# Citizens Information Services (CIS) – Caller/Query Data

# Statistical Summary Quarter 1 2021

The following is a statistical summary of CIS caller and query data for Quarter 1, 1st January - 31th March 2021.

# Caller Summary

### There were 78,225 callers to CISs nationally during Q1, 2021. Most callers were female (63%).

### Where age was recorded (n=57.3%), the highest number were in the 26-45 age bracket.

# **Table 1 – Caller Gender Profile – Q1 Summary**

|  |  |  |
| --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** |
| **Female** | 49,390 | 63.14% |
| **Male** | 28,123 | 35.95% |
| **Couples** | 589 | 0.75% |
| **Unknown** | 123 | 0.16% |

# **Table 2 – Caller Age Profile – Q1 Summary**

|  |  |  |
| --- | --- | --- |
| **Caller Age Range** | **Number of Callers (n= 57.3%)** | **% of Callers** |
| **26 - 45** | 21,687 | 48.38% |
| **46 - 65** | 17,128 | 38.21% |
| **66 and Over** | 4,833 | 10.78% |
| **25 and Under** | 1,183 | 2.64% |
|  |  |  |

88% of people that contacted CISs in Q1 2021 did so by telephone, including the 11% of callers who initiated contact through the web-based ***Request a Call Back[[1]](#footnote-2)*** service, part of CIB’s digital response to the Covid-19 pandemic.

# **Table 3 – Caller Mode of Contact – Q1 Summary**

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Type** |  | **Number of Callers** | **% of Callers** |
| **Telephone** |   | 69,341 | 88.64% |
| **Personal** |   | 2,810 | 3.59% |
| **Letter/Email** |   | 6,074 | 7.76% |

# **Query Summary**

Services dealt with **170, 800** queries during Q1, 2021. There were 2.18 queries *per* caller compared with 2.08 in Q4, 2020. Of the 170, 800 queries recorded by CISs, most were about Social Welfare rights and entitlements (72,067 queries) followed by Housing (15,382) and Employment (15,315).

The following tables set out the data in relation to the range of queries received from the public. Table 4, below, sets out the number of queries received across high-level category areas. Table 5, provides a breakdown on the single payments and schemes emerging with the highest number of queries overall.

# **Table 4 - Query Profile Q1 High-level**

| Query Category | # of Queries | % of all Queries |
| --- | --- | --- |
| Social Welfare | 72,067 | 42.19% |
| Housing | 15,382 | 9.01% |
| Employment | 15,315 | 8.97% |
| Covid-19 | 13,440 | 7.87% |
| Money and Tax | 10,003 | 5.86% |
| Health | 9,598 | 5.62% |
| Local | 6,354 | 3.72% |
| Moving Country | 5,545 | 3.25% |
| Birth, Family and Relationships | 5,488 | 3.21% |
| Justice | 4,916 | 2.88% |
| Travel and Recreation | 4,231 | 2.48% |
| Consumer Affairs | 2944 | 1.72% |
| Education and Training | 2673 | 1.56% |
| Death and Bereavement | 1440 | 0.84% |
| Government in Ireland | 897 | 0.53% |
| Environment | 507 | 0.30% |
|   | **170,800** | **100%** |

# **Table 5 - Top-Ten Single Payments or Schemes, Q1 2021**

|  |
| --- |
| **Top Ten Single Payment or Schemes Q1, 2021** |
|  | **Category** | **Single Payment or Scheme** | **# of Queries** | **% of Total Queries** |
| **1** | Social Welfare - Older and Retired People | State Pension/ Contributory | 6,073 | 3.56% |
| **2** | Covid-19 - Social Welfare Payments | Pandemic Unemployment Payment (PUP) | 5,883 | 3.44% |
| **3** | Health -Medical Card | Medical Card | 5,418 | 3.17% |
| **4** | Social Welfare - Carers | Carer's Allowance | 5,074 | 2.97% |
| **5** | Social Welfare Disability & Illness | Disability Allowance | 4,369 | 2.56% |
| **6** | Social Welfare - Unemployed People | Jobseeker's Allowance | 3,944 | 2.31% |
| **7** | Employment - Employment Rights and Conditions | Leave and Holidays | 3,676 | 2.15% |
| **8** | Housing - Local Authority and Social Housing | Applying for Local Authority/Social Housing | 3,583 | 2.10% |
| **9** | Social Welfare - Unemployed People | Jobseeker's Benefit | 3,475 | 2.03% |
| **10** | Social Welfare Disability & Illness | Illness Benefit | 3,340 | 1.96% |

# **Table 6** sets out the Social Welfare query dataset for Quarter 1, 2021.

# Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the Disability Allowance percentage represents the queries recorded as a percentage of the ***Disability and Illness*** sub-category.

# **Table 6 – Social Welfare Query Breakdown, Q1 2021**

| Category | Sub-category | Q1, 2021 Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
| --- | --- | --- | --- | --- |
| Disability and Illness |
| Social Welfare | Disability and Illness | **Disability Allowance** | 4369 | 40.26% |
| Social Welfare | Disability and Illness | **Illness Benefit** | 3340 | 30.78% |
| Social Welfare | Disability and Illness | **Invalidity Pension** | 2300 | 21.20% |
| Social Welfare | Disability and Illness | **Partial Capacity Benefit** | 420 | 3.87% |
| Social Welfare | Disability and Illness | **Injury Benefit** | 160 | 1.47% |
| Social Welfare | Disability and Illness | **Other Payment (Blind Pension/Other)** | 133 | 1.23% |
| Social Welfare | Disability and Illness | **Occupational Injuries Benefit Scheme** | 129 | 1.19% |
|   |  | **Total** | **10,851** | **100.00%** |
| Older and Retired People |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 6073 | 63.97% |
| Social Welfare | Older and Retired People | **State Pension/Non Contributory Pension** | 2224 | 23.43% |
| Social Welfare | Older and Retired People | **Qualified Adults** | 548 | 5.77% |
| Social Welfare | Older and Retired People | **Payment for people who retire at 65** | 282 | 2.97% |
| Social Welfare | Older and Retired People | **UK Pensions/Brexit** | 230 | 2.42% |
| Social Welfare | Older and Retired People | **EU/International Pensions** | 137 | 1.44% |
|   |  | **Total** | **9,494** | **100.00%** |
| Families and Children |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 2563 | 28.33% |
| Social Welfare | Families and Children | **One Parent Family Payment (OFP)** | 1829 | 20.21% |
| Social Welfare | Families and Children | **Maternity/ Adoptive Benefit** | 1227 | 13.56% |
| Social Welfare | Families and Children | **Child Benefit** | 905 | 10.00% |
| Social Welfare | Families and Children | **Increase for a Qualified Adult (IQA)** | 726 | 8.02% |
| Social Welfare | Families and Children | **Parent's Benefit** | 653 | 7.22% |
| Social Welfare | Families and Children | **Increase for a Qualified Child (IQC)** | 506 | 5.59% |
| Social Welfare | Families and Children | **Paternity Benefit** | 361 | 3.99% |
| Social Welfare | Families and Children | **Back to Work Family Dividend** | 138 | 1.53% |
| Social Welfare | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 70 | 0.77% |
| Social Welfare | Families and Children | **Health and Safety Benefit** | 39 | 0.43% |
| Social Welfare | Families and Children | **Deserted Wife's Benefit** | 26 | 0.29% |
| Social Welfare | Families and Children | **Deserted Wife's Allowance** | 5 | 0.06% |
|   |  | **Total** | **9,048** | **100.00%** |
| Unemployed People |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 3944 | 45.15% |
| Social Welfare | Unemployed People | **Jobseeker's Benefit** | 3475 | 39.78% |
| Social Welfare | Unemployed People | **Social Welfare Payments and Work** | 880 | 10.07% |
| Social Welfare | Unemployed People | **Jobseeker's Transitional Payment** | 385 | 4.41% |
| Social Welfare | Unemployed People | **Unemployed following self-employment** | 51 | 0.58% |
|   |  | **Total** | **8,735** | **100.00%** |
| Extra Social Welfare Benefits |
| Social Welfare | Extra Social Welfare Benefits | **Household Benefits Package** | 3068 | 37.68% |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 2567 | 31.52% |
| Social Welfare | Extra Social Welfare Benefits | **Living Alone Increase** | 1082 | 13.29% |
| Social Welfare | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc.)** | 1048 | 12.87% |
| Social Welfare | Extra Social Welfare Benefits | **Telephone Support Allowance** | 290 | 3.56% |
| Social Welfare | Extra Social Welfare Benefits | **Treatment Benefits** | 78 | 0.96% |
| Social Welfare | Extra Social Welfare Benefits | **Christmas Bonus** | 10 | 0.12% |
|   |  | **Total** | **8,143** | **100.00%** |
| Carers |
| Social Welfare | Carers | **Carer's Allowance** | 5074 | 66.13% |
| Social Welfare | Carers | **Carer's Benefit** | 1039 | 13.54% |
| Social Welfare | Carers | **Carer's Support Grant (Respite Care Grant)** | 783 | 10.20% |
| Social Welfare | Carers | **Domiciliary Care Allowance (DCA)** | 777 | 10.13% |
|   |  | **Total** | **7,673** | **100.00%** |
| Social Insurance (PRSI) |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 2142 | 43.92% |
| Social Welfare | Social Insurance (PRSI) | **PPS Number** | 732 | 15.01% |
| Social Welfare | Social Insurance (PRSI) | **Credited Contributions** | 620 | 12.71% |
| Social Welfare | Social Insurance (PRSI) | **PRSI Classes** | 426 | 8.73% |
| Social Welfare | Social Insurance (PRSI) | **Voluntary Contributions** | 301 | 6.17% |
| Social Welfare | Social Insurance (PRSI) | **Other** | 278 | 5.70% |
| Social Welfare | Social Insurance (PRSI) | **Homemakers Scheme** | 261 | 5.35% |
| Social Welfare | Social Insurance (PRSI) | **Employer's PRSI** | 117 | 2.40% |
|   |  | **Total** | **4,877** | **100.00%** |
| Supplementary Welfare Schemes |
| Social Welfare | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 2120 | 44.27% |
| Social Welfare | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 1338 | 27.94% |
| Social Welfare | Supplementary Welfare Schemes | **Exceptional/urgent needs payment** | 1287 | 26.87% |
| Social Welfare | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 33 | 0.69% |
| Social Welfare | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 11 | 0.23% |
|   |  | **Total** | **4,789** | **100.00%** |
| Social Welfare Miscellaneous |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 1483 | 33.05% |
| Social Welfare | Social Welfare Miscellaneous | **Means Tests** | 980 | 21.84% |
| Social Welfare | Social Welfare Miscellaneous | **Public Services Card** | 848 | 18.90% |
| Social Welfare | Social Welfare Miscellaneous | **Habitual Residence Condition** | 440 | 9.81% |
| Social Welfare | Social Welfare Miscellaneous | **MyWelfare.ie** | 353 | 7.87% |
| Social Welfare | Social Welfare Miscellaneous | **Overpayments** | 185 | 4.12% |
| Social Welfare | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 89 | 1.98% |
| Social Welfare | Social Welfare Miscellaneous | **UK Entitlements/Brexit** | 86 | 1.92% |
| Social Welfare | Social Welfare Miscellaneous | **Late Claims** | 21 | 0.47% |
| Social Welfare | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 2 | 0.04% |
|   |  | **Total** | **4,487** | **100.00%** |
| Activation Schemes, Education and Training |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 782 | 46.49% |
| Social Welfare | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 365 | 21.70% |
| Social Welfare | Activation Schemes, Education and Training | **Community Employment (CE)** | 316 | 18.79% |
| Social Welfare | Activation Schemes, Education and Training | **JobPath - Seetec/Turas Nua** | 45 | 2.68% |
| Social Welfare | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 40 | 2.38% |
| Social Welfare | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 38 | 2.26% |
| Social Welfare | Activation Schemes, Education and Training | **Rural Social Scheme** | 27 | 1.61% |
| Social Welfare | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 23 | 1.37% |
| Social Welfare | Activation Schemes, Education and Training | **Tús** | 22 | 1.31% |
| Social Welfare | Activation Schemes, Education and Training | **JobsPlus** | 19 | 1.13% |
| Social Welfare | Activation Schemes, Education and Training | **Gateway** | 3 | 0.18% |
| Social Welfare | Activation Schemes, Education and Training | **JobBridge/ First Steps - Youth Internship** | 2 | 0.12% |
|   |  | **Total** | **1,682** | **100.00%** |
| Death Related Benefits |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner's Pension (Contrib. /Non-Contributory).** | 783 | 67.04% |
| Social Welfare | Death Related Benefits | **Help with Funeral Costs** | 165 | 14.13% |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 158 | 13.53% |
| Social Welfare | Death Related Benefits | **Guardian's Payment** | 57 | 4.88% |
| Social Welfare | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 5 | 0.43% |
|   |  | **Total** | **1,168** | **100.00%** |
| Social Welfare Appeals |
| Social Welfare | Appeals | **Disability Allowance** | 247 | 26.22% |
| Social Welfare | Appeals | **Invalidity Pension** | 177 | 18.79% |
| Social Welfare | Appeals | **Carer's Allowance/Benefit** | 135 | 14.33% |
| Social Welfare | Appeals | **Other** | 116 | 12.31% |
| Social Welfare | Appeals | **Jobseeker's Allowance** | 57 | 6.05% |
| Social Welfare | Appeals | **Domiciliary Care Allowance** | 43 | 4.56% |
| Social Welfare | Appeals | **Supplementary Welfare Allowance** | 41 | 4.35% |
| Social Welfare | Appeals | **Working Family Payment (WFP)** | 30 | 3.18% |
| Social Welfare | Appeals | **Child Benefit** | 20 | 2.12% |
| Social Welfare | Appeals | **One Parent Family Payment (OFP)** | 18 | 1.91% |
| Social Welfare | Appeals | **State Pension (Contributory)** | 17 | 1.80% |
| Social Welfare | Appeals | **State Pension (Non-Contributory)** | 14 | 1.49% |
| Social Welfare | Appeals | **Jobseeker's Benefit** | 10 | 1.06% |
| Social Welfare | Appeals | **Illness Benefit** | 9 | 0.96% |
| Social Welfare | Appeals | **Widow/Widower/surviving Civil Partner Pension** | 5 | 0.53% |
| Social Welfare | Appeals | **Carer's Support Grant** | 3 | 0.32% |
|   |  | **Total** | **942** | **100.00%** |
| Social Welfare and Farmers |
| Social Welfare | Farmers | Farm Assist | 159 | 89.33% |
| Social Welfare | Farmers | Other | 19 | 10.67% |
|   |  | **Total** | **178** | **100.00%** |
|   |  | **Total Social Welfare Queries** | **72, 067** | **100.00%** |

# **Table 7** sets out the Housing query dataset for Quarter 3, 2021. Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the Housing Assistance Payment (HAP) percentage represents the number of HAP queries recorded as a percentage of the ***Local Authority and Social Housing*** sub-category.

# **Table 7 – Housing Query Breakdown, Q1 2021**

| Category | Sub-category | Q1, 2021 Sub-category Breakdown | # of Queries | % of Housing Sub-category |
| --- | --- | --- | --- | --- |
| Local Authority and Social Housing |
| Housing | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 3583 | 43.38% |
| Housing | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 2880 | 34.87% |
| Housing | Local Authority and Social Housing | **Other** | 674 | 8.16% |
| Housing | Local Authority and Social Housing | **Differential Rent** | 401 | 4.85% |
| Housing | Local Authority and Social Housing | **LA Transfers** | 223 | 2.70% |
| Housing | Local Authority and Social Housing | **Standards/Repairs** | 152 | 1.84% |
| Housing | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 114 | 1.38% |
| Housing | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 96 | 1.16% |
| Housing | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 73 | 0.88% |
| Housing | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 64 | 0.77% |
|   |  | **Total** | **8,260** | **100.00%** |
| Renting a Home |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 563 | 22.04% |
| Housing | Renting a Home (Private Rental Accommodation) | **Tenant’s Rights and Obligations** | 501 | 19.62% |
| Housing | Renting a Home (Private Rental Accommodation) | **Landlords Rights & Obligations** | 485 | 18.99% |
| Housing | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 368 | 14.41% |
| Housing | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 184 | 7.20% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Review** | 169 | 6.62% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 147 | 5.76% |
| Housing | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 137 | 5.36% |
|   |  | **Total** | **2,554** | **100.00%** |
| Housing Grants and Schemes |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 2244 | 100.00% |
|   |  | **Total** | **2244** | **100.00%** |
| Other |
| Housing | Other | **Other** | 928 | 100.00% |
|   |  | **Total** | **928** | **100.00%** |
| Buying a Home |
| Housing | Buying a Home | **Buying a Home** | 482 | 100.00% |
|   |  | **Total** | **482** | **100.00%** |
| Homelessness |
| Housing | Homelessness | **Homelessness** | 456 | 100.00% |
|   |  | **Total** | **456** | **100.00%** |
| Planning Permission |
| Housing | Planning Permission | **Planning Permission** | 165 | 100.00% |
|   |  | **Total** | **165** | **100.00%** |
| Losing Your Home |
| Housing | Losing your Home | **Losing your Home** | 118 | 100.00% |
|   |  | **Total** | **118** | **100.00%** |
| Building or Altering a Home |
| Housing | Building or Altering a Home | **Building or Altering a Home** | 111 | 100.00% |
|   |  | **Total** | **111** | **100.00%** |
| Emergency Accommodation |
| Housing | Losing your Home | **Emergency Accommodation** | 37 | 100.00% |
|   |  | **Total** | **37** | **100.00%** |
| Equality/Housing Discrimination |
| Housing | Equality/Housing Discrimination | **Equality/Housing Discrimination** | 27 | 100.00% |
|   |  | **Total** | **27** | **100.00%** |
|   |   | **Total Housing Queries** | **15,382** | **100.00%** |

# **Table 8** sets out the Employment query dataset for Quarter 1, 2021. Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the *Leave and Holidays* percentage represents the number of queries recorded as a percentage of the ***Employment Rights and Conditions*** sub-category.

# **Table 8 - Employment Query Breakdown, Q1 2021**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Sub-category** | **Q1, 2021 Sub -category Breakdown** | **# of Queries** | **% of Employment Sub-category** |
| **Employment Rights and Conditions** |
| **Employment** | Employment Rights and Conditions | **Leave and Holidays** | 3676 | 36.65% |
| **Employment** | Employment Rights and Conditions | **Contracts of Employment** | 1768 | 17.63% |
| **Employment** | Employment Rights and Conditions | **Other** | 1716 | 17.11% |
| **Employment** | Employment Rights and Conditions | **Pay/Wages** | 888 | 8.85% |
| **Employment** | Employment Rights and Conditions | **Dismissal (unfair, constructive etc.)** | 711 | 7.09% |
| **Employment** | Employment Rights and Conditions | **Hours of Work** | 457 | 4.56% |
| **Employment** | Employment Rights and Conditions |  **Notice Period** | 429 | 4.28% |
| **Employment** | Employment Rights and Conditions | **Health and Safety** | 356 | 3.55% |
| **Employment** | Employment Rights and Conditions | **Garda Vetting** | 28 | 0.28% |
|  |  | **Total** | **10,029** | **100.00%** |
| **Unemployment and Redundancy** |
| **Employment** | Unemployment and Redundancy | **Unemployment and Redundancy** | 1511 | 100.00% |
|  |  | **Total** | **1,511** | **100.00%** |
| **Self-Employment** |
| **Employment** | Self-employment | **Self-employment** | 1002 | 100.00% |
|  |   | **Total** | **1,002** | **100.00%** |
| **Enforcement and Redress** |
| **Employment** | Enforcement and Redress | **WRC (Workplace Relations Commission)** | 972 | 100.00% |
|  |  | **Total** | **972** | **100.00%** |
| **Grievance and Disciplinary Procedures** |
| **Employment** | Grievance and Discipline Procedures | **Grievance and Discipline Procedures** | 505 | 100.00% |
|  |  | **Total** | **505** | **100.00%** |
| **Equality in Work** |
| **Employment** | Equality in Work | **Discrimination** | 119 | 36.62% |
| **Employment** | Equality in Work | **Bullying and Harassment** | 103 | 31.69% |
| **Employment** | Equality in Work | **Other** | 57 | 17.54% |
| **Employment** | Equality in Work | **Pay and Conditions** | 27 | 8.31% |
| **Employment** | Equality in Work | **Victimisation** | 19 | 5.85% |
|  |  | **Total** | **325** | **100.00%** |
| **Starting Work and Changing Job** |
| **Employment** | Starting Work and Changing Job | **Starting Work and Changing Job** | 280 | 100.00% |
|  |  | **Total** | **280** | **100.00%** |
| **Part-time Employment** |
| **Employment** | Part-time Employment | **Part-time Employment** | 267 | 100.00% |
|  |  | **Total** | **267** | **100.00%** |
| **Retirement** |
| **Employment** | Retirement | **Retirement** | 206 | 100.00% |
|  |  | **Total** | **206** | **100.00%** |
| **Employment and Disability** |
| **Employment** | Employment and Disability | **Employment and Disability** | 71 | 100.00% |
|  |  | **Total** | **71** | **100.00%** |
| **Migrant Workers** |
| **Employment** | Migrant Workers | **Migrant Workers** | 70 | 100.00% |
|  |  | **Total** | **70** | **100.00%** |
| **Employment Schemes/Placements** |
| **Employment** | Employment Schemes/Placements | **Employment Schemes/Placements** | 64 | 100.00% |
|  |  | **Total** | **64** | **100.00%** |
| **Employment Appeals (Enforcement)** |
| **Employment** | Appeals (Enforcement) | **Appeals (Enforcement)** | 13 | 100.00% |
|  |  | **Total** | **13** | **100.00%** |
|  |  | **Total Employment Queries** | **15,315** | **100.00%** |

1. The ***Request a Call Back*** *servic****e*** provided to the public through the Citizens Information website and local CISs ceased in Q4 of 2021. [↑](#footnote-ref-2)