

# 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 in 2022 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**

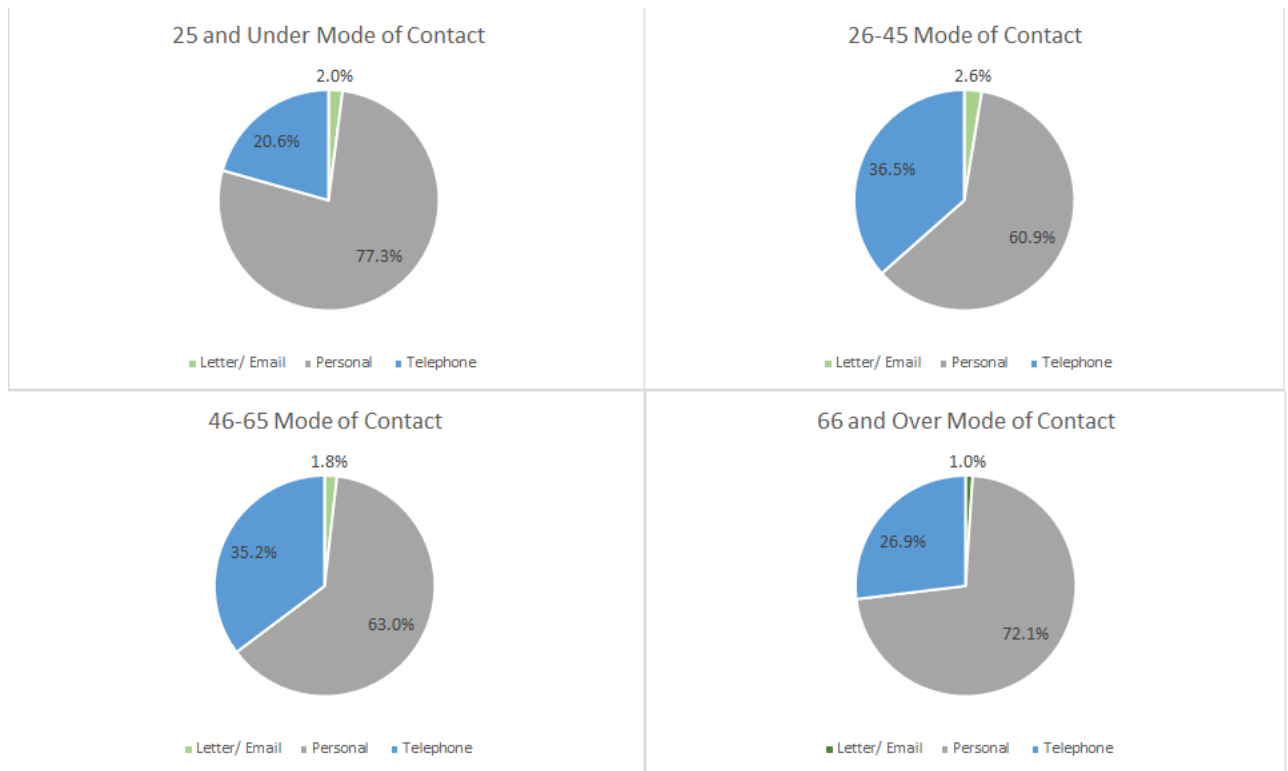
Caller Age Range	Number of Callers (n= 67.5%)	% of Callers
26-45	25,994	40.2%
46-65	24,559	38.0%
66 and Over	11,893	18.4%
25 and Under	2,152	3.3%

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%

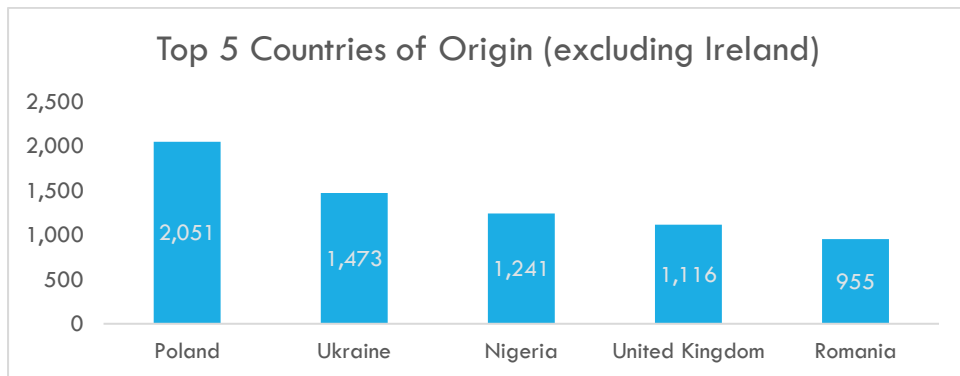
**Chart 1: Breakdown of Mode of Contact by age category**



**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 <sup>1</sup>	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%
	<b>193,129</b>	<b>100%</b>	

**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%

<sup>1</sup> Local Queries, which are the 4<sup>th</sup> highest category are not profiled in detail in these reports as they relate mainly to signposting to local services.

## Quarter-on-Quarter Comparison: what's new?<sup>2</sup>

Of note<sup>1, 2</sup>:

- **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

<sup>2</sup> 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.

<sup>2</sup> The percentage changes captured in this report reflect comparisons between Q2 2022 and Q2 2023 unless otherwise specified.

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 CIs. 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
<b>Disability &amp; Illness</b>				<b>16.2%</b>
Social Welfare	Disability and Illness	<i>Disability Allowance</i>	6,757	47.2%
Social Welfare	Disability and Illness	<i>Illness Benefit</i>	3,715	25.9%
Social Welfare	Disability and Illness	<i>Invalidity Pension</i>	2,840	19.8%
Social Welfare	Disability and Illness	<i>Partial Capacity Benefit</i>	486	3.4%
Social Welfare	Disability and Illness	<i>Injury Benefit</i>	200	1.4%
Social Welfare	Disability and Illness	<i>Other Payment (Blind Pension/Other)</i>	180	1.3%
Social Welfare	Disability and Illness	<i>Occupational Injuries Benefit Scheme</i>	145	1.0%
Social Welfare		<b>Total</b>	<b>14,323</b>	<b>100%</b>
<b>Extra Social Welfare Benefits</b>				<b>13.8%</b>
Social Welfare	Extra Social Welfare Benefits	<i>Household Benefits Package</i>	3,856	31.6%
Social Welfare	Extra Social Welfare Benefits	<i>Fuel Allowance</i>	3,855	31.6%

<b>Social Welfare</b>	Extra Social Welfare Benefits	<i>Free Travel (Travel Card, Companion Card, etc)</i>	2,051	16.8%
<b>Social Welfare</b>	Extra Social Welfare Benefits	<i>Living Alone Increase</i>	1,618	13.3%
<b>Social Welfare</b>	Extra Social Welfare Benefits	<i>Telephone Support Allowance</i>	365	3.0%
<b>Social Welfare</b>	Extra Social Welfare Benefits	<i>Cost of Living Increases</i>	350	2.9%
<b>Social Welfare</b>	Extra Social Welfare Benefits	<i>Treatment Benefits</i>	87	0.7%
<b>Social Welfare</b>	Extra Social Welfare Benefits	<i>Christmas Bonus</i>	26	0.2%
		<b>Total</b>	<b>12,208</b>	<b>100%</b>
<b>Older and Retired People</b>				<b>13.6%</b>
<b>Social Welfare</b>	Older and Retired People	<i>State Pension/Contributory</i>	6,856	57.1%
<b>Social Welfare</b>	Older and Retired People	<i>State Pension/Non-Contributory Pension</i>	2,927	24.4%
<b>Social Welfare</b>	Older and Retired People	<i>Payment for people who retire at 65</i>	755	6.3%
<b>Social Welfare</b>	Older and Retired People	<i>Qualified Adults</i>	708	5.9%
<b>Social Welfare</b>	Older and Retired People	<i>UK Pensions/Brexit</i>	566	4.7%
<b>Social Welfare</b>	Older and Retired People	<i>EU/International Pensions</i>	204	1.7%
		<b>Total</b>	<b>12,016</b>	<b>100.00%</b>
<b>Carers</b>				<b>11.4%</b>
<b>Social Welfare</b>	Carers	<i>Carer's Allowance</i>	6,076	60.2%
<b>Social Welfare</b>	Carers	<i>Domiciliary Care Allowance (DCA)</i>	1,211	12.0%
<b>Social Welfare</b>	Carers	<i>Carer's Support Grant (Respite Care Grant)</i>	1,187	11.8%
<b>Social Welfare</b>	Carers	<i>Carer's Benefit</i>	1,033	10.2%
<b>Social Welfare</b>	Carers	<i>Half-rate Carer's Allowance</i>	588	5.8%
		<b>Total</b>	<b>10,095</b>	<b>100.00%</b>
<b>Families and Children</b>				<b>10.6%</b>
<b>Social Welfare</b>	Families and Children	<i>Working Family Payment (WFP) formerly FIS</i>	2,952	31.4%
<b>Social Welfare</b>	Families and Children	<i>One Parent Family Payment (OFP)</i>	1,694	18.0%
<b>Social Welfare</b>	Families and Children	<i>Child Benefit</i>	1,412	15.0%
<b>Social Welfare</b>	Families and Children	<i>Back to School Clothing &amp; Footwear Allowance (BTSCFA)</i>	960	10.2%

<b>Social Welfare</b>	Families and Children	<i>Maternity/ Adoptive Benefit</i>	677	7.2%
<b>Social Welfare</b>	Families and Children	<i>Increase for a Qualified Adult (IQA)</i>	644	6.8%
<b>Social Welfare</b>	Families and Children	<i>Increase for a Qualified Child (IQC)</i>	409	4.3%
<b>Social Welfare</b>	Families and Children	<i>Parent's Benefit</i>	289	3.1%
<b>Social Welfare</b>	Families and Children	<i>Paternity Benefit</i>	192	2.0%
<b>Social Welfare</b>	Families and Children	<i>Back to Work Family Dividend</i>	119	1.3%
<b>Social Welfare</b>	Families and Children	<i>Deserted Wife's Benefit</i>	31	0.3%
<b>Social Welfare</b>	Families and Children	<i>Health and Safety Benefit</i>	30	0.3%
<b>Social Welfare</b>	Families and Children	<i>Deserted Wife's Allowance</i>	6	0.1%
		<b>Total</b>	<b>9,415</b>	<b>100.00%</b>
<b>Supplementary Welfare Schemes</b>				<b>8.9%</b>
<b>Social Welfare</b>	Supplementary Welfare Schemes	<i>Basic Supplementary Welfare Allowance</i>	3,531	45.0%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<i>Additional Needs Payment</i>	3,274	41.7%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<i>Rent Supplement (RS)</i>	996	12.7%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<i>Diet/Heating Supplement</i>	35	0.5%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<i>Mortgage Interest Supplement (MIS)</i>	9	0.1%
		<b>Total</b>	<b>7,845</b>	<b>100.00%</b>
<b>Unemployed People</b>				<b>8.3%</b>
<b>Social Welfare</b>	Unemployed People	<i>Jobseeker's Allowance</i>	3,845	52.5%
<b>Social Welfare</b>	Unemployed People	<i>Jobseeker's Benefit</i>	2,409	32.9%
<b>Social Welfare</b>	Unemployed People	<i>Social Welfare Payments and Work</i>	513	7.0%
<b>Social Welfare</b>	Unemployed People	<i>Jobseeker's Transitional Payment</i>	465	6.4%
<b>Social Welfare</b>	Unemployed People	<i>Unemployed following self-employment</i>	90	1.2%
		<b>Total</b>	<b>7,322</b>	<b>100%</b>
<b>Social Welfare Miscellaneous</b>				<b>5.8%</b>
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>Other</i>	1,493	29.3%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>Public Services Card</i>	1,079	21.2%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>Means Tests</i>	861	16.9%



<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>Habitual Residence Condition</i>	655	12.9%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>MyWelfare.ie</i>	479	9.4%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>Overpayments</i>	270	5.3%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>UK Entitlements/Brexit</i>	105	2.1%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>EU Contributions and Entitlements</i>	94	1.8%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>SW Inspectors</i>	29	0.6%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>Late Claims</i>	28	0.6%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<i>Insolvency Payments Scheme</i>	2	0.0%
		<b>Total</b>	<b>5,095</b>	<b>100.00%</b>
<b>Social Insurance (PRSI)</b>				<b>5.2%</b>
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>PRSI Records/Paid Contributions</i>	2,047	44.5%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>PPS Number</i>	923	20.1%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>Credited Contributions</i>	456	9.9%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>Homemakers Scheme/HomeCaring Periods Scheme</i>	334	7.3%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>Voluntary Contributions</i>	332	7.2%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>PRSI Classes</i>	313	6.8%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>Other</i>	153	3.3%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>Employer's PRSI</i>	44	1.0%
<b>Social Welfare</b>	Social Insurance (PRSI)	<i>Jobs Plus</i>	1	0.0%
		<b>Total</b>	<b>4,603</b>	<b>100%</b>
<b>Social Welfare Appeals</b>				<b>1.7%</b>
<b>Social Welfare</b>	Appeals	<i>Disability Allowance</i>	485	32.5%
<b>Social Welfare</b>	Appeals	<i>Invalidity Pension</i>	292	19.5%
<b>Social Welfare</b>	Appeals	<i>Carer's Allowance/Benefit</i>	247	16.5%
<b>Social Welfare</b>	Appeals	<i>Other</i>	140	9.4%
<b>Social Welfare</b>	Appeals	<i>Jobseeker's Allowance</i>	85	5.7%
<b>Social Welfare</b>	Appeals	<i>Domiciliary Care Allowance</i>	54	3.6%
<b>Social Welfare</b>	Appeals	<i>State Pension (Non-Contributory)</i>	48	3.2%

<b>Social Welfare</b>	Appeals	<i>Supplementary Welfare Allowance</i>	43	2.9%
<b>Social Welfare</b>	Appeals	<i>Child Benefit</i>	23	1.5%
<b>Social Welfare</b>	Appeals	<i>Illness Benefit</i>	15	1.0%
<b>Social Welfare</b>	Appeals	<i>Jobseeker's Benefit</i>	15	1.0%
<b>Social Welfare</b>	Appeals	<i>Working Family Payment (WFP)</i>	14	0.9%
<b>Social Welfare</b>	Appeals	<i>State Pension (Contributory)</i>	13	0.9%
<b>Social Welfare</b>	Appeals	<i>One Parent Family Payment (OPF)</i>	9	0.6%
<b>Social Welfare</b>	Appeals	<i>Widow/Widower/surviving Civil Partner Pension</i>	6	0.4%
<b>Social Welfare</b>	Appeals	<i>Carer's Support Grant</i>	5	0.3%
		<b>Total</b>	<b>1,494</b>	<b>100.00%</b>
<b>Activation Schemes, Education and Training</b>				<b>1.4%</b>
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Back to Education Allowance (BTEA)</i>	472	37.2%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Community Employment (CE)</i>	316	24.9%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Back to Work Enterprise Allowance (BTWEA)</i>	270	21.3%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Tús</i>	57	4.5%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>JobPath - Seetec/Turas Nua</i>	32	2.5%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Short-Term Enterprise Allowance</i>	32	2.5%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Part-time Education Option (PTEO)</i>	21	1.7%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Rural Social Scheme</i>	21	1.7%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>LAES (Local Area Employment Services)</i>	18	1.4%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>Part-Time Job Incentive Scheme (PTJI)</i>	15	1.2%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>JobsPlus</i>	14	1.1%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<i>JobBridge/ First Steps - Youth Internship</i>	2	0.2%
		<b>Total</b>	<b>1,270</b>	<b>100%</b>
<b>Death Related Benefits</b>				<b>1.3%</b>
<b>Social Welfare</b>	Death Related Benefits	<i>Widow/Widower/Surviving Civil Partner's Pension (Contributory).</i>	733	64.8%
<b>Social Welfare</b>	Death Related Benefits	<i>Help with Funeral Costs</i>	150	13.3%

<b>Social Welfare</b>	Death Related Benefits	<i>Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).</i>	120	10.6%
<b>Social Welfare</b>	Death Related Benefits	<i>Widow/Widower/Surviving Civil Partner Grant</i>	68	6.0%
<b>Social Welfare</b>	Death Related Benefits	<i>Guardian's Payment</i>	55	4.9%
<b>Social Welfare</b>	Death Related Benefits	<i>Special Funeral Grant (Occ. Injuries Scheme only)</i>	6	0.5%
		<b>Total</b>	<b>1,132</b>	<b>100.00%</b>
<b>Social Welfare Benefits Check</b>				<b>1.0%</b>
<b>Social Welfare</b>	Social Welfare - Benefits Check	<i>Social Welfare - Benefits Check</i>	901	
		<b>Total</b>	<b>901</b>	<b>100%</b>
<b>Social Welfare Payments and Work</b>				<b>0.8%</b>
<b>Social Welfare</b>	Social Welfare - Payments and Work	<i>Social Welfare - Payments and Work</i>	694	
		<b>Total</b>	<b>694</b>	<b>100.00%</b>
<b>Farmers</b>				<b>0.2%</b>
<b>Social Welfare</b>	Farmers	<i>Farm Assist</i>	129	88.4%
<b>Social Welfare</b>	Farmers	<i>Other</i>	17	11.6%
		<b>Total</b>	<b>146</b>	<b>100.00%</b>
		<b>Total Social Welfare Queries</b>	<b>88,559</b>	<b>100.00%</b>

## 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
<b>Local Authority and Social Housing</b>			<b>48.8%</b>	
Housing	Local Authority and Social Housing	<i>Applying for Local Authority/Social Housing</i>	5,342	49.8%
Housing	Local Authority and Social Housing	<i>Housing Assistance Payment (HAP)</i>	2,800	26.1%
Housing	Local Authority and Social Housing	<i>Other</i>	775	7.2%
Housing	Local Authority and Social Housing	<i>Differential Rent</i>	385	3.6%
Housing	Local Authority and Social Housing	<i>LA Transfers</i>	218	2.0%
Housing	Local Authority and Social Housing	<i>Medical Priority</i>	175	1.6%
Housing	Local Authority and Social Housing	<i>Standards/Repairs</i>	161	1.5%
Housing	Local Authority and Social Housing	<i>Social Housing Waiting Lists</i>	129	1.2%
Housing	Local Authority and Social Housing	<i>Notice/Eviction/Disputes</i>	128	1.2%
Housing	Local Authority and Social Housing	<i>Approved Housing Bodies (AHBs)</i>	121	1.1%
Housing	Local Authority and Social Housing	<i>Rent Arrears/Rent Problems</i>	116	1.1%
Housing	Local Authority and Social Housing	<i>Choice Based Lettings</i>	101	0.9%
Housing	Local Authority and Social Housing	<i>Anti-social behaviour</i>	83	0.8%
Housing	Local Authority and Social Housing	<i>Tenant Purchase (Incremental Scheme)</i>	81	0.8%
Housing	Local Authority and Social Housing	<i>Rental Accommodation Scheme (RAS)</i>	75	0.7%
Housing	Local Authority and Social Housing	<i>Tenant in situ (HAP/RAS)</i>	28	0.3%
		<b>Total</b>	<b>10,718</b>	<b>100.00%</b>
<b>Housing Grants and Schemes</b>			<b>17.4%</b>	
Housing	Housing Grants and Schemes	<i>Housing Grants and Schemes</i>	3,825	
		<b>Total</b>	<b>3,825</b>	<b>100.00%</b>
<b>Renting a Home</b>			<b>13.6%</b>	
Housing	Renting a Home (Private Rental Accommodation)	<i>Notice/Eviction/Disputes</i>	842	28.3%
Housing	Renting a Home (Private Rental Accommodation)	<i>RTB (Residential Tenancies Board)</i>	462	15.5%
Housing	Renting a Home (Private Rental Accommodation)	<i>Tenant's Rights and Obligations</i>	438	14.7%
Housing	Renting a Home (Private Rental Accommodation)	<i>Landlords Rights &amp; Obligations</i>	374	12.6%
Housing	Renting a Home (Private Rental Accommodation)	<i>Rent Review</i>	246	8.3%
Housing	Renting a Home (Private Rental Accommodation)	<i>Rent Arrears/Rent Problems</i>	150	5.0%
Housing	Renting a Home (Private Rental Accommodation)	<i>Finding Accommodation</i>	143	4.8%

<b>Housing</b>	Renting a Home (Private Rental Accommodation)	<i>Standards/Repairs</i>	138	4.6%
<b>Housing</b>	Renting a Home (Private Rental Accommodation)	<i>Deposit Retention</i>	108	3.6%
<b>Housing</b>	Renting a Home (Private Rental Accommodation)	<i>Licensee</i>	68	2.3%
<b>Housing</b>	Renting a Home (Private Rental Accommodation)	<i>Cost Rental – Tenant in situ scheme</i>	10	0.3%
		<b>Total</b>	<b>2,979</b>	<b>100.00%</b>
<b>Home Energy Grants (SEAI)</b>				<b>6.7%</b>
<b>Housing</b>	<b>Home Energy Grants (SEAI)</b>	<i>Home Energy Grants (SEAI)</i>	1,476	
		<b>Total</b>	<b>1,476</b>	<b>100.00%</b>
<b>Other</b>				<b>4.3%</b>
<b>Housing</b>	Other	<i>Other</i>	947	
		<b>Total</b>	<b>947</b>	<b>100.00%</b>
<b>Homelessness</b>				<b>4.0%</b>
<b>Housing</b>	Homelessness	<i>Homelessness</i>	880	
		<b>Total</b>	<b>880</b>	<b>100.00%</b>
<b>Buying a Home</b>				<b>2.8%</b>
<b>Housing</b>	Buying a Home	<i>Buying a Home</i>	606	
		<b>Total</b>	<b>606</b>	<b>100.00%</b>
<b>Planning Permission</b>				<b>0.7%</b>
<b>Housing</b>	Planning Permission	<i>Planning Permission</i>	157	
		<b>Total</b>	<b>157</b>	<b>100.00%</b>
<b>Losing your Home</b>				<b>0.5%</b>
<b>Housing</b>	Losing your Home	<i>Losing your Home</i>	113	
		<b>Total</b>	<b>113</b>	<b>100.00%</b>
<b>Building or Altering a Home</b>				<b>0.5%</b>
<b>Housing</b>	Building or Altering a Home	<i>Building or Altering a Home</i>	101	
		<b>Total</b>	<b>101</b>	<b>0.5%</b>
<b>All other sub-categories (&lt;100 queries) *</b>				<b>0.7%</b>
		<b>All other sub-categories</b>	156	
		<b>Total</b>	<b>156</b>	<b>100.00%</b>
<b>Total Housing Queries</b>			<b>21,958</b>	<b>100.00%</b>

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

\* 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
<b>Employment Rights and Conditions</b>				<b>61.5%</b>
<b>Employment</b>	Employment Rights and Conditions	<i>Leave and Holidays</i>	1,295	17.7%
<b>Employment</b>	Employment Rights and Conditions	<i>Contracts of Employment</i>	1,273	17.4%
<b>Employment</b>	Employment Rights and Conditions	<i>Other</i>	932	12.7%
<b>Employment</b>	Employment Rights and Conditions	<i>Pay/Wages</i>	801	10.9%
<b>Employment</b>	Employment Rights and Conditions	<i>Sick Leave and Sick Pay Schemes</i>	663	9.1%
<b>Employment</b>	Employment Rights and Conditions	<i>Dismissal (unfair, constructive etc.)</i>	558	7.6%
<b>Employment</b>	Employment Rights and Conditions	<i>Notice Period</i>	369	5.0%

Category	Sub-category	Q2 2023 Employment Query Breakdown	# Of Queries	% Of Employment Sub-category
Employment	Employment Rights and Conditions	<i>Hours of Work</i>	340	4.6%
Employment	Employment Rights and Conditions	<i>Maternity Leave</i>	224	3.1%
Employment	Employment Rights and Conditions	<i>Health and Safety</i>	210	2.9%
Employment	Employment Rights and Conditions	<i>Carer's Leave</i>	180	2.5%
Employment	Employment Rights and Conditions	<i>Parent's Leave</i>	154	2.1%
Employment	Employment Rights and Conditions	<i>Parental Leave</i>	144	2.0%
Employment	Employment Rights and Conditions	<i>Paternity Leave</i>	61	0.8%
Employment	Employment Rights and Conditions	<i>Compassionate Leave</i>	44	0.6%
Employment	Employment Rights and Conditions	<i>Garda Vetting</i>	40	0.6%
Employment	Employment Rights and Conditions	<i>Force Majeure Leave</i>	34	0.5%
Employment	Employment Rights and Conditions	<i>Adoptive Leave</i>	1	0.0%
		<b>Total</b>	<b>7,323</b>	<b>100.0%</b>
<b>Unemployment and Redundancy</b>				<b>9.9%</b>
Employment	Unemployment and Redundancy	<i>Unemployment and Redundancy</i>	1,178	
		<b>Total</b>	<b>1,178</b>	<b>100.0%</b>
<b>Self-Employment</b>				<b>6.7%</b>
Employment	Self-employment	<i>Self-employment</i>	796	
		<b>Total</b>	<b>796</b>	<b>100.0%</b>
<b>Enforcement and Redress</b>				<b>5.8%</b>
Employment	Enforcement and Redress	<i>WRC (Workplace Relations Commission)</i>	690	
		<b>Total</b>	<b>690</b>	<b>100.0%</b>
<b>Grievance and Disciplinary Procedures</b>				<b>3.8%</b>
Employment	Grievance and Discipline Procedures	<i>Grievance and Discipline Procedures</i>	456	
		<b>Total</b>	<b>456</b>	<b>100.0%</b>
<b>Equality in Work</b>				<b>2.7%</b>
Employment	Equality in Work	<i>Bullying and Harassment</i>	123	37.9%
Employment	Equality in Work	<i>Discrimination</i>	113	34.8%
Employment	Equality in Work	<i>Other</i>	44	13.5%
Employment	Equality in Work	<i>Pay and Conditions</i>	28	8.6%

Category	Sub-category	Q2 2023 Employment Query Breakdown	# Of Queries	% Of Employment Sub-category
Employment	Equality in Work	<i>Victimisation</i>	17	5.2%
		<b>Total</b>	<b>325</b>	<b>100.0%</b>
<b>Starting Work and Changing Job</b>				<b>2.7%</b>
Employment	Starting Work and Changing Job	<i>Starting Work and Changing Job</i>	323	
		<b>Total</b>	<b>323</b>	<b>100.0%</b>
<b>Finding Employment</b>				<b>1.7%</b>
Employment	Finding Employment	<i>Finding Employment</i>	202	
		<b>Total</b>	<b>202</b>	<b>100.0%</b>
<b>Part-time Employment</b>				<b>1.7%</b>
Employment	Part-time Employment	<i>Part-time Employment</i>	196	
		<b>Total</b>	<b>196</b>	<b>100.0%</b>
<b>Retirement</b>				<b>1.0%</b>
Employment	Retirement	<i>Retirement</i>	119	
		<b>Total</b>	<b>119</b>	<b>100.0%</b>
<b>Employment and Disability</b>				<b>1.0%</b>
Employment	Employment and Disability	<i>Employment and Disability</i>	117	
		<b>Total</b>	<b>117</b>	<b>100.0%</b>
<b>Migrant Workers</b>				<b>0.9%</b>
Employment	Migrant Workers	<i>Migrant Workers</i>	93	
		<b>Total</b>	<b>93</b>	<b>100.0%</b>
<b>Employment Schemes/Placements</b>				<b>0.7%</b>
Employment	Employment Schemes/Placements	<i>Employment Schemes/Placements</i>	86	
		<b>Total</b>	<b>86</b>	<b>100.0%</b>
<b>Employment Appeals (Enforcement)</b>				<b>0.1%</b>
Employment	Appeals (Enforcement)	<i>Appeals (Enforcement)</i>	6	
		<b>Total</b>	<b>6</b>	<b>100.0%</b>
		<b>Total Employment</b>	<b>11,910</b>	<b>100.00%</b>

**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	<i>Income Tax Credits and Reliefs</i>	2,635	23.5%
Money and Tax	Income Tax	<i>Income Tax</i>	2,010	17.9%
Money and Tax	Revenue Online	<i>Revenue Online</i>	1,717	15.3%
Money and Tax	Other	<i>Other</i>	989	8.8%
Money and Tax	Income Tax Refund	<i>Income Tax Refund</i>	682	6.1%
Money and Tax	Property Taxes	<i>Property Taxes</i>	608	5.4%
Money and Tax	Pensions	<i>Pensions</i>	603	5.4%
Money and Tax	Capital Taxes	<i>Capital Taxes</i>	570	5.1%
Money and Tax	Debt	<i>Debt</i>	320	2.9%
Money and Tax	Income Tax Credits and Reliefs for People with Disabilities	<i>Income Tax Credits and Reliefs for People with Disabilities</i>	257	2.3%
Money and Tax	Financial Institutions	<i>Financial Institutions</i>	173	1.5%
Money and Tax	Wills	<i>Wills</i>	156	1.4%

<b>Money and Tax</b>	<b>Insurance</b>	Insurance	128	<b>1.1%</b>
<b>All other sub-categories (&lt;100 queries) *</b>				
<b>Money and Tax</b>		<b>All other sub-categories</b>	389	3.5%
<b>Money and Tax</b>		<b>Total</b>	389	<b>3.5%</b>
		<b>Total Money and Tax Queries</b>	<b>11,237</b>	<b>100.00%</b>

\* 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.