

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 (n= 63.1%)	% of Callers
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 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%

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

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

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:

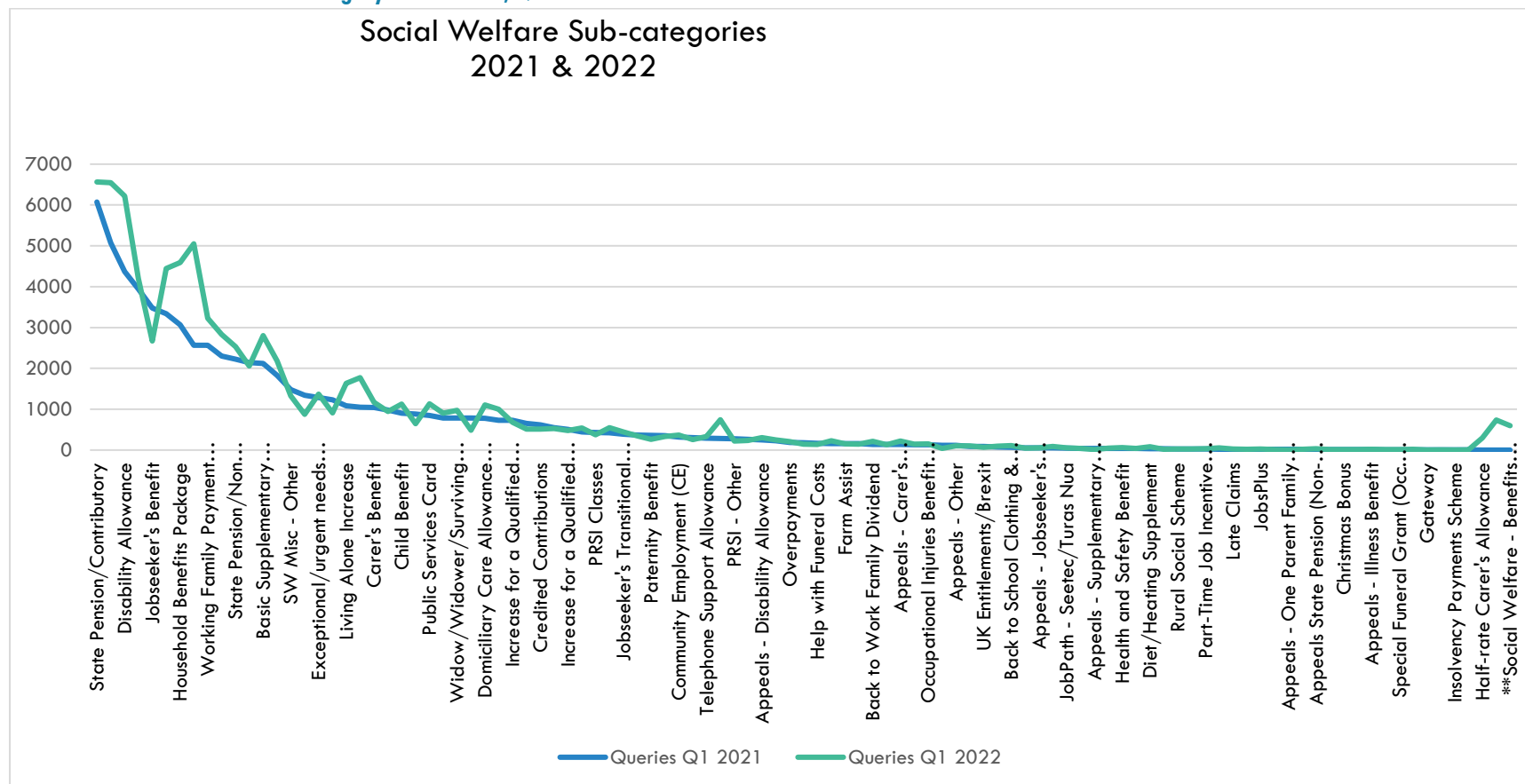
- Enquiries on energy/heating related Social Welfare supports/schemes to CISs saw significant increases: Fuel Allowance queries almost doubled and queries on the Household Benefits Package (which includes free electricity and gas allowance) also increased by almost 50%
- Disability Allowance queries 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
- Homelessness queries 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.

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.

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 (OPF)	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.