

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

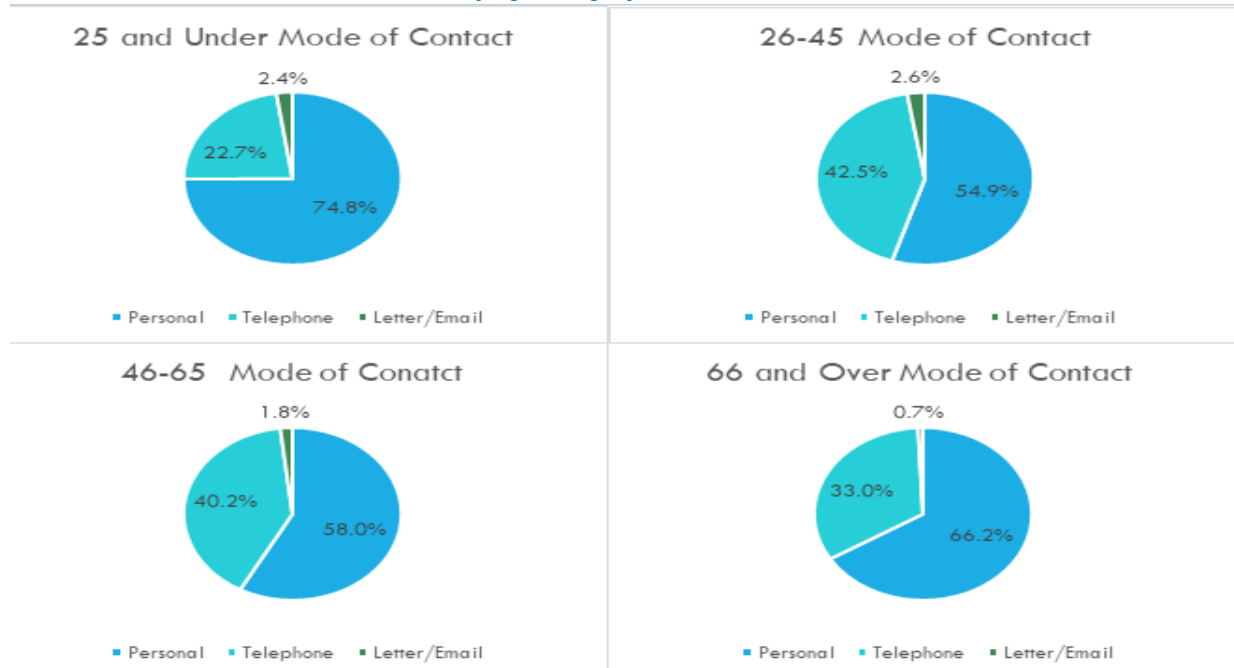
Caller Age Range	Number of Callers (n= 66.7%)	% of Callers
46-65	27,844	38.8%
26-45	27,691	38.6%
66 and Over	14,056	19.6%
25 and Under	2,090	2.9%

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



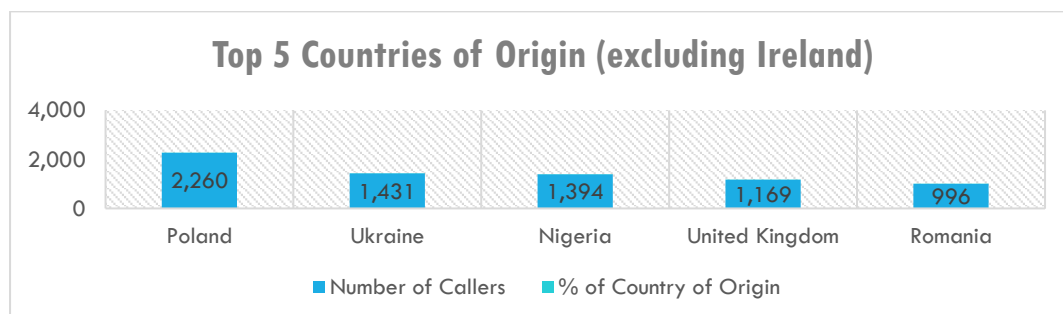
Specific Needs

- 12.39% of callers in Quarter 1 2021 had a specific need¹.
- 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)



¹ Caller needs are identified by Information Providers and are determined on the basis of difficulties accessing services.

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

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

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.

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	<i>Fuel Allowance</i>	8,819	48.2%
Social Welfare	Extra Social Welfare Benefits	<i>Household Benefits Package</i>	4,855	26.5%
Social Welfare	Extra Social Welfare Benefits	<i>Free Travel (Travel Card, Companion Card, etc.)</i>	2,091	11.4%
Social Welfare	Extra Social Welfare Benefits	<i>Living Alone Increase</i>	1,885	10.3%
Social Welfare	Extra Social Welfare Benefits	<i>Telephone Support Allowance</i>	329	1.8%
Social Welfare	Extra Social Welfare Benefits	<i>Cost of Living Increases</i>	220	1.2%
Social Welfare	Extra Social Welfare Benefits	<i>Treatment Benefits</i>	92	0.5%
Social Welfare	Extra Social Welfare Benefits	<i>Christmas Bonus</i>	17	0.1%
Social Welfare	Extra Social Welfare Benefits	<i>Water Conservation Grant</i>	1	0.0%
		Total	18,309	100.00%
Disability & Illness 15.1%				
Social Welfare	Disability and Illness	<i>Disability Allowance</i>	7,259	46.9%
Social Welfare	Disability and Illness	<i>Illness Benefit</i>	3,854	24.9%
Social Welfare	Disability and Illness	<i>Invalidity Pension</i>	3,228	20.9%
Social Welfare	Disability and Illness	<i>Partial Capacity Benefit</i>	567	3.7%
Social Welfare	Disability and Illness	<i>Injury Benefit</i>	211	1.4%
Social Welfare	Disability and Illness	<i>Occupational Injuries Benefit Scheme</i>	181	1.2%

Social Welfare	Disability and Illness	<i>Other Payment (Blind Pension/Other)</i>	176	1.1%
		Total	15,476	100%
Older and Retired People				13.7%
Social Welfare	Older and Retired People	<i>State Pension/Contributory</i>	8,081	57.4%
Social Welfare	Older and Retired People	<i>State Pension/Non-Contributory Pension</i>	3,335	23.7%
Social Welfare	Older and Retired People	<i>Payment for people who retire at 65</i>	1,015	7.2%
Social Welfare	Older and Retired People	<i>Qualified Adults</i>	736	5.2%
Social Welfare	Older and Retired People	<i>UK Pensions/Brexit</i>	691	4.9%
Social Welfare	Older and Retired People	<i>EU/International Pensions</i>	221	1.6%
		Total	14,079	100.00%
Carers				10.3%
Social Welfare	Carers	<i>Carer's Allowance</i>	6,637	62.7%
Social Welfare	Carers	<i>Carer's Benefit</i>	1,173	11.1%
Social Welfare	Carers	<i>Domiciliary Care Allowance (DCA)</i>	1,173	11.1%
Social Welfare	Carers	<i>Carer's Support Grant (Respite Care Grant)</i>	919	8.7%
Social Welfare	Carers	<i>Half-rate Carer's Allowance</i>	687	6.5%
		Total	10,589	100.00%
Families and Children				9.9%
Social Welfare	Families and Children	<i>Working Family Payment (WFP) formerly FIS</i>	3,478	34.3%
Social Welfare	Families and Children	<i>One Parent Family Payment (OFP)</i>	1,958	19.3%
Social Welfare	Families and Children	<i>Child Benefit</i>	1,489	14.7%
Social Welfare	Families and Children	<i>Increase for a Qualified Adult (IQA)</i>	871	8.6%
Social Welfare	Families and Children	<i>Maternity/ Adoptive Benefit</i>	819	8.1%
Social Welfare	Families and Children	<i>Increase for a Qualified Child (IQC)</i>	489	4.8%
Social Welfare	Families and Children	<i>Parent's Benefit</i>	350	3.5%
Social Welfare	Families and Children	<i>Paternity Benefit</i>	214	2.1%
Social Welfare	Families and Children	<i>Back to School Clothing & Footwear Allowance (BTSCFA)</i>	201	2.0%

Social Welfare	Families and Children	<i>Back to Work Family Dividend</i>	191	1.9%
Social Welfare	Families and Children	<i>Health and Safety Benefit</i>	60	0.6%
Social Welfare	Families and Children	<i>Deserted Wife's Benefit</i>	15	0.2%
Social Welfare	Families and Children	<i>Deserted Wife's Allowance</i>	8	0.1%
		Total	10,143	100.00%
Supplementary Welfare Schemes				8.3%
Social Welfare	Supplementary Welfare Schemes	<i>Basic Supplementary Welfare Allowance</i>	3,820	44.9%
Social Welfare	Supplementary Welfare Schemes	<i>Additional Needs Payment</i>	3,521	41.3%
Social Welfare	Supplementary Welfare Schemes	<i>Rent Supplement (RS)</i>	1,119	13.1%
Social Welfare	Supplementary Welfare Schemes	<i>Diet/Heating Supplement</i>	52	0.6%
Social Welfare	Supplementary Welfare Schemes	<i>Mortgage Interest Supplement (MIS)</i>	5	0.1%
		Total	8,517	100.00%
Unemployed People				8.2%
Social Welfare	Unemployed People	<i>Jobseeker's Allowance</i>	4,571	54.4%
Social Welfare	Unemployed People	<i>Jobseeker's Benefit</i>	2,582	30.8%
Social Welfare	Unemployed People	<i>Social Welfare Payments and Work</i>	615	7.3%
Social Welfare	Unemployed People	<i>Jobseeker's Transitional Payment</i>	520	6.2%
Social Welfare	Unemployed People	<i>Unemployed following self-employment</i>	109	1.3%
		Total	8,397	100%
Social Welfare Miscellaneous				5.4%
Social Welfare	Social Welfare Miscellaneous	<i>Other</i>	1,751	31.5%
Social Welfare	Social Welfare Miscellaneous	<i>Public Services Card</i>	1,130	20.3%
Social Welfare	Social Welfare Miscellaneous	<i>Means Tests</i>	1,127	20.3%
Social Welfare	Social Welfare Miscellaneous	<i>Habitual Residence Condition</i>	664	12.0%
Social Welfare	Social Welfare Miscellaneous	<i>MyWelfare.ie</i>	414	7.5%
Social Welfare	Social Welfare Miscellaneous	<i>Overpayments</i>	255	4.6%
Social Welfare	Social Welfare Miscellaneous	<i>UK Entitlements/Brexit</i>	98	1.8%
Social Welfare	Social Welfare Miscellaneous	<i>EU Contributions and Entitlements</i>	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	<i>Social Welfare - Benefits Check</i>	1,071	100.0%
		Total	1,071	100%
Social Welfare Payments and Work				0.7%
Social Welfare	Social Welfare - Payments and Work	<i>Social Welfare - Payments and Work</i>	747	100.00%
		Total	747	100.00%
Farmers				0.2%
Social Welfare	Farmers	<i>Farm Assist</i>	170	89.5%
Social Welfare	Farmers	<i>Other</i>	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 Obligations* 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	<i>Applying for Local Authority/Social Housing</i>	5,546	49.2%
Housing	Local Authority and Social Housing	<i>Housing Assistance Payment (HAP)</i>	3,117	27.7%
Housing	Local Authority and Social Housing	<i>Other</i>	912	8.1%
Housing	Local Authority and Social Housing	<i>Differential Rent</i>	488	4.3%
Housing	Local Authority and Social Housing	<i>LA Transfers</i>	221	1.96%
Housing	Local Authority and Social Housing	<i>Standards/Repairs</i>	198	1.8%
Housing	Local Authority and Social Housing	<i>Medical Priority</i>	156	1.4%
Housing	Local Authority and Social Housing	<i>Notice/Eviction/Disputes</i>	139	0.99%
Housing	Local Authority and Social Housing	<i>Rent Arrears/Rent Problems</i>	126	1.1%
Housing	Local Authority and Social Housing	<i>Choice Based Lettings</i>	116	1.0%
Housing	Local Authority and Social Housing	<i>Rental Accommodation Scheme (RAS)</i>	106	0.9%
Housing	Local Authority and Social Housing	<i>Tenant Purchase (Incremental Scheme)</i>	103	0.9%
Housing	Local Authority and Social Housing	<i>Social Housing Waiting Lists</i>	21	0.2%
Housing	Local Authority and Social Housing	<i>Anti-social behaviour</i>	19	0.2%
		Total	11,268	100.00%
Housing Grants and Schemes			16.1%	
Housing	Housing Grants and Schemes	<i>Housing Grants and Schemes</i>	3,729	100.00%
		Total	3,729	100.00%
Renting a Home			15.7%	
Housing	Renting a Home (Private Rental Accommodation)	<i>Notice/Eviction/Disputes</i>	914	25.2%
Housing	Renting a Home (Private Rental Accommodation)	<i>RTB (Residential Tenancies Board)</i>	680	18.7%
Housing	Renting a Home (Private Rental Accommodation)	<i>Tenant's Rights and Obligations</i>	501	13.8%
Housing	Renting a Home (Private Rental Accommodation)	<i>Landlords Rights & Obligations</i>	499	13.7%
Housing	Renting a Home (Private Rental Accommodation)	<i>Rent Review</i>	327	9.0%
Housing	Renting a Home (Private Rental Accommodation)	<i>Standards/Repairs</i>	185	5.1%
Housing	Renting a Home (Private Rental Accommodation)	<i>Rent Arrears/Rent Problems</i>	165	4.5%
Housing	Renting a Home (Private Rental Accommodation)	<i>Finding Accommodation</i>	156	4.3%
Housing	Renting a Home (Private Rental Accommodation)	<i>Deposit Retention</i>	106	2.9%

Housing	Renting a Home (Private Rental Accommodation)	<i>Licensee</i>	100	2.8%
		Total	3,633	100.00%
Home Energy Grants (SEAI)				6.6%
Housing	Home Energy Grants (SEAI)	<i>Home Energy Grants (SEAI)</i>	1,533	100.0%
		Total	1,533	100.0%
Other				4.3%
Housing	Other	<i>Other</i>	994	100.00%
		Total	994	100.00%
Homelessness				3.6%
Housing	Homelessness	<i>Homelessness</i>	827	100.00%
		Total	827	100.00%
Buying a Home				2.9%
Housing	Buying a Home	<i>Buying a Home</i>	678	100.00%
		Total	678	100.00%
Planning Permission				0.5%
Housing	Planning Permission	<i>Planning Permission</i>	125	100.00%
		Total	125	100.00%
Losing your Home				0.4%
Housing	Losing your Home	<i>Losing your Home</i>	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	<i>Medical Card</i>	10,251	62.4%
Health	Fair Deal & Home Care Package	<i>Fair Deal & Home Care Package</i>	1,139	6.9%
Health	GP Services	<i>GP Services</i>	1,036	6.3%
Health	Other	<i>Other</i>	854	5.2%
Drugs / Medicines				
Health	Drugs/Medicines	<i>Drugs Payment Scheme</i>	297	
Health		<i>Long-term Illness Scheme</i>	122	
		Total	419	2.6%
Health	EU Healthcare	<i>EU Healthcare</i>	346	2.1%
Health	Hospital Services	<i>Hospital Services</i>	316	1.9%
Health	Health Services for Older People	<i>Health Services for Older People</i>	308	1.9%
Health	Care in your Community	<i>Care in your Community</i>	266	1.6%
Health	Dental, Aural and Optical Health	<i>Dental, Aural and Optical Health</i>	251	1.5%
Health	Mental Health	<i>Mental Health</i>	240	1.5%
Health	Health Services for People with Disabilities	<i>Health Services for People with Disabilities</i>	215	1.3%
Health	Legal Matters and Health	<i>Legal Matters and Health</i>	113	0.7%
Health	Health Insurance	<i>Health Insurance</i>	109	0.7%
Health	Health-Related Benefits and Entitlements	<i>Health-Related Benefits and Entitlements</i>	104	0.6%
Health	Childrens Health	<i>Childrens Health</i>	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	<i>Income Tax Credits and Reliefs</i>	3,968	26.9%
Money and Tax	Income Tax	<i>Income Tax</i>	2,623	17.8%
Money and Tax	Revenue Online	<i>Revenue Online</i>	2,019	13.7%
Money and Tax	Other	<i>Other</i>	1,295	8.8%
Money and Tax	Income Tax Refund	<i>Income Tax Refund</i>	1,122	7.6%
Money and Tax	Pensions	<i>Pensions</i>	632	4.3%
Money and Tax	Property Taxes	<i>Property Taxes</i>	617	4.2%
Money and Tax	Capital Taxes	<i>Capital Taxes</i>	574	3.9%
Money and Tax	Debt	<i>Debt</i>	435	3.0%
Money and Tax	Income Tax Credits and Reliefs for People with Disabilities	<i>Income Tax Credits and Reliefs for People with Disabilities</i>	303	2.1%
Money and Tax	Financial Institutions	<i>Financial Institutions</i>	246	1.7%
Money and Tax	Wills	<i>Wills</i>	233	1.6%
Money and Tax	Insurance	<i>Insurance</i>	190	1.3%

Money and Tax	Duties and VAT	<i>Duties and VAT</i>	156	1.1%
Money and Tax	Universal Social Charge (USC)	<i>Universal Social Charge (USC)</i>	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	<i>Leave and Holidays</i>	1,644	19.1%
Employment	Employment Rights and Conditions	<i>Contracts of Employment</i>	1,428	16.6%
Employment	Employment Rights and Conditions	<i>Other</i>	1,095	12.8%
Employment	Employment Rights and Conditions	<i>Pay/Wages</i>	901	10.5%
Employment	Employment Rights and Conditions	<i>Sick Leave and Sick Pay Schemes</i>	801	9.32%
Employment	Employment Rights and Conditions	<i>Dismissal (unfair, constructive etc.)</i>	671	7.8%
Employment	Employment Rights and Conditions	<i>Hours of Work</i>	409	4.8%
Employment	Employment Rights and Conditions	<i>Notice Period</i>	356	4.1%
Employment	Employment Rights and Conditions	<i>Maternity Leave</i>	312	3.6%
Employment	Employment Rights and Conditions	<i>Carer's Leave</i>	245	2.9%
Employment	Employment Rights and Conditions	<i>Parent's Leave</i>	220	2.6%
Employment	Employment Rights and Conditions	<i>Health and Safety</i>	200	2.6%

Category	Sub-category	2023 Q1 Employment Query Breakdown	# Of Queries	% Of Employment Sub-category
Employment	Employment Rights and Conditions	<i>Parental Leave</i>	170	2.0%
Employment	Employment Rights and Conditions	<i>Paternity Leave</i>	66	0.8%
Employment	Employment Rights and Conditions	<i>Force Majeure Leave</i>	44	0.5%
Employment	Employment Rights and Conditions	<i>Garda Vetting</i>	32	0.4%
		Total	8,594	100.0%
Unemployment and Redundancy				9.2%
Employment	Unemployment and Redundancy	<i>Unemployment and Redundancy</i>	1,279	
		Total	1,279	100.0%
Self-Employment				7.1%
Employment	Self-employment	<i>Self-employment</i>	983	
		Total	983	100.0%
Enforcement and Redress				5.9%
Employment	Enforcement and Redress	<i>WRC (Workplace Relations Commission)</i>	810	
		Total	810	100.0%
Grievance and Disciplinary Procedures				3.7%
Employment	Grievance and Discipline Procedures	<i>Grievance and Discipline Procedures</i>	518	
		Total	518	100.0%
Equality in Work				2.8%
Employment	Equality in Work	<i>Bullying and Harassment</i>	142	36.6%
Employment	Equality in Work	<i>Discrimination</i>	118	30.4%
Employment	Equality in Work	<i>Other</i>	58	15.0%
Employment	Equality in Work	<i>Pay and Conditions</i>	57	14.7%
Employment	Equality in Work	<i>Victimisation</i>	13	3.4%
		Total	388	100.0%
Starting Work and Changing Job				2.5%
Employment	Starting Work and Changing Job	<i>Starting Work and Changing Job</i>	342	
		Total	342	100.0%
Part-time Employment				2.0%
Employment	Part-time Employment	<i>Part-time Employment</i>	274	

Category	Sub-category	2023 Q1 Employment Query Breakdown	# Of Queries	% Of Employment Sub-category
		Total	274	100.0%
		Finding Employment		1.4%
Employment	Finding Employment	<i>Finding Employment</i>	200	
		Total	200	100.0%
		Retirement		1.2%
Employment	Retirement	<i>Retirement</i>	171	
		Total	171	100.0%
		Migrant Workers		0.7%
Employment	Migrant Workers	<i>Migrant Workers</i>	97	
		Total	97	100.0%
		Employment and Disability		0.7%
Employment	Employment and Disability	<i>Employment and Disability</i>	94	
		Total	94	100.0%
		Employment Schemes/Placements		0.7%
Employment	Employment Schemes/Placements	<i>Employment Schemes/Placements</i>	90	
		Total	90	100.0%
		Employment Appeals (Enforcement)		0.1%
Employment	Appeals (Enforcement)	<i>Appeals (Enforcement)</i>	7	
		Total	7	100.0%
		Total Employment	13,847	100.00%