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

# Statistical Summary Quarter 2 2023

The following is a statistical summary of CISs caller and query data for Quarter 2, 1st April – 30th June 2023.

# Caller Summary

### There were **95,678** callers to CISs nationally during Q2, 2023, similar to the same period in2022 when there were 96,710 callers. The majority of callers in Q2 2023 were female (58.7%).

# **Table 1 – Caller Gender Profile – Q2 2023 Summary**

|  |  |  |
| --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** |
| **Female** | 56,194 | 58.7% |
| **Male** | 35,145 | 36.7% |
| **Couples** | 3,992 | 4.2% |
| **Unknown** | 347 | 0.4% |

### Caller’s age was recorded for 67.5% of calls (64,598 calls). Callers in the 26-45 age bracket contacted CISs most frequently, followed by the 46-65 age bracket. The 66 and Over age cohort accounted for 18.4% of callers and increased 20% between Q2 2022 and Q2 2023 continuing to rise post-pandemic.

# **Table 2 – Caller Age Profile – Q2 2023 Summary**

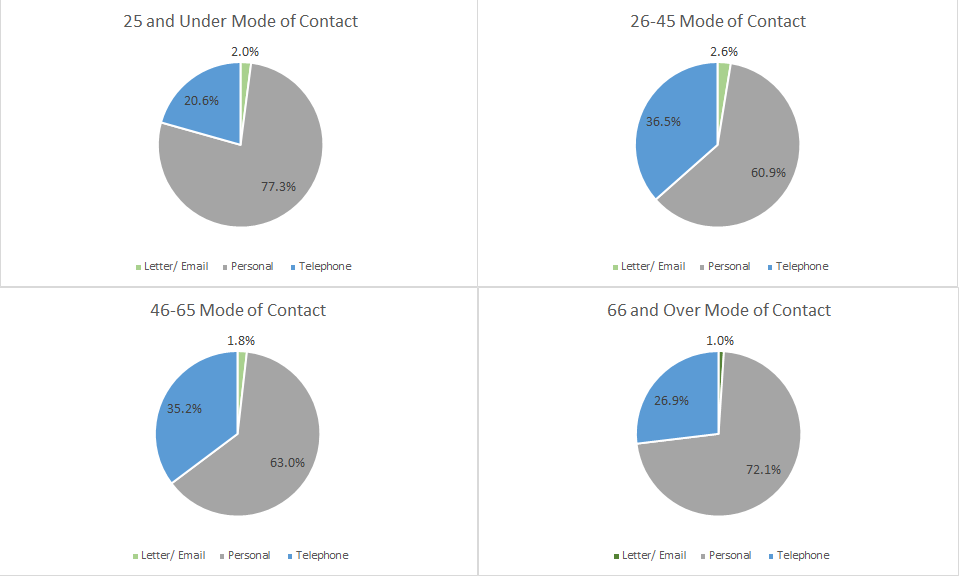
|  |  |  |
| --- | --- | --- |
| **Caller Age Range** | **Number of Callers** | **% of Callers** |
| **(n= 67.5%)** |
| **26-45** | 25,994 | 40.2% |
| **46-65** | 24,559 | 38.0% |
| **66 and Over** | 11,893 | 18.4% |
| **25 and Under** | 2,152 | 3.3% |

Of the 95,678 callers that contacted CISs in Q2 2023, nearly 60% of callers (56,759) were in person. While personal callers include both appointment and drop in callers, the overwhelming majority of personal callers (92.6%) were drop-in callers with just 7.4% appointment based. Telephone callers accounted for over a third of callers to services.

# **Table 3 – Caller Mode of Contact – Q2 2023 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % of Callers |
| Personal | 56,759 | 59.3% |
| Telephone | 36,098 | 37.7% |
| Letter/Email | 2,821 | 3.0% |

Chart 1: Breakdown of Mode of Contact by age category

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Nationality

Country of Origin was recorded for 61.6% of callers (58,903). Over three quarters of caller’s country of origin was Ireland (44,467 callers, 75.5%). Almost **a quarter of callers,** whose country of origin was recorded, were non-Irish (14,436 callers). 9.3% of these callers came from EU countries (excluding Ireland), and 15.2% came from Non-EU countries, including UK and Ukraine.

Chart 2: Top 5 Countries of Origin (excluding Ireland)

# **Query Summary**

Citizen Information Services (CISs) dealt with **193,129 queries** during Q2 2023, a 1.2% increase on Q2 2022. Of the total queries recorded, 46% were related to **Social Welfare** rights and entitlements. The next most queried category was **Housing**, 11.4%, which **grew by almost 19%** on the same period last year and **Health**, 7.4%. Table 5, below, sets out the number of queries received across high-level parent category areas in Quarter 2 2023. Table 6, provides a breakdown on the most queried single payments, schemes or entitlements with the highest number of queries overall in Quarter 2 2023.

# **Table 5 - Query Profile Q2 2023**

|  |  |  |  |
| --- | --- | --- | --- |
| Query Category | # of Queries | % of all Queries | Q2 ‘22- ‘23 % Change |
| Social Welfare | 88,559 | 45.9% | +5.4% |
| Housing | 21,958 | 11.4% | +18.8% |
| Health | 14,181 | 7.3% | +1.2% |
| Local[[1]](#footnote-2) | 12,139 | 6.3% | +2.6% |
| Employment | 11,910 | 6.2% | -4.1% |
| Money and Tax | 11,237 | 5.8% | +27.2% |
| Moving Country | 9,306 | 4.8% | -35.0% |
| Travel and Recreation | 5,307 | 2.8% | -20.5% |
| Justice | 4,845 | 2.5% | +2.2% |
| Birth, Family and Relationships | 4,540 | 2.4% | -4.6% |
| Education and Training | 3,267 | 1.7% | -6.6% |
| Consumer Affairs | 2,847 | 1.5% | -2.1% |
| Death and Bereavement | 1,312 | 0.7% | +1.1% |
| Government in Ireland | 1,199 | 0.6% | +5.0% |
| Environment | 389 | 0.2% | -7.4% |
| Covid 19 | 133 | 0.1% | -91.1% |
|  | **193,129** | **100%** |  |

# **Table 6 - Top-Ten Single Payments or Schemes, Q2 2023**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Category | Single Payment or Scheme | # of Queries | % Change Q2 ‘22- ‘23 | |
| 1 | **Health** - Medical Card | *Medical Card* | 8,437 | -7.1% | |
| 2 | **Social Welfare** – Older People | *State Pension (cont.)* | 6,856 | +15.1% | |
| 3 | **Social Welfare** – Disability & Illness | *Disability Allowance* | 6,757 | +12.0% | |
| 4 | **Social Welfare** – Carers | *Carer’s Allowance* | 6,076 | -6.9% | |
| 5 | **Housing** - Local Authority and Social Housing | *Applying for Local Authority/Social Housing* | 5,342 | | +6.4% |
| 6 | **Social Welfare** - Extra Social Welfare Benefits | *Household Benefits Package* | 3,856 | | -1.1% |
| 7 | **Social Welfare** - Extra Social Welfare Benefits | *Fuel Allowance* | 3,855 | | -0.1% |
| 8 | **Social Welfare** - Unemployed People | *Jobseeker's Allowance* | 3,845 | | -4.0% |
| 9 | **Housing** – Housing Grants and Schemes | *Housing Grants and Schemes* | 3,825 | | +44.7% |
| 10 | **Moving Country- Irish Citizenship** | *Irish Citizenship* | 3,735 | | -9.6% |

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

Of note1, 2:

* **Social Welfare** queries increased by 5.4%, with growth in most areas. Over 40% of the calls about Social Welfare came from the 46-65 age category.
  + *Disability & Illness* was the most queried area under Social Welfare and increased 5.7%. The 46-65 age category accounted for around 55% of calls on this topic.
  + Disability Allowance payments queries grew by 12% (6,757 queries).
  + Household Benefits Package and Fuel Allowance queries remained at a similar level to last year.
  + *Older and Retired People* queries grew by 19% (12,016 queries). All areas relating to retirement and pensions in the **Older and Retired People** category increased, State Pension Contributory and State Pension Non-contributory both grew by over 15%.
  + Supplementary Welfare Scheme **queries** overall grew by 27% (7,845 queries), within that, *Additional Needs Payments* increased by 71% on the scheme that it replaced (Exceptional Needs Payments) and *Basic Supplementary Welfare Allowance* increased by 7.9% (3,531 queries).
* **Housing** queries grew by **18.8%** to almost **22,000** with increases in most areas of this category:
  + Local authority and Social housing queries increased by 7.6% (10,718 queries).
  + *Applying for Local Authority* and Social Housing grew by 6.4% to 5,342 queries.
  + Housing grants and schemes increased by 44.7% (3,825 queries).
  + Renting a Home (Private Rental Accommodation) queries increased by 9% (2,979 queries).
  + Home energy grants (SEAI) tripled to 3,825 queries.
* **Health** queries remained at a similar level but grew by 1.2% to 14,181 queries.
  + *Fair Deal & Home Care Package* grew by 25.8% (966 queries).
  + *GP Services* increased by 40.9% (944 queries).
* **Money and Tax queries** increased by 27.2% (11,237 queries).
  + *Income Tax Credits and Reliefs* grew by 32.3% to 2,635 queries.
  + *Revenue Online* queries increased by 65.1% (1,717 queries).
* **Moving Country** queries decreased by 35% (9,306 queries).
  + *Asylum seekers/Refugees – Ukrainian* decreased by almost 90% to 704 queries as Ukrainian people have settled into life in Ireland.
  + *Irish Citizenship* queries grew by 9.6% (3,735 queries).
* **Travel and Recreation** queries decreased by 20.5% (5,307 queries).
  + *Passport* queries decreased by 28.0% to 1,907 queries**.**
  + Queries concerning *motoring* decreased by 22.5% (1,709 queries).

**Table 7:** **Most queried payments and schemes by age category**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ­­­ | 25 and Under | 26-45 | 46-65 | 66 and Under |
| 1 | Jobseekers Allowance | Applying for local authority social housing | State Pension Contributory | State Pension Contributory |
| 2 | (SUSI) Student Grant Scheme | Disability Allowance | Disability Allowance | Fuel Allowance |
| 3 | Disability Allowance | Carers Allowance | Carer's Allowance | Household Benefits Package |
| 4 | Applying for local authority/Social Housing | Working family payment | Invalidity Pension | State Pension non- Contributory |
| 5 | Basic Supplementary welfare allowance | Jobseeker's Allowance | Illness Benefit | Free Travel |

Further detail on the **top five main categories of queries** received in Q2, 2023 compared with the second quarter of 2022, are set out in the narrative and tables below.

**Table 8** sets out the **Social Welfare** query dataset for Quarter 2, 2023. Query sub-categories are presented in thematic categories, and include individual schemes, payments and entitlements as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for that data sub-category i.e., the *Disability Allowance* percentage represents the queries recorded as a percentage of the ***Disability and Illness*** thematic sub-category.

**Social Welfare Query Trends Q2, 2023**:

# **Query statistics relating to Social Welfare (SW)**

* Queries relating to **Social Welfare** grew by 5.4% (to 88,559 queries).
* The top five most queried categories under Social Welfare were Disability and Illness, Extra Social Welfare Benefits, Older and Retired People, Carers, and Families and Children and they accounted for two thirds of all queries under **Social Welfare**.
* Queries concerning *Disability and Illness* increased by 5.7% (to 14,323 queries).
  + *Disability Allowance* queries increased by 12% (6,757 queries).
  + *Illness Benefit* decreased by 6.1% (3,715 queries).
  + *Invalidity Pension* grew by 9% (2,840 queries).
* *Extra Social Welfare Benefits* rose by 8.0% (12,208 queries).
  + Queries concerning *Household Benefits Package* and *Fuel Allowance* had similar numbers to Q2 2022.
  + *Free Travel (Travel Card, Companion Card, etc.)* queries grew by 7.9% (2,051 queries).
* *Older and Retired People* queries increased by 19.1% (12,016 queries); in fact, every sub-category under Older and Retired People increased.
  + *State Pension Contributory* grew by 15.1% (to 6,856 queries) and State Pension Non-contributory increased by 15.3% (2,927 queries).
  + Queries relating *to Qualified Adults* grew by 50.6% (708 queries).
  + Queries relating to pensions outside Ireland significantly increased: *UK Pensions/ Brexit* doubled, *and EU/ International Pensions* grew by 75.9%.
* Queries concerning *Carer’s* payments remained at a similar level to Q2 2022.
  + *Carer’s Allowance* decreased by 6.9% (6,076 queries).
  + *Domiciliary Care Allowance (DCA)* increased by 16.0% (1,211 queries).
  + *Half-rate Carer’s Allowance* increased by 63.8% (588 queries).
* Supplementary Welfare Scheme queries increased by 27.1% (7,845 queries).
  + *Additional Needs Payments* increased by 71% (to 3,274).
  + *Basic Supplementary Welfare Allowance* grew by 7.9% (3,531 queries).
  + *Rent Supplement* increased by 6.4% (996 queries).

Caller profile data relating to Social Welfare

* 42.4% of **Social Welfare** queries came for the 46-65 age group.
* The counties which contacted CISs most frequently with Social Welfare issues were Dublin, Cork, Donegal, Louth and Offaly.
* 54.9% of calls relating to Disability & Illness came from the 46 to 65 age group.
* 45.6% of calls about *Basic Supplementary Allowance* and 40.3% came from *Additional Needs Payments* came from the 26-45 age group.

**Table 8 – Social Welfare Query Breakdown, Q2, 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2023 Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
| Disability & Illness 16.2% | | | | |
| Social Welfare | Disability and Illness | *Disability Allowance* | 6,757 | 47.2% |
| Social Welfare | Disability and Illness | *Illness Benefit* | 3,715 | 25.9% |
| Social Welfare | Disability and Illness | *Invalidity Pension* | 2,840 | 19.8% |
| Social Welfare | Disability and Illness | *Partial Capacity Benefit* | 486 | 3.4% |
| Social Welfare | Disability and Illness | *Injury Benefit* | 200 | 1.4% |
| Social Welfare | Disability and Illness | *Other Payment (Blind Pension/Other)* | 180 | 1.3% |
| Social Welfare | Disability and Illness | *Occupational Injuries Benefit Scheme* | 145 | 1.0% |
| Social Welfare |  | **Total** | **14,323** | **100%** |
| Extra Social Welfare Benefits 13.8% | | | | |
| Social Welfare | Extra Social Welfare Benefits | *Household Benefits Package* | 3,856 | 31.6% |
| Social Welfare | Extra Social Welfare Benefits | *Fuel Allowance* | 3,855 | 31.6% |
| Social Welfare | Extra Social Welfare Benefits | *Free Travel (Travel Card, Companion Card, etc)* | 2,051 | 16.8% |
| Social Welfare | Extra Social Welfare Benefits | *Living Alone Increase* | 1,618 | 13.3% |
| Social Welfare | Extra Social Welfare Benefits | *Telephone Support Allowance* | 365 | 3.0% |
| Social Welfare | Extra Social Welfare Benefits | *Cost of Living Increases* | 350 | 2.9% |
| Social Welfare | Extra Social Welfare Benefits | *Treatment Benefits* | 87 | 0.7% |
| Social Welfare | Extra Social Welfare Benefits | *Christmas Bonus* | 26 | 0.2% |
|  |  | **Total** | **12,208** | **100%** |
| Older and Retired People 13.6% | | | | |
| Social Welfare | Older and Retired People | *State Pension/Contributory* | 6,856 | 57.1% |
| Social Welfare | Older and Retired People | *State Pension/Non-Contributory Pension* | 2,927 | 24.4% |
| Social Welfare | Older and Retired People | *Payment for people who retire at 65* | 755 | 6.3% |
| Social Welfare | Older and Retired People | *Qualified Adults* | 708 | 5.9% |
| Social Welfare | Older and Retired People | *UK Pensions/Brexit* | 566 | 4.7% |
| Social Welfare | Older and Retired People | *EU/International Pensions* | 204 | 1.7% |
|  |  | **Total** | **12,016** | **100.00%** |
| Carers 11.4% | | | | |
| Social Welfare | Carers | *Carer's Allowance* | 6,076 | 60.2% |
| Social Welfare | Carers | *Domiciliary Care Allowance (DCA)* | 1,211 | 12.0% |
| Social Welfare | Carers | *Carer's Support Grant (Respite Care Grant)* | 1,187 | 11.8% |
| Social Welfare | Carers | *Carer's Benefit* | 1033 | 10.2% |
| Social Welfare | Carers | *Half-rate Carer's Allowance* | 588 | 5.8% |
|  |  | **Total** | **10,095** | **100.00%** |
| Families and Children 10.6% | | | | |
| Social Welfare | Families and Children | *Working Family Payment (WFP) formerly FIS* | 2,952 | 31.4% |
| Social Welfare | Families and Children | *One Parent Family Payment (OFP)* | 1,694 | 18.0% |
| Social Welfare | Families and Children | *Child Benefit* | 1,412 | 15.0% |
| Social Welfare | Families and Children | *Back to School Clothing & Footwear Allowance (BTSCFA)* | 960 | 10.2% |
| Social Welfare | Families and Children | *Maternity/ Adoptive Benefit* | 677 | 7.2% |
| Social Welfare | Families and Children | *Increase for a Qualified Adult (IQA)* | 644 | 6.8% |
| Social Welfare | Families and Children | *Increase for a Qualified Child (IQC)* | 409 | 4.3% |
| Social Welfare | Families and Children | *Parent's Benefit* | 289 | 3.1% |
| Social Welfare | Families and Children | *Paternity Benefit* | 192 | 2.0% |
| Social Welfare | Families and Children | *Back to Work Family Dividend* | 119 | 1.3% |
| Social Welfare | Families and Children | *Deserted Wife's Benefit* | 31 | 0.3% |
| Social Welfare | Families and Children | *Health and Safety Benefit* | 30 | 0.3% |
| Social Welfare | Families and Children | *Deserted Wife's Allowance* | 6 | 0.1% |
|  |  | **Total** | **9,415** | **100.00%** |
| Supplementary Welfare Schemes 8.9% | | | | |
| Social Welfare | Supplementary Welfare Schemes | *Basic Supplementary Welfare Allowance* | 3,531 | 45.0% |
| Social Welfare | Supplementary Welfare Schemes | *Additional Needs Payment* | 3,274 | 41.7% |
| Social Welfare | Supplementary Welfare Schemes | *Rent Supplement (RS)* | 996 | 12.7% |
| Social Welfare | Supplementary Welfare Schemes | *Diet/Heating Supplement* | 35 | 0.5% |
| Social Welfare | Supplementary Welfare Schemes | *Mortgage Interest Supplement (MIS)* | 9 | 0.1% |
|  |  | **Total** | **7,845** | **100.00%** |
| Unemployed People 8.3% | | | | |
| Social Welfare | Unemployed People | *Jobseeker's Allowance* | 3,845 | 52.5% |
| Social Welfare | Unemployed People | *Jobseeker's Benefit* | 2,409 | 32.9% |
| Social Welfare | Unemployed People | *Social Welfare Payments and Work* | 513 | 7.0% |
| Social Welfare | Unemployed People | *Jobseeker's Transitional Payment* | 465 | 6.4% |
| Social Welfare | Unemployed People | *Unemployed following self-employment* | 90 | 1.2% |
|  |  | **Total** | **7,322** | **100%** |
| Social Welfare Miscellaneous 5.8% | | | | |
| Social Welfare | Social Welfare Miscellaneous | *Other* | 1,493 | 29.3% |
| Social Welfare | Social Welfare Miscellaneous | *Public Services Card* | 1,079 | 21.2% |
| Social Welfare | Social Welfare Miscellaneous | *Means Tests* | 861 | 16.9% |
| Social Welfare | Social Welfare Miscellaneous | *Habitual Residence Condition* | 655 | 12.9% |
| Social Welfare | Social Welfare Miscellaneous | *MyWelfare.ie* | 479 | 9.4% |
| Social Welfare | Social Welfare Miscellaneous | *Overpayments* | 270 | 5.3% |
| Social Welfare | Social Welfare Miscellaneous | *UK Entitlements/Brexit* | 105 | 2.1% |
| Social Welfare | Social Welfare Miscellaneous | *EU Contributions and Entitlements* | 94 | 1.8% |
| Social Welfare | Social Welfare Miscellaneous | *SW Inspectors* | **29** | 0.6% |
| Social Welfare | Social Welfare Miscellaneous | *Late Claims* | 28 | 0.6% |
| Social Welfare | Social Welfare Miscellaneous | *Insolvency Payments Scheme* | 2 | 0.0% |
|  |  | **Total** | **5,095** | **100.00%** |
| Social Insurance (PRSI) 5.2% | | | | |
| Social Welfare | Social Insurance (PRSI) | *PRSI Records/Paid Contributions* | 2,047 | 44.5% |
| Social Welfare | Social Insurance (PRSI) | *PPS Number* | 923 | 20.1% |
| Social Welfare | Social Insurance (PRSI) | *Credited Contributions* | 456 | 9.9% |
| Social Welfare | Social Insurance (PRSI) | *Homemakers Scheme/HomeCaring Periods Scheme* | 334 | 7.3% |
| Social Welfare | Social Insurance (PRSI) | *Voluntary Contributions* | 332 | 7.2% |
| Social Welfare | Social Insurance (PRSI) | *PRSI Classes* | 313 | 6.8% |
| Social Welfare | Social Insurance (PRSI) | *Other* | 153 | 3.3% |
| Social Welfare | Social Insurance (PRSI) | *Employer’s PRSI* | 44 | 1.0% |
| Social Welfare | Social Insurance (PRSI) | *Jobs Plus* | 1 | 0.0% |
|  |  | **Total** | **4,603** | **100%** |
| Social Welfare Appeals 1.7% | | | | |
| Social Welfare | Appeals | *Disability Allowance* | 485 | 32.5% |
| Social Welfare | Appeals | *Invalidity Pension* | 292 | 19.5% |
| Social Welfare | Appeals | *Carer's Allowance/Benefit* | **247** | 16.5% |
| Social Welfare | Appeals | *Other* | 140 | 9.4% |
| Social Welfare | Appeals | *Jobseeker's Allowance* | 85 | 5.7% |
| Social Welfare | Appeals | *Domiciliary Care Allowance* | 54 | 3.6% |
| Social Welfare | Appeals | *State Pension (Non-Contributory)* | 48 | 3.2% |
| Social Welfare | Appeals | *Supplementary Welfare Allowance* | 43 | 2.9% |
| Social Welfare | Appeals | *Child Benefit* | 23 | 1.5% |
| Social Welfare | Appeals | *Illness Benefit* | 15 | 1.0% |
| Social Welfare | Appeals | *Jobseeker's Benefit* | 15 | 1.0% |
| Social Welfare | Appeals | *Working Family Payment (WFP)* | 14 | 0.9% |
| Social Welfare | Appeals | *State Pension (Contributory)* | 13 | 0.9% |
| Social Welfare | Appeals | *One Parent Family Payment (OFP)* | 9 | 0.6% |
| Social Welfare | Appeals | *Widow/Widower/surviving Civil Partner Pension* | 6 | 0.4% |
| Social Welfare | Appeals | *Carer's Support Grant* | 5 | 0.3% |
|  |  | **Total** | **1,494** | **100.00%** |
| Activation Schemes, Education and Training 1.4% | | | | |
| Social Welfare | Activation Schemes, Education and Training | *Back to Education Allowance (BTEA)* | 472 | 37.2% |
| Social Welfare | Activation Schemes, Education and Training | *Community Employment (CE)* | 316 | 24.9% |
| Social Welfare | Activation Schemes, Education and Training | *Back to Work Enterprise Allowance (BTWEA)* | 270 | 21.3% |
| Social Welfare | Activation Schemes, Education and Training | *Tús* | 57 | 4.5% |
| Social Welfare | Activation Schemes, Education and Training | *JobPath - Seetec/Turas Nua* | 32 | 2.5% |
| Social Welfare | Activation Schemes, Education and Training | *Short-Term Enterprise Allowance* | 32 | 2.5% |
| Social Welfare | Activation Schemes, Education and Training | *Part-time Education Option (PTEO)* | 21 | 1.7% |
| Social Welfare | Activation Schemes, Education and Training | *Rural Social Scheme* | 21 | 1.7% |
| Social Welfare | Activation Schemes, Education and Training | *LAES (Local Area Employment Services)* | 18 | 1.4% |
| Social Welfare | Activation Schemes, Education and Training | *Part-Time Job Incentive Scheme (PTJI)* | 15 | 1.2% |
| Social Welfare | Activation Schemes, Education and Training | *JobsPlus* | 14 | 1.1% |
| Social Welfare | Activation Schemes, Education and Training | *JobBridge/ First Steps - Youth Internship* | 2 | 0.2% |
|  |  | **Total** | **1,270** | **100%** |
| Death Related Benefits 1.3% | | | | |
| Social Welfare | Death Related Benefits | *Widow/Widower/Surviving Civil Partner's Pension (Contributory).* | 733 | 64.8% |
| Social Welfare | Death Related Benefits | *Help with Funeral Costs* | 150 | 13.3% |
| Social Welfare | Death Related Benefits | *Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).* | 120 | 10.6% |
| Social Welfare | Death Related Benefits | *Widow/Widower/Surviving Civil Partner Grant* | 68 | 6.0% |
| Social Welfare | Death Related Benefits | *Guardian's Payment* | 55 | 4.9% |
| Social Welfare | Death Related Benefits | *Special Funeral Grant (Occ. Injuries Scheme only)* | 6 | 0.5% |
|  |  | **Total** | **1,132** | **100.00%** |
| Social Welfare Benefits Check 1.0% | | | | |
| Social Welfare | Social Welfare - Benefits Check | *Social Welfare - Benefits Check* | 901 |  |
|  |  | **Total** | **901** | **100%** |
| Social Welfare Payments and Work 0.8% | | | | |
| Social Welfare | Social Welfare - Payments and Work | *Social Welfare - Payments and Work* | 694 |  |
|  |  | **Total** | **694** | **100.00%** |
| Farmers 0.2% | | | | |
| Social Welfare | Farmers | *Farm Assist* | 129 | 88.4% |
| Social Welfare | Farmers | *Other* | 17 | 11.6% |
|  |  | **Total** | **146** | **100.00%** |
|  |  | **Total Social Welfare Queries** | **88,559** | **100.00%** |

# **Housing Query Trends in Q2 2023:**

**Table 9** sets out the **Housing** query dataset for Quarter 2, 2023.

* Although the overall query numbers relating to **Local Authority and Social Housing** (10,718 queries) increased by 7.6%
  + Applying for Local Authority & Social Housing increased by 6.4% (5,342 queries) and continues to be the highest sub-category within housing.
  + Housing Assistance Payment (HAP) queries were marginally down by 2.3% (2,800 queries)
* Housing Grants and Schemes **increased by 44.7%** (3,825 queries)
* Queries relating to Renting a Home (Private Rented Sector) increased by 9% (2,979 queries).
  + Notice/Eviction/Disputes queries increased by 11.8% (842 queries).
  + Queries relating to Residential Tenancies Board (RTB) increased by 8.5% (462 queries).
  + Landlord’s Rights and Obligations queries were down by 12.4% (374 queries).
  + Finding accommodation queries increased by 175.0% (143 queries).
* Home Energy Grants trebled to 1,476 queries.
* Buying a Home increased by nearly 40% (606 queries).

Caller profile data relating to Housing.

* The counties with the most queries about Housing were Dublin, Cork, Donegal, Louth and Kildare.
* 54.3% of calls relating to Local Authority and Social Housing came from the 26-45 age group, where age was recorded.58.5% of calls about Applying for Local Authority and Social Housing, and 56.2% of calls on the Housing Assistance Payment (HAP) came from the 26-45 age category.
* 66.6% of calls in relation to Housing Grants and Schemes and Home Energy Grants (SEAI) came from the 66 and Over category.
* Over half of calls with reference to Renting a Home (Private Rental Accommodation) came from the 26-45 age cohort.
* 60.9% of calls concerning Buying a Home came from the 26-45 age category.

# **Table 9 – Housing Queries Breakdown, Q2 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2023 Sub-category Breakdown | # of Queries | % of Housing Sub-category |
| Local Authority and Social Housing 48.8% | | | | |
| Housing | Local Authority and Social Housing | *Applying for Local Authority/Social Housing* | 5,342 | 49.8% |
| Housing | Local Authority and Social Housing | *Housing Assistance Payment (HAP)* | 2,800 | 26.1% |
| Housing | Local Authority and Social Housing | *Other* | 775 | 7.2% |
| Housing | Local Authority and Social Housing | *Differential Rent* | 385 | 3.6% |
| Housing | Local Authority and Social Housing | *LA Transfers* | 218 | 2.0% |
| Housing | Local Authority and Social Housing | *Medical Priority* | 175 | 1.6% |
| Housing | Local Authority and Social Housing | *Standards/Repairs* | 161 | 1.5% |
| Housing | Local Authority and Social Housing | *Social Housing Waiting Lists* | 129 | 1.2% |
| Housing | Local Authority and Social Housing | *Notice/Eviction/Disputes* | 128 | 1.2% |
| Housing | Local Authority and Social Housing | *Approved Housing Bodies (AHBs)* | 121 | 1.1% |
| Housing | Local Authority and Social Housing | *Rent Arrears/Rent Problems* | 116 | 1.1% |
| Housing | Local Authority and Social Housing | *Choice Based Lettings* | 101 | 0.9% |
| Housing | Local Authority and Social Housing | *Anti-social behaviour* | 83 | 0.8% |
| Housing | Local Authority and Social Housing | *Tenant Purchase (Incremental Scheme)* | 81 | 0.8% |
| Housing | Local Authority and Social Housing | *Rental Accommodation Scheme (RAS)* | 75 | 0.7% |
| Housing | Local Authority and Social Housing | *Tenant in situ (HAP/RAS)* | 28 | 0.3% |
|  |  | **Total** | **10,718** | **100.00%** |
| Housing Grants and Schemes 17.4% | | | | |
| Housing | Housing Grants and Schemes | *Housing Grants and Schemes* | 3,825 |  |
|  |  | **Total** | **3,825** | **100.00%** |
| Renting a Home 13.6% | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | *Notice/Eviction/Disputes* | 842 | 28.3% |
| Housing | Renting a Home (Private Rental Accommodation) | *RTB (Residential Tenancies Board)* | 462 | 15.5% |
| Housing | Renting a Home (Private Rental Accommodation) | *Tenant’s Rights and Obligations* | 438 | 14.7% |
| Housing | Renting a Home (Private Rental Accommodation) | *Landlords Rights & Obligations* | 374 | 12.6% |
| Housing | Renting a Home (Private Rental Accommodation) | *Rent Review* | 246 | 8.3% |
| Housing | Renting a Home (Private Rental Accommodation) | *Rent Arrears/Rent Problems* | 150 | 5.0% |
| Housing | Renting a Home (Private Rental Accommodation) | *Finding Accommodation* | 143 | 4.8% |
| Housing | Renting a Home (Private Rental Accommodation) | *Standards/Repairs* | 138 | 4.6% |
| Housing | Renting a Home (Private Rental Accommodation) | *Deposit Retention* | 108 | 3.6% |
| Housing | Renting a Home (Private Rental Accommodation) | *Licensee* | 68 | 2.3% |
| Housing | Renting a Home (Private Rental Accommodation) | *Cost Rental – Tenant in situ scheme* | 10 | 0.3% |
|  |  | **Total** | **2,979** | **100.00%** |
| Home Energy Grants (SEAI) 6.7% | | | | |
| Housing | **Home Energy Grants (SEAI)** | *Home Energy Grants (SEAI)* | 1,476 |  |
|  |  |  | **1,476** | **100.0%** |
| Other 4.3% | | | | |
| Housing | Other | *Other* | 947 |  |
|  |  | **Total** | **947** | **100.00%** |
| Homelessness 4.0% | | | | |
| Housing | Homelessness | *Homelessness* | 880 |  |
|  |  | **Total** | **880** | **100.00%** |
| Buying a Home 2.8% | | | | |
| Housing | Buying a Home | *Buying a Home* | 606 |  |
|  |  | **Total** | **606** | **100.00%** |
| Planning Permission 0.7% | | | | |
| Housing | Planning Permission | *Planning Permission* | 157 |  |
|  |  | **Total** | **157** | **100.00%** |
| Losing your Home 0.5% | | | | |
| Housing | **Losing your Home** | *Losing your Home* | 113 |  |
|  |  | **Total** | **113** | **100.00%** |
| Building or Altering a Home 0.5% | | | | |
| Housing | **Building or Altering a Home** | *Building or Altering a Home* | 101 |  |
|  |  | **Total** | **101** | **0.5%** |
| All other sub-categories (<100 queries) \* 0.7% | | | | |
|  |  | **All other sub-categories** | 156 |  |
|  |  | **Total** | **156** | **100.00%** |
|  |  | **Total Housing Queries** | **21,958** | **100.00%** |

All other sub-categories include the following query areas: Emergency Accommodation, Management Companies (Apartment Blocks); Equality/Housing Discrimination.

**Table 10** sets out the **Health** queries dataset for Quarter 2, 2023, these queries represented 7.3% of all queries at over 14,000 in the quarter. Health queries increased by 1.2% compared to the same quarter in 2022 with the majority relating to medical card eligibility.

# **Query statistics relating to Health.**

* Overall, Health queries increased only slightly by 1.2% (14,181 queries).
* Medical card queries accounted for 59.5% of all Health queries but in Q2, 2023 decreased by 7.1% (8,437 queries).
* Queries relating to Fair Deal & Home Care Package increased by 25.8% (966 queries).
* GP services queries grew by 40.9% (944 queries).
* EU Healthcare queries increased by 56.3% (419 queries).

Caller profile statistics relating to Health.

* Health calls originated almost equally from the 46-65 age group (35.8%), 26-45 (33.4%) age group, and the 66 and Over age category (27.5%).
* Most calls relating to health entitlements came from Dublin, Cork, Donegal, Louth, Offaly.
* Over one third of Medical card calls came from the 26-45 age cohort (37.2%), followed by 46-65 (32.6%) and 66 and over (26.2%).
* Queries about the Nursing Home Support Scheme (Fair Deal Scheme) unsurprisingly, came most frequently from the 66 and Over group (47.3%), followed by the 46-65 (41.5%) age group.
* The 46-65 age cohort (40.9%) contacted CISs regarding information about GP services, followed by 26-45 (34.8%).

# **Table 10 - Health Query Breakdown, Q2 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2023 Sub-category Breakdown | # of Queries | % of Health Sub-category |
| Health | **Medical Card** | *Medical Card* | 8,437 | **59.5%** |
| Health | **Fair Deal & Home Care Package** | *Fair Deal & Home Care Package* | 966 | **6.8%** |
| Health | **GP Services** | *GP Services* | 944 | **6.7%** |
| Health | **Other** | *Other* | 671 | **4.7%** |
| Drugs / Medicines | | | | |
| Health | **Drugs/Medicines** | *Drugs Payment Scheme* | 294 |  |
| Health |  | *Long-term Illness Scheme* | 134 |  |
|  |  | **Total** | **428** | **3.0%** |
| Health | **EU Healthcare** | *EU Healthcare* | 419 | **3.0%** |
| Health | **Health Services for Older People** | *Health Services for Older People* | 296 | **2.1%** |
| Health | **Hospital Services** | *Hospital Services* | 275 | **1.9%** |
| Health | **Dental, Aural and Optical Health** | *Dental, Aural and Optical Health* | 269 | **1.9%** |
| Health | **Health Services for People with Disabilities** | *Health Services for People with Disabilities* | 242 | **1.7%** |
| Health | **Care in your Community** | *Care in your Community* | 230 | **1.6%** |
| Health | **Mental Health** | *Mental Health* | 203 | **1.4%** |
| Health | **Legal Matters and Health** | *Legal Matters and Health* | 136 | **0.7%** |
| Health | **Entitlement to Health Services** | *Entitlement to Health Services* | 109 | **0.8%** |
| All other sub-categories (<100 queries) \* | | | | |
| Health |  | **All other sub-categories** | 556 | 3.9% |
| Health |  | **Total** | 556 | **3.9%** |
|  |  | **Total Health Queries** | **14,181** | **100.00%** |

**\*** All other sub-categories include the following query areas: Children’s Health, Cancer Services, Health Insurance, Health-Related Benefits and Entitlements, Health Service Agencies, Aids and Appliances, Women’s Health, Alcohol and Drug Treatment Services, Emergency Health Services, How Health Services are Organised, Environmental Health, Alternative Health, and Blood and Organ Donation, Assisted Decision Making.

**Table 11** contains the breakdown of the Employment related query categories which mainly relate to employment rights and conditions.

# **Query statistics relating to Employment.**

**Employment** queries decreased by 4.1% (11,910)

* Queries related to Employment Rights and Conditions decreased by 8.4% (7,323 queries).
  + Queries on Leave and holidays decreased by 41.7% (1,295 queries).
  + Queries regarding Contracts of Employment declined by 9.7% (1,273 queries).
* *Unemployment and redundancy* and *Self-employment* received similar query numbers to the same period last year.
* *Enforcement and redress* queries declined by 7.1% (690 queries).
* Queries on *Grievance and Discipline* *Procedures* increased by 16.6% (456 queries).
* *Starting Work and Changing Jobs* queries reduced by 12.7% (323 queries).

Callers’ statistics relating to Employment.

* The counties with the most queries about Employment and employment rights issues were Dublin, Cork, Limerick, Donegal and Louth.
* 56.1% of all calls about **Employment** came from the 26-45 category and they called most about subcategories under employment, *Self-employment, Starting work and changing job* and *Equality in work*.
* 59% of calls relating to Employment Rights and Conditions came from the 26-45 age cohort.
* Over 55% of calls about *Unemployment and Redundancy* came from the 26-45 age group.
* 51.3% of calls concerning employment and disability originated from the 46-65 age category.

**Table 11 – Employment Query Breakdown, Q2 2023**

| Category | Sub-category | Q2 2023 Employment Query Breakdown | # Of Queries | % Of Employment Sub-category |
| --- | --- | --- | --- | --- |
| Employment Rights and Conditions 61.5% | | | | |
| Employment | Employment Rights and Conditions | *Leave and Holidays* | 1,295 | 17.7% |
| Employment | Employment Rights and Conditions | *Contracts of Employment* | 1,273 | 17.4% |
| Employment | Employment Rights and Conditions | *Other* | 932 | 12.7% |
| Employment | Employment Rights and Conditions | *Pay/Wages* | 801 | 10.9% |
| Employment | Employment Rights and Conditions | *Sick Leave and Sick Pay Schemes* | 663 | 9.1% |
| Employment | Employment Rights and Conditions | *Dismissal (unfair, constructive etc.)* | 558 | 7.6% |
| Employment | Employment Rights and Conditions | *Notice Period* | 369 | 5.0% |
| Employment | Employment Rights and Conditions | *Hours of Work* | 340 | 4.6% |
| Employment | Employment Rights and Conditions | *Maternity Leave* | 224 | 3.1% |
| Employment | Employment Rights and Conditions | *Health and Safety* | 210 | 2.9% |
| Employment | Employment Rights and Conditions | *Carer’s Leave* | 180 | 2.5% |
| Employment | Employment Rights and Conditions | *Parent’s Leave* | 154 | 2.1% |
| Employment | Employment Rights and Conditions | *Parental Leave* | 144 | 2.0% |
| Employment | Employment Rights and Conditions | *Paternity Leave* | 61 | 0.8% |
| Employment | Employment Rights and Conditions | *Compassionate Leave* | 44 | 0.6% |
| Employment | Employment Rights and Conditions | *Garda Vetting* | 40 | 0.6% |
| Employment | Employment Rights and Conditions | *Force Majeure Leave* | 34 | 0.5% |
| Employment | Employment Rights and Conditions | *Adoptive Leave* | 1 | 0.0% |
|  |  | **Total** | **7,323** | **100.0%** |
| Unemployment and Redundancy 9.9% | | | | |
| Employment | Unemployment and Redundancy | *Unemployment and Redundancy* | 1,178 |  |
|  |  | **Total** | **1,178** | **100.0%** |
| Self-Employment 6.7% | | | | |
| Employment | Self-employment | *Self-employment* | 796 |  |
|  |  | **Total** | **796** | **100.0%** |
| Enforcement and Redress 5.8% | | | | |
| Employment | Enforcement and Redress | *WRC (Workplace Relations Commission)* | 690 |  |
|  |  | **Total** | **690** | **100.0%** |
| Grievance and Disciplinary Procedures 3.8% | | | | |
| Employment | Grievance and Discipline Procedures | *Grievance and Discipline Procedures* | 456 |  |
|  |  | **Total** | **456** | 100.0% |
| Equality in Work 2.7% | | | | |
| Employment | Equality in Work | *Bullying and Harassment* | 123 | 37.9% |
| Employment | Equality in Work | *Discrimination* | 113 | 34.8% |
| Employment | Equality in Work | *Other* | 44 | 13.5% |
| Employment | Equality in Work | *Pay and Conditions* | 28 | 8.6% |
| Employment | Equality in Work | *Victimisation* | 17 | 5.2% |
|  |  | **Total** | **325** | **100.0%** |
| Starting Work and Changing Job 2.7% | | | | |
| Employment | Starting Work and Changing Job | *Starting Work and Changing Job* | 323 |  |
|  |  | **Total** | **323** | **100.0%** |
| Finding Employment 1.7% | | | | |
| Employment | Finding Employment | *Finding Employment* | 202 |  |
|  |  | **Total** | **202** | **100.0%** |
| Part-time Employment 1.7% | | | | |
| Employment | Part-time Employment | *Part-time Employment* | **196** |  |
|  |  | **Total** | **196** | **100.0%** |
| Retirement 1.0% | | | | |
| Employment | Retirement | *Retirement* | 119 |  |
|  |  | **Total** | **119** | **100.0%** |
| Employment and Disability 1.0% | | | | |
| Employment | Employment and Disability | *Employment and Disability* | 117 |  |
|  |  | **Total** | **117** | **100.0%** |
| Migrant Workers 0.9% | | | | |
| Employment | Migrant Workers | *Migrant Workers* | 93 |  |
|  |  | **Total** | **93** | **100.0%** |
| Employment Schemes/Placements 0.7% | | | | |
| Employment | Employment Schemes/Placements | *Employment Schemes/Placements* | 86 |  |
|  |  | **Total** | **86** | **100.0%** |
| Employment Appeals (Enforcement) 0.1% | | | | |
| Employment | Appeals (Enforcement) | *Appeals (Enforcement)* | 6 |  |
|  |  | **Total** | **6** | **100.0%** |
|  |  | **Total Employment** | **11,910** | **100.00%** |

**Table 12** contains the data for the Money and Tax for Quarter 2 2023.

# **Query statistics relating to Money and Tax.**

* Queries regarding Money and Tax grew by 27.2% to 11,237 queries – but there was a decrease of 24% on the first quarter, 2023.
* Most sub-category query numbers under Money and Tax increased on the same quarter last year.
* Income Tax Credits and Reliefs grew by 32.3% (2,635 queries), Income Tax by 28.4% (2,010 queries).
* Revenue Online grew by 65.1% (1,717 queries).
* Queries relating to Financial Institutions, Wills, Insurance, Duties and Vat, Loans and Credit, and Tax on Savings and Investments decreased.

Caller statistics relating to Money and Tax.

* Most Money and Tax queries came from the counties of Dublin, Cork, Donegal, Kildare and Tipperary.
* Almost 40% of calls about Money and Tax originated from the 46-65 age group.
* 46% of calls regarding Income Tax Credits and Reliefs came from the 26-45 age category.
* Calls concerning Revenue Online originated most from the 26-45 age group (26-45 age group).

# **Table 12- Money and Tax Query Breakdown, Q2 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q2, 2023 Sub-category Breakdown | # of Queries | % of Money & Tax Category |
| Money and Tax | **Income Tax Credits and Reliefs** | *Income Tax Credits and Reliefs* | 2,635 | **23.5%** |
| Money and Tax | **Income Tax** | *Income Tax* | 2,010 | **17.9%** |
| Money and Tax | **Revenue Online** | *Revenue Online* | 1,717 | **15.3%** |
| Money and Tax | **Other** | *Other* | 989 | **8.8%** |
| Money and Tax | **Income Tax Refund** | *Income Tax Refund* | 682 | **6.1%** |
| Money and Tax | **Property Taxes** | *Property Taxes* | 608 | **5.4%** |
| Money and Tax | **Pensions** | *Pensions* | 603 | **5.4%** |
| Money and Tax | **Capital Taxes** | *Capital Taxes* | 570 | **5.1%** |
| Money and Tax | **Debt** | *Debt* | 320 | **2.9%** |
| Money and Tax | **Income Tax Credits and Reliefs for People with Disabilities** | *Income Tax Credits and Reliefs for People with Disabilities* | 257 | **2.3%** |
| Money and Tax | **Financial Institutions** | *Financial Institutions* | 173 | **1.5%** |
| Money and Tax | **Wills** | Wills | 156 | **1.4%** |
| Money and Tax | **Insurance** | Insurance | 128 | **1.1%** |
| All other sub-categories (<100 queries) \* | | | | |
| Money and Tax |  | **All other sub-categories** | 389 | 3.5% |
| Money and Tax |  | **Total** | 389 | **3.5%** |
|  |  | **Total Money and Tax Queries** | **11,237** | **100.00%** |

**\*** All other sub-categories include the following query areas: Duties and VAT, Universal Social Charge (USC), Loans and Credit, Moving Country and Taxation, Savings and Investments, Tax on Savings and Investments, Consumer Protection Code and Mortgages, and Water Charges.

1. Local Queries, which are the 4th highest category are not profiled in detail in these reports as they relate mainly to signposting to local services. [↑](#footnote-ref-2)
2. Quarterly query trends are not indicative of trends for a full year’s dataset – changes and patterns reflected from quarter to quarter may balance out over a year.

   2 The percentage changes captured in this report reflect comparisons between Q2 2022 and Q2 2023 unless otherwise specified. [↑](#footnote-ref-3)