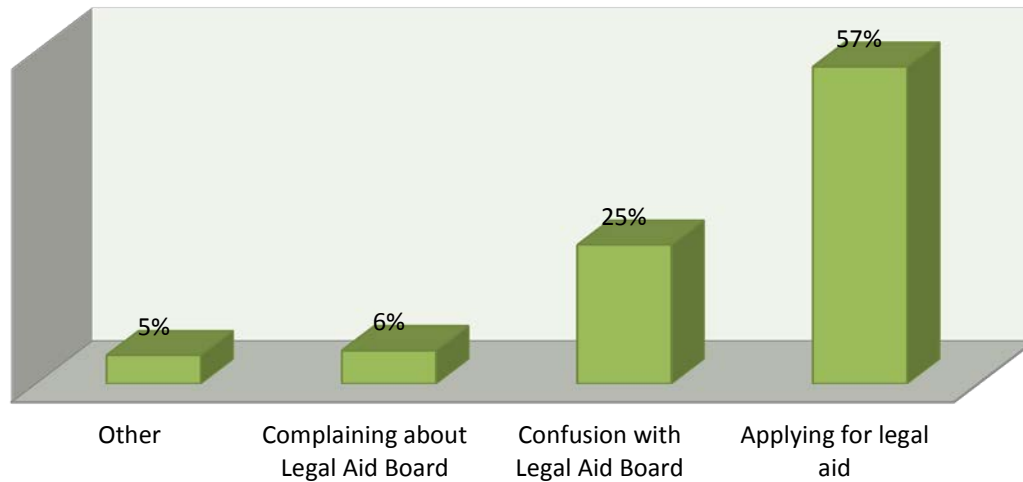
Consumer law queries in FLAC Centres 2013



Consumer queries to FLAC Telephone Information Line 2013



Legal Aid queries to FLAC Telephone Information Line 2013



Social Welfare queries to FLAC Telephone Information Line in 2013

	No. of callers	% of callers w/SW query		No. of callers	% of callers w/SW query
Type of Payment:			Issue:		
Other payments	47	17.8	Social Welfare Appeals	35	13.3
Jobseekers Allowance	27	10.2	Habitual Residence Condition	17	6.4
Disability Allowance	17	6.4	Recovery of overpayments	16	6.1
Rent Supplement	16	6.1	Applying for Social Welfare	9	3.4
One Parent Family payment	15	5.7	Refusal of payment	9	3.4
Child Benefit	11	4.2	Complaints about Department	8	3.0
Jobseekers Benefit	9	3.4	Fraud/Prosecutions	8	3.0
Supplementary Welfare Allowance	6	2.3	Suspension of payment	5	1.9
Back to Education/Student Grants	6	2.3	FOI	4	1.5
Carer's Allowance	5	1.9	Maladministration	4	1.5
State Contributory Pension	4	1.5	Genuinely seeking work	3	1.1
State non-contributory pension	3	1.1	Ombudsman	3	1.1
Exceptional/Urgent Needs Payments	3	1.1	Part-time work	3	1.1
Domicillary Care Allowance	2	0.8	Review by Deciding Officer	3	1.1
Illness Benefit	2	0.8	Chief Appeal's Officer Review	1	0.4
Mortgage Interest Supplement	1	0.4	Claiming benefits abroad	1	0.4
Death related benefits	1	0.4	Inspections	1	0.4
			Maintenance income	1	0.4
			Means test	1	0.4
			Moving to or from Ireland	1	0.4
			Self-employed	1	0.4
			Spouse/Civil Partner/Cohabitant's Income	1	0.4

Queries in FLAC Centres by Region

Dublin 2013

Area of law	Callers	% of callers
Family	2690	32.4
Employment	1437	17.3
Credit & Debt	792	9.6
Will/Probate	644	7.8
Housing/Landlord & Tenant	549	6.6
Consumer	469	5.7
Immigration/refugee	450	5.4
Criminal	391	4.7
Property/Interest in Land	368	4.4
Other	349	4.2
Negligence/Personal Injury	334	4
Social Welfare	227	2.7
Neighbour disputes	149	1.8
Client-Solicitor relations/issues	114	1.4
Total	8292	100

Rest of Leinster

Area of law	Callers	% of callers
Family	823	39.1
Credit & Debt	373	17.7
Will/Probate	192	9.1
Employment	190	9
Property/Interest in Land	117	5.6
Consumer	116	5.5
Negligence/Personal Injury	110	5.2
Housing/Landlord & Tenant	107	5.1
Criminal	104	4.9
Other	85	4
Social Welfare	56	2.7
Neighbour disputes	40	1.9
Client-Solicitor relations/issues	30	1.4
Immigration/refugee	21	1
Total	2107	100

All Munster

Area of law	Callers	% of callers
Family	908	35.6
Credit & Debt	303	11.9
Employment	267	10.5
Will/Probate	211	8.3
Property/Interest in Land	155	6.1
Criminal	150	5.9
Consumer	145	5.7
Negligence/Personal Injury	130	5.1
Housing/Landlord & Tenant	126	4.9
Other	126	4.9
Social Welfare	92	3.6
Neighbour disputes	77	3
Immigration/refugee	37	1.5
Client-Solicitor relations/issues	14	0.5
Total	2550	100

Cork:

	<u>Bantry</u>	<u>Blackpool</u>	<u>Charleville</u>	<u>Mallow</u>	<u>South Mall</u>	Total Callers Cork	% of callers	% Change 2013 v 2012
Family	40	154	7	11	120	332	31.2	32.3
Credit & Debt	5	64	18	7	34	128	12.0	91.0
Employment	3	58	0	7	56	124	11.7	36.3
Criminal	6	40	0	3	36	85	8.0	84.8
Will/Probate	10	26	0	5	30	71	6.7	9.2
Property/Interest in Land	12	23	1	2	24	62	5.8	47.6
Consumer	3	32	0	2	22	59	5.5	40.5
Other	9	23	1	0	24	57	5.4	62.9
Housing/Landlord & Tenant	6	19	0	4	28	57	5.4	23.9
Negligence/Personal Injury	2	28	0	0	23	53	5.0	3.9
Social Welfare	1	15	0	0	33	49	4.6	75.0
Neighbour disputes	2	15	1	0	15	33	3.1	37.5
Immigration/refugee	2	10	0	0	11	23	2.2	-4.2
Client-Solicitor relations/issues	0	5	0	0	4	9	0.8	0.0
Total callers	86	489	27	41	421	1064	100.0	38.9

Connacht

Area of law	Callers	% of callers
Family	183	34.1
Credit & Debt	78	14.5
Employment	53	9.9
Will/Probate	49	9.1
Property/Interest in Land	39	7.3
Negligence/Personal Injury	38	7.1
Consumer	36	6.7
Criminal	29	5.4
Housing/Landlord & Tenant	19	3.5
Neighbour disputes	17	3.2
Other	11	2
Social Welfare	11	2
Client-Solicitor relations/issues	6	1.1
Immigration/refugee	5	0.9
Total	537	100

Ulster (Donegal/Cavan/Monaghan)

Area of law	Callers	% of callers
Family	90	28.2
Credit & Debt	42	13.2
Employment	31	9.7
Will/Probate	29	9.1
Negligence/Personal Injury	29	9.1
Property/Interest in Land	28	8.8
Criminal	20	6.3
Housing/Landlord & Tenant	18	5.6
Consumer	14	4.4
Neighbour disputes	10	3.1
Social Welfare	10	3.1
Other	9	2.8
Immigration/refugee	8	2.5
Client-Solicitor relations/issues	5	1.6
Total	319	100