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

# Statistical Summary Quarter 2 2022

The following is a statistical summary of CISs caller and query data for Quarter 2, 1st April – 30th June 2022.

# Caller Summary

### There were **96,710** callers to CISs nationally during Q2, 2022, **a 16% increase** on the same period in 2021 when there were 83,371 callers. Most callers in Q2 2022 were female (61.6%).

# **Table 1 – Caller Gender Profile – Q2/2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Profile | Number of Callers | % of Callers |
| Female | 59,561 | 61.6% |
| Male | 33,562 | 34.7% |
| Couples | 3,061 | 3.2% |
| Unknown | 526 | 0.5% |

### Where age was recorded (n=66%), the highest number of callers were in the 26-45 age bracket representing 46.1% of callers and down from 50.5% in the same period in 2021. The number of callers in the ‘66 and over’ age bracket rose by twice as much from 4,901 in Q2 2001 to 9,921 for this quarter while callers in the 26-45 range rose by 20% from 24,389 callers to 29,344 callers in this quarter.

# **Table 2 – Caller Age Profile – Q2 2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Age Range | Number of Callers | % of Callers |
| **(n= 65.83%)** |
| 26 - 45 | 29,344 | 46.1% |
| 46 - 65 | 22,133 | 34.8% |
| 66 and Over | 9,921 | 15.6% |
| 25 and Under | 2,268 | 3.6% |

Of the 96,710 callers that contacted CISs in Q2 2022, 55% of people did so by telephone, compared to 72% in Q2 2021 when face-to-face services were closed. Face-to-face services (drop-in and appointment) resumed on a phased basis in Q1, 2022. Callers in person therefore increased from 6.8% in Q2 2021 to 41%, an increase of 34% as a percentage of all callers[[1]](#footnote-2).

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

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % of Callers |
| Telephone | 53,381 | 55.2% |
| Personal | 39,772 | 41.1% |
| Letter/Email | 3,557 | 3.7% |

# **Query Summary**

Services dealt with **190,867** queries during Q2 2022, an **increase of 9%** on the same period in 2021. There was a slight drop in the ratio of queries to callers, at **1.97 queries per caller** compared with 2.09 in Q2 2021. Of these queries recorded by CISs, 44% were related to Social Welfare rights and entitlements (84,052 queries) followed by Housing 9.7% (18,480) and Moving Country 7.5% (14,319). The following tables set out the data in relation to the range of queries received from the public. Table 4, below, sets out the number of queries received across high-level parent category areas. Table 5 provides a breakdown on the single payments, schemes or entitlements with the highest number of queries overall in this quarter.

# **Table 4 - Query Profile Q2 2022 High-level**

|  |  |  |
| --- | --- | --- |
| Query Category | # of Queries | % of all Queries |
| Social Welfare | 84,052 | 44.0% |
| Housing | 18,480 | 9.7% |
| Moving Country | 14,319 | 7.5% |
| Health | 14,009 | 7.3% |
| Employment | 12,415 | 6.5% |
| Local | 11,828 | 6.2% |
| Money and Tax | 8,831 | 4.6% |
| Travel and Recreation | 6,672 | 3.5% |
| Birth, Family and Relationships | 4,758 | 2.5% |
| Justice | 4,742 | 2.5% |
| Education and Training | 3,499 | 1.8% |
| Consumer Affairs | 2,909 | 1.5% |
| Covid 19 | 1,493 | 0.8% |
| Death and Bereavement | 1,298 | 0.7% |
| Government in Ireland | 1,142 | 0.6% |
| Environment | 420 | 0.2% |
|  | **190,867** | **100%** |

# **Table 5 - Top-Ten Single Payments or Schemes, Q2 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Top Ten Single Payment or Schemes Q2, 2022 | | | | |
|  | **Category** | **Single Payment or Scheme** | **# of Queries** | **% of Top Ten Queries** |
| 1 | Health - Medical Card | **Medical Card** | 9,080 | 17.5% |
| 2 | Social Welfare - Carers | **Carer's Allowance** | 6,529 | 12.6% |
| 3 | Social Welfare - Disability and illness | **Disability Allowance** | 6,035 | 11.7% |
| 4 | Social Welfare - Older and Retired People | **State Pension/Contributory** | 5,959 | 11.5% |
| 5 | Housing - Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 5,022 | 9.7% |
| 6 | Social Welfare - Unemployed People | **Jobseeker's Allowance** | 4,006 | 7.7% |
| 7 | Social Welfare - Disability and illness | **Illness Benefit** | 3,956 | 7.6% |
| 8 | Social Welfare - Extra Social Welfare Benefits | **Household Benefits Package** | 3,899 | 7.5% |
| 9 | Social Welfare - Extra Social Welfare Benefits | **Fuel Allowance** | 3,851 | 7.4% |
| 10 | Moving Country - Irish Citizenship | **Irish Citizenship** | 3,409 | 6.6% |

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

Q2 2022 showed a number of changes in the caller data and type of queries received from the public compared with the same period last year.

Of note:

* **Callers in person** increased to 41% of all callers (an increase of 34% compared with quarter 2 last year) with a corresponding fall in contact by telephone to 55%, decreasing by 17%, as a percentage of all callers. This was because of the increased provision of face-to-face services linked to the decreasing Covid-19 risk.
* **Moving Country** became the 3rd highest category of queries, with 14,319 queries, more than double the number for Q2 2021 (5,971). Almost half of all these queries (6,758) were queries relating to issues for Ukrainian refugees in accessing Letters of Protection under the EU Temporary Protection Directive, recognition of PPS numbers, and in making contact with the International Protection Accommodation Service (IPAS).
* As expected, the largest decrease in the number of queries was in relation to the **Covid-19 category** queries which fell by 87% compared with the same quarter in 2021**. Employment related queries, including employment rights,** dropped by 34% from being the 2nd highest query area at 9.5% in Q1 2021, (16,657 queries) to the 5th ranking query area at 6.5% (12,415 queries), as a proportion of all queries.
* Queries relating to **Medical Cards** showed an increase of 58% compared to the same period last year and continued to be the single payment or scheme with the highest number of queries at over 9,000. Social welfare queries relating to Carer’s Allowance, Disability Allowance and State Pension (Contributory) remained in the top four highest single payments or schemes with increases ranging from 13 to 16% compared to last year.
* **SW - Extra Social Welfare Benefits (which includes household benefits such as free electricity allowance) continued the trend reflected in Q1 this year**,increasing by 68%, compared to Q2 2021 from 6,708 to 11,299. **Household Benefits Package** and **Fuel Allowance** queries did not feature in the top ten payments/schemes last year but remained high in Q2, consistent with Q1 this year.
* Housing queries overall increased by 13.5% and there was a **significant increase in homelessness** related issues – up by over two thirds on the same quarter last year.
* **Ongoing affordability challenges faced by citizens and concerns with rises in the cost of living** are reflected in increases in the number of queries relating to Medical Cards (58.6%) and applying for Local Authority/Social Housing (26%), as well as the continuing demand for information and assistance in relation to energy and fuel support schemes, and a rise in Supplementary Welfare Allowance queries – the ‘safety net’ support and assistance sought for additional and exceptional needs.

Further detail on the **top three main** **categories** of queries received in this second quarter of 2022, compared with the second quarter of 2021, are also set out in the tables below.

**Table 6** details the **Social Welfare** query dataset for Quarter 2, 2022. Query sub-categories are presented in thematic categories, as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for that data sub-category i.e. the *Disability Allowance* percentage represents the queries recorded as a percentage of the ***Disability and Illness*** sub-category.

**Social Welfare payment trends Q2, 2022**:

The top four sub-categories were **Disability and Illness**; **Extra Social Welfare Benefits**; **Families and Children** and **Carer’s, respectively.**

**Carer’s Allowance** and **Disability Allowance** payments were the highest single payment areas in the Social Welfare category. **Carer’s Allowance** increased by 13.6% compared to last year (5,747 in Q2 2021, compared with 6,529 in Q2 2022) – representing 64% of queries in the Carer’s sub-category.

* **Disability Allowance** queries also increased this quarter - by 13% (from 5,338 to 6,035) – representing 44.5% of queries in the Disability and Illness sub-category.
* **Extra Social Welfare Benefits** were the 2nd highest sub-category under Social Welfare queries with 11,299 queries compared to 6,708 queries, an increase of 68% compared to last year. Compared to Q2 2021, the key supports of Household Benefits Package increased by 49%, Fuel Allowance by 136%, Free Travel by 50.5%, and the Living Alone Increase by 62%.
* **Supplementary Welfare Schemes** had a 44% increase in queries compared with the same period in 2021 with over 6,000 related queries
* **SW/Unemployed People** had a 16% decrease in queries when compared with Q2 2021, which may be connected to the fall in the unemployment rate compared to last year. The top-level Employment category also had a decrease in queries, of 25% compared with same quarter last year.

# **Table 6 – Social Welfare Query Breakdown, Q2 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2022 Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
| Disability and Illness | | | | |
| Social Welfare | Disability and Illness | **Disability Allowance** | 6,035 | 44.5% |
|  | Disability and Illness | **Illness Benefit** | 3,956 | 29.2% |
|  | Disability and Illness | **Invalidity Pension** | 2,606 | 19.2% |
|  | Disability and Illness | **Partial Capacity Benefit** | 487 | 3.6% |
|  | Disability and Illness | **Injury Benefit** | 174 | 1.3% |
|  | Disability and Illness | **Occupational Injuries Benefit Scheme** | 147 | 1.1% |
|  | Disability and Illness | **Other Payment (Blind Pension/Other)** | 143 | 1.1% |
|  |  | **Total** | **13,548** | **100%** |
| Extra Social Welfare Benefits | | | | |
| Social Welfare | Extra Social Welfare Benefits | **Household Benefits Package** | 3,899 | 34.5% |
|  | Extra Social Welfare Benefits | **Fuel Allowance** | 3,851 | 34.1% |
|  | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc.)** | 1,901 | 16.8% |
|  | Extra Social Welfare Benefits | **Living Alone Increase** | 1,357 | 12.0% |
|  | Extra Social Welfare Benefits | **Telephone Support Allowance** | 194 | 1.7% |
|  | Extra Social Welfare Benefits | **Treatment Benefits** | 89 | 0.8% |
|  | Extra Social Welfare Benefits | **Christmas Bonus** | 7 | 0.1% |
|  | Extra Social Welfare Benefits | **Water Conservation Grant** | 1 | 0.0% |
|  |  | **Total** | **11,299** | **100%** |
|  |  |  |  |  |
| Families and Children | | | | |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 3,235 | 31.2% |
|  | Families and Children | **One Parent Family Payment (OFP)** | 2,135 | 20.6% |
|  | Families and Children | **Child Benefit** | 1,283 | 12.4% |
|  | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 915 | 8.8% |
|  | Families and Children | **Maternity/ Adoptive Benefit** | 904 | 8.7% |
|  | Families and Children | **Increase for a Qualified Adult (IQA)** | 596 | 5.7% |
|  | Families and Children | **Parent's Benefit** | 408 | 3.9% |
|  | Families and Children | **Increase for a Qualified Child (IQC)** | 399 | 3.8% |
|  | Families and Children | **Paternity Benefit** | 229 | 2.2% |
|  | Families and Children | **Back to Work Family Dividend** | 181 | 1.7% |
|  | Families and Children | **Health and Safety Benefit** | 50 | 0.5% |
|  | Families and Children | **Deserted Wife's Benefit** | 27 | 0.3% |
|  | Families and Children | **Deserted Wife's Allowance** | 8 | 0.1% |
|  |  | **Total** | **10,370** | **100%** |
| Carers | | | | |
| Social Welfare | Carers | **Carer's Allowance** | 6,529 | 63.6% |
|  | Carers | **Carer's Support Grant (Respite Care Grant)** | 1,248 | 12.1% |
|  | Carers | **Carer's Benefit** | 1,093 | 10.6% |
|  | Carers | **Domiciliary Care Allowance (DCA)** | 1,044 | 10.2% |
|  | Carers | **Half-rate Carer's Allowance** | 359 | 3.5% |
|  |  | **Total** | **10,273** | **100%** |
| Older and Retired People | | | | |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 5,959 | 59.1% |
|  | Older and Retired People | **State Pension/Non-Contributory Pension** | 2,538 | 25.2% |
|  | Older and Retired People | **Payment for people who retire at 65** | 729 | 7.2% |
|  | Older and Retired People | **Qualified Adults** | 470 | 4.7% |
|  | Older and Retired People | **UK Pensions/Brexit** | 278 | 2.8% |
|  | Older and Retired People | **EU/International Pensions** | 116 | 1.1% |
|  |  | **Total** | **10,090** | **100%** |
| Unemployed People | | | | |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 4,006 | 52.9% |
|  | Unemployed People | **Jobseeker's Benefit** | 2,359 | 31.1% |
|  | Unemployed People | **Social Welfare Payments and Work** | 649 | 8.6% |
|  | Unemployed People | **Jobseeker's Transitional Payment** | 498 | 6.6% |
|  | Unemployed People | **Unemployed following self-employment** | 63 | 0.8% |
|  |  | **Total** | **7,575** | **100%** |
| Supplementary Welfare Schemes | | | | |
| Social Welfare | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 3,273 | 53.0% |
|  | Supplementary Welfare Schemes | **Exceptional/urgent needs payment** | 1,911 | 31.0% |
|  | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 936 | 15.2% |
|  | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 46 | 0.7% |
|  | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 4 | 0.1% |
|  |  | **Total** | **6,170** | **100%** |
| Social Welfare Miscellaneous | | | | |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 1,445 | 30.2% |
|  | Social Welfare Miscellaneous | **Public Services Card** | 1,255 | 26.3% |
|  | Social Welfare Miscellaneous | **Means Tests** | 826 | 17.3% |
|  | Social Welfare Miscellaneous | **Habitual Residence Condition** | 569 | 11.9% |
|  | Social Welfare Miscellaneous | **MyWelfare.ie** | 323 | 6.8% |
|  | Social Welfare Miscellaneous | **Overpayments** | 185 | 3.9% |
|  | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 80 | 1.7% |
|  | Social Welfare Miscellaneous | **UK Entitlements/Brexit** | 69 | 1.4% |
|  | Social Welfare Miscellaneous | **Late Claims** | 25 | 0.5% |
|  | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 1 | 0.0% |
|  |  | **Total** | **4,778** | **100%** |
| Social Insurance (PRSI) | | | | |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 1,832 | 41.9% |
|  | Social Insurance (PRSI) | **PPS Number** | 1,092 | 25.0% |
|  | Social Insurance (PRSI) | **Credited Contributions** | 437 | 10.0% |
|  | Social Insurance (PRSI) | **PRSI Classes** | 282 | 6.5% |
|  | Social Insurance (PRSI) | **Voluntary Contributions** | 258 | 5.9% |
|  | Social Insurance (PRSI) | **Homemakers Scheme/HomeCaring Periods Scheme** | 234 | 5.4% |
|  | Social Insurance (PRSI) | **Other** | 196 | 4.5% |
|  | Social Insurance (PRSI) | **Employer's PRSI** | 40 | 0.9% |
|  | Social Insurance (PRSI) | **Jobs Plus** | 1 | 0.0% |
|  |  | **Total** | **4,372** | **100%** |
| Activation Schemes, Education and Training | | | | |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 593 | 42.2% |
|  | Activation Schemes, Education and Training | **Community Employment (CE)** | 314 | 22.3% |
|  | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 284 | 20.2% |
|  | Activation Schemes, Education and Training | **Tús** | 51 | 3.6% |
|  | Activation Schemes, Education and Training | **JobPath - Seetec/Turas Nua** | 42 | 3.0% |
|  | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 32 | 2.3% |
|  | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 26 | 1.8% |
|  | Activation Schemes, Education and Training | **JobsPlus** | 22 | 1.6% |
|  | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 20 | 1.4% |
|  | Activation Schemes, Education and Training | **Rural Social Scheme** | 16 | 1.1% |
|  | Activation Schemes, Education and Training | **Gateway** | 5 | 0.4% |
|  | Activation Schemes, Education and Training | **JobBridge/ First Steps - Youth Internship** | 1 | 0.1% |
|  |  | **Total** | **1,406** | **100%** |
|  |  |  |  |  |
| Social Welfare Appeals | | | | |
| Social Welfare | Appeals | **Disability Allowance** | 445 | 32.4% |
|  | Appeals | **Carer's Allowance/Benefit** | 284 | 20.7% |
|  | Appeals | **Invalidity Pension** | 198 | 14.4% |
|  | Appeals | **Other** | 97 | 7.1% |
|  | Appeals | **Jobseeker's Allowance** | 91 | 6.6% |
|  | Appeals | **Domiciliary Care Allowance** | 69 | 5.0% |
|  | Appeals | **Supplementary Welfare Allowance** | 37 | 2.7% |
|  | Appeals | **State Pension (Non-Contributory)** | 34 | 2.5% |
|  | Appeals | **Working Family Payment (WFP)** | 21 | 1.5% |
|  | Appeals | **Illness Benefit** | 21 | 1.5% |
|  | Appeals | **One Parent Family Payment (OFP)** | 20 | 1.5% |
|  | Appeals | **State Pension (Contributory)** | 18 | 1.3% |
|  | Appeals | **Jobseeker's Benefit** | 16 | 1.2% |
|  | Appeals | **Child Benefit** | 14 | 1.0% |
|  | Appeals | **Carer's Support Grant** | 9 | 0.7% |
|  | Appeals | **Widow/Widower/surviving Civil Partner Pension** | 1 | 0.1% |
|  |  | **Total** | **1,375** | **100%** |
| Death Related Benefits | | | | |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner's Pension (Contrib./Non-Contrib).** | 650 | 53.1% |
|  | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension** | 231 | 18.9% |
|  | Death Related Benefits | **Help with Funeral Costs** | 143 | 11.7% |
|  | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 106 | 8.7% |
|  | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension** | 47 | 3.8% |
|  | Death Related Benefits | **Guardian's Payment** | 42 | 3.4% |
|  | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 5 | 0.4% |
|  |  | **Total** | **1,224** | **100%** |
| Social Welfare Benefits Check | | | | |
| Social Welfare | Social Welfare - Benefits Check | **Social Welfare - Benefits Check** | 724 |  |
|  |  | **Total** | **724** | **100%** |
| Social Welfare Payments and Work | | | | |
| Social Welfare | Social Welfare - Payments and Work | **Social Welfare - Payments and Work** | 692 |  |
|  |  | **Total** | **692** | **100%** |
| Farmers | | | | |
| Social Welfare | Farmers | **Farm Assist** | 151 | 96.8% |
|  |  | **Other** | 5 | 3.2% |
|  |  | **Total** | **156** | **100%** |
|  |  | **Total Social Welfare Queries** | **84,052** |  |

# **Table 7** below sets out the **Housing** query dataset for Quarter 2, 2022. Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for the related data sub-category i.e. the Housing Assistance Payment (HAP) percentage represents the number of HAP queries recorded as a percentage of the ***Local Authority and Social Housing*** sub-category.

# **Housing query trends in Q2 2022**:

* Housing queries overall increased by 13.5% from 16,285 to 18,480 in this quarter compared to the same quarter the previous year.
* The highest number of queries received were about **Local Authority and Social Housing**, representing over half of all housing queries (53.9%), which rose on the same quarter in 2021 (from 8,951 to 9,962). **Applying for Local Authority/Social Housing** queries increased by 26%, while Housing Assistance Payment (HAP) queries fell by 8.6% when compared with the same quarter last year.
* **Renting a Home** was the 2nd highest category with 2,734 queries, (representing a 0.7% decrease) compared with the same quarter in 2021. The three highest areas related to **Notice/Eviction/Disputes**, **Tenants Rights and Obligations** and **Landlords Rights & Obligations.**
* Queries about **Homelessness** were 70.7% higher than for the same period last year. In addition, there were 111 queries about **Losing Your Home**, and 94 queries relating to **Emergency Accommodation**, comprising a total of 963 queries relating to homelessness/threatened homelessness for this quarter.
* **Housing Grants and Schemes’** queries increased by 22.5% (2,643) compared to Q2 2021. Home Energy Grants (SEAI) had 487 queries from end of April to end of June 2022.

# **Table 7 – Housing Queries Breakdown, Q2 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2022 Sub-category Breakdown | # of Queries | % of Housing Sub-category |
| Local Authority and Social Housing | | | | |
| Housing | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 5,022 | 50.4% |
|  | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 2,866 | 28.8% |
|  | Local Authority and Social Housing | **Other** | 776 | 7.8% |
|  | Local Authority and Social Housing | **Differential Rent** | 435 | 4.4% |
|  | Local Authority and Social Housing | **LA Transfers** | 229 | 2.3% |
|  | Local Authority and Social Housing | **Standards/Repairs** | 143 | 1.4% |
|  | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 133 | 1.3% |
|  | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 120 | 1.2% |
|  | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 97 | 1.0% |
|  | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 89 | 0.9% |
|  | Local Authority and Social Housing | **Medical Priority** | 52 | 0.5% |
|  |  | **Total** | **9,962** | **100%** |
| Renting a Home | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 753 | 27.5% |
|  | Renting a Home (Private Rental Accommodation) | **Tenants’ Rights and Obligations** | 451 | 16.5% |
|  | Renting a Home (Private Rental Accommodation) | **Landlords Rights & Obligations** | 427 | 15.6% |
|  | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 426 | 15.6% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Review** | 239 | 8.7% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 142 | 5.2% |
|  | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 125 | 4.6% |
|  | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 93 | 3.4% |
|  | Renting a Home (Private Rental Accommodation) | **Finding Accommodation** | 52 | 1.9% |
|  | Renting a Home (Private Rental Accommodation) | **Licensee** | 26 | 1.0% |
|  |  | **Total** | **2,734** | **100%** |
| Housing Grants and Schemes | | | | |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 2,643 |  |
|  |  | **Total** | **2,643** | **100%** |
| Other | | | | |
| Housing | Other | **Other** | 999 |  |
|  |  | **Total** | **999** | **100%** |
| Homelessness | | | | |
| Housing | Homelessness | **Homelessness** | 758 |  |
|  |  | **Total** | **758** | **100%** |
| Home Energy Grants (SEAI) | | | | |
| Housing | Home Energy Grants | **Home Energy Grants** | 487 |  |
|  |  | **Total** | **487** | **100%** |
| Buying a Home | | | | |
| Housing | Buying a Home | **Buying a Home** | 435 |  |
|  |  | **Total** | **435** | **100%** |
| Planning Permission | | | | |
| Housing | Planning Permission | **Planning Permission** | 148 |  |
|  |  | **Total** | **148** | **100%** |
| Losing your home | | | | |
| Housing | Losing your home | **Losing your home** | 111 |  |
|  |  | **Total** | **111** | **100%** |
| All other sub-categories (<100 queries)\* | | | | |
|  |  | **All other sub-categories** | 203 |  |
|  |  | **Total** | **203** | **100%** |
|  |  | **Total Housing Queries** | **18,480** |  |

**\***All other sub-categories include the following query areas: Emergency Accommodation; Building or Altering a Home; and Equality/Housing Discrimination.

**Table 8** sets out the **Moving Country** query dataset for Quarter 2, 2022. As with the previous tables, the query sub-categories are presented in thematic categories, as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for that data sub-category i.e., the *Social Welfare* percentage represents the queries recorded as a percentage of the ***Asylum Seekers/Refugees*** sub-category.

**Moving Country trends in Q2, 2022**:

* A new category was introduced in March, **Asylum Seekers/Refugees – Ukrainian** to the data collection system to reflect Ukrainian-specific queries on a range of social supports. This was the reason for more than double the number of **Moving Country** queries this year, from 5,971 queries last year to 14,319 for this current quarter. **Asylum Seekers/Refugees – Ukrainian** had 6,758 queries in Quarter 2 representing 47% of queries for Moving Country.
* **Social Welfare** queries accounted for the highest query area under **Asylum Seekers/Refugees – Ukrainian,** 38.6% of all queries under this category, followed by **Healthcare** (13.5%), **Othe**r (13.5%), and **Housing and Accommodation** (9.8%). Education and Training, the Immigration Process, and Employment made up the remaining query areas, accounting for a quarter of queries relating to Ukrainian refugees.
* Of the other sub-categories, **Irish Citizenship** queries increased by 26% in Q2 2022, and **Visa** queries rose by 66%.

# **Table 8 – Moving Country Breakdown, Q2 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2022 Sub-category Breakdown | # of Queries | % of Moving Country  Sub-category |
| Asylum Seekers/Refugees - Ukrainian | | | | |
| Moving Country | Asylum Seekers/Refugees - Ukrainian | **Social Welfare** | 2,610 | 38.6% |
|  | Asylum Seekers/Refugees - Ukrainian | **Healthcare** | 911 | 13.5% |
|  | Asylum Seekers/Refugees - Ukrainian | **Other** | 909 | 13.5% |
|  | Asylum Seekers/Refugees - Ukrainian | **Housing and Accommodation** | 660 | 9.8% |
|  | Asylum Seekers/Refugees - Ukrainian | **Education and Training** | 630 | 9.3% |
|  | Asylum Seekers/Refugees - Ukrainian | **Immigration Process** | 534 | 7.9% |
|  | Asylum Seekers/Refugees - Ukrainian | **Employment** | 504 | 7.5% |
|  |  | **Total** | **6,758** | **100%** |
| Irish Citizenship | | | | |
| Moving Country | Irish Citizenship | **Irish Citizenship** | 3,409 |  |
|  |  | **Total** | **3,409** | **100%** |
|  |  |  |  |  |
|  |  | **Visa** |  |  |
| Moving Country | Visa | **Visa** | 699 |  |
|  |  | **Total** | **699** | **100%** |
| Irish Residence Permit (IRP) Application and Renewals | | | | |
| Moving Country | Irish Residence Permit (IRP) Application and Renewals | **Irish Residence Permit (IRP) Application and Renewals** | 560 |  |
|  |  | **Total** | **560** | **100%** |
| Moving to Ireland | | | | |
| Moving Country | Moving to Ireland | **Moving to Ireland** | 473 |  |
|  |  | **Total** | **473** | **100%** |
| Other | | | | |
| Moving Country | Other | **Other** | 326 |  |
|  |  | **Total** | **326** | **100%** |
| Travel Documents | | | | |
| Moving Country | Travel Documents | **Travel Documents** | 271 |  |
|  |  | **Total** | **271** | **100%** |
| Immigration Office | | | | |
| Moving Country | Immigration Office | **Immigration Office** | 219 |  |
|  |  | **Total** | **219** | **100%** |
| Residence Rights of Family Members | | | | |
| Moving Country | Residence Rights of Family Members | **Residence Rights of Family Members** | 216 |  |
|  |  | **Total** | **216** | **100%** |
| EU Treaty Rights | | | | |
| Moving Country | EU Treaty Rights | **EU Treaty Rights** | 212 |  |
|  |  | **Total** | **212** | **100%** |
|  |  | **Asylum Seekers and Refugees** |  |  |
| Moving Country | Asylum Seekers and Refugees | **Asylum Seekers and Refugees** | 198 |  |
|  |  | **Total** | **198** | **100%** |
| Family Reunification (Refugee/Subsidiary Protection) | | | | |
| Moving Country | Family Reunification (Refugee/Subsidiary Protection) | **Family Reunification (Refugee/Subsidiary Protection)** | 192 |  |
|  |  | **Total** | **192** | **100%** |
|  |  |  |  |  |
| Rights of Residence in Ireland | | | | |
| Moving Country | Rights of Residence in Ireland | **Rights of Residence in Ireland** | 127 |  |
|  |  | **Total** | **127** | **100%** |
| Moving Abroad | | | | |
| Moving Country | Moving Abroad | **Moving Abroad** | 127 |  |
|  |  | **Total** | **127** | **100%** |
| All other sub-categories (<125 queries)\* | | | | |
| Moving Country | All other sub-categories | **All other sub-categories** | 532 |  |
|  |  | **Total** | **532** | **100%** |
|  |  | **Total Moving Country Queries** | **14,319** |  |

**\*** All other sub-categories include the following query areas: Returning to Ireland, Leave to Remain, Employment Permits, Change of Immigration Status, Undocumented Migrants Scheme, Cross Border/Frontier Worker(s) and Brexit.

1. Of the in-person callers, 87% were drop in, and 13% were appointments. [↑](#footnote-ref-2)
2. Note: Quarterly trends are not indicative of trends for a full year’s dataset – changes and patterns reflected from quarter to quarter may balance out over a year. [↑](#footnote-ref-3)