

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 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%

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

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 CIs. 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%