

Citizens Information Services (CIS) – Caller/Query Data

Statistical Summary Quarter 3 2021

The following is a statistical summary of CIS caller and query data for Quarter 3, July 1st - September 30th 2021.

Caller Summary

There were 96,301 callers to CISs nationally during Q3, 2021. Most callers were female (64%). Where age was recorded (n=60%), the highest number were in the 26-45 age bracket.

Table 1 – Caller Gender Profile – Q3 Summary

Caller Profile	Number of Callers	% of Callers
Female	61,418	63.78%
Male	33,535	34.82%
Couples	1,140	1.18%
Unknown	208	0.22%

Table 2 – Caller Age Profile – Q3 Summary

Caller Age Range	Number of Callers (n= 60%)	% of Callers
26 - 45	27,353	47.08%
46 - 65	21,667	37.29%
66 and Over	7,218	12.42%
25 and Under	1,866	3.21%

Over 80% of people that contacted CISs in Q3 2021 did so by telephone, including 11.85% of callers who initiated contact through the web-based *Request a Call Back*¹ service, part of CIB's digital response to the Covid-19 pandemic.

Table 3 – Caller Mode of Contact – Q3 Summary

Caller Type	Number of Callers	% of Callers
Telephone	78,051	81.05%
Personal	13,408	13.92%
Letter/Email	4,842	5.03%

¹ The *Request a Call Back* service provided to the public through the Citizens Information website and local CISs ceased in Q4 of 2021.

Query Summary

Services dealt with **190,963** queries during Q3, 2021. There were 1.98 queries *per* caller compared with 2.09 in Q2, 2021. Of the 190,963 queries recorded by CISs, most were about Social Welfare rights and entitlements (82,497 queries) followed by Housing (16,824) and Employment (15,163).

The following tables set out the data in relation to the range of queries received from the public. Table 4, below, sets out the number of queries received across high-level category areas. Table 5, provides a breakdown of the single payments and schemes emerging with the highest number of queries.

Table 4 - Query Profile Q3 High-level

Query Category	Number of Queries	% of all Queries
Social Welfare	82,497	43.20%
Housing	16,824	8.81%
Employment	15,163	7.94%
Health	12,632	6.61%
Covid-19	11,134	5.83%
Local	10,350	5.41%
Money and Tax	8,784	4.59%
Moving Country	6,973	3.65%
Birth, Family and Relationships	6,020	3.15%
Justice	5,255	2.75%
Travel and Recreation	5,114	2.67%
Education and Training	4,425	2.31%
Consumer Affairs	3,063	1.60%
Death and Bereavement	1,357	0.71%
Government in Ireland	893	0.46%
Environment	479	0.25%
	190,963	100%

Table 5 - Top-ten Single Payment or Schemes, Q3 2021

Top Ten Single Payment or Scheme Q3, 2021				
	Category	Single Payment or Scheme	Number of Queries	% of Total Queries
1	Health - Medical Card	Medical Card	7,627	3.99%
2	Social Welfare Disability & Illness	Disability Allowance	6,233	3.26%
3	Social Welfare - Carers	Carer's Allowance	5,940	3.11%
4	Social Welfare - Older and Retired People	State Pension/Contributory	5,515	2.89%
5	Housing - Local Authority and Social Housing	Applying for Local Authority/Social Housing	4,408	2.31%
6	Social Welfare - Unemployed People	Jobseeker's Allowance	4,384	2.30%
7	Social Welfare - Disability and illness	Illness Benefit	4,275	2.24%
8	Social Welfare - Extra Social Welfare Benefits	Fuel Allowance	4,035	2.11%
9	Employment - Employment Rights and Conditions	Leave and Holidays	3,631	1.90%
10	Social Welfare - Families and Children	Working Family Payment (WFP), formerly FIS	3,544	1.86%

Table 6 sets out the Social Welfare query dataset for Quarter 3, 2021.

Query sub-categories are presented in thematic form, as recorded by CIs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the Disability Allowance percentage represents the queries recorded as a percentage of the **Disability and Illness** sub-category.

Table 6 – Social Welfare Query Breakdown, Q3 2021

Category	Sub-category	Q3, 2021 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
Disability and Illness				
Social Welfare	Disability and Illness	Disability Allowance	6233	43.93%
Social Welfare	Disability and Illness	Illness Benefit	4275	30.13%
Social Welfare	Disability and Illness	Invalidity Pension	2528	17.82%
Social Welfare	Disability and Illness	Partial Capacity Benefit	610	4.30%
Social Welfare	Disability and Illness	Injury Benefit	226	1.59%
Social Welfare	Disability and Illness	Occupational Injuries Benefit Scheme	166	1.17%
Social Welfare	Disability and Illness	Other Payment (Blind Pension/Other)	152	1.07%
		Total	14,190	100.00%
Families and Children				
Social Welfare	Families and Children	Working Family Payment (WFP) formerly FIS	3544	29.66%
Social Welfare	Families and Children	One Parent Family Payment (OPF)	2439	20.41%
Social Welfare	Families and Children	Child Benefit	1255	10.50%
Social Welfare	Families and Children	Back to School Clothing & Footwear Allowance (BTSCFA)	1119	9.36%
Social Welfare	Families and Children	Maternity/ Adoptive Benefit	1117	9.35%
Social Welfare	Families and Children	Increase for a Qualified Adult (IQA)	727	6.08%
Social Welfare	Families and Children	Increase for a Qualified Child (IQC)	598	5.00%
Social Welfare	Families and Children	Parent's Benefit	503	4.21%

Social Welfare	Families and Children	Paternity Benefit	325	2.72%
Social Welfare	Families and Children	Back to Work Family Dividend	237	1.98%
Social Welfare	Families and Children	Health and Safety Benefit	52	0.44%
Social Welfare	Families and Children	Deserted Wife's Benefit	21	0.18%
Social Welfare	Families and Children	Deserted Wife's Allowance	13	0.11%
		Total	11,950	100.00%
Extra Social Welfare Benefits				
Social Welfare	Extra Social Welfare Benefits	Fuel Allowance	4035	39.55%
Social Welfare	Extra Social Welfare Benefits	Household Benefits Package	3239	31.75%
Social Welfare	Extra Social Welfare Benefits	Free Travel (Travel Card, Companion Card, etc.)	1426	13.98%
Social Welfare	Extra Social Welfare Benefits	Living Alone Increase	1099	10.77%
Social Welfare	Extra Social Welfare Benefits	Telephone Support Allowance	282	2.76%
Social Welfare	Extra Social Welfare Benefits	Treatment Benefits	104	1.02%
Social Welfare	Extra Social Welfare Benefits	Christmas Bonus	17	0.17%
		Total	10,202	100.00%
Older and Retired People				
Social Welfare	Older and Retired People	State Pension/Contributory	5515	60.54%
Social Welfare	Older and Retired People	State Pension/Non Contributory Pension	2198	24.13%
Social Welfare	Older and Retired People	Payment for people who retire at 65	639	7.02%
Social Welfare	Older and Retired People	Qualified Adults	430	4.72%
Social Welfare	Older and Retired People	UK Pensions/Brexit	208	2.28%
Social Welfare	Older and Retired People	EU/International Pensions	119	1.31%
		Total	9,109	100.00%
Unemployed People				
Social Welfare	Unemployed People	Jobseeker's Allowance	4384	48.93%
Social Welfare	Unemployed People	Jobseeker's Benefit	2904	32.41%
Social Welfare	Unemployed People	Social Welfare Payments and Work	1095	12.22%

Social Welfare	Unemployed People	Jobseeker's Transitional Payment	508	5.67%
Social Welfare	Unemployed People	Unemployed following self-employment	68	0.76%
		Total	8,959	100.00%
Carers				
Social Welfare	Carers	Carer's Allowance	5940	67.72%
Social Welfare	Carers	Carer's Benefit	1192	13.59%
Social Welfare	Carers	Carer's Support Grant (Respite Care Grant)	837	9.54%
Social Welfare	Carers	Domiciliary Care Allowance (DCA)	802	9.14%
		Total	8,771	100.00%
Supplementary Welfare Schemes				
Social Welfare	Supplementary Welfare Schemes	Basic Supplementary Welfare Allowance	2725	54.00%
Social Welfare	Supplementary Welfare Schemes	Exceptional/urgent needs payment	1287	25.51%
Social Welfare	Supplementary Welfare Schemes	Rent Supplement (RS)	985	19.52%
Social Welfare	Supplementary Welfare Schemes	Diet/Heating Supplement	37	0.73%
Social Welfare	Supplementary Welfare Schemes	Mortgage Interest Supplement (MIS)	12	0.24%
		Total	5,046	100.00%
Social Insurance (PRSI)				
Social Welfare	Social Insurance (PRSI)	PRSI Records/Paid Contributions	1996	41.52%
Social Welfare	Social Insurance (PRSI)	PPS Number	1074	22.34%
Social Welfare	Social Insurance (PRSI)	Credited Contributions	567	11.80%
Social Welfare	Social Insurance (PRSI)	PRSI Classes	375	7.80%
Social Welfare	Social Insurance (PRSI)	Voluntary Contributions	278	5.78%
Social Welfare	Social Insurance (PRSI)	Homemakers Scheme	221	4.60%
Social Welfare	Social Insurance (PRSI)	Other	216	4.49%
Social Welfare	Social Insurance (PRSI)	Employer's PRSI	79	1.64%
Social Welfare	Social Insurance (PRSI)	Jobs Plus	1	0.02%
		Total	4,807	100.00%

Social Welfare Miscellaneous				
Social Welfare	Social Welfare Miscellaneous	Other	1421	30.51%
Social Welfare	Social Welfare Miscellaneous	Public Services Card	1010	21.69%
Social Welfare	Social Welfare Miscellaneous	Means Tests	988	21.22%
Social Welfare	Social Welfare Miscellaneous	Habitual Residence Condition	465	9.98%
Social Welfare	Social Welfare Miscellaneous	MyWelfare.ie	355	7.62%
Social Welfare	Social Welfare Miscellaneous	Overpayments	237	5.09%
Social Welfare	Social Welfare Miscellaneous	EU Contributions and Entitlements	87	1.87%
Social Welfare	Social Welfare Miscellaneous	UK Entitlements/Brexit	58	1.25%
Social Welfare	Social Welfare Miscellaneous	Late Claims	34	0.73%
Social Welfare	Social Welfare Miscellaneous	Insolvency Payments Scheme	2	0.04%
		Total	4,657	100.00%
Activation Schemes, Education and Training				
Social Welfare	Activation Schemes, Education and Training	Back to Education Allowance (BTEA)	1379	53.08%
Social Welfare	Activation Schemes, Education and Training	Community Employment (CE)	451	17.36%
Social Welfare	Activation Schemes, Education and Training	Back to Work Enterprise Allowance (BTWEA)	423	16.28%
Social Welfare	Activation Schemes, Education and Training	JobPath - Seetec/Turas Nua	67	2.58%
Social Welfare	Activation Schemes, Education and Training	Part-time Education Option (PTEO)	67	2.58%
Social Welfare	Activation Schemes, Education and Training	Part-Time Job Incentive Scheme (PTJI)	53	2.04%
Social Welfare	Activation Schemes, Education and Training	Tús	47	1.81%
Social Welfare	Activation Schemes, Education and Training	Short-Term Enterprise Allowance	42	1.62%
Social Welfare	Activation Schemes, Education and Training	JobsPlus	30	1.15%
Social Welfare	Activation Schemes, Education and Training	Rural Social Scheme	30	1.15%
Social Welfare	Activation Schemes, Education and Training	JobBridge/ First Steps - Youth Internship	8	0.31%
Social Welfare	Activation Schemes, Education and Training	Gateway	1	0.04%
		Total	2,598	100.00%
Death Related Benefits				

Social Welfare	Death Related Benefits	Widow/Widower/Surviving Civil Partner's Pension (Contrib./Non-Contributory).	787	70.52%
Social Welfare	Death Related Benefits	Widow/Widower/Surviving Civil Partner Grant	173	15.50%
Social Welfare	Death Related Benefits	Help with Funeral Costs	105	9.41%
Social Welfare	Death Related Benefits	Guardian's Payment	44	3.94%
Social Welfare	Death Related Benefits	Special Funeral Grant (Occ. Injuries Scheme only)	7	0.63%
		Total	1,116	100.00%
Social Welfare Appeals				
Social Welfare	Appeals	Disability Allowance	305	31.54%
Social Welfare	Appeals	Invalidity Pension	157	16.24%
Social Welfare	Appeals	Carer's Allowance/Benefit	137	14.17%
Social Welfare	Appeals	Other	114	11.79%
Social Welfare	Appeals	Jobseeker's Allowance	71	7.34%
Social Welfare	Appeals	Domiciliary Care Allowance	31	3.21%
Social Welfare	Appeals	State Pension (Non-Contributory)	30	3.10%
Social Welfare	Appeals	State Pension (Contributory)	29	3.00%
Social Welfare	Appeals	Supplementary Welfare Allowance	27	2.79%
Social Welfare	Appeals	Working Family Payment (WFP)	22	2.28%
Social Welfare	Appeals	Carer's Support Grant	14	1.45%
Social Welfare	Appeals	Jobseeker's Benefit	10	1.03%
Social Welfare	Appeals	Illness Benefit	9	0.93%
Social Welfare	Appeals	Child Benefit	6	0.62%
Social Welfare	Appeals	One Parent Family Payment (OFP)	3	0.31%
Social Welfare	Appeals	Widow/Widower/surviving Civil Partner Pension	2	0.21%
		Total	967	100.00%
Social Welfare and Farmers				
Social Welfare	Farmers	Farm Assist	114	91.20%

Social Welfare	Farmers	Other	11	8.80%
		Total	125	100.00%
		Total Social Welfare Queries	82,497	100.00%

Table 7 sets out the Housing query dataset for Quarter 3, 2021. Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the Housing Assistance Payment (HAP) percentage represents the number of HAP queries recorded as a percentage of the **Local Authority and Social Housing** sub-category.

Table 7 – Housing Query Breakdown, Q3 2021

Category	Sub-category	Q3, 2021 Sub-category Breakdown	# of Queries	% of Housing Sub-category
Local Authority and Social Housing				
Housing	Local Authority and Social Housing	Applying for Local Authority/Social Housing	4408	46.22%
Housing	Local Authority and Social Housing	Housing Assistance Payment (HAP)	3219	33.76%
Housing	Local Authority and Social Housing	Other	683	7.16%
Housing	Local Authority and Social Housing	Differential Rent	456	4.78%
Housing	Local Authority and Social Housing	LA Transfers	236	2.47%
Housing	Local Authority and Social Housing	Standards/Repairs	146	1.53%
Housing	Local Authority and Social Housing	Rental Accommodation Scheme (RAS)	130	1.36%
Housing	Local Authority and Social Housing	Notice/Eviction/Disputes	127	1.33%
Housing	Local Authority and Social Housing	Rent Arrears/Rent Problems	90	0.94%
Housing	Local Authority and Social Housing	Tenant Purchase (Incremental Scheme)	41	0.43%
		Total	9,536	100.00%
Renting a Home				
Housing	Renting a Home (Private Rental Accommodation)	Notice/Eviction/Disputes	658	24.55%
Housing	Renting a Home (Private Rental Accommodation)	Tenant's Rights and Obligations	548	20.45%
Housing	Renting a Home (Private Rental Accommodation)	Landlords Rights & Obligations	415	15.49%
Housing	Renting a Home (Private Rental Accommodation)	RTB (Residential Tenancies Board)	321	11.98%
Housing	Renting a Home (Private Rental Accommodation)	Rent Review	297	11.08%
Housing	Renting a Home (Private Rental Accommodation)	Standards/Repairs	177	6.60%
Housing	Renting a Home (Private Rental Accommodation)	Rent Arrears/Rent Problems	141	5.26%
Housing	Renting a Home (Private Rental Accommodation)	Deposit Retention	123	4.59%
		Total	2,680	100.00%

Housing Grants and Schemes				
Housing	Housing Grants and Schemes	Housing Grants and Schemes	2168	100.00%
		Total	2,168	100.00%
Other				
Housing	Other	Other	962	100.00%
		Total	962	100.00%
Homelessness				
Housing	Homelessness	Homelessness	651	100.00%
		Total	651	100.00%
Buying a Home				
Housing	Buying a Home	Buying a Home	391	100.00%
		Total	391	100.00%
Planning Permission				
Housing	Planning Permission	Planning Permission	134	100.00%
		Total	134	100.00%
Building or Altering a Home				
Housing	Building or Altering a Home	Building or Altering a Home	109	100.00%
		Total	109	100.00%
Losing Your Home				
Housing	Losing your Home	Losing your Home	86	100.00%
		Total	86	100.00%
Emergency Accommodation				
Housing	Emergency Accommodation	Emergency Accommodation	70	100.00%
		Total	70	100.00%
Equality/Housing Discrimination				
Housing	Equality/Housing Discrimination	Equality/Housing Discrimination	37	100.00%
		Total	37	100.00%
		Total Housing Queries	16,824	100.00%

Table 8 sets out the Employment query dataset for Quarter 3, 2021. Query sub-categories are presented in thematic form, as recorded by CISs. The percentages in the right hand column represent the percentage of queries for that sub-category of data collection i.e. the Leave and Holidays percentage represents the number of queries recorded as a percentage of the *Employment Rights and Conditions* sub-category.

Table 8 - Employment Query Breakdown, Q3 2021

Category	Sub-category	Q3, 2021 Sub -category Breakdown	# of Queries	% of Employment Sub-category
Employment Rights and Conditions				
Employment	Employment Rights and Conditions	Leave and Holidays	3631	36.42%
Employment	Employment Rights and Conditions	Contracts of Employment	1777	17.82%
Employment	Employment Rights and Conditions	Other	1419	14.23%
Employment	Employment Rights and Conditions	Pay/Wages	1028	10.31%
Employment	Employment Rights and Conditions	Dismissal (unfair, constructive etc.)	687	6.89%
Employment	Employment Rights and Conditions	Notice Period	557	5.59%
Employment	Employment Rights and Conditions	Hours of Work	489	4.90%
Employment	Employment Rights and Conditions	Health and Safety	358	3.59%
Employment	Employment Rights and Conditions	Garda Vetting	24	0.24%
		Total	9,970	100.00%
Unemployment and Redundancy				
Employment	Unemployment and Redundancy	Unemployment and Redundancy	1252	100.00%
		Total	1,252	100.00%
Self-Employment				
Employment	Self-employment	Self-employment	998	100.00%
		Total	998	100.00%
Enforcement and Redress				
Employment	Enforcement and Redress	WRC (Workplace Relations Commission)	897	100.00%
		Total	897	100.00%
Grievance and Disciplinary Procedures				
Employment	Grievance and Discipline Procedures	Grievance and Discipline Procedures	501	100.00%

		Total	501	100.00%
Starting Work and Changing Job				
Employment	Starting Work and Changing Job	Starting Work and Changing Job	435	100.00%
		Total	435	100.00%
Part-time Employment				
Employment	Part-time Employment	Part-time Employment	339	100.00%
		Total	339	100.00%
Equality in Work				
Employment	Equality in Work	Bullying and Harassment	114	34.97%
Employment	Equality in Work	Discrimination	111	34.05%
Employment	Equality in Work	Other	48	14.72%
Employment	Equality in Work	Pay and Conditions	33	10.12%
Employment	Equality in Work	Victimisation	20	6.13%
		Total	326	100.00%
Retirement				
Employment	Retirement	Retirement	158	100.00%
		Total	158	100.00%
Employment and Disability				
Employment	Employment and Disability	Employment and Disability	112	100.00%
		Total	112	100.00%
Employment Schemes/Placements				
Employment	Employment Schemes/Placements	Employment Schemes/Placements	90	100.00%
		Total	90	100.00%
Migrant Workers				
Employment	Migrant Workers	Migrant Workers	81	100.00%
		Total	81	100.00%
Employment Appeals (Enforcement)				
Employment	Appeals (Enforcement)	Appeals (Enforcement)	4	100.00%
		Total	4	100.00%
		Total Employment	15,163	100.00%