

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 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%

¹ The *Request a Call Back* service provided to the public through the Citizens Information website and local CISs ceased in Q4 of 2021.

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 CISOs, 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 CIs. 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				

Category	Sub-category	Q1, 2021 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
Social Welfare	Families and Children	Working Family Payment (WFP) formerly FIS	2563	28.33%
Social Welfare	Families and Children	One Parent Family Payment (OPF)	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%

Category	Sub-category	Q1, 2021 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	Q1, 2021 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	Q1, 2021 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	Q1, 2021 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
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				

Category	Sub-category	Q1, 2021 Sub-category Breakdown	# of Queries	% of Housing Sub-category
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%