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

# Statistical Summary Quarter 1 2022

The following is a statistical summary of CISs caller and query data for Quarter 1, 1st January – 31st March 2022.

# Caller Summary

### There were **95,226** callers to CISs nationally during Q1, 2022, a **21.7%** increase on the same period in 2021 when there were 78,225 callers. Most callers in Q1 2022 were female (61.5%).

# **Table 1 – Caller Gender Profile – Q1/2022 Summary**

|  |  |  |
| --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** |
| **Female** | 58,536 | 61.47% |
| **Male** | 33,843 | 35.54% |
| **Couples** | 2093 | 2.20% |
| **Unknown** | 754 | 0.79% |

### Where age was recorded (n=63%), the highest number of callers were in the 26-45 age bracket representing 44% of callers and down from 48% in the same period in 2021. The number of callers in the ‘66 and over’ age bracket rose by over 5%, as a percentage of all callers, where age was recorded – callers in the 26-45 range rose by over 4%.

# **Table 2 – Caller Age Profile – Q1 2022 Summary**

|  |  |  |
| --- | --- | --- |
| **Caller Age Range** | **Number of Callers**  | **% of Callers** |
| **(n= 63.1%)** |
| **26 - 45** | 26,579 | 44.20% |
| **46 - 65** | 21,953 | 36.51% |
| **66 and Over** | 9,761 | 16.23% |
| **25 and Under** | 1,834 | 3.05% |

Of the 95,226 callers that contacted CISs in Q1 2022, 68.2% of people did so by telephone, compared to 88% in Q1 2021 when face-to-face services were closed.[[1]](#footnote-2) Face-to-face services (drop-in and appointment) resumed on a phased basis in Q1, 2022.

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

|  |  |  |
| --- | --- | --- |
| **Caller Type** | **Number of Callers** | **% of Callers** |
| **Telephone** | 64,946 | 68.20% |
| **Personal** | 25,997 | 27.30% |
| **Letter/Email** | 4,283 | 4.50% |

# **Query Summary**

Services dealt with **191,206** queries during Q1 2022, an increase of almost 12% on the same period in 2021. There was a slight drop in the ratio of queries to callers, at **2.01 queries per caller** compared with 2.18 in Q1 2021. Of the 191,206 queries recorded by CISs, 45% were about Social Welfare rights and entitlements (86,489 queries) followed by Housing 9.6% (18,355) and Health 7.5% (14,340). 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 parent category areas. Table 5, provides a breakdown on the single payments, schemes or entitlements emerging with the highest number of queries overall.

# **Table 4 - Query Profile Q1 2022 High-level**

|  |  |  |
| --- | --- | --- |
| **Query Category** | **# of Queries** | **% of all Queries** |
| **Social Welfare** | 86,489 | 45.23% |
| **Housing** | 18,355 | 9.60% |
| **Health** | 14,340 | 7.50% |
| **Employment** | 13,967 | 7.30% |
| **Money and Tax** | 10,264 | 5.37% |
| **Local** | 9,624 | 5.03% |
| **Moving Country** | 8,657 | 4.53% |
| **Travel and Recreation** | 6,266 | 3.28% |
| **Birth, Family & Relationships** | 5,078 | 2.66% |
| **Covid-19** | 4,903 | 2.56% |
| **Justice** | 4,799 | 2.51% |
| **Consumer Affairs** | 2,919 | 1.53% |
| **Education and Training** | 2,652 | 1.39% |
| **Death and Bereavement** | 1,399 | 0.73% |
| **Government in Ireland** | 1,114 | 0.58% |
| **Environment** | 379 | 0.20% |
|  | **191,206** | **100%** |

# **Table 5 - Top-Ten Single Payments or Schemes, Q1 2022**

|  |
| --- |
| **Top Ten Single Payment or Schemes Q1, 2022** |
|  | **Category** | **Single Payment or Scheme** | **# of Queries** | **% of Top Ten Queries** |
| **1** | Health - Medical Card | Medical Card | 9,289 | 16.78% |
| **2** | Social Welfare - Older and Retired People | State Pension/ Contributory | 6,564 | 11.86% |
| **3** | Social Welfare - Carers | Carer's Allowance | 6,548 | 11.83% |
| **4** | Social Welfare - Disability & Illness | Disability Allowance | 6,221 | 11.24% |
| **5** | Social Welfare - Extra Social Welfare Benefits | Fuel Allowance | 5,049 | 9.12% |
| **6** | Housing - Local Authority and Social Housing | Applying for Local Authority/Social Housing | 4,841 | 8.75% |
| **7** | Social Welfare - Extra Social Welfare Benefits | Household Benefits Package | 4,592 | 8.30% |
| **8** | Social Welfare - Disability & Illness | Illness Benefit | 4,443 | 8.03% |
| **9** | Social Welfare - Unemployed People | Jobseeker's Allowance | 4,198 | 7.59% |
| **10** | Moving Country - Irish Citizenship | Irish Citizenship | 3,599 | 6.50% |

# **Quarter-on-Quarter Comparison: what’s new?[[2]](#footnote-3)**

Q1 2022 showed a number of changes in the type of queries received from the public compared with the same period last year.

Of note:

* Enquiries on energy/heating related Social Welfare supports/schemes to CISs saw significant increases: Fuel Allowance queries almost doubledandqueries on the Household Benefits Package (which includes free electricity and gas allowance) also increased by almost 50%
* Disability Allowance queries increased by 42% and Carer’s Allowance payment queries increased by 29% in this period
* Jobseeker’s Benefit queries reduced by almost a quarter while means tested Jobseekers Allowance increased by 6%
* Queries to do with the State Pension/Contributory rose by 8%
* Housing queries rose overall by 19% in this quarter compared to the same quarter the previous year
* Queries related to housing grants increased by over 50%
* Rent Supplement queries decreased by more than a third this quarter compared with the same period in previous year
* Homelessnessqueries almost doubled in Q1 2022 compared to Q1 2021
* Query numbers about Renting A Home remained similar to Q1 2021 with some changes in the type of queries received in this area: Notice/Eviction/Disputes queries rose by 5% as a percentage of all Renting a Home queries; Rent Review queries rose by 3%; and queries to do with Landlords Rights & Obligations dropped by 4%, as a percentage of all Renting a Home queries.

Further detail on the **top three main** **categories** of queries received in this first quarter of 2022, compared with the first quarter of 2021, are also set out in the narrative below.

Chart 1, below, shows the comparison between Q1 2022 and Q1 2021 data in relation to the third tier subcategories (i.e. individual payments and schemes) of Social Welfare queries received from the public.

# **Chart 1 – Social Welfare Sub-category Breakdown, Q1 2022**

\* **Social Welfare - Payments and Work** was added to the CIS data collection system in October 2021

\*\* **Social Welfare - Benefits Check** was added to the CIS data collection system late 2021

**Table 6** sets out the **Social Welfare** query dataset for Quarter 1, 2022. Query sub-categories are presented in thematic categories, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that data sub-category i.e. the *Disability Allowance* percentage represents the queries recorded as a percentage of the ***Disability and Illness*** sub-category.

**Social Welfare payment trends Q1, 2022**:

The top four sub-categories, with queries exceeding 10k+ respectively were **Disability and Illness**; **Extra Social Welfare Benefits**; **Older and Retired People** and **Carer’s**.

**State Pension Contributory** and **Carer’s Allowance** payments were the highest single payment areas. **Carers Allowance** increased by 29% (6,548 in Q1 2022, compared with 5,074 in Q1 2021) - and represents two thirds of queries in the Carer’s sub-category

* **Disability Allowance** queries increased significantly - up by 42% (from 4,369 to 6,221) and rose slightly as a percentage of Disability and Illness queries, continuing to be the top payment in this category
* **Fuel Allowance** queries almost doubled from 2,567 in Q1 2021 to **5,049 in Q1 2022**

# **Table 6 – Social Welfare Query Breakdown, Q1 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | **Q1, 2022 Sub-category Breakdown** | # of Queries | % of Social Welfare Sub-category |
| **Disability and Illness** |
| Social Welfare | Disability and Illness | **Disability Allowance** | 6221 | 42.72% |
| Social Welfare | Disability and Illness | **Illness Benefit** | 4443 | 30.51% |
| Social Welfare | Disability and Illness | **Invalidity Pension** | 2832 | 19.45% |
| Social Welfare | Disability and Illness | **Partial Capacity Benefit** | 546 | 3.75% |
| Social Welfare | Disability and Illness | **Injury Benefit** | 227 | 1.56% |
| Social Welfare | Disability and Illness | **Occupational Injuries Benefit Scheme** | 150 | 1.03% |
| Social Welfare | Disability and Illness | **Other Payment (Blind Pension/Other)** | 143 | 0.98% |
|   |  | **Total** | **14,562** | **100.00%** |
| **Extra Social Welfare Benefits** |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 5049 | 37.45% |
| Social Welfare | Extra Social Welfare Benefits | **Household Benefits Package** | 4592 | 34.06% |
| Social Welfare | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc.)** | 1771 | 13.14% |
| Social Welfare | Extra Social Welfare Benefits | **Living Alone Increase** | 1631 | 12.10% |
| Social Welfare | Extra Social Welfare Benefits | **Telephone Support Allowance** | 333 | 2.47% |
| Social Welfare | Extra Social Welfare Benefits | **Treatment Benefits** | 93 | 0.69% |
| Social Welfare | Extra Social Welfare Benefits | **Christmas Bonus** | 13 | 0.10% |
|   |  | **Total** | **13,482** | **100.00%** |
| **Older and Retired People** |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 6564 | 61.11% |
| Social Welfare | Older and Retired People | **State Pension/Non Contributory Pension** | 2529 | 23.54% |
| Social Welfare | Older and Retired People | **Payment for people who retire at 65** | 743 | 6.92% |
| Social Welfare | Older and Retired People | **Qualified Adults** | 524 | 4.88% |
| Social Welfare | Older and Retired People | **UK Pensions/Brexit** | 250 | 2.33% |
| Social Welfare | Older and Retired People | **EU/International Pensions** | 132 | 1.23% |
|   |  | **Total** | **10,742** | **100.00%** |
| **Carers** |
| Social Welfare | Carers | **Carer's Allowance** | 6548 | 65.38% |
| Social Welfare | Carers | **Carer's Benefit** | 1164 | 11.62% |
| Social Welfare | Carers | **Domiciliary Care Allowance (DCA)** | 1103 | 11.01% |
| Social Welfare | Carers | **Carer's Support Grant (Respite Care Grant)** | 902 | 9.01% |
|   |  | **Half-rate Carer's Allowance** | 298 | 2.98% |
|   |  | **Total** | **10,015** | **100.00%** |
| **Families and Children** |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 3224 | 32.94% |
| Social Welfare | Families and Children | **One Parent Family Payment (OFP)** | 2180 | 22.27% |
| Social Welfare | Families and Children | **Child Benefit** | 1126 | 11.51% |
| Social Welfare | Families and Children | **Maternity/ Adoptive Benefit** | 909 | 9.29% |
| Social Welfare | Families and Children | **Increase for a Qualified Adult (IQA)** | 678 | 6.93% |
| Social Welfare | Families and Children | **Parent's Benefit** | 514 | 5.25% |
| Social Welfare | Families and Children | **Increase for a Qualified Child (IQC)** | 478 | 4.88% |
| Social Welfare | Families and Children | **Paternity Benefit** | 263 | 2.69% |
| Social Welfare | Families and Children | **Back to Work Family Dividend** | 211 | 2.16% |
| Social Welfare | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 109 | 1.11% |
| Social Welfare | Families and Children | **Health and Safety Benefit** | 59 | 0.60% |
| Social Welfare | Families and Children | **Deserted Wife's Benefit** | 23 | 0.24% |
| Social Welfare | Families and Children | **Deserted Wife's Allowance** | 13 | 0.13% |
|   |  | **Total** | **9,787** | **100.00%** |
| **Unemployed People** |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 4198 | 52.17% |
| Social Welfare | Unemployed People | **Jobseeker's Benefit** | 2673 | 33.22% |
| Social Welfare | Unemployed People | **Social Welfare Payments and Work** | 645 | 8.02% |
| Social Welfare | Unemployed People | **Jobseeker's Transitional Payment** | 444 | 5.52% |
| Social Welfare | Unemployed People | **Unemployed following self-employment** | 86 | 1.07% |
|   |  | **Total** | **8,046** | **100.00%** |
| **Supplementary Welfare Schemes** |
| Social Welfare | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 2804 | 54.53% |
| Social Welfare | Supplementary Welfare Schemes | **Exceptional/urgent needs payment** | 1371 | 26.66% |
| Social Welfare | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 873 | 16.98% |
| Social Welfare | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 82 | 1.59% |
| Social Welfare | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 12 | 0.23% |
|   |  | **Total** | **5,142** | **100.00%** |
| **Social Insurance (PRSI)** |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 2059 | 43.77% |
| Social Welfare | Social Insurance (PRSI) | **PPS Number** | 1003 | 21.32% |
| Social Welfare | Social Insurance (PRSI) | **Credited Contributions** | 516 | 10.97% |
| Social Welfare | Social Insurance (PRSI) | **PRSI Classes** | 377 | 8.01% |
| Social Welfare | Social Insurance (PRSI) | **Voluntary Contributions** | 254 | 5.40% |
| Social Welfare | Social Insurance (PRSI) | **Homemakers Scheme** | 233 | 4.95% |
| Social Welfare | Social Insurance (PRSI) | **Other** | 221 | 4.70% |
| Social Welfare | Social Insurance (PRSI) | **Employer's PRSI** | 41 | 0.87% |
|   |  | **Total** | **4,704** | **100.00%** |
| **Social Welfare Miscellaneous** |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 1327 | 28.32% |
| Social Welfare | Social Welfare Miscellaneous | **Public Services Card** | 1133 | 24.18% |
| Social Welfare | Social Welfare Miscellaneous | **Means Tests** | 947 | 20.21% |
| Social Welfare | Social Welfare Miscellaneous | **Habitual Residence Condition** | 542 | 11.57% |
| Social Welfare | Social Welfare Miscellaneous | **MyWelfare.ie** | 331 | 7.06% |
| Social Welfare | Social Welfare Miscellaneous | **Overpayments** | 207 | 4.42% |
| Social Welfare | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 99 | 2.11% |
| Social Welfare | Social Welfare Miscellaneous | **UK Entitlements/Brexit** | 69 | 1.47% |
| Social Welfare | Social Welfare Miscellaneous | **Late Claims** | 29 | 0.62% |
| Social Welfare | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 2 | 0.04% |
|   |  | **Total** | **4,686** | **100.00%** |
| **Activation Schemes, Education and Training** |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 485 | 32.66% |
| Social Welfare | Activation Schemes, Education and Training | **Community Employment (CE)** | 368 | 24.78% |
| Social Welfare | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 347 | 23.37% |
| Social Welfare | Activation Schemes, Education and Training | **Tús** | 55 | 3.70% |
| Social Welfare | Activation Schemes, Education and Training | **JobPath - Seetec/Turas Nua** | 53 | 3.57% |
| Social Welfare | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 49 | 3.30% |
| Social Welfare | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 38 | 2.56% |
| Social Welfare | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 31 | 2.09% |
| Social Welfare | Activation Schemes, Education and Training | **Rural Social Scheme** | 29 | 1.95% |
| Social Welfare | Activation Schemes, Education and Training | **JobsPlus** | 25 | 1.68% |
| Social Welfare | Activation Schemes, Education and Training | **Job Bridge/ First Steps - Youth Internship** | 3 | 0.20% |
| Social Welfare | Activation Schemes, Education and Training | **Gateway** | 2 | 0.13% |
|   |  | **Total** | **1,485** | **100.00%** |
| **Death Related Benefits** |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner's Pension (Contributory/Non-Contributory).** | 972 | 74.20% |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 146 | 11.15% |
| Social Welfare | Death Related Benefits | **Help with Funeral Costs** | 136 | 10.38% |
| Social Welfare | Death Related Benefits | **Guardian's Payment** | 44 | 3.36% |
| Social Welfare | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 12 | 0.92% |
|   |  | **Total** | **1,310** | **100.00%** |
| **Social Welfare Appeals** |
| Social Welfare | Appeals | **Disability Allowance** | 306 | 29.62% |
| Social Welfare | Appeals | **Carer's Allowance/Benefit** | 222 | 21.49% |
| Social Welfare | Appeals | **Invalidity Pension** | 146 | 14.13% |
| Social Welfare | Appeals | **Other** | 103 | 9.97% |
| Social Welfare | Appeals | **Jobseeker's Allowance** | 54 | 5.23% |
| Social Welfare | Appeals | **Domiciliary Care Allowance** | 38 | 3.68% |
| Social Welfare | Appeals | **State Pension (Non-Contributory)** | 33 | 3.19% |
| Social Welfare | Appeals | **State Pension (Contributory)** | 19 | 1.84% |
| Social Welfare | Appeals | **Working Family Payment (WFP)** | 19 | 1.84% |
| Social Welfare | Appeals | **Child Benefit** | 18 | 1.74% |
| Social Welfare | Appeals | **Widow/Widower/surviving Civil Partner Pension** | 17 | 1.65% |
| Social Welfare | Appeals | **Illness Benefit** | 16 | 1.55% |
| Social Welfare | Appeals | **Supplementary Welfare Allowance** | 15 | 1.45% |
| Social Welfare | Appeals | **Jobseeker's Benefit** | 14 | 1.36% |
| Social Welfare | Appeals | **Carer's Support Grant** | 8 | 0.77% |
| Social Welfare | Appeals | **One Parent Family Payment (OFP)** | 5 | 0.48% |
|   |  | **Total** | **1033** | **100.00%** |
| **Social Welfare Payments and Work** |
| Social Welfare | Social Welfare - Payments and Work | **Social Welfare - Payments and Work** | 735 | **100.00%** |
|   |  | **Total** | **735** | **100.00%** |
| **Social Welfare Benefits Check** |
| Social Welfare | Social Welfare - Benefits Check | **Social Welfare - Benefits Check** | 598 | **100.00%** |
|   |  | **Total** | **598** | **100.00%** |
| **Farmers** |
| Social Welfare | Farmers | Farm Assist | 153 | 94.44% |
| Social Welfare | Farmers | Other | 9 | 5.56% |
|   |  | **Total** | **162** | **100.00%** |
|   |  | **Total Social Welfare Queries** | **86,489** | **100.00%** |

# **Table 7** sets out the **Housing** query dataset for Quarter 1, 2022. 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 the related data sub-category 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.

# **Housing query trends in Q1 2022**:

* Housing queries rose from 15,382 to 18,355, up overall by **19%** in this quarter compared to the same quarter the previous year
* The highest number of queries received were about **Local Authority and Social Housing**, which rose by almost **20%** on the same quarter in 2021 (from 8,260 to 9,902) and continues to be the top query area in Housing, representing over half of all housing queries
* **Housing Grants and Schemes** queries rose 51% as a percentage of Housing queries to the second highest query category in the first quarter of 2022, from 2,244 queries in Q1 2021 to **3,406** in the same period this year
* **Homelessness** queries nearly doubled, increasing from 456 in Q1 last year to 770 in Q1 this year, representing 4% of all Housing queries
* Overall query numbers to do with **Renting A Home** remained similar to Q1 2021 with some changes in the type of queries received: **Notice/Eviction/Disputes rose by 5%** as a percentage of **Renting a Home** queries; **Rent Review** queries rose by 3%; and queries to do with **Landlords Rights & Obligations** dropped by 4%, as a percentage of all Renting a Home queries.

# **Table 7 – Housing Queries Breakdown, Q1 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Sub-category** | **Q1, 2022 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** | 4841 | 48.89% |
| **Housing** | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 3104 | 31.35% |
| **Housing** | Local Authority and Social Housing | **Other** | 695 | 7.02% |
| **Housing** | Local Authority and Social Housing | **Differential Rent** | 450 | 4.54% |
| **Housing** | Local Authority and Social Housing | **LA Transfers** | 238 | 2.40% |
| **Housing** | Local Authority and Social Housing | **Standards/Repairs** | 159 | 1.61% |
| **Housing** | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 127 | 1.28% |
| **Housing** | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 110 | 1.11% |
| **Housing** | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 98 | 0.99% |
| **Housing** | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 80 | 0.81% |
|  |  | **Total** | **9,902** | **100.00%** |
| **Housing Grants and Schemes** |
| **Housing** | Housing Grants and Schemes | **Housing Grants and Schemes** | 3406 | 100.00% |
|  |  | **Total** | **3,406** | **100.00%** |
| **Renting a Home** |
| **Housing** | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 678 | 26.88% |
| **Housing** | Renting a Home (Private Rental Accommodation) | **Tenant’s Rights and Obligations** | 481 | 19.07% |
| **Housing** | Renting a Home (Private Rental Accommodation) | **Landlords Rights & Obligations** | 385 | 15.27% |
| **Housing** | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 333 | 13.20% |
| **Housing** | Renting a Home (Private Rental Accommodation) | **Rent Review** | 242 | 9.60% |
| **Housing** | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 177 | 7.02% |
| **Housing** | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 118 | 4.68% |
| **Housing** | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 108 | 4.28% |
|  |  | **Total** | **2,522** | **100.00%** |
| **Other** |
| **Housing** | Other | **Other** | 893 | 100.00% |
|  |  | **Total** | **893** | **100.00%** |
| **Homelessness** |
| **Housing** | Homelessness | **Homelessness** | 770 | 100.00% |
|  |  | **Total** | **770** | **100.00%** |
| **Buying a Home** |
| **Housing** | Buying a Home | **Buying a Home** | 433 | 100.00% |
|  |  | **Total** | **433** | **100.00%** |
| **Planning Permission** |
| **Housing** | Planning Permission | **Planning Permission** | 124 | 100.00% |
|  |  | **Total** | **124** | **100.00%** |
| **All other sub-categories (<100 queries)\*** |
|  |   | **All other sub-categories** | 305 | 100.00% |
|  |  | **Total** | **305** | **100.00%** |
|  |   | **Total Housing Queries** | **18,355** | **100.00%** |

**\***All other sub-categories includes the following query areas: Emergency Accommodation; Building or Altering a Home; Losing your Home; and Equality/Housing Discrimination.

**Table 8** sets out the **Health** queries dataset for Quarter 1, 2022 - where Health replaced Employment in the top three categories of queries, representing 7.5% of all queries compared with 5.62% in Q1 2021. The Health category covers mainly health service entitlements and eligibility – with the main area being **Medical Card** related concerns.

# Q1 2022 showed some changes in the type, as well as the amount, of **Health** queries received from the public:

# **Medical Card** queries almost doubled, increasing from 5,418 in Q1 2021 to **9,289** **in Q1 2022** - to represent 65% all Health queries, up from 58% in Q1, 2021

* A number of other query areas showed small increases of one and two percent, such as enquiries to do with the ***Fair Deal & Home Care Package, GP Services, Dental, Aural and Optical Health, Cancer Services*** and queries to do with ***Health Services for People with Disabilities***

# **Table 8 - Health Query Breakdown, Q1 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Sub-category** | **Q1, 2022 Sub-category Breakdown** | **# of Queries** | **% of Health Sub-category** |
| **Medical Card** |
| **Health** | Medical Card | **Medical Card** | 9289 | 100.00% |
|  |  | **Total** | **9,289** | **100.00%** |
| **Fair Deal & Home Care Package** |
| **Health** | Fair Deal & Home Care Package | **Fair Deal & Home Care Package** | 841 |   |
|  |  | **Total** | **841** | **100.00%** |
| **GP Services** |
| **Health** | GP Services | **GP Services** | 711 |   |
|  |  | **Total** | **711** | **100.00%** |
| **Health - Other** |
| **Health** | Other | **Other** | 676 |   |
|  |  | **Total** | **676** | **100.00%** |
| **Drugs/Medicines** |
| **Health** | Drugs/Medicines | **Drugs Payment Scheme** | 269 | 72.90% |
| **Health** |   | **Long-term Illness Scheme** | 100 | 27.10% |
|  |  | **Total** | **369** | **100.00%** |
| **Dental, Aural and Optical Health** |
| **Health** | Dental, Aural and Optical Health | **Dental, Aural and Optical Health** | 317 | 100.00% |
|  |  | **Total** | **317** | **100.00%** |
| **Health Services for Older People** |
| **Health** | Health Services for Older People | **Health Services for Older People** | 280 | 100.00% |
|  |  | **Total** | **280** | **100.00%** |
| **Care in the Community** |
| **Health** | Care in your Community | **Care in your Community** | 255 | 100.00% |
|  |  | **Total** | **255** | **100.00%** |
| **Hospital Services** |
| **Health** | Hospital Services | **Hospital Services** | 254 | 100.00% |
|  |  | **Total** | **254** | **100.00%** |
| **EU Healthcare** |
| **Health** | EU Healthcare | **EU Healthcare** | 237 | 100.00% |
|  |  | **Total** | **237** | **100.00%** |
| **Health Services for People with Disabilities** |
| **Health** | Health Services for People with Disabilities | **Health Services for People with Disabilities** | 188 | 100.00% |
|  |  | **Total** | **188** | **100.00%** |
| **Mental Health** |
| **Health** | Mental Health | **Mental Health** | 186 | 100.00% |
|  |  | **Total** | **186** | **100.00%** |
| **All other sub-categories (<100 queries)\*** |
|  |   | **All other sub-categories** | 737 | 100.00% |
|  |  | **Total** | 737 | **100.00%** |
|  |   | **Total Health Queries** | **14,340** | **100.00%** |

**\*** All other sub-categories include the following query areas: Entitlement to Health Services, Health Insurance, Children’s Health, Legal Matters, Cancer Services, Health Service Agencies, Aids and Appliances, Alcohol and Drug Treatment Services, Women’s Health, How Health Services are Organised, Emergency Health Services, Environmental Health, and Alternative Health.

1. The ***Request a Call Back*** service provided to the public through the citizensinformation.ie website and local CISs ceased in Q4 of 2021. [↑](#footnote-ref-2)
2. Note: Quarterly trends are not indicative of trends for a full year’s dataset – changes and patterns reflected from quarter to quarter may balance out over a year. [↑](#footnote-ref-3)