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

# Statistical Summary Quarter 2 2021

The following is a statistical summary of CIS caller and query data for Quarter 2, 1st April - 30th June 2021.

# Caller Summary

### There were 83,371 callers to CISs nationally during Q2, 2021. Most callers were female (64.6%).

### Where age was recorded (n=57.89%), the highest number were in the 26-45 age bracket.

# **Table 1 – Caller Gender Profile – Q2 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Profile | Number of Callers | % of Callers |
| Female | 53,868 | 64.61% |
| Male | 28,645 | 34.36% |
| Couples | 705 | 0.85% |
| Unknown | 153 | 0.18% |

# **Table 2 – Caller Age Profile – Q2 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Age Range | Number of Callers (n= 57.89%) | % of Callers |
| 26 - 45 | 24,389 | 50.53% |
| 46 - 65 | 17,595 | 36.45% |
| 66 and Over | 4,901 | 10.15% |
| 25 and Under | 1,385 | 2.87% |

Over 87% of people that contacted CISs in Q2 2021 did so by telephone, including the 15.55% of callers who initiated contact through the web-based ***Request a Call Back[[1]](#footnote-1)*** service, part of CIB’s digital response to the Covid-19 pandemic.

# **Table 3 – Caller Mode of Contact – Q2 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % of Callers |
| Telephone | 59694 | 71.60% |
| Web Call-Back | 12966 | 15.55% |
| Personal | 5707 | 6.85% |
| Letter/Email | 5004 | 6.00% |

# **Query Summary**

Services dealt with **174,551** queries during Q2, 2021. There were 2.09 queries *per* caller compared with 2.18 in Q1, 2021. Of the 174,551 queries recorded by CISs, most were about Social Welfare rights and entitlements (73,822queries) followed by Employment (16,657) and Housing (16,285).

The following tables set out the data in relation to the range of queries received from the public. Table 4, below, sets out the number of queries received across high-level category areas. Table 5, provides a breakdown of the single payments and schemes emerging with the highest number of queries.

# **Table 4 – Query Profile Q2 2021 - High-level**

|  |  |  |
| --- | --- | --- |
| Query Category | Number of Queries | % of Queries |
| Social Welfare | 73,822 | 42.29% |
| Employment | 16,657 | 9.54% |
| Housing | 16,285 | 9.33% |
| Covid-19 | 11,895 | 6.81% |
| Health | 10,306 | 5.90% |
| Money and Tax | 7,791 | 4.46% |
| Local | 7483 | 4.29% |
| Moving Country | 5,971 | 3.42% |
| Birth, Family and Relationships | 5,575 | 3.19% |
| Justice | 5,280 | 3.02% |
| Travel and Recreation | 4,445 | 2.55% |
| Education and Training | 3,451 | 1.98% |
| Consumer Affairs | 2,815 | 1.61% |
| Death and Bereavement | 1,391 | 0.80% |
| Government in Ireland | 902 | 0.52% |
| Environment | 482 | 0.28% |
|  | **174,551** | **100.00%** |

# **Table 5 - Top-ten Single Payment or Schemes, Q2 2021**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Top Ten Single Payment or Scheme Q2, 2021** | | | | |
|  | **Category** | **Single Payment or Scheme** | **Number of Queries** | **% of Total Queries** |
| **1** | Social Welfare - Carers | **Carer's Allowance** | 5,747 | 3.29% |
| **2** | Health - Medical Card | **Medical Card** | 5,725 | 3.28% |
| **3** | Social Welfare -Disability and Illness | **Disability Allowance** | 5,338 | 3.06% |
| **4** | Social Welfare - Older and Retired People | **State Pension/Contributory** | 5,149 | 2.95% |
| **5** | Social Welfare - Unemployed People | **Jobseeker's Allowance** | 4,100 | 2.35% |
| **6** | Employment - Employment Rights and Conditions | **Leave and Holidays** | 4,020 | 2.30% |
| **7** | Housing - Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 3,985 | 2.28% |
| **8** | Social Welfare - Disability and Illness | **Illness Benefit** | 3,747 | 2.15% |
| **9** | Social Welfare - Unemployed People | **Jobseeker's Benefit** | 3,374 | 1.93% |
| **10** | Covid-19 - Travel | **Travel** | 3,371 | 1.93% |

# **Table 6** sets out the **Social Welfare** query dataset for Quarter 2, 2021.

# Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the Disability Allowance percentage represents the queries recorded as a percentage of the ***Disability and Illness*** sub-category.

# **Table 6 – Social Welfare Query Breakdown, Q2 2021**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2021 Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
| Disability and Illness | | | | |
| Social Welfare | Disability and Illness | **Disability Allowance** | 5338 | 42.62% |
| Social Welfare | Disability and Illness | **Illness Benefit** | 3747 | 29.92% |
| Social Welfare | Disability and Illness | **Invalidity Pension** | 2466 | 19.69% |
| Social Welfare | Disability and Illness | **Partial Capacity Benefit** | 539 | 4.30% |
| Social Welfare | Disability and Illness | **Injury Benefit** | 161 | 1.29% |
| Social Welfare | Disability and Illness | **Occupational Injuries Benefit Scheme** | 144 | 1.15% |
| Social Welfare | Disability and Illness | **Other Payment (Blind Pension/Other)** | 130 | 1.04% |
|  |  | **Total** | **12,525** | **100.00%** |
| Families and Children | | | | |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 3203 | 30.15% |
| Social Welfare | Families and Children | **One Parent Family Payment (OFP)** | 2305 | 21.70% |
| Social Welfare | Families and Children | **Maternity/ Adoptive Benefit** | 1111 | 10.46% |
| Social Welfare | Families and Children | **Child Benefit** | 866 | 8.15% |
| Social Welfare | Families and Children | **Increase for a Qualified Adult (IQA)** | 720 | 6.78% |
| Social Welfare | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 685 | 6.45% |
| Social Welfare | Families and Children | **Parent's Benefit** | 579 | 5.45% |
| Social Welfare | Families and Children | **Increase for a Qualified Child (IQC)** | 535 | 5.04% |
| Social Welfare | Families and Children | **Paternity Benefit** | 321 | 3.02% |
| Social Welfare | Families and Children | **Back to Work Family Dividend** | 181 | 1.70% |
| Social Welfare | Families and Children | **Health and Safety Benefit** | 82 | 0.77% |
| Social Welfare | Families and Children | **Deserted Wife's Benefit** | 29 | 0.27% |
| Social Welfare | Families and Children | **Deserted Wife's Allowance** | 5 | 0.05% |
|  |  | **Total** | **10,622** | **100.00%** |
| Carers | | | | |
| Social Welfare | Carers | **Carer's Allowance** | 5747 | 62.35% |
| Social Welfare | Carers | **Carer's Support Grant (Respite Care Grant)** | 1281 | 13.90% |
| Social Welfare | Carers | **Carer's Benefit** | 1199 | 13.01% |
| Social Welfare | Carers | **Domiciliary Care Allowance (DCA)** | 991 | 10.75% |
|  |  | **Total** | **9,218** | **100.00%** |
| Unemployed People | | | | |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 4100 | 45.29% |
| Social Welfare | Unemployed People | **Jobseeker's Benefit** | 3374 | 37.27% |
| Social Welfare | Unemployed People | **Social Welfare Payments and Work** | 1041 | 11.50% |
| Social Welfare | Unemployed People | **Jobseeker's Transitional Payment** | 480 | 5.30% |
| Social Welfare | Unemployed People | **Unemployed following self-employment** | 58 | 0.64% |
|  |  | **Total** | **9,053** | **100.00%** |
| Older and Retired People | | | | |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 5149 | 60.04% |
| Social Welfare | Older and Retired People | **State Pension/Non Contributory Pension** | 1997 | 23.29% |
| Social Welfare | Older and Retired People | **Payment for people who retire at 65** | 626 | 7.30% |
| Social Welfare | Older and Retired People | **Qualified Adults** | 431 | 5.03% |
| Social Welfare | Older and Retired People | **UK Pensions/Brexit** | 214 | 2.50% |
| Social Welfare | Older and Retired People | **EU/International Pensions** | 159 | 1.85% |
|  |  | **Total** | **8,576** | **100.00%** |
| Extra Social Welfare Benefits | | | | |
| Social Welfare | Extra Social Welfare Benefits | **Household Benefits Package** | 2623 | 39.10% |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 1633 | 24.34% |
| Social Welfare | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc.)** | 1263 | 18.83% |
| Social Welfare | Extra Social Welfare Benefits | **Living Alone Increase** | 838 | 12.49% |
| Social Welfare | Extra Social Welfare Benefits | **Telephone Support Allowance** | 222 | 3.31% |
| Social Welfare | Extra Social Welfare Benefits | **Treatment Benefits** | 117 | 1.74% |
| Social Welfare | Extra Social Welfare Benefits | **Christmas Bonus** | 9 | 0.13% |
| Social Welfare | Extra Social Welfare Benefits | **Water Conservation Grant** | 3 | 0.04% |
|  |  | **Total** | **6,708** | **100.00%** |
| Social Insurance (PRSI) | | | | |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 1936 | 44.24% |
| Social Welfare | Social Insurance (PRSI) | **PPS Number** | 680 | 15.54% |
| Social Welfare | Social Insurance (PRSI) | **Credited Contributions** | 564 | 12.89% |
| Social Welfare | Social Insurance (PRSI) | **PRSI Classes** | 374 | 8.55% |
| Social Welfare | Social Insurance (PRSI) | **Voluntary Contributions** | 255 | 5.83% |
| Social Welfare | Social Insurance (PRSI) | **Other** | 252 | 5.76% |
| Social Welfare | Social Insurance (PRSI) | **Homemakers Scheme** | 228 | 5.21% |
| Social Welfare | Social Insurance (PRSI) | **Employer's PRSI** | 87 | 1.99% |
|  |  | **Total** | **4,376** | **100.00%** |
| Supplementary Welfare Schemes | | | | |
| Social Welfare | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 2056 | 47.94% |
| Social Welfare | Supplementary Welfare Schemes | **Exceptional/urgent needs payment** | 1194 | 27.84% |
| Social Welfare | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 1004 | 23.41% |
| Social Welfare | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 28 | 0.65% |
| Social Welfare | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 7 | 0.16% |
|  |  | **Total** | **4,289** | **100.00%** |
| Social Welfare Miscellaneous | | | | |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 1296 | 31.87% |
| Social Welfare | Social Welfare Miscellaneous | **Means Tests** | 941 | 23.14% |
| Social Welfare | Social Welfare Miscellaneous | **Public Services Card** | 814 | 20.02% |
| Social Welfare | Social Welfare Miscellaneous | **Habitual Residence Condition** | 369 | 9.08% |
| Social Welfare | Social Welfare Miscellaneous | **MyWelfare.ie** | 255 | 6.27% |
| Social Welfare | Social Welfare Miscellaneous | **Overpayments** | 199 | 4.89% |
| Social Welfare | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 100 | 2.46% |
| Social Welfare | Social Welfare Miscellaneous | **UK Entitlements/Brexit** | 57 | 1.40% |
| Social Welfare | Social Welfare Miscellaneous | **Late Claims** | 30 | 0.74% |
| Social Welfare | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 5 | 0.12% |
|  |  | **Total** | **4,066** | **100.00%** |
| Activation Schemes, Education and Training | | | | |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 1021 | 45.30% |
| Social Welfare | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 522 | 23.16% |
| Social Welfare | Activation Schemes, Education and Training | **Community Employment (CE)** | 374 | 16.59% |
| Social Welfare | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 67 | 2.97% |
| Social Welfare | Activation Schemes, Education and Training | **Tús** | 65 | 2.88% |
| Social Welfare | Activation Schemes, Education and Training | **JobPath - Seetec/Turas Nua** | 55 | 2.44% |
| Social Welfare | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 46 | 2.04% |
| Social Welfare | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 41 | 1.82% |
| Social Welfare | Activation Schemes, Education and Training | **JobsPlus** | 31 | 1.38% |
| Social Welfare | Activation Schemes, Education and Training | **Rural Social Scheme** | 24 | 1.06% |
| Social Welfare | Activation Schemes, Education and Training | **JobBridge/ First Steps - Youth Internship** | 7 | 0.31% |
| Social Welfare | Activation Schemes, Education and Training | **Gateway** | 1 | 0.04% |
|  |  | **Total** | **2,254** | **100.00%** |
| Death Related Benefits | | | | |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner's Pension (Contrib./Non-Contributory).** | 721 | 70.00% |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 146 | 14.17% |
| Social Welfare | Death Related Benefits | **Help with Funeral Costs** | 95 | 9.22% |
| Social Welfare | Death Related Benefits | **Guardian's Payment** | 57 | 5.53% |
| Social Welfare | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 11 | 1.07% |
|  |  | **Total** | **1,030** | **100.00%** |
| Social Welfare Appeals | | | | |
| Social Welfare | Appeals | **Disability Allowance** | 259 | 27.35% |
| Social Welfare | Appeals | **Invalidity Pension** | 166 | 17.53% |
| Social Welfare | Appeals | **Carer's Allowance/Benefit** | 164 | 17.32% |
| Social Welfare | Appeals | **Other** | 94 | 9.93% |
| Social Welfare | Appeals | **Jobseeker's Allowance** | 49 | 5.17% |
| Social Welfare | Appeals | **Working Family Payment (WFP)** | 32 | 3.38% |
| Social Welfare | Appeals | **Domiciliary Care Allowance** | 31 | 3.27% |
| Social Welfare | Appeals | **State Pension (Contributory)** | 30 | 3.17% |
| Social Welfare | Appeals | **State Pension (Non-Contributory)** | 30 | 3.17% |
| Social Welfare | Appeals | **Supplementary Welfare Allowance** | 26 | 2.75% |
| Social Welfare | Appeals | **Child Benefit** | 15 | 1.58% |
| Social Welfare | Appeals | **One Parent Family Payment (OFP)** | 15 | 1.58% |
| Social Welfare | Appeals | **Jobseeker's Benefit** | 12 | 1.27% |
| Social Welfare | Appeals | **Widow/Widower/surviving Civil Partner Pension** | 11 | 1.16% |
| Social Welfare | Appeals | **Illness Benefit** | 9 | 0.95% |
| Social Welfare | Appeals | **Carer's Support Grant** | 4 | 0.42% |
|  |  | **Total** | **947** | **100.00%** |
| Social Welfare and Farmers | | | | |
| Social Welfare | Farmers | **Farm Assist** | 140 | 88.61% |
| Social Welfare | Farmers | **Other** | 18 | 11.39% |
|  |  | **Total** | **158** | **100.00%** |
|  |  | **Total Social Welfare Queries** | **73,822** | **100.00%** |

# **Table 7** sets out the Employment query dataset for Quarter 2, 2021.

# Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for that sub-category of data collection i.e., the *Leave and Holidays* percentage represents the number of queries recorded as a percentage of the ***Employment Rights and Conditions*** sub-category.

# **Table 7 - Employment Query Breakdown, Q2 2021**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2021 Sub -category Breakdown | # of Queries | % of Employment Sub-category |
| Employment Rights and Conditions | | | | |
| Employment | Employment Rights and Conditions | **Leave and Holidays** | 4020 | 37.00% |
| Employment | Employment Rights and Conditions | **Contracts of Employment** | 2020 | 18.59% |
| Employment | Employment Rights and Conditions | **Other** | 1617 | 14.88% |
| Employment | Employment Rights and Conditions | **Pay/Wages** | 916 | 8.43% |
| Employment | Employment Rights and Conditions | **Dismissal (unfair, constructive etc.)** | 743 | 6.84% |
| Employment | Employment Rights and Conditions | **Notice Period** | 569 | 5.24% |
| Employment | Employment Rights and Conditions | **Hours of Work** | 544 | 5.01% |
| Employment | Employment Rights and Conditions | **Health and Safety** | 411 | 3.78% |
| Employment | Employment Rights and Conditions | **Garda Vetting** | 25 | 0.23% |
|  |  | **Total** | **10,865** | **100.00%** |
| Unemployment and Redundancy | | | | |
| Employment | Unemployment and Redundancy | **Unemployment and Redundancy** | 1524 | 100.00% |
|  |  | **Total** | **1,524** | **100.00%** |
| Self-Employment | | | | |
| Employment | Self-employment | **Self-employment** | 1224 | 100.00% |
|  |  | **Total** | 1,224 | **100.00%** |
| Enforcement and Redress | | | | |
| Employment | Enforcement and Redress | **WRC (Workplace Relations Commission)** | 955 | 100.00% |
|  |  | **Total** | **955** | **100.00%** |
| Grievance and Disciplinary Procedures | | | | |
| Employment | Grievance and Discipline Procedures | **Grievance and Discipline Procedures** | 555 | 100.00% |
|  |  | **Total** | **555** | **100.00%** |
| Starting Work and Changing Job | | | | |
| Employment | Starting Work and Changing Job | **Starting Work and Changing Job** | 459 | 100.00% |
|  |  | **Total** | **459** | **100.00%** |
| Equality in Work | | | | |
| Employment | Equality in Work | **Discrimination** | 131 | 37.43% |
| Employment | Equality in Work | **Bullying and Harassment** | 126 | 36.00% |
| Employment | Equality in Work | **Other** | 55 | 15.71% |
| Employment | Equality in Work | **Pay and Conditions** | 22 | 6.29% |
| Employment | Equality in Work | **Victimisation** | 16 | 4.57% |
|  |  | **Total** | **350** | **100.00%** |
| Part-time Employment | | | | |
| Employment | Part-time Employment | **Part-time Employment** | 261 | 100.00% |
|  |  | **Total** | **261** | **100.00%** |
| Retirement | | | | |
| Employment | Retirement | **Retirement** | 164 | 100.00% |
|  |  | **Total** | **164** | **100.00%** |
| Employment and Disability | | | | |
| Employment | Employment and Disability | **Employment and Disability** | 123 | 100.00% |
|  |  | **Total** | **123** | **100.00%** |
| Employment Schemes/Placements | | | | |
| Employment | Employment Schemes/Placements | **Employment Schemes/Placements** | 78 | 100.00% |
|  |  | **Total** | **78** | **100.00%** |
| Migrant Workers | | | | |
| Employment | Migrant Workers | **Migrant Workers** | 92 | 100.00% |
|  |  | **Total** | 92 | **100.00%** |
| Employment Appeals (Enforcement) | | | | |
| Employment | Appeals (Enforcement) | **Appeals (Enforcement)** | 7 | 100.00% |
|  |  | **Total** | 7 | **100.00%** |
|  |  | **Total Employment** | **16, 657** | **100.00%** |

# **Table 8** sets out the **Housing** query dataset for Quarter 2, 2021.

# Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the **Housing Assistance Payment (HAP)** percentage represents the number of HAP queries recorded as a percentage of the ***Local Authority and Social Housing*** sub-category.

# **Table 8 – Housing Query Breakdown, Q2 2021**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2021 Sub-category Breakdown | # of Queries | % of Housing Sub-category |
| Local Authority and Social Housing | | | | |
| Housing | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 3985 | 44.52% |
| Housing | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 3137 | 35.05% |
| Housing | Local Authority and Social Housing | **Other** | 661 | 7.38% |
| Housing | Local Authority and Social Housing | **Differential Rent** | 423 | 4.73% |
| Housing | Local Authority and Social Housing | **LA Transfers** | 195 | 2.18% |
| Housing | Local Authority and Social Housing | **Standards/Repairs** | 180 | 2.01% |
| Housing | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 128 | 1.43% |
| Housing | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 115 | 1.28% |
| Housing | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 79 | 0.88% |
| Housing | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 48 | 0.54% |
|  |  | **Total** | **8,951** | **100.00%** |
| Renting a Home | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 747 | 27.13% |
| Housing | Renting a Home (Private Rental Accommodation) | **Tenant’s Rights and Obligations** | 562 | 20.41% |
| Housing | Renting a Home (Private Rental Accommodation) | **Landlords Rights & Obligations** | 434 | 15.76% |
| Housing | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 359 | 13.04% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Review** | 200 | 7.26% |
| Housing | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 163 | 5.92% |
| Housing | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 147 | 5.34% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 141 | 5.12% |
|  |  | **Total** | **2,753** | **100.00%** |
| Housing Grants and Schemes | | | | |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 2158 | 100.00% |
|  |  | **Total** | **2,158** | **100.00%** |
| Other | | | | |
| Housing | Other | **Other** | 1034 | 100.00% |
|  |  | **Total** | **1034** | **100.00%** |
| Homelessness | | | | |
| Housing | Homelessness | **Homelessness** | 444 | 100.00% |
|  |  | **Total** | 444 | **100.00%** |
| Buying a Home | | | | |
| Housing | Buying a Home | **Buying a Home** | 510 | 100.00% |
|  |  | **Total** | 510 | **100.00%** |
| Planning Permission | | | | |
| Housing | Planning Permission | **Planning Permission** | 163 | 100.00% |
|  |  | **Total** | 163 | **100.00%** |
| Losing Your Home | | | | |
| Housing | Losing your Home | **Losing your Home** | 101 | 100.00% |
|  |  | **Total** | 101 | **100.00%** |
| Building or Altering a Home | | | | |
| Housing | Building or Altering a Home | **Building or Altering a Home** | 98 | 100.00% |
|  |  | **Total** | 98 | **100.00%** |
| Emergency Accommodation | | | | |
| Housing | Losing your Home | **Emergency Accommodation** | 43 | 100.00% |
|  |  | **Total** | 43 | **100.00%** |
| Equality/Housing Discrimination | | | | |
| Housing | Equality/Housing Discrimination | **Equality/Housing Discrimination** | 30 | 100.00% |
|  |  | **Total** | 30 | **100.00%** |
|  |  | **Total Housing Queries** | **16,285** | **100.00%** |

1. The ***Request a Call Back*** *servic****e*** provided to the public through the Citizens Information website and local CISs ceased in Q4 of 2021. [↑](#footnote-ref-1)