

Citizens Information Services (CISs) – Caller/Query Data

Statistical Summary Quarter 2 2024

The following is a statistical summary of CISs caller and query data for Quarter 2, 1st April – 30th June 2024.

Caller Summary

There were **99,181** callers to CISs nationally during Q2, 2024, a 3.7% increase on the number of callers from Q2 2023 (95,678 calls).

The majority of callers in Q2 2024 were female (55.9%). The introduction of family members to the couples/ family members category has seen an increase in their numbers with a small decline in others.

Table 1 – Caller Gender Profile

Caller Profile	Number of Callers	% of Callers	% Change Q2 '23 – Q2 '24
Female	55,392	55.9%	-1.4%
Male	37,163	37.5%	+5.7%
Couples/ Family Members	6,185	6.2%	+54.9%
Unknown	441	0.4%	+27.1%

Caller's age was recorded for 69.4% of calls (68,811 calls). Callers in the 26-45 age bracket contacted CISs most frequently, followed by the 46-65 age bracket. The number of 25 and under callers is beginning to grow in recent quarters, now nearing 4% of callers.

Table 2 – Caller Age Profile

Caller Age Range	Number of Callers	% of Callers	% Change Q2 '23 – Q2 '24
26-45	27,341	39.7%	+5.2%
46-65	26,445	38.4%	+7.7%
66 and Over	12,309	17.9%	+3.5%
25 and Under	2,716	3.9%	+26.2%

The most popular mode of contact post-COVID has returned to personal calls, nearing 70% of all calls. Of those 6.9% were appointments and 93.2% were drop in.

Table 3 – Caller Mode of Contact

Caller Type	Number of Callers	% of Callers	% Change Q2 '23 – Q2 '24
Personal	66,267	66.8%	+16.8%
Telephone	30,031	30.3%	-16.8%
Letter/Email	2,883	2.9%	+2.2%

Country of Origin

Country of origin was recorded for 62.4% of callers. Of these, 74.1% were from Ireland, 17.3% were from countries outside the EU, and 8.6% were from EU countries.

Table 4: Top 5 Countries of Origin of callers (excluding Ireland)

	Country of Origin	Number of callers
1	Poland	1,922
2	Ukraine	1,717
3	Nigeria	1,536
4	United Kingdom	1,000
5	Romania	881

Table 5: Top 5 Countries of Origin by age group.

	Under 25	26-45	46-65	66 and Over
1	Ukraine	Poland	Poland	United Kingdom
2	Poland	Ukraine	Nigeria	Ukraine
3	Nigeria	Nigeria	Ukraine	Poland
4	Afghanistan	Bangladesh	United Kingdom	Lithuania
5	Somalia	Romania	Romania	South Africa

Specific Needs

Some CIS callers have specific needs. In Q2 2024, 14.5% (14,353 callers) were identified by information providers as having particular needs or encountering barriers to accessing services, including language, literacy, and online access issues. This represents a 6.9% increase versus Q2 2023. Callers with specific needs enquired most about Disability Allowance, Medical Card, applying for Local Authority/Social Housing, Jobseekers Allowance, Basic Supplementary Welfare Allowance, Carer's Allowance and Additional Needs Payment.

Table 6: Specific Needs Comparison

Specific Needs	Q2 2023	Q2 2024	% Change Q2 '23-Q2 '24
Language	5,468	5,881	+7.6%
Distressed Client	2,815	3,111	+10.5%
Literacy	1,717	2,089	+21.7%
Digital Literacy	1,555	1,811	+16.5%
No online/ IT Access	1,182	1,324	+12.0%
Physical	995	1,055	+6.0%
Mental Health	817	986	+20.7%
Accompanied/ Supported by family member/ friend/representative	715	812	+13.6%
Other	391	438	+12.0%
Challenging behaviour	375	317	-15.5%
Homeless	229	264	+15.3%

Intellectual	188	252	+34.0%
Limited availability due to caring responsibilities	153	236	+54.0%
Transport/ Access Difficulties	236	229	-3.0%
Aural (Hearing)	285	217	-23.9%

43.3% of callers spent 10 minutes or under with Information Officers. 37.2% of callers spent between 11 and 20 minutes and 16% spent between 21-40 minutes. 3.1% spent between 41-90 minutes and only 0.3% of callers spent over 90 minutes.

Chart 1: Time Spent with caller breakdown

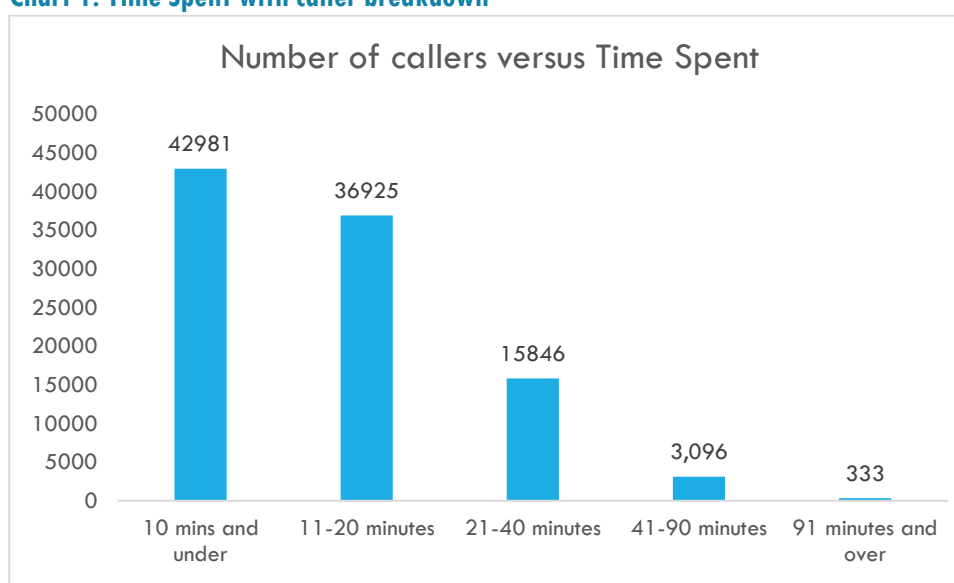


Table 7: Top payments/ schemes versus time spent

	1	2	3
10 minutes and under	Medical Card	Carers Allowance	State Pension (Contributory)
11-20 minutes	Medical Card	State Pension (Contributory)	Disability Allowance
21-40 minutes	Disability Allowance	State Pension (Contributory)	Medical Card
41-90 minutes	Disability Allowance	Medical Card	State Pension (Contributory)
91 minutes and over	Medical Card	Disability Allowance	Household Benefits Package

Query Summary

Citizen Information Services (CISs) dealt with **193,155 queries** during Q2 2024, a comparable level to Q2 2023. The ratio of callers to queries is 1.95, down from 2.0 in Q2 2023. Of the total queries recorded, 45% were related to **Social Welfare** rights and entitlements. The next most queried categories were **Housing**, 11.2%, and **Health**, 8.3%. Table 8, below, sets out the number of queries received across 'parent' category areas in Quarter 2 2024. Table 9 provides a breakdown of the most queried single payments, schemes or entitlements with the highest number of queries overall in Quarter 2 2024.

Table 8 - Query Profile Q2 2024

Query Category	# of Queries	% of all Queries	Q2 '23- '24 % Change
Social Welfare	86,772	44.9%	-2.0%
Housing	21,539	11.2%	-1.9%
Health	16,049	8.3%	+13.2%
Local ¹	14,563	7.5%	+20.0%
Employment	11,209	5.8%	-5.9%
Money and Tax	10,171	5.3%	-9.5%
Moving Country	9,331	4.8%	+0.3%
Travel and Recreation	5,165	2.7%	-2.7%
Justice	4,718	2.4%	-2.6%
Birth, Family and Relationships	4,060	2.1%	-10.6%
Education and Training	3,581	1.9%	+9.6%
Consumer Affairs	2,629	1.4%	-7.7%
Government in Ireland	1,620	0.8%	+35.1%
Death and Bereavement	1,386	0.7%	+5.6%
Environment	362	0.2%	-6.9%
	193,155	100%	

Table 9 - Top-Ten Single Payments or Schemes, Q2 2024

	Category	Single Payment or Scheme	# of Queries	% Change Q2 '23- '24
1	Health - Medical Card	Medical Card	9,892	+17.2%
2	Social Welfare – Older People	State Pension (cont.)	6,960	+1.5%
3	Social Welfare – Disability & Illness	Disability Allowance	6,825	+1.0%
4	Social Welfare – Carers	Carer's Allowance	5,926	-2.5%
5	Housing - Local Authority and Social Housing	Applying for Local Authority/Social Housing	5,262	-1.5%
6	Social Welfare - Unemployed People	Jobseeker's Allowance	3,984	+3.6%
7	Social Welfare - Extra Social Welfare Benefits	Household Benefits Package	3,860	+0.1%
8	Social Welfare – Supplementary Welfare Schemes	Basic Supplementary Welfare Allowance	3,764	+6.6%
9	Housing – Housing Grants and Schemes	Housing Grants and Schemes	3,647	-4.7%
10	Social Welfare - Extra Social Welfare Benefits	Fuel Allowance	3,368	-12.6%

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.

Quarter-on-Quarter Comparison: what's new?²

Of note^{1, 2}:

This section will give insights into the categories that are not profiled in more detail below. The query comparisons are from Q2 2023 versus Q2 2024 and the number in brackets relate to the number of queries this year.

Employment queries declined by 5.9% (11,209).

- Employment rights and conditions declined by 10.1% (6,587).
 - Contracts of Employment queries declined by 13.4% (1,103).
 - Leave and Holidays queries declined by 33.2% (865).
 - Sick Leave and Sick Pay Scheme increased by 12.4% (745).
 - Pay/Wages queries decreased by 24.6% (604).
- Self-Employment queries increased by 21.7% (969).
- Unemployment and redundancy queries decreased by 20.8% (933).

Money and Tax queries decreased by 9.5% (10,171).

- Income Tax Credits and Reliefs queries decreased by 12.2% (2,313).
- Income Tax queries decreased by 9.2% (1,825).
- Revenue Online queries decreased by 11.1% (1,527).
- Income Tax refund queries decreased by 9.8% (615).

Moving Country query numbers remained steady (9,331).

- Irish Citizenship queries decreased by 20.3% (2,978).
- Visa queries increased by 13.9% (854).
- Irish Residence Permit (IRP) Applications and Renewals increased by 14.1% (719).
- Asylum Seekers and Refugees queries increased by 88.1% (472).

Travel and Recreation queries declined by 2.7% (5,165).

- Queries relating to Motoring increased by 9.1% (1,865).
- Passport queries declined by 9.4% (1,727).

Justice queries declined 2.6% (4,718).

- Legal Aid and Advice queries declined by 7.5% (2,217).

Birth, Family and Relationships queries declined by 10.6% (4,060)

- Separation and Divorce queries declined by 8% (1,209).
- Maintenance queries declined by 7.2% (571 queries).

Education and training queries increased by 9.6% (3,581 queries).

- Third level Education queries increased by 5.1% (1,694).
- Vocational Education and Training increased by 65.8% (504 queries).

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 2023 and Q2 2024 unless otherwise specified.

Consumer Affairs queries declined by 7.7% (2,629).

- Energy/utilities Services increased by 0.9% (587 queries).
- Consumer protection queries decreased by 18.4% (584 queries).

Government in Ireland queries increased by 35.1% (1,620).

- MyGovID queries increased by 18.5% (480).
- Elections and Referenda increased significantly by 1146.2% (26 in Q2 2023 to 324 in Q2 2024)

Table 10: Most queried payments and schemes by age category

	25 and Under	26-45	46-65	66 and Over
1	(SUSI) Student Grant Scheme	Medical card	State Pension (Contributory)	Medical Card
2	Medical Card	Applying for local authority/Social Housing	Disability Allowance	State Pension (Contributory)
3	Jobseeker's Allowance	Disability Allowance	Medical Card	Housing Grants and Schemes
4	Disability Allowance	Working family payment	Carer's Allowance	Household Benefits Package
5	Applying for local authority/Social Housing	Carer's Allowance	Invalidity Pension	Fuel Allowance

Further detail on the **top three main categories of queries** received in Q2, 2024 compared with the second quarter of 2023, are set out in the narrative and tables below.

Social Welfare Queries:

- Social Welfare queries decreased overall by 2.0% (86,772).
- Disability and Illness queries decreased by 3.5% (13,818).
 - Disability Allowance queries increased slightly by 1% (6,825).
 - Illness Benefit queries decreased by 10.6% (3,321).
 - Invalidity Pension queries decreased by 4.2% (2,720).
- Older and retired people queries increased by 3.8% (12,471), this increase is likely because a new category was introduced under Older and Retired People (Homemakers Scheme/ Home Caring Periods Scheme).
 - State Pension Contributory queries increased by 1.5% (6,960).
 - State Pension/ Non-Contributory queries increased by 1.8% (2,979).
 - Payment for people who retire at 65 queries increased by 5% (793).
 - Qualified Adults queries decreased by 25.4% (528).
 - UK Pensions/ Brexit queries decreased by 13.6% (489).
- Extra Social Welfare Benefits schemes queries decreased by 9.7% (11,020).
 - Household Benefits Package queries remained steady (3,860).
 - Fuel Allowance queries decreased by 12.6% (3,368).
 - Free Travel queries (Travel Card, Companion Card, etc.) decreased by 11.1% (1,823).
 - Living Alone Increase queries decreased by 4.9% (1,539).
- Carers queries remained at a similar level to Q2 2023 (10,059)
 - Carer's Allowance queries decreased by 2.5% (5,926).
 - Carer's Support Grant (Respite Carer Grant) queries increased by 6.9% (1,269).
 - Domiciliary Carers Allowance (DCA) queries decreased by 8.2% (1,112).
 - Carer's Benefit queries increased by 6.4% (1,099).
 - Half-rate Carer's Allowance queries increased by 11.1% (653).
- Families and Children queries decreased by 4.4% (9,001).
 - Working Family Payment queries increased by 4.4% (3,083).
 - One Parent Family payment queries decreased by 7.1% (1,573).
 - Child Benefit queries increased by 4.9% (1,481).
 - Back to School Clothing & Footwear Allowance queries decreased by 14.2% (824).
- Supplementary Welfare Schemes decreased by 4.3% (7,506).
 - Basic Supplementary Welfare Allowance increased by 6.6% (3,764).
 - Additional Needs Payment decreased by 11.1% (2,911).
 - Rent Supplement decreased by 20.7% (790).
- The level of Unemployed People queries remained steady, increasing slightly by 0.4% (7,294)
 - Jobseeker's Allowance queries increased by 3.6% (3,984).
 - Jobseeker's Benefit queries decreased by 7.4% (2,232).

- Social Welfare Miscellaneous queries decreased by 12.4% (4,462).
 - Public Services Card queries decreased by 17.3% (892).
 - Means Test queries remained steady (852).
- Death Related Benefits queries increased by 24% (1,404).
 - Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension increased by 13.1% (829).
 - Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension increased by 78.3% (214).
- Benefits Check queries increased by 22.5% (1,104).
- Payments and Work queries increased by 27.7% (886).

Caller profile data relating to Social Welfare:

- 44.1% of those with Social Welfare queries were aged 46-65. Followed by the 26-45 age group, which accounted for 35.3%.
- 56.2% of those with Disability and Illness queries were aged 46-65.
- 60.3% of those with Older and Retired People queries were aged 46-65, followed by 35.2% from the 66 and Over group.
- 45.1% of those with Extra Social Welfare Benefits queries were aged 66 and over age, followed by 40.3% aged 46-65.
- 45.2% of those with Carers queries were aged 46-65, followed by the 26-45 age group, which made up 38.6%.
- 70.9% of those with Families and Children queries were aged 26-45.

Table 11 – Social Welfare Query Breakdown

Social Welfare Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
Disability & Illness		15.9%
<i>Disability Allowance</i>	6,825	49.4%
<i>Illness Benefit</i>	3,321	24.0%
<i>Invalidity Pension</i>	2,720	19.7%
<i>Partial Capacity Benefit</i>	505	3.7%
<i>Injury Benefit</i>	190	1.4%
<i>Occupational Injuries Benefit Scheme</i>	152	1.1%
<i>Other Payment (Blind Pension/Other)</i>	105	0.8%
<u>Total</u>	13,818	100%
Older and Retired People		14.4%
<i>State Pension/Contributory</i>	6,960	55.8%
<i>State Pension/Non-Contributory Pension</i>	2,979	23.9%
<i>Payment for people who retire at 65</i>	793	6.4%
<i>Qualified Adults</i>	528	4.2%
<i>Homemakers Scheme/HomeCaring Periods Scheme</i>	517	4.2%
<i>UK Pensions/Brexit</i>	489	3.9%
<i>EU/International Pensions</i>	205	1.6%
<u>Total</u>	12,471	100%
Extra Social Welfare Benefits		12.7%
<i>Household Benefits Package</i>	3,860	35.0%
<i>Fuel Allowance</i>	3,368	30.6%
<i>Free Travel (Travel Card, Companion Card, etc)</i>	1,823	16.5%
<i>Living Alone Increase</i>	1,539	14.0%

<i>Telephone Support Allowance</i>	276	2.5%
<i>Treatment Benefits</i>	116	1.1%
<i>Cost of Living Increases</i>	30	0.3%
<i>Christmas Bonus</i>	8	0.1%
<u>Total</u>	11,020	100%
Carers		11.6%
<i>Carer's Allowance</i>	5,926	58.9%
<i>Carer's Support Grant (Respite Care Grant)</i>	1,269	12.6%
<i>Domiciliary Care Allowance (DCA)</i>	1,112	11.1%
<i>Carer's Benefit</i>	1,099	10.9%
<i>Half-rate Carer's Allowance</i>	653	6.5%
<u>Total</u>	10,059	100%
Families and Children		10.4%
<i>Working Family Payment (WFP)</i>	3,083	34.3%
<i>One Parent Family Payment (OFP)</i>	1,573	17.5%
<i>Child Benefit</i>	1,481	16.5%
<i>Back to School Clothing & Footwear Allowance (BTSCFA)</i>	824	9.2%
<i>Maternity/ Adoptive Benefit</i>	585	6.5%
<i>Increase for a Qualified Adult (IQA)</i>	477	5.3%
<i>Increase for a Qualified Child (IQC)</i>	351	3.9%
<i>Parent's Benefit</i>	262	2.9%
<i>Back to Work Family Dividend</i>	156	1.7%
<i>Paternity Benefit</i>	153	1.7%
<i>Health and Safety Benefit</i>	27	0.3%
<i>Deserted Wife's Benefit</i>	26	0.3%
<i>Deserted Wife's Allowance</i>	3	0.0%
<u>Total</u>	9,001	100%

Supplementary Welfare Schemes		8.7%
<i>Basic Supplementary Welfare Allowance</i>	3,764	50.2%
<i>Additional Needs Payment</i>	2,911	38.8%
<i>Rent Supplement (RS)</i>	790	10.5%
<i>Diet/Heating Supplement</i>	32	0.4%
<i>Mortgage Interest Supplement (MIS)</i>	9	0.1%
Total	7,506	100%
Unemployed People		8.4%
<i>Jobseeker's Allowance</i>	3,984	54.6%
<i>Jobseeker's Benefit</i>	2,232	30.6%
<i>Social Welfare Payments and Work</i>	550	7.5%
<i>Jobseeker's Transitional Payment</i>	425	5.8%
<i>Unemployed following self-employment</i>	103	1.4%
Total	7,294	100%
Social Insurance (PRSI)		5.7%
<i>PRSI Records/Paid Contributions</i>	2,129	43.4%
<i>PPS Number</i>	900	18.4%
<i>Credited Contributions</i>	484	9.9%
<i>Homemakers Scheme/HomeCaring Periods Scheme</i>	343	7.0%
<i>PRSI Classes</i>	313	6.4%
<i>Voluntary Contributions</i>	313	6.4%
<i>Long-Term Carer Contributions</i>	215	4.4%
<i>Other</i>	165	3.4%
<i>Employer's PRSI</i>	42	0.9%
Total	4,904	100%
Social Welfare Miscellaneous		5.2%
<i>Other</i>	1,175	26.3%
<i>Public Services Card</i>	892	20.0%

Means Tests	852	19.1%
<i>Habitual Residence Condition</i>	640	14.3%
<i>MyWelfare.ie</i>	395	8.9%
Overpayments	326	7.3%
<i>UK Entitlements/Brexit</i>	64	1.4%
<i>EU Contributions and Entitlements</i>	52	1.2%
<i>SW Inspectors</i>	27	0.6%
<i>Late Claims</i>	24	0.5%
<i>EU/EEA/Switzerland</i>	11	0.3%
<i>Insolvency Payments Scheme</i>	4	0.1%
Total	4,462	100%
Activation Schemes, Education and Training		1.4%
<i>Back to Education Allowance (BTEA)</i>	501	40.5%
<i>Back to Work Enterprise Allowance (BTWEA)</i>	265	21.4%
<i>Community Employment (CE)</i>	265	21.4%
<i>Tús</i>	45	3.6%
<i>JobPath - Seetec/Turas Nua</i>	40	3.2%
<i>Part-time Education Option (PTEO)</i>	34	2.7%
<i>Short-Term Enterprise Allowance</i>	28	2.3%
<i>Rural Social Scheme</i>	17	1.4%
<i>LAES (Local Area Employment Services)</i>	16	1.3%
<i>JobsPlus</i>	10	0.8%
<i>Part-Time Job Incentive Scheme (PTJI)</i>	9	0.7%
<i>Work Placement Experience Programme</i>	6	0.5%
<i>Gateway</i>	1	0.1%
Total	1,237	100%
Social Welfare Appeals		1.7%
<i>Disability Allowance</i>	534	36.4%

<i>Invalidity Pension</i>	226	15.4%
<i>Carer's Allowance/Benefit</i>	212	14.5%
<i>Jobseeker's Allowance</i>	116	7.9%
<i>Other</i>	116	7.9%
<i>Domiciliary Care Allowance</i>	62	4.2%
<i>State Pension (Non-Contributory)</i>	38	2.6%
<i>Supplementary Welfare Allowance</i>	36	2.5%
<i>One Parent Family Payment (OFP)</i>	29	2.0%
<i>Jobseeker's Benefit</i>	23	1.6%
<i>Illness Benefit</i>	20	1.4%
<i>State Pension (Contributory)</i>	19	1.3%
<i>Child Benefit</i>	14	1.0%
<i>Working Family Payment (WFP)</i>	8	0.6%
<i>Carer's Support Grant</i>	7	0.5%
<i>Widow/Widower/surviving Civil Partner Pension</i>	7	0.5%
<u>Total</u>	1,467	100%
Death Related Benefits		1.6%
<i>Widow/Widower/Surviving Civil Partner's Pension (Contributory).</i>	829	59.1%
<i>Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).</i>	214	15.2%
<i>Help with Funeral Costs</i>	170	12.1%
<i>Widow/Widower/Surviving Civil Partner Grant</i>	105	7.5%
<i>Guardian's Payment</i>	67	4.8%
<i>Special Funeral Grant (Occ. Injuries Scheme only)</i>	19	1.4%
<u>Total</u>	1,404	100%
Social Welfare Benefits Check		1.3%
<i>Social Welfare - Benefits Check</i>	1,104	
<u>Total</u>	1,104	100%

Social Welfare Payments and Work		1.0%
<i>Social Welfare - Payments and Work</i>	886	
<u>Total</u>	886	100%
Farmers		0.2%
<i>Farm Assist</i>	128	92.1%
<i>Other</i>	11	7.9%
<u>Total</u>	139	100%
Total Social Welfare Queries	86,772	100%

Housing Query Trends in Q2 2024

Table 12 sets out the **Housing** query dataset for Quarter 2, 2024.

- Housing queries declined by 1.9% between Q2 2023 and Q2 2024 (21,539).
- Local Authority and Social Housing queries increased by 0.7% (10,797).
 - Applying for local authority and social housing queries decreased by 1.5% (5,262).
 - Queries relating to Housing Assistance Payments queries decreased by 4.5% (2,673).
 - Differential rent queries decreased by 10.4% (345).
- Housing Grants and schemes queries decreased by 4.6% (3,647).
- Renting a Home (Private Rental Accommodation) queries decreased by 12.7% (2,602).
 - Notices/Eviction/Disputes queries decreased by 23.9% (641).
 - Residential Tenancies Board (RTB) queries decreased by 9.1% (420).
 - Tenants' Rights and Obligations queries decreased by 12.8% (382).
 - Landlords Rights and Obligations queries decreased by 11.5% (331).
- Home Energy Grants (SEAI) queries increased by 14% (1,683).
- Homelessness queries remained at a consistent level (875).
- Buying/ Owning a Home queries increased by 9.6% (664).

Caller profile data relating to Housing

- 42.3% of those who contacted CISs about Housing were aged 26-45.
- 53.8% of those with Local Authority and Social Housing queries were aged 26-45.
 - Applying for local authority and social housing callers came mostly from the 26-45 age group, followed by the 46-65 age group.
- 54.4% of those with Housing Grants and Schemes queries were aged 66 and Over.
- 49% of those with Renting a Home (Private Rental Accommodation) queries were aged 26-45, followed by the 46-65 age group, which accounted for 39.2%.

Table 12 – Housing Queries Breakdown

Housing Sub-category Breakdown	# of Queries	% of Housing Sub-category
Local Authority and Social Housing		50.1%
<i>Applying for Local Authority/Social Housing</i>	5,262	48.7%
<i>Housing Assistance Payment (HAP)</i>	2,673	24.8%
<i>Other</i>	701	6.5%
<i>Differential Rent</i>	345	3.2%
<i>Medical Priority</i>	251	2.3%
<i>LA Transfers</i>	241	2.2%
<i>Approved Housing Bodies (AHBs)</i>	192	1.8%
<i>Choice Based Lettings</i>	188	1.7%
<i>Standards/Repairs</i>	165	1.5%
<i>Social Housing Waiting Lists</i>	162	1.5%
<i>Rent Arrears/Rent Problems</i>	129	1.2%
<i>Notice/Eviction/Disputes</i>	124	1.2%
<i>Tenant in situ (HAP/RAS)</i>	105	1.0%
<i>Rental Accommodation Scheme (RAS)</i>	89	0.8%
<i>Anti-social behaviour</i>	70	0.7%
<i>Tenant Purchase (Incremental Scheme)</i>	68	0.6%
<i>Tenancy Succession</i>	18	0.2%
<i>Traveller Accommodation</i>	14	0.1%
Total	10,797	100%
Housing Grants and Schemes		16.9%
<i>Housing Grants and Schemes</i>	3,647	
Total	3,647	100%
Renting a Home (Private Rental Accommodation)		12.1%
<i>Notice/Eviction/Disputes</i>	641	24.6%
<i>RTB (Residential Tenancies Board)</i>	420	16.1%
<i>Tenant's Rights and Obligations</i>	382	14.7%
<i>Landlords Rights & Obligations</i>	331	12.7%
<i>Rent Review</i>	212	8.2%

Finding Accommodation	137	5.3%
Rent Arrears/Rent Problems	111	4.3%
Standards/Repairs	104	4.0%
Deposit Retention	98	3.8%
Licensee	81	3.1%
Cost Rental	47	1.8%
Short-term rental lets	34	1.3%
Non-Resident Landlords (Withholding Tax)	4	0.2%
Total	2,602	100%
Home Energy Grants (SEAI)		7.8%
Home Energy Grants (SEAI)	1,683	
Total	1,683	100%
Homelessness		4.1%
Homelessness	875	
Total	875	100%
Other		4.0%
Other	854	
Total	854	100%
Buying/ Owning a Home		3.1%
Buying/ Owning a Home	664	
Total	664	100%
Planning Permission		0.5%
Planning Permission	108	
Total	108	100%
Losing your Home		0.5%
Losing your Home	101	
Total	101	100%
All other sub-categories		1.0%
All other sub-categories	208	
Total	208	100%
Total Housing Queries	21,539	100%

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

Health Query Trends in Q2 2024

Table 13 sets out the **Health** query dataset for Quarter 2, 2024. These queries represented 8.3% of all queries. Health queries increased by 13.2% compared to the same quarter in 2023 with the majority relating to medical card eligibility.

Query statistics relating to Health.

Health queries overall increased by 13.2% (16,049).

- Medical Card queries increased by 17.3% and made up 61.6% of all queries under Health (9,892).
- Fair Deal & Home Care Package queries remained at a similar level (950).
- GP Visit Card - a new category - had 826 queries.
- Drugs/Medicines queries increased by 36.9% (586).
- GP Services queries declined by 47.6% (495).
- Health Services for Older People queries increased by 28.1% (379).
- EU Healthcare queries decreased by 40.8% (248).

Caller profile statistics relating to Health.

- All the age cohorts enquired about health matters at almost similar levels.
- The 26-45 age group and the 46-65 age cohort contacted the most about Medical Card (33.4% for both), followed closely by the 66 and Over (29.4%).
- Those who called about the Fair Deal & Home Care Package were mostly aged 46-65 (44.9%), closely followed by those aged 66 and Over (42.4%).

Table 13 - Health Query Breakdown

Health Sub-category Breakdown	# of Queries	% of Health -categories
<i>Medical Card</i>	9,892	61.6%
<i>Fair Deal & Home Care Package</i>	950	5.9%
<i>GP Visit Card</i>	826	5.2%
<i>Other</i>	743	4.6%
<i>GP Services</i>	495	3.1%
<i>Drugs and Medicine - Drugs Payment Scheme</i>	380	2.4%
<i>Health Services for Older People</i>	379	2.4%
<i>Dental, Aural and Optical Health</i>	276	1.7%
<i>Hospital Services</i>	273	1.7%
<i>EU Healthcare</i>	248	1.6%
<i>Health Services for People with Disabilities</i>	227	1.4%
<i>Care in your Community</i>	207	1.3%
<i>Drugs and Medicine - Long-term Illness Scheme</i>	206	1.3%
<i>Mental Health</i>	199	1.3%
<i>Health Insurance</i>	114	0.7%
<i>All other sub-categories</i>	634	4.5%
Total Health Queries	16,049	100%

* 'All other sub-categories' includes the following query areas: Entitlements to Health Services, Legal Matters and Health, Children's Health, Health-Related Benefits and Entitlements, Cancer Services, Aids and Appliances, Health Services Agencies, Alcohol and Drug Treatment Services, Emergency Health Services, Pharmacy Services, Women's Health, How Health Services are Organised, Environmental Health, Blood and Organ Donation, and Alternative Health.