

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 (n= 65.83%)	% of Callers
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 callers¹.

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%

¹ Of the in-person callers, 87% were drop in, and 13% were appointments.

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

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

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.

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%), **Other** (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.