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

# Statistical Summary Quarter 1 2023

The following is a summary of Citizens Information Services (CISs) caller and query statistical data for Quarter 1, 1st January – 31st March 2023.

# Caller Summary

### There **were 107,403** callers to CISs nationally during Q1, 2023, a **12.8%** increase on the same period in 2022 when there were 95,226 callers. Females made up over half of callers in Q1 2023 (58.6%).

# **Table 1 – Caller Gender Profile – Q1 2023 Summary**

|  |  |  |
| --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** |
| **Female** | 62,943 | 58.6% |
| **Male** | 39,719 | 37.0% |
| **Couples** | 4,392 | 4.1% |
| **Unknown** | 349 | 0.3% |

### Age was recorded for 66.7% of the callers, the highest number of callers resulted from the 46-65 cohort, the 26-45 age group has historically been the age bracket which contacts CISs most but in recent quarters we have seen the 46-65 demographic approaching similar numbers. The 66 and over’s age group increased by 44 % and the 46-65 age profile increased 26.8% on the same quarter last year. Services have seen a steady demand from older clients since the pandemic - the percentage of older clients recorded this quarter was 19.6% of total callers, compared to 16.2% in same quarter last year and a similar percentage pre pandemic.

# **Table 2 – Caller Age Profile – Q1 2023 Summary**

|  |  |  |
| --- | --- | --- |
| **Caller Age Range** | **Number of Callers** | **% of Callers** |
| **(n= 66.7%)** |
| **46-65** | 27,844 | 38.8% |
| **26-45** | 27,691 | 38.6% |
| **66 and Over** | 14,056 | 19.6% |
| **25 and Under** | 2,090 | 2.9% |

Of the 107,403 callers that contacted CISs in Q1 2023, over half of those were personal callers (54.9%) for the first time since 2019. While personal callers include both appointment and drop in callers, the majority of personal callers (92%) were drop-in callers. The highest appointment rate was in the 46-65 range at 8.8%.

# **Table 3 – Caller Mode of Contact – Q1 2023 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % of Callers |
| Personal | 58,936 | 54.9% |
| Telephone | 45,010 | 41.9% |
| Letter/Email | 3,457 | 3.2% |

**Chart 1: Breakdown of Mode of Contact by age category**

# Specific Needs

* 12.39% of callers in Quarter 1 2021 had a specific need[[1]](#footnote-2).
* 31% of these callers had language needs and there was a 61% increase on the same quarter last year.
* Distressed clients were the second most common specific need with 15.49% of the 17,991 calls.
* Literacy was the third most prevalent issue recorded for 10.74% of callers with a further 7.43% with digital literacy difficulties.

Nationality

Country of Origin was recorded for 62.2% of callers (66,763). Of those 77.7% of Callers’, Country of Origin was Ireland, which accounted for 51,889 callers. 8.7% of callers came from EU countries (excluding Ireland), and 13.6% came from Non-EU countries, including UK and Ukraine.

Table 4: Top 5 Countries of Origin (excluding Ireland)

# **Query Summary**

Citizen Information Services dealt with **219,917** queries during Q1 2023, an increase of 15% on the same quarter in 2022. The ratio of caller was 2.05 up from 2.01 in Q1 2022. Of the total queries recorded by CISs, 46.7% were related to Social Welfare rights and entitlements followed by Housing 10.5% and Health 7.5%. Table 5, below, sets out the number of queries received across high-level parent category areas in Quarter 1 2023. Table 6, provides a breakdown on the most queried single payments, schemes or entitlements with the highest number of queries overall.

# **Table 5 - Query Profile Q1 2023**

|  |  |  |  |
| --- | --- | --- | --- |
| Query Category | # of Queries | % of all Queries | Q1 ‘22- ‘23 % Change |
| Social Welfare | 102,787 | 46.7% | +18.8% |
| Housing | 23,148 | 10.5% | +26.1% |
| Health | 16,420 | 7.5% | +14.5% |
| Money and Tax | 14,768 | 6.7% | +43.9% |
| Employment | 13,847 | 6.3% | -0.9% |
| Local | 13,233 | 6.0% | +37.5% |
| Moving Country | 10,028 | 4.6% | +15.8% |
| Justice | 5,463 | 2.5% | +13.8% |
| Travel and Recreation | 5,296 | 2.4% | -15.5% |
| Birth, Family and Relationships | 5,074 | 2.3% | -0.1% |
| Consumer Affairs | 3,368 | 1.5% | +15.4% |
| Education and Training | 3,128 | 1.4% | +17.9% |
| Death and Bereavement | 1,545 | 0.7% | +10.4% |
| Government in Ireland | 1,223 | 0.6% | +9.8% |
| Environment | 393 | 0.2% | +3.7% |
| Covid 19 | 196 | 0.1% | -96.0% |
|   | **219,917** | **100%** |  |

# **Table 6 - Top-Ten Single Payments or Schemes, Q1 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Category | Single Payment or Scheme | # of Queries | % Change Q1 ‘22- ‘23  |
| 1 | **Health** - Medical Card | *Medical Card* | 10,251 | +10.4% |
| 2 | **Social Welfare** - Extra Social Welfare Benefits | *Fuel Allowance* | 8,819 | +74.7% |
| 3 | **Social Welfare** – Older People | *State Pension (cont.)* | 8,081 | +23.1% |
| 4 | **Social Welfare** - Disability & Illness | *Disability Allowance* | 7,259 | +16.7% |
| 5 | **Social Welfare** – Carers | *Carer’s Allowance* | 6,637 | +1.4% |
| 6 | **Housing** - Local Authority and Social Housing | *Applying for Local Authority/Social Housing* | 5,546 | +14.6% |
| 7 | **Social Welfare** - Extra Social Welfare Benefits | *Household Benefits Package* | 4,855 | +5.7% |
| 8 | **Social Welfare** - Unemployed People | *Jobseeker's Allowance* | 4,571 | +8.9% |
| 9 | **Money and Tax** – Income Tax | *Income Tax Credits and Reliefs* | 3,968 | +58.3% |
| 10 | **Moving Country** - Irish Citizenship | *Irish Citizenship* | 3,869 | +7.5% |

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

Q1 2023 continued to show cost of living concerns are still the public’s priorities.

Of note3:

* **Social Welfare** queries grew by 18.8%, with 42.9% of all calls regarding welfare entitlements coming from the 46-65 age cohort. Two thirds of contacts in relation to social welfare were from face-to-face callers and over 90% of these were drop in callers to centres.
* Queries regarding *Extra Social Welfare Benefits* increased by 35.8%, 54 % of calls in this category came from the 66 and Over cohort.
* Cost of Living payments particularly Fuel Allowance (which comes under Extra Benefits) grew by 74.7%.
* There was growth of 16.7% in the number of queries regarding *Disability Allowance*.
* Queries regarding **Older and Retired People** grew by 31.1%, queries related to *State Pension/Contributory* and *State Pension/ Non-Contributory* Pension by 23.1% and 31.9% respectively.
* **Local Authority and Social Housing** increased 13.8% and the number of queries regarding *applying for local authority / social housing* grew by 14.6%.
* Money and Tax queries grew by 43.9% on the same quarter last year, there was growth of 58.3% in *Income Tax Credits and Reliefs*, 39.4% increase in *Income Tax* and a 70 % soar *in Revenue Online* related enquiries from 1,187 queries to 2,623.
* **Local** queries – which includes accessing local services - grew by 37.5%. 45.9% of calls regarding local issues came from the 26-45 age category and 63.7% of these were telephone callers.

**Table 7: Most queried areas by age category**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Age Category | 25 and Under | 26-45 | 46-65 | 66 and Under |
| 1 | Social Welfare | Social Welfare | Social Welfare | Social Welfare |
| 2 | Education and Training | Housing | Housing | Health |
| 3 | Housing | Employment | Health | Housing |
| 4 | Employment | Moving Country | Money and Tax | Money and Tax |
| 5 | Moving Country | Money and Tax | Employment | Local |

Further detail on the **top five main categories of queries** received in this first quarter of 2023 compared with the first quarter of 2022, are set out in the narrative and tables below.

**Table 8** sets out the **Social Welfare** query dataset for Quarter 1, 2023. Query sub-categories are presented in thematic categories, and include individual schemes, payments and entitlements 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*** thematic sub-category.

**Social Welfare payment trends Q1, 2023**:

Query statistics relating to Social Welfare (SW).

* Queries regarding Social Welfare climbed 18.8%.
* **Extra Social Welfare Benefits**, **Disability and Illness**, **Older and Retired People** and **Carers** were the four most queried categories in quarter 1 2023, accounting for 56.8% of all Social Welfare category queries.
* *Fuel Allowance* was the most queried SW payment and increased 74.7%. *State Pension contributory* was the second highest with 8,081 queries representing a 23.1% increase. *Disability Allowance* was the next most queried and grew by 16.7%.
* **Disability and Illness** queries made up 15.1% of all Social Welfare Queries and increased 6.3%, *Invalidity Pension* grew by 14%.
* Categories under **Older and Retired People** grew by 31% compared to the same period last year including *State Pension (contributory)* by 31%, *State Pension (non-contributory)* by 32% and *payment for people who retire at 65* by 36.6%.
* Queries which related to Carers increased by 5.7%, with Carer’s allowance query numbers remaining high.
* The **Families and Children** sub-category grew by 3.6%, - *Working Family Payment (WFP)* increased by 7.9%, *One Parent Family Payment (OFP)* decreased by 10.2% and *Child Benefit* climbed by 32.2%
* **Supplementary Welfare Schemes** increased by 65.6%, *basic supplementary welfare allowance* grew by 36.2% and *Rent Supplement* queries increased by 28.2*%. Additional Needs Payments* which replaced exceptional needs under **SWA**, more than doubled in Q1/2023 when 3,521 related queries about the scheme were recorded.

Caller profile data relating to Social Welfare.

* 54% of all calls for **Extra Social Welfare Benefits** came from the 66 and Over age category, they accounted for 57.2% of the calls for Fuel Allowance and 47.5% for Household Benefits Package.
* 56.5% of calls regarding **Disability and Illness** resulted from the 46-65 age category. 55.2% of the calls about *Disability Allowance* came from this cohort as well as 53.2% of those for *Illness Benefit* and 70.8% of those regarding *Invalidity pension*.
* 62% of calls concerning entitlements for **Older and Retired People** were from those in the 46-65 age range. Almost 70% % of calls which related to *State Pension/ Contributory* originated from the 46-65 age group, and 28.7% from the 66 + age group.
* 44.7% of calls corresponding to **Carer’s** schemes hailed from the 46-65 age category, 67.2% of calls regarding **Families and Children** came from the 26-45 age category, 42.4% of calls which deal with **Supplementary Welfare Schemes** originated from 26-45 age cohort and 52% of calls relating to **Unemployed People** originated from the 26-45 age group.

# **Table 8 – Social Welfare Query Breakdown, Q1 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q1, 2023 Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
|  Extra Social Welfare Benefits 17.81% |
| Social Welfare | **Extra Social Welfare Benefits** | *Fuel Allowance* | 8,819 | 48.2% |
| Social Welfare | **Extra Social Welfare Benefits** | *Household Benefits Package* | 4,855 | 26.5% |
| Social Welfare | **Extra Social Welfare Benefits** | *Free Travel (Travel Card, Companion Card, etc.)* | 2,091 | 11.4% |
| Social Welfare | **Extra Social Welfare Benefits** | *Living Alone Increase* | 1,885 | 10.3% |
| Social Welfare | **Extra Social Welfare Benefits** | *Telephone Support Allowance* | 329 | 1.8% |
| Social Welfare | **Extra Social Welfare Benefits** | *Cost of Living Increases* | 220 | 1.2% |
| Social Welfare | **Extra Social Welfare Benefits** | *Treatment Benefits* | 92 | 0.5% |
| Social Welfare | **Extra Social Welfare Benefits** | *Christmas Bonus* | 17 | 0.1% |
| Social Welfare | **Extra Social Welfare Benefits** | *Water Conservation Grant* | 1 | 0.0% |
|   |  | **Total** | **18,309** | **100.00%** |
|  Disability & Illness 15.1% |
| Social Welfare | **Disability and Illness** | *Disability Allowance* | 7,259 | 46.9% |
| Social Welfare | **Disability and Illness** | *Illness Benefit* | 3,854 | 24.9% |
| Social Welfare | **Disability and Illness** | *Invalidity Pension* | 3,228 | 20.9% |
| Social Welfare | **Disability and Illness** | *Partial Capacity Benefit* | 567 | 3.7% |
| Social Welfare | **Disability and Illness** | *Injury Benefit* | 211 | 1.4% |
| Social Welfare | **Disability and Illness** | *Occupational Injuries Benefit Scheme* | 181 | 1.2% |
| Social Welfare | **Disability and Illness** | *Other Payment (Blind Pension/Other)* | 176 | 1.1% |
|   |  | **Total** | **15,476** | **100%** |
|  Older and Retired People 13.7% |
| Social Welfare | **Older and Retired People** | *State Pension/Contributory* | 8,081 | 57.4% |
| Social Welfare | **Older and Retired People** | *State Pension/Non-Contributory Pension* | 3,335 | 23.7% |
| Social Welfare | **Older and Retired People** | *Payment for people who retire at 65* | 1,015 | 7.2% |
| Social Welfare | **Older and Retired People** | *Qualified Adults* | 736 | 5.2% |
| Social Welfare | **Older and Retired People** | *UK Pensions/Brexit* | 691 | 4.9% |
| Social Welfare | **Older and Retired People** | *EU/International Pensions* | 221 | 1.6% |
|   |  | **Total** | **14,079** | **100.00%** |
|  Carers 10.3% |
| Social Welfare | **Carers** | *Carer's Allowance* | 6,637 | 62.7% |
| Social Welfare | **Carers** | *Carer's Benefit* | 1,173 | 11.1% |
| Social Welfare | **Carers** | *Domiciliary Care Allowance (DCA)* | 1,173 | 11.1% |
| Social Welfare | **Carers** | *Carer's Support Grant (Respite Care Grant)* | 919 | 8.7% |
| Social Welfare | **Carers** | *Half-rate Carer's Allowance* | 687 | 6.5% |
|   |  | **Total** | **10,589** | **100.00%** |
|  Families and Children 9.9% |
| Social Welfare | **Families and Children** | *Working Family Payment (WFP) formerly FIS* | 3,478 | 34.3% |
| Social Welfare | **Families and Children** | *One Parent Family Payment (OFP)* | 1,958 | 19.3% |
| Social Welfare | **Families and Children** | *Child Benefit* | 1,489 | 14.7% |
| Social Welfare | **Families and Children** | *Increase for a Qualified Adult (IQA)* | 871 | 8.6% |
| Social Welfare | **Families and Children** | *Maternity/ Adoptive Benefit* | 819 | 8.1% |
| Social Welfare | **Families and Children** | *Increase for a Qualified Child (IQC)* | 489 | 4.8% |
| Social Welfare | **Families and Children** | *Parent's Benefit* | 350 | 3.5% |
| Social Welfare | **Families and Children** | *Paternity Benefit* | 214 | 2.1% |
| Social Welfare | **Families and Children** | *Back to School Clothing & Footwear Allowance (BTSCFA)* | 201 | 2.0% |
| Social Welfare | **Families and Children** | *Back to Work Family Dividend* | 191 | 1.9% |
| Social Welfare | **Families and Children** | *Health and Safety Benefit* | 60 | 0.6% |
| Social Welfare | **Families and Children** | *Deserted Wife's Benefit* | 15 | 0.2% |
| Social Welfare | **Families and Children** | *Deserted Wife's Allowance* | 8 | 0.1% |
|   |  | **Total** | **10,143** | **100.00%** |
|  Supplementary Welfare Schemes 8.3% |
| Social Welfare | **Supplementary Welfare Schemes** | *Basic Supplementary Welfare Allowance* | 3,820 | 44.9% |
| Social Welfare | **Supplementary Welfare Schemes** | *Additional Needs Payment* | 3,521 | 41.3% |
| Social Welfare | **Supplementary Welfare Schemes** | *Rent Supplement (RS)* | 1,119 | 13.1% |
| Social Welfare | **Supplementary Welfare Schemes** | *Diet/Heating Supplement* | 52 | 0.6% |
| Social Welfare | **Supplementary Welfare Schemes** | *Mortgage Interest Supplement (MIS)* | 5 | 0.1% |
|   |  | **Total** | **8,517** | **100.00%** |
|  Unemployed People 8.2% |
| Social Welfare | **Unemployed People** | *Jobseeker's Allowance* | 4,571 | 54.4% |
| Social Welfare | **Unemployed People** | *Jobseeker's Benefit* | 2,582 | 30.8% |
| Social Welfare | **Unemployed People** | *Social Welfare Payments and Work* | 615 | 7.3% |
| Social Welfare | **Unemployed People** | *Jobseeker's Transitional Payment* | 520 | 6.2% |
| Social Welfare | **Unemployed People** | *Unemployed following self-employment* | 109 | 1.3% |
|   |  | **Total** | **8,397** | **100%** |
|  Social Welfare Miscellaneous 5.4% |
| Social Welfare | **Social Welfare Miscellaneous** | *Other* | 1,751 | 31.5% |
| Social Welfare | **Social Welfare Miscellaneous** | *Public Services Card* | 1,130 | 20.3% |
| Social Welfare | **Social Welfare Miscellaneous** | *Means Tests* | 1,127 | 20.3% |
| Social Welfare | **Social Welfare Miscellaneous** | *Habitual Residence Condition* | 664 | 12.0% |
| Social Welfare | **Social Welfare Miscellaneous** | *MyWelfare.ie* | 414 | 7.5% |
| Social Welfare | **Social Welfare Miscellaneous** | *Overpayments* | 255 | 4.6% |
| Social Welfare | **Social Welfare Miscellaneous** | *UK Entitlements/Brexit* | 98 | 1.8% |
| Social Welfare | **Social Welfare Miscellaneous** | *EU Contributions and Entitlements* | 86 | 1.6% |
| Social Welfare | **Social Welfare Miscellaneous** | *Late Claims* | 23 | 0.4% |
| Social Welfare | **Social Welfare Miscellaneous** | *SW Inspectors* | **8** | 0.1% |
| Social Welfare | **Social Welfare Miscellaneous** | *Insolvency Payments Scheme* | 2 | 0.0% |
|   |  | **Total** | **5,558** | **100.00%** |
|  Social Insurance (PRSI) 5.3% |
|  Social Welfare | **Social Insurance (PRSI)** | *PRSI Records/Paid Contributions* | 2,365 | 43.1% |
| Social Welfare | **Social Insurance (PRSI)** | *PPS Number* | 1,062 | 19.3% |
| Social Welfare | **Social Insurance (PRSI)** | *Credited Contributions* | 620 | 11.3% |
| Social Welfare | **Social Insurance (PRSI)** | *Voluntary Contributions* | 411 | 7.5% |
| Social Welfare | **Social Insurance (PRSI)** | *Homemakers Scheme/HomeCaring Periods Scheme* | 402 | 7.3% |
| Social Welfare | **Social Insurance (PRSI)** | *PRSI Classes* | 375 | 6.8% |
| Social Welfare | **Social Insurance (PRSI)** | *Other* | 193 | 3.5% |
| Social Welfare | **Social Insurance (PRSI)** | *Employer’s PRSI* | 62 | 1.1% |
|   |  | **Total** | **5,490** | **100%** |
|  Death Related Benefits 1.5% |
| Social Welfare | **Death Related Benefits** | *Widow/Widower/Surviving Civil Partner's Pension (Contributory).* | 929 | 62.5% |
| Social Welfare | **Death Related Benefits** | *Help with Funeral Costs* | 215 | 14.5% |
| Social Welfare | **Death Related Benefits** | *Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).* | 170 | 11.4% |
| Social Welfare | **Death Related Benefits** | *Widow/Widower/Surviving Civil Partner Grant* | 110 | 7.4% |
| Social Welfare | **Death Related Benefits** | *Guardian's Payment* | 51 | 3.4% |
| Social Welfare | **Death Related Benefits** | *Special Funeral Grant (Occ. Injuries Scheme only)* | 12 | 0.8% |
|   |  | **Total** | **1,487** | **100.00%** |
|  Social Welfare Appeals 1.4% |
| Social Welfare | **Appeals** | *Disability Allowance* | 429 | 30.3% |
| Social Welfare | **Appeals** | *Invalidity Pension* | 305 | 21.6% |
| Social Welfare | **Appeals** | *Carer's Allowance/Benefit* | 192 | 13.6% |
| Social Welfare | **Appeals** | *Other* | 152 | 10.7% |
| Social Welfare | **Appeals** | *Jobseeker's Allowance* | 71 | 5.0% |
| Social Welfare | **Appeals** | *Domiciliary Care Allowance* | 54 | 3.8% |
| Social Welfare | **Appeals** | *State Pension (Non-Contributory)* | 52 | 3.7% |
| Social Welfare | **Appeals** | *Supplementary Welfare Allowance* | 34 | 2.4% |
| Social Welfare | **Appeals** | *State Pension (Contributory)* | 27 | 1.9% |
| Social Welfare | **Appeals** | *Child Benefit* | 25 | 1.8% |
| Social Welfare | **Appeals** | *Working Family Payment (WFP)* | 19 | 1.3% |
| Social Welfare | **Appeals** | *One Parent Family Payment (OFP)* | 15 | 1.1% |
| Social Welfare | **Appeals** | *Carer's Support Grant* | 11 | 0.8% |
| Social Welfare | **Appeals** | *Jobseeker's Benefit* | 11 | 0.8% |
| Social Welfare | **Appeals** | *Illness Benefit* | 10 | 0.7% |
| Social Welfare | **Appeals** | *Widow/Widower/surviving Civil Partner Pension* | 8 | 0.6% |
|   |  | **Total** | **1,415** | **100.00%** |
|  Activation Schemes, Education and Training 1.3% |
| Social Welfare | Activation Schemes, Education and Training | *Back to Education Allowance (BTEA)* | 404 | 30.6% |
| Social Welfare | Activation Schemes, Education and Training | *Community Employment (CE)* | 339 | 25.7% |
| Social Welfare | Activation Schemes, Education and Training | *Back to Work Enterprise Allowance (BTWEA)* | 319 | 24.2% |
| Social Welfare | Activation Schemes, Education and Training | *Tús* | 94 | 7.1% |
| Social Welfare | Activation Schemes, Education and Training | *JobPath - Seetec/Turas Nua* | 50 | 3.8% |
| Social Welfare | Activation Schemes, Education and Training | *Part-time Education Option (PTEO)* | 32 | 2.4% |
| Social Welfare | Activation Schemes, Education and Training | *Short-Term Enterprise Allowance* | 31 | **2.4** |
| Social Welfare | Activation Schemes, Education and Training | *Rural Social Scheme* | 26 | 2.0% |
| Social Welfare | Activation Schemes, Education and Training | *JobsPlus* | 7 | 0.5% |
| Social Welfare | Activation Schemes, Education and Training | *Part-Time Job Incentive Scheme (PTJI)* | 7 | 0.5% |
| Social Welfare | Activation Schemes, Education and Training | *LAES (Local Area Employment Services)* | 6 | 0.5% |
| Social Welfare | Activation Schemes, Education and Training | *Gateway* | 2 | 0.2% |
| Social Welfare | Activation Schemes, Education and Training | *JobBridge/ First Steps - Youth Internship* | 2 | 0.2% |
|  |  | **Total** | **1,319** | **100%** |
|  Social Welfare Benefits Check 1.0% |
| Social Welfare | Social Welfare - Benefits Check | *Social Welfare - Benefits Check* | 1,071 | **100.0%** |
|   |  | **Total** | **1,071** | **100%** |
|  Social Welfare Payments and Work 0.7% |
| Social Welfare | **Social Welfare - Payments and Work** | *Social Welfare - Payments and Work* | 747 | **100.00%** |
|   |  | **Total** | **747** | **100.00%** |
|  Farmers 0.2% |
| Social Welfare | **Farmers** | *Farm Assist* | 170 | 89.5% |
| Social Welfare | **Farmers** | *Other* | 20 | 10.5% |
|   |  | **Total** | **190** | **100.00%** |
|   |  | **Total Social Welfare Queries** | **102,787** | **100.00%** |

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

**Table 9** sets out the **Housing** query dataset for Quarter 1, 2023. Housing Queries increased 26.1% on the same quarter in 2022, and is an on-going pattern seen by CISs as the housing crisis in Ireland continues.

* Queries related to **Local Authority and Social Housing** increased by 13.8%.
	+ *Applying for Local Authority/Social Housing* increased by 14.6%.
	+ *Housing Assistance Payments (HAP*) queries remain consistently high.
* **Housing Grants and Schemes queries** grew by 9.5%.
* **Renting a Home (Private Rental Accommodation)** increased by 44.1%.

	+ Notice/Eviction/Disputes surged by 34.8% in Q1 2023.
	+ Queries relating to *RTB (Residential Tenancies Board)* doubled.
	+ *Tenant’s Rights and Obligations* increased by 4.2%.
	+ *Landlords Rights and Obligation*s grew by 29.6%.
	+ *Rent Review* grew by 35.1% and Rent Arrears and problems by 52.8%.
* The top 5 counties with the highest levels of queries regarding **Local Authority and Social Housing** and *Applying for* *Local Authority /Social Housing* queries to CISs on were Dublin, Cork, Offaly, Donegal, and Louth.
* The top 5 Counties registering queries about *HAP* were Dublin, Donegal, Cork, Louth, and Meath.
* The top 5 Counties where the public looked for advice and information on **Renting a Home (Private rental Accommodation)** were Dublin, Cork, Donegal, Limerick, and Offaly.

Caller profile statistics relating to Housing.

* Over 50% of Callers with queries related to **Local Authority and Social Housing** came from the 26-45 age cohort, including 55.4% for *Applying for Local Authority/Social Housing*, 56.0% for *HAP*, and 54.0% for *Differential Rents*.
* The 66 and Over age category accounted for 52.7% of queries relating to **Housing Grants and Schemes**.
* Just under 50% of queries relating to **Renting a Home (Private Accommodation)** stemmed from the 26-45 age cohort (49.0%) and 9.1% came from the 66 and over age category.
* Over 55% of queries relating to **Home Energy Grants** originated from the 66 and Over age group.
* 54.9% of callers with **Homelessness** issues came from the 26-45 age bracket.

# **Table 9 – Housing Queries Breakdown, Q1 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q1, 2023 Sub-category Breakdown | # of Queries | % of Housing Sub-category |
|  Local Authority and Social Housing 48.7% |
| Housing | Local Authority and Social Housing | *Applying for Local Authority/Social Housing* | 5,546 | 49.2% |
| Housing | Local Authority and Social Housing | *Housing Assistance Payment (HAP)* | 3,117 | 27.7% |
| Housing | Local Authority and Social Housing | *Other* | 912 | 8.1% |
| Housing | Local Authority and Social Housing | *Differential Rent* | 488 | 4.3% |
| Housing | Local Authority and Social Housing | *LA Transfers* | 221 | 1.96% |
| Housing | Local Authority and Social Housing | *Standards/Repairs* | 198 | 1.8% |
| Housing | Local Authority and Social Housing | *Medical Priority* | 156 | 1.4% |
| Housing | Local Authority and Social Housing | *Notice/Eviction/Disputes* | 139 | 0.99% |
| Housing | Local Authority and Social Housing | *Rent Arrears/Rent Problems* | 126 | 1.1% |
| Housing | Local Authority and Social Housing | *Choice Based Lettings* | 116 | 1.0% |
| Housing | Local Authority and Social Housing | *Rental Accommodation Scheme (RAS)* | 106 | 0.9% |
| Housing | Local Authority and Social Housing | *Tenant Purchase (Incremental Scheme)* | 103 | 0.9% |
| Housing | Local Authority and Social Housing | *Social Housing Waiting Lists* | 21 | 0.2% |
| Housing | Local Authority and Social Housing | *Anti-social behaviour* | 19 | 0.2% |
|   |  | **Total** | **11,268** | **100.00%** |
|  Housing Grants and Schemes 16.1% |
| Housing | Housing Grants and Schemes | *Housing Grants and Schemes* | 3,729 | 100.00% |
|   |  | **Total** | **3,729** | **100.00%** |
|  Renting a Home 15.7% |
| Housing | Renting a Home (Private Rental Accommodation) | *Notice/Eviction/Disputes* | 914 | 25.2% |
| Housing | Renting a Home (Private Rental Accommodation) | *RTB (Residential Tenancies Board)* | 680 | 18.7% |
| Housing | Renting a Home (Private Rental Accommodation) | *Tenant’s Rights and Obligations* | 501 | 13.8% |
| Housing | Renting a Home (Private Rental Accommodation) | *Landlords Rights & Obligations* | 499 | 13.7% |
| Housing | Renting a Home (Private Rental Accommodation) | *Rent Review* | 327 | 9.0% |
| Housing | Renting a Home (Private Rental Accommodation) | *Standards/Repairs* | 185 | 5.1% |
| Housing | Renting a Home (Private Rental Accommodation) | *Rent Arrears/Rent Problems* | 165 | 4.5% |
| Housing | Renting a Home (Private Rental Accommodation) | *Finding Accommodation* | 156 | 4.3% |
| Housing | Renting a Home (Private Rental Accommodation) | *Deposit Retention* | 106 | 2.9% |
| Housing | Renting a Home (Private Rental Accommodation) | *Licensee* | 100 | 2.8% |
|   |  | **Total** | **3,633** | **100.00%** |
|  Home Energy Grants (SEAI) 6.6% |
| Housing  | **Home Energy Grants (SEAI)** | *Home Energy Grants (SEAI)* | 1,533 | 100.0% |
|  |  |  | **1,533** | **100.0%** |
|  Other 4.3% |
| Housing | Other | *Other* | 994 | 100.00% |
|   |  | **Total** | **994** | **100.00%** |
|  Homelessness 3.6% |
| Housing | Homelessness | *Homelessness* | 827 | 100.00% |
|   |  | **Total** | **827** | **100.00%** |
|  Buying a Home 2.9% |
| Housing | Buying a Home | *Buying a Home* | 678 | 100.00% |
|   |  | **Total** | **678** | **100.00%** |
|  Planning Permission 0.5% |
| Housing | Planning Permission | *Planning Permission* | 125 | 100.00% |
|   |  | **Total** | **125** | **100.00%** |
|  Losing your Home 0.4% |
| Housing | **Losing your Home** | *Losing your Home* | **101** | 100.00% |
|  |  | **Total** | **101** | **100.00%** |
|  All other sub-categories (<100 queries) \* 1.2% |
|   |   | **All other sub-categories** | 260 | 100.00% |
|   |  | **Total** | **260** | **100.00%** |
|   |   | **Total Housing Queries** | **23,148** | **100.00%** |

* **\***All other sub-categories include the following query areas: Building or Altering a Home; Emergency Accommodation; Housing, Management Companies (Apartment Blocks); Equality/Housing Discrimination.

**Table 10** sets out the **Health** queries dataset for Quarter 1, 2023, these queries represented 7.5% of all queries. Health queries increased by 14.5% compared to the same quarter in 2022.

Query statistics relating to Health.

Most areas in Health had an increase in query numbers, except for *Dental, Aural and Optical Health* which decreased by 20.8%. However, access to dental services under medical card provisions was noted by services as a growing concern for callers.

* Queries regarding **Medical Cards** increased by 10.4% to 10,251 queries in Q1 2023– medical card entitlements queries continue to dominate this category, representing two thirds of all health-related queries.
* **Fair Deal** related queries increased 35.4% .
* **GP services** increased by 45.7% compared to Q1 2022.
* Queries relating to **Drugs and Medicines** increased by 13.6%
* **EU Healthcare** queries increased by 46% compared to Q1 2022.

Caller profile statistics relating to Health.

* **Medical Card** (34.6%), **Fair Deal & Home Care Package** (41.6%), **GP Services** (39.1%), **Drugs /Medicines** (39.3%), and **Long-term Illness scheme** (35.2%) were queried most by the 46-65 age category.
* The 66 and Over age category called most regarding: **Health Services for Older People** (56.4%), **Care in your community** (39.4%), **Dental, Aural and Optical Health** (38.4%), and **Health Insurance** (37.8%).
* **Children’s Health** was queried most by the 26-45 age category callers (65.2%).

# **Table 10 - Health Query Breakdown, Q1 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q1, 2023 Sub-category Breakdown | # of Queries | % of Health Sub-category |
| Health | **Medical Card** | *Medical Card* | 10,251 | **62.4%** |
| Health | **Fair Deal & Home Care Package** | *Fair Deal & Home Care Package* | 1,139 | **6.9%** |
| Health | **GP Services** | *GP Services* | 1,036 | **6.3%** |
| Health | **Other** | *Other* | 854 | **5.2%** |
| Drugs / Medicines |
| Health | **Drugs/Medicines** | *Drugs Payment Scheme* | **297** |  |
| Health |  | *Long-term Illness Scheme* | 122 |  |
|  |  | **Total** | 419 | **2.6%** |
| Health | **EU Healthcare** | *EU Healthcare* | 346 | **2.1%** |
| Health | **Hospital Services** | *Hospital Services* | 316 | **1.9%** |
| Health | **Health Services for Older People** | *Health Services for Older People* | 308 | **1.9%** |
| Health | **Care in your Community** | *Care in your Community* | 266 | **1.6%** |
| Health | **Dental, Aural and Optical Health** | *Dental, Aural and Optical Health* | 251 | **1.5%** |
| Health | **Mental Health** | *Mental Health* | 240 | **1.5%** |
| Health | **Health Services for People with Disabilities** | *Health Services for People with Disabilities* | 215 | **1.3%** |
| Health | **Legal Matters and Health** | *Legal Matters and Health* | 113 | **0.7%** |
| Health | **Health Insurance** | *Health Insurance* | 109 | **0.7%** |
| Health | **Health-Related Benefits and Entitlements** | *Health-Related Benefits and Entitlements* | 104 | **0.6%** |
| Health | **Childrens Health** | *Childrens Health* | 102 | **0.6%** |
| All other sub-categories (<100 queries) \* |
| Health |   | **All other sub-categories** | 351 | 2.1% |
| Health |  | **Total** | 351 | **2.1%** |
|   |   | **Total Health Queries** | **16,420** | **100.00%** |

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

**Table 11** contains the data for the Money and Tax for Quarter 1 2023. Money and Tax queries increased by 43.9% on the same period last year.

Query statistics relating to Money and Tax.

* All areas in Money and Tax had an increase on the same period last year except *Capital Taxes* which remained the same.
* Queries regarding *Income Tax Credits and Reliefs* grew by 58.3%, those in relation to *Income Tax* grew 39.4% and *Revenue Online* grew by 70.1%.
* Queries associated with *Debt* grew by 49%.

Caller statistics relating to Money and Tax.

* 38.7% of all Calls relating to Money and Tax originated from the 46-65 age group.
* The 46-65 age category called most about *Income Tax* (36.9%), *Pensions* (50.0%), *Capital Taxes* (42.9%), *Debt* (51.8%), *Financial Institutions* (37.3%), and *Wills* (311%).
* The 26-45 age cohort called most about *Income Tax Credits and Relief* (43.1%), *Revenue Online* (41.7%), *Income Tax Refund* (38.1%), *Income Tax Credits and Reliefs for People with Disabilities* (45.5%), *Duties and Vat* (38.7%) and *Universal Social Charge* (35.9%).
* The 66 and Over age category called most for information about *Property Tax* (50%) and *Insurance* (36.2%).

# **Table 11- Money and Tax Query Breakdown, Q1 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q1, 2023 Sub-category Breakdown | # of Queries | % of Money & Tax Category |
| Money and Tax | **Income Tax Credits and Reliefs** | *Income Tax Credits and Reliefs* | 3,968 | **26.9%** |
| Money and Tax | **Income Tax** | *Income Tax* | 2,623 | **17.8%** |
| Money and Tax | **Revenue Online** | *Revenue Online* | 2,019 | **13.7%** |
| Money and Tax | **Other** | *Other* | 1,295 | **8.8%** |
| Money and Tax | **Income Tax Refund** | *Income Tax Refund* | 1,122 | **7.6%** |
| Money and Tax | **Pensions** | *Pensions* | 632 | **4.3%** |
| Money and Tax | **Property Taxes** | *Property Taxes* | 617 | **4.2%** |
| Money and Tax | **Capital Taxes** | *Capital Taxes* | 574 | **3.9%** |
| Money and Tax | **Debt** | *Debt* | 435 | **3.0%** |
| Money and Tax | **Income Tax Credits and Reliefs for People with Disabilities**  | *Income Tax Credits and Reliefs for People with Disabilities* | 303 | **2.1%** |
| Money and Tax | **Financial Institutions** | *Financial Institutions* | 246 | **1.7%** |
| Money and Tax | **Wills** | Wills | 233 | **1.6%** |
| Money and Tax | **Insurance** | Insurance | 190 | **1.3%** |
| Money and Tax | **Duties and VAT** | *Duties and VAT* | 156 | **1.1%** |
| Money and Tax | **Universal Social Charge (USC)** | *Universal Social Charge (USC)* | 137 | **0.9%** |
| All other sub-categories (<100 queries) \* |
| Money and Tax |   | **All other sub-categories** | 218 | 1.5% |
| Money and Tax |  | **Total** | 218 | **1.5%** |
|   |   | **Total Money and Tax Queries** | **14,768** | **100.00%** |

**\*** All other sub-categories include the following query areas: Loans and Credit, Moving Country and Taxation, Saving and Investments, Tax on Savings and Investments, Consumer Protection Code and Mortgages, and Water Charges.

**Table 12** contains the query numbers for the fifth most queried topic Employment.

Query statistics relating to Employment.

* Queries regarding **Employment Rights and Conditions** decreased by 7.7%, Queries regarding *Leave and Holidays decreased* by 54.1%, those relating to *Contracts of Employment* reduced by 9.7% and those which concerned *Pay/Wages* fell by 18.6%.
* Queries relating to *Dismissal (unfair, constructive, etc.)* grew by 11.3% and those connected to *Maternity Leave* more than doubled.
* **Unemployment and Redundancy** queries grew by 7.1% and those relating to **Self-Employment** grew by 10.4%

Callers’ statistics relating to Employment.

* Over half of callers with queries on the **Employment Rights and Conditions** sub-category came from the 26-45 age cohort (57%). The same age category accounted for 58% of queries related to *Leave and Holidays*, 51.6% of *contracts of employment*, 56.1% of *Pay/Wages*, 48% of Sick Leave and *Sick Pay Schemes* and 55.3% *Dismissal (unfair, constructive etc.)* and nearly 60% of calls relating to **Self-Employment** calls.
* 51.2% of calls connected to **Unemployment and Redundancy** came from the 46-65 age category.

**Table 12 – Employment Query Breakdown, Q1 2023**

| Category | Sub-category | 2023 Q1 Employment Query Breakdown | # Of Queries | % Of Employment Sub-category |
| --- | --- | --- | --- | --- |
|  Employment Rights and Conditions 62.1% |
| Employment | **Employment Rights and Conditions** | *Leave and Holidays* | 1,644 | 19.1% |
| Employment | **Employment Rights and Conditions** | *Contracts of Employment* | 1,428 | 16.6% |
| Employment | **Employment Rights and Conditions** | *Other* | 1,095 | 12.8% |
| Employment | **Employment Rights and Conditions** | *Pay/Wages* | 901 | 10.5% |
| Employment | **Employment Rights and Conditions** | *Sick Leave and Sick Pay Schemes* | 801 | 9.32% |
| Employment | **Employment Rights and Conditions** | *Dismissal (unfair, constructive etc.)* | 671 | 7.8% |
| Employment | **Employment Rights and Conditions** | *Hours of Work* | 409 | 4.8% |
| Employment | **Employment Rights and Conditions** | *Notice Period* | 356 | 4.1% |
| Employment | **Employment Rights and Conditions** | *Maternity Leave* | 312 | 3.6% |
| Employment | **Employment Rights and Conditions** | *Carer’s Leave* | 245 | 2.9% |
| Employment | **Employment Rights and Conditions** | *Parent’s Leave* | 220 | 2.6% |
| Employment | **Employment Rights and Conditions** | *Health and Safety* | 200 | 2.6% |
| Employment | **Employment Rights and Conditions** | *Parental Leave* | 170 | 2.0% |
| Employment | **Employment Rights and Conditions** | *Paternity Leave* | 66 | 0.8% |
| Employment | **Employment Rights and Conditions** | *Force Majeure Leave* | 44 | 0.5% |
| Employment | **Employment Rights and Conditions** | *Garda Vetting* | 32 | 0.4% |
|   |  | **Total** | **8,594** | **100.0%** |
|  Unemployment and Redundancy 9.2% |
| Employment | **Unemployment and Redundancy** | *Unemployment and Redundancy* | 1,279 |  |
|   |  | **Total** | **1,279** | **100.0%** |
|  Self-Employment 7.1% |
| Employment | **Self-employment** | *Self-employment* | 983 |  |
|   |   | **Total** | **983** | **100.0%** |
|  Enforcement and Redress 5.9% |
| Employment | **Enforcement and Redress** | *WRC (Workplace Relations Commission)* | 810 |  |
|   |  | **Total** | **810** | **100.0%** |
|  Grievance and Disciplinary Procedures 3.7% |
| Employment | **Grievance and Discipline Procedures** | *Grievance and Discipline Procedures* | 518 |  |
|   |  | **Total** | **518** | 100.0% |
|  Equality in Work 2.8% |
| Employment | **Equality in Work** | *Bullying and Harassment* | 142 | 36.6% |
| Employment | **Equality in Work** | *Discrimination* | 118 | 30.4% |
| Employment | **Equality in Work** | *Other* | 58 | 15.0% |
| Employment | **Equality in Work** | *Pay and Conditions* | 57 | 14.7% |
| Employment | **Equality in Work** | *Victimisation* | 13 | 3.4% |
|   |  | **Total** | **388** | **100.0%** |
|  Starting Work and Changing Job 2.5% |
| Employment | **Starting Work and Changing Job** | *Starting Work and Changing Job* | 342 |  |
|   |  | **Total** | **342** | **100.0%** |
|  Part-time Employment 2.0% |
| Employment | **Part-time Employment** | *Part-time Employment* | 274 |  |
|   |  | **Total** | **274** | **100.0%** |
|  Finding Employment 1.4% |
| Employment | **Finding Employment** | *Finding Employment* | **200** |  |
|  |  | **Total** | **200** | **100.0%** |
|  Retirement 1.2% |
| Employment | **Retirement** | *Retirement* | 171 |  |
|   |  | **Total** | **171** | **100.0%** |
|  Migrant Workers 0.7% |
| Employment | **Migrant Workers** | *Migrant Workers* | 97 |  |
|   |  | **Total** | **97** | **100.0%** |
|  Employment and Disability 0.7% |
| Employment | **Employment and Disability** | *Employment and Disability* | 94 |  |
|   |  | **Total** | **94** | **100.0%** |
|  Employment Schemes/Placements 0.7% |
| Employment | **Employment Schemes/Placements** | *Employment Schemes/Placements* | **90** |  |
|   |  | **Total** | **90** | **100.0%** |
|  Employment Appeals (Enforcement) 0.1% |
| Employment | **Appeals (Enforcement)** | *Appeals (Enforcement)* | 7 |  |
|   |  | **Total** | **7** | **100.0%** |
|   |  | **Total Employment** | **13,847** | **100.00%** |

1. Caller needs are identified by Information Providers and are determined on the basis of difficulties accessing services. [↑](#footnote-ref-2)
2. Note: Quarterly query 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.

3 The percentage changes captured in this report reflect comparisons between Q1 2022 and Q12023 unless otherwise specified. [↑](#footnote-ref-3)