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

# Statistical Summary Quarter 3 2022

The following is a statistical summary of CISs caller and query data for Quarter 3, 1st July – 30th September 2022.

# Caller Summary

### There were **107,559** callers to CISs nationally during Q3, 2022, **an 11.7% increase** on the same period in 2021 when there were 96,301 callers. (Callers number were also up over 11% on the previous quarter this year). Two thirds of callers in Q3 2022 were female (60.7%).

# **Table 1 – Caller Gender Profile – Q3 2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Profile | Number of Callers | % of Callers |
| Female | 65,295 | 60.7% |
| Male | 37,979 | 35.3% |
| Couples | 3,864 | 3.6% |
| Unknown | 421 | 0.4% |

### Where age was recorded (n=68%), the highest number of callers was in the 26-45 age bracket representing 42.5% of callers and down from 47.1% in the same period in 2021. The number of callers in the ‘66 and over’ age bracket rose by 79.5%, from 7,218 callers in Q3 2021 to 12,957 for this quarter reflecting a return in service demand from older callers, while callers in the 46 to 65 age category increased by 22.7% from 21,667 callers to 26,590 callers in this quarter.

# **Table 2 – Caller Age Profile – Q3 2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Age Range | Number of Callers | % of Callers |
| **(n= 68%)** |
| 26 - 45 | 31,039 | 42.5% |
| 46 - 65 | 26,590 | 36.4% |
| 66 and Over | 12,957 | 17.8% |
| 25 and Under | 2,414 | 3.3% |

Of the 107,559 callers that contacted CISs in Q3 2022, 50.4% of people did so by telephone, compared to 81% in Q3 2021 when face-to-face services were closed. Face-to-face services (drop-in and appointment) resumed on a phased basis in Q1 2022. Callers in person therefore increased from 13.9% in Q3 2021 to 46%, an increase of 32.1% as a percentage of all callers[[1]](#footnote-1).

# **Table 3 – Caller Mode of Contact – Q3 2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % of Callers |
| Telephone | 54,216 | 50.4% |
| Personal | 49,484 | 46.0% |
| Letter/Email | 3,859 | 3.6% |

# **Query Summary**

Services dealt with **217,881** queries during Q3 2022, an **increase of 14.1%** on the same period in 2021. There was a rise in the ratio of queries to callers, at **2.03 queries per caller** compared with 1.98 in Q3 2021. Of these queries recorded by CISs, 48.2% were related to Social Welfare rights and entitlements (105,074 queries) followed by Housing 9.7% (21,234) and Health 7.1% (15,481). 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, schemes, or entitlements with the highest number of queries overall in this quarter.

# **Table 4 - Query Profile Q3 2022 High-level**

|  |  |  |
| --- | --- | --- |
| Query Category | # of Queries | % of all Queries |
| Social Welfare | 105,074 | 48.2% |
| Housing | 21,234 | 9.7% |
| Health | 15,481 | 7.1% |
| Local | 14,215 | 6.5% |
| Employment | 12,711 | 5.8% |
| Money and Tax | 11,548 | 5.3% |
| Moving Country | 10,389 | 4.8% |
| Travel and Recreation | 5,715 | 2.6% |
| Birth, Family and Relationships | 5,141 | 2.4% |
| Justice | 4,904 | 2.3% |
| Education and Training | 4,565 | 2.1% |
| Consumer Affairs | 3,149 | 1.4% |
| Death and Bereavement | 1,426 | 0.7% |
| Government in Ireland | 1,171 | 0.5% |
| Covid 19 | 760 | 0.3% |
| Environment | 398 | 0.2% |
|  | **217,881** | **100%** |

# **Table 5 - Top-Ten Single Payments or Schemes, Q3 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Top Ten Single Payment or Schemes Q3, 2022 | | | | |
|  | **Category** | **Single Payment or Scheme** | **# of Queries** | **% of Top Ten Queries** |
| 1 | Health - Medical Card | **Medical Card** | 9,650 | 15.4% |
| 2 | Extra Social Welfare Benefits | **Fuel Allowance** | 9,225 | 14.8% |
| 3 | Older and Retired People | **State Pension (Contributory)** | 6,747 | 10.8% |
| 4 | Disability and Illness | **Disability Allowance** | 6,560 | 10.5% |
| 5 | Carer’s | **Carer’s Allowance** | 6,537 | 10.5% |
| 6 | Extra SW Benefits | **Household Benefits Package** | 5,667 | 9.1% |
| 7 | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 5,320 | 8.5% |
| 8 | Unemployed People | **Jobseeker’s Allowance** | 4,306 | 6.9% |
| 9 | Supplementary Welfare Schemes | **Additional Needs Payment** | 4,302 | 6.9% |
| 10 | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 4,172 | 6.7% |

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

Q3 2022 indicated a number of trends in the caller data and type of queries received from the public compared with the same period last year.

Of note:

* **Callers in person** increased to 46% of all callers (compared with quarter 3 last year) with a corresponding fall in contact by telephone to 50.4%. This was due to the increased provision of face-to-face services from early 2022.
* Housing queries were up by 26% compared to same quarter last year, and by almost 15% compared to Q2 this year. Private rented sector housing queries increased by 30% when compared to Q2 2022. The four highest query areas related to **Notice/Eviction/Disputes**, **RTB (Residential Tenancies Board)**, **Tenants Rights and Obligations, and Landlords Rights and Obligations**.[[3]](#footnote-3) Within Local Authority/Social Housing, **HAP** queries were up by almost 10% on Q2 this year.

Overall **Social Welfare queries** increased by 5% as a percentage of overall queries this quarter compared to the same quarter last year - primarily related to a growth in enquiries related to cost of living supports.

SW - **Extra Social Welfare Benefits** (which includes the Fuel Allowance, Household Benefits Package, Free Travel, Living Alone Increase) became the top sub-category under Social Welfare queries this quarter with nearly 20,000 queries, almost double the figure for the same period last year. Fuel Allowance queries saw the most significant increase, despite the summer months.

* **Supplementary Welfare Schemes** queries entered the top ten payments/schemes in Q3, exceeding 10,000 queries, and nearly doubling since last year. Significant increases were seen across the Additional Needs Payment (ANP),[[4]](#footnote-4) and the Basic Supplementary Welfare Allowance (SWA) (+53.1%). These increases reflect the current challenging economic circumstances faced by callers due to the rising cost of living and the widening of the eligibility criteria for those on low incomes under these schemes.
* **Money and Tax** queries (11,548) were up by almost a third compared to Q2 this year, and by a similar proportion compared to last year. Within this category, Revenue Online related queries doubled compared to Q3 2022, and were up by 52% on Q2, reflecting the challenges of digitalisation for certain groups including older people, and other people with digital literacy issues.

Further detail on the **top three main** **categories** of queries received in this third quarter of 2022, compared with the third quarter of 2021, are also set out in the tables below.

**Table 6** details the **Social Welfare** query dataset for Quarter 3, 2022. Social Welfare queries were the highest query area, representing 48.2% of all queries compared with 43.2% for the same quarter in the previous year.

**Social Welfare payment trends Q3, 2022**:

The top four sub-categories were **Extra Social Welfare Benefits**; **Disability and Illness**; **Families and Children** and **Older and Retired People,** respectively.

**Extra Social Welfare Benefits** was the highest sub-category under Social Welfare with 19,747 queries compared to 10,202 last year, an increase of 93.6% and up by almost 75% compared to Q2 this year. Fuel Allowance queries saw the most significant increase - there were 5,374 more Fuel Allowance queries this quarter compared to Q2 despite the summer months. Household Benefits Package queries (5,667) were also substantial - up by 45.3% compared to Q2 of this year. Of note here as well is the growth in queries on the Living Alone payment up by over 50% compared to Q2 of this year.

**Carer’s payments** rose by 22.8%, the State Pension (Contributory) by 22.3%, and the State Pension (Non-Contributory) by 38.5% compared to last year.

**Families and Children** with 12,712 queries is the third largest sub-category, increasing by 22.5% since Q2, and by 6.3% since last year. Working Family Payment continues to be the highest scheme in this category followed by the One-parent Family payment. Increases this quarter on Q2 occurred in queries about the Back to School Clothing and Footwear Allowance, due to the scheme running from June to September; a 29.1% rise in Child Benefit queries, and the Increase for a Qualified Adult up by 23.6%.

* **Supplementary Welfare Schemes** almost doubled (98%)in queries compared with the same period in 2021 with over 10,000 related queries. **Additional Needs Payment** had the highest number of queries (4,302) in this sub-category, followed by **Basic Supplementary Welfare Allowance** which saw an increase of 53% in queries when compared with Q3 2021. The increased need for information and advice on these schemes is linked to the increase in applications throughout the year, and reflects ongoing affordability challenges faced by callers.
* **SW/Unemployed People** had a 10% decrease in queries when compared with Q3 2021, and a slight increase of 6.5% on Q2 of this year.

# **Table 6 – Social Welfare Query Breakdown, Q3 2022[[5]](#footnote-5)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q3, 2022 Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
| Extra Social Welfare Benefits | | | | |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 9,225 | 46.7% |
|  | Extra Social Welfare Benefits | **Household Benefits Package** | 5,667 | 28.7% |
|  | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc)** | 2,280 | 11.5% |
|  | Extra Social Welfare Benefits | **Living Alone Increase** | 2,061 | 10.4% |
|  | Extra Social Welfare Benefits | **Telephone Support Allowance** | 329 | 1.7% |
|  | Extra Social Welfare Benefits | **Treatment Benefits** | 117 | 0.6% |
|  | Extra Social Welfare Benefits | **Christmas Bonus** | 68 | 0.3% |
|  |  | **Total** | **19,747** | **100%** |
| Disability and Illness | | | | |
| Social Welfare | Disability and Illness | **Disability Allowance** | 6,560 | 44.4% |
|  | Disability and Illness | **Illness Benefit** | 3,998 | 27.0% |
|  | Disability and Illness | **Invalidity Pension** | 3,120 | 21.1% |
|  | Disability and Illness | **Partial Capacity Benefit** | 543 | 3.7% |
|  | Disability and Illness | **Injury Benefit** | 238 | 1.6% |
|  | Disability and Illness | **Other Payment (Blind Pension/Other)** | 179 | 1.2% |
|  | Disability and Illness | **Occupational Injuries Benefit Scheme** | 150 | 1.0% |
|  |  | **Total** | **14,788** | **100%** |
|  |  |  |  |  |
| Families and Children | | | | |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 3,669 | 28.9% |
|  | Families and Children | **One Parent Family Payment (OFP)** | 2,268 | 17.8% |
|  | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 2,061 | 16.2% |
|  | Families and Children | **Child Benefit** | 1,657 | 13.0% |
|  | Families and Children | **Maternity/ Adoptive Benefit** | 870 | 6.8% |
|  | Families and Children | **Increase for a Qualified Adult (IQA)** | 737 | 5.8% |
|  | Families and Children | **Increase for a Qualified Child (IQC)** | 476 | 3.7% |
|  | Families and Children | **Parent's Benefit** | 446 | 3.5% |
|  | Families and Children | **Paternity Benefit** | 234 | 1.8% |
|  | Families and Children | **Back to Work Family Dividend** | 221 | 1.7% |
|  | Families and Children | **Health and Safety Benefit** | 46 | 0.4% |
|  | Families and Children | **Deserted Wife's Benefit** | 19 | 0.1% |
|  | Families and Children | **Deserted Wife's Allowance** | 8 | 0.1% |
|  |  | **Total** | **12,712** | **100%** |
| Older and Retired People | | | | |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 6,747 | 57.8% |
|  | Older and Retired People | **State Pension/Non-Contributory Pension** | 3,045 | 26.1% |
|  | Older and Retired People | **Payment for people who retire at 65** | 694 | 5.9% |
|  | Older and Retired People | **Qualified Adults** | 614 | 5.3% |
|  | Older and Retired People | **UK Pensions/Brexit** | 366 | 3.1% |
|  | Older and Retired People | **EU/International Pensions** | 202 | 1.7% |
|  |  | **Total** | **11,668** | **100%** |
| Carers | | | | |
| Social Welfare | Carers | **Carer's Allowance** | 6,537 | 60.7% |
|  | Carers | **Carer's Benefit** | 1,127 | 10.5% |
|  | Carers | **Domiciliary Care Allowance (DCA)** | 1,083 | 10.1% |
|  | Carers | **Carer’s Support Grant (Respite Care Grant)** | 1,083 | 10.1% |
|  | Carers | **Half-rate Carer's Allowance** | 943 | 8.8% |
|  |  | **Total** | **10,200** | **100%** |
| Supplementary Welfare Schemes | | | | |
| Social Welfare | Supplementary Welfare Schemes | **Additional Needs Payment** | 4,302 | 43.0% |
|  | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 4,172 | 41.7% |
|  | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 1,075 | 10.7% |
|  | Supplementary Welfare Schemes | **Exceptional/urgent needs payment** | 409 | 4.1% |
|  | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 50 | 0.5% |
|  | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 3 | 0.0% |
|  |  | **Total** | **10,011** | **100%** |
| Unemployed People | | | | |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 4,306 | 53.3% |
|  | Unemployed People | **Jobseeker's Benefit** | 2,429 | 30.1% |
|  | Unemployed People | **Social Welfare Payments and Work** | 682 | 8.4% |
|  | Unemployed People | **Jobseeker's Transitional Payment** | 579 | 7.2% |
|  | Unemployed People | **Unemployed following self-employment** | 76 | 0.9% |
|  |  | **Total** | **8,072** | **100%** |
| Social Welfare Miscellaneous | | | | |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 1,879 | 31.4% |
|  | Social Welfare Miscellaneous | **Public Services Card** | 1,366 | 22.8% |
|  | Social Welfare Miscellaneous | **Means Tests** | 1,003 | 16.8% |
|  | Social Welfare Miscellaneous | **Habitual Residence Condition** | 702 | 11.7% |
|  | Social Welfare Miscellaneous | **MyWelfare.ie** | 518 | 8.7% |
|  | Social Welfare Miscellaneous | **Overpayments** | 243 | 4.1% |
|  | Social Welfare Miscellaneous | **UK Entitlements Brexit** | 172 | 2.9% |
|  | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 68 | 1.1% |
|  | Social Welfare Miscellaneous | **Late Claims** | 32 | 0.5% |
|  |  | **Total** | **5,983** | **100%** |
| Social Insurance (PRSI) | | | | |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 2,195 | 41.4% |
|  | Social Insurance (PRSI) | **PPS Number** | 1,352 | 25.5% |
|  | Social Insurance (PRSI) | **Credited Contributions** | 543 | 10.2% |
|  | Social Insurance (PRSI) | **Voluntary Contributions** | 366 | 6.9% |
|  | Social Insurance (PRSI) | **Homemakers Scheme/HomeCaring Periods Scheme** | 331 | 6.2% |
|  | Social Insurance (PRSI) | **PRSI Classes** | 300 | 5.7% |
|  | Social Insurance (PRSI) | **Other** | 171 | 3.2% |
|  | Social Insurance (PRSI) | **Employer’s PRSI** | 48 | 0.9% |
|  |  | **Total** | **5,306** | **100%** |
| Activation Schemes, Education and Training | | | | |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 870 | 46.5% |
|  | Activation Schemes, Education and Training | **Community Employment (CE)** | 443 | 23.7% |
|  | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 289 | 15.4% |
|  | Activation Schemes, Education and Training | **Tús** | 63 | 3.4% |
|  | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 48 | 2.6% |
|  | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 42 | 2.2% |
|  | Activation Schemes, Education and Training | **JobPath - Seetec/Turas Nua** | 41 | 2.2% |
|  | Activation Schemes, Education and Training | **Rural Social Scheme** | 32 | 1.7% |
|  | Activation Schemes, Education and Training | **JobsPlus** | 25 | 1.3% |
|  | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 12 | 0.6% |
|  | Activation Schemes, Education and Training | **JobBridge/ First Steps - Youth Internship** | 4 | 0.2% |
|  | Activation Schemes, Education and Training | **Gateway** | 2 | 0.1% |
|  |  | **Total** | **1,871** | **100%** |
| Social Welfare Appeals | | | | |
| Social Welfare | Appeals | **Disability Allowance** | 509 | 36.5% |
|  | Appeals | **Carer's Allowance/Benefit** | 245 | 17.6% |
|  | Appeals | **Invalidity Pension** | 198 | 14.2% |
|  | Appeals | **Other** | 109 | 7.8% |
|  | Appeals | **Jobseeker's Allowance** | 79 | 5.7% |
|  | Appeals | **Domiciliary Care Allowance** | 59 | 4.2% |
|  | Appeals | **State Pension (Non-Contributory)** | 48 | 3.4% |
|  |  | **State Pension (Contributory)** | 31 | 2.2% |
|  |  | **Supplementary Welfare Allowance** | 31 | 2.2% |
|  |  | **Jobseeker's Benefit** | 19 | 1.4% |
|  | Appeals | **Illness Benefit** | 18 | 1.3% |
|  | Appeals | **Child Benefit** | 17 | 1.2% |
|  |  | **One Parent Family Payment (OFP)** | 14 | 1.0% |
|  | Appeals | **Working Family Payment (WFP)** | 13 | 0.9% |
|  | Appeals | **Carer's Support Grant** | 2 | 0.1% |
|  | Appeals | **Widow/Widower/surviving Civil Partner Pension** | 1 | 0.1% |
|  |  | **Total** | **1,393** | **100%** |
| Death Related Benefits | | | | |
| Social Welfare | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension** | 883 | 64.9% |
|  | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension** | 152 | 11.2% |
|  | Death Related Benefits | **Help with Funeral Costs** | 152 | 11.2% |
|  | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 91 | 6.7% |
|  | Death Related Benefits | **Guardian's Payment** | 74 | 5.4% |
|  | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 9 | 0.7% |
|  |  | **Total** | **1,361** | **100%** |
| Social Welfare Benefits Check | | | | |
| Social Welfare | Social Welfare - Benefits Check | **Social Welfare - Benefits Check** | 1,009 |  |
|  |  | **Total** | **1,009** | **100%** |
| Social Welfare Payments and Work | | | | |
| Social Welfare | Social Welfare - Payments and Work | **Social Welfare - Payments and Work** | 792 |  |
|  |  | **Total** | **792** | **100%** |
| Farmers | | | | |
| Social Welfare | Farmers | **Farm Assist** | 153 | 95.0% |
|  |  | **Other** | 8 | 5.0% |
|  |  | **Total** | **161** | **100%** |
|  |  | **Total Social Welfare Queries** | **105,074** |  |

# **Table 7** below sets out the **Housing** query dataset for Quarter 3, 2022. Housing is the 2nd highest category of queries, representing 9.7% of all queries compared with 8.8% for the same quarter in 2021. Query sub-categories are presented in thematic form, as recorded by CISs.

# **Housing query trends in Q3 2022**:

* Housing queries increased by 26% from 16,824 to **21,234** in this quarter compared to Q3 in 2021.
* The highest number of queries received were in relation to **Local Authority and Social Housing**, representing over half of all housing queries (50.5%); these rose by 12.5% on the same quarter in 2021 (from 9,536 to 10,724). **Applying for Local Authority/Social Housing** queries increased by 21%, while Housing Assistance Payment (HAP) queries fell by 2% when compared with Q3 2021, but increased by over 9% compared to Q2 this year.
* Tenancy terminations, insecurity of tenure and affordability issues continued to be reflected in queries to services[[6]](#footnote-6). **Renting a Home** was the 2nd highest category with 3,545 queries, a 32% increase compared with the same quarter in 2021 when there were 2,680 queries, and a 30% increase in queries when compared to Q2 2022. Compared to Q3, 2021, the four highest query areas changed as follows: **Notice/Eviction/Disputes** (+39.2%) **RTB (Residential Tenancies Board)** (+88.1%), **Tenants Rights and Obligations** (-10.9%) and Landlords Rights and Obligations (+10.8%).
* Queries about **Homelessness** were 42% higher than for the same period last year. In addition, there were 88 queries about **Losing Your Home**, and 78 queries relating to **Emergency Accommodation**, comprising a total of **1,092 queries** relating to homelessness/threatened homelessness for this quarter.
* **Housing Grants and Schemes** queries increased by 38% (2,984) compared to Q3 2021. Home Energy Grants (SEAI) alone had 894 queries, up by 83.5% on Q2, 2022.

# **Table 7 – Housing Queries Breakdown, Q3 2022[[7]](#footnote-7)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q3, 2022 Sub-category Breakdown | # of Queries | % of Housing Sub-category |
| Local Authority and Social Housing | | | | |
| Housing | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 5320 | 49.6% |
|  | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 3151 | 29.4% |
|  | Local Authority and Social Housing | **Other** | 834 | 7.8% |
|  | Local Authority and Social Housing | **Differential Rent** | 460 | 4.3% |
|  | Local Authority and Social Housing | **LA Transfers** | 210 | 2.0% |
|  | Local Authority and Social Housing | **Standards/Repairs** | 142 | 1.3% |
|  | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 124 | 1.2% |
|  | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 121 | 1.1% |
|  | Local Authority and Social Housing | **Medical Priority** | 112 | 1.0% |
|  |  | **Rental Accommodation Scheme (RAS)** | 88 | 0.8% |
|  | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 88 | 0.8% |
|  | Local Authority and Social Housing | **Choice Based Lettings** | 74 | 0.7% |
|  |  | **Total** | **10,724** | **100%** |
| Renting a Home | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 916 | 25.8% |
|  | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 604 | 17.0% |
|  | Renting a Home (Private Rental Accommodation) | **Tenants’ Rights and Obligations** | 488 | 13.8% |
|  | Renting a Home (Private Rental Accommodation) | **Landlords’ Rights & Obligations** | 460 | 13.0% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Review** | 335 | 9.4% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 219 | 6.2% |
|  | Renting a Home (Private Rental Accommodation) | **Finding Accommodation** | 174 | 4.9% |
|  | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 153 | 4.3% |
|  | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 123 | 3.5% |
|  | Renting a Home (Private Rental Accommodation) | **Licensee** | 73 | 2.1% |
|  |  | **Total** | **3,545** | **100%** |
| Housing Grants and Schemes | | | | |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 2,984 |  |
|  |  | **Total** | **2,984** | **100%** |
| Other | | | | |
| Housing | Other | **Other** | 1,125 |  |
|  |  | **Total** | **1,125** | **100%** |
| Homelessness | | | | |
| Housing | Homelessness | **Homelessness** | 926 |  |
|  |  | **Total** | **926** | **100%** |
| Home Energy Grants (SEAI) | | | | |
| Housing | Home Energy Grants | **Home Energy Grants** | 894 |  |
|  |  | **Total** | **894** | **100%** |
| Buying a Home | | | | |
| Housing | Buying a Home | **Buying a Home** | 609 |  |
|  |  | **Total** | **609** | **100%** |
| Planning Permission | | | | |
| Housing | Planning Permission | **Planning Permission** | 141 |  |
|  |  | **Total** | **141** | **100%** |
| All other sub-categories (<100 queries)\* | | | | |
|  |  | **All other sub-categories** | 286 |  |
|  |  | **Total** | **286** | **100%** |
|  |  | **Total Housing Queries** | **21,234** |  |

**\***All other sub-categories include the following query areas: Losing your Home (88); Building or Altering a Home (84); Emergency Accommodation (78); Equality/Housing Discrimination (25) and Management Companies - Apartment Blocks – (11)

**Table 8** sets out the **Health** query dataset for Quarter 3, 2022. Health replaced Moving Country in the top three categories of queries, representing 7.1% of all queries compared with 6.6% in Q3 2021. The Health category essentially covers health service entitlements and eligibility with the main query area being **Medical Card** related concerns.

# Q3 2022 showed some changes in the type, as well as the amount, of **Health** queries received from the public:

# **Medical Card** queries increased from 7,627 in Q3 2021 to **9,650** **in Q3 2022** (+26.5%) to represent 62% of all Health queries, up from 60% in Q3, 2021.

* **GP Services** increased by 50%, compared to Q3 2021, whilequeries on the **Fair Deal & Home Care Package** just slightly increased by 6%.

# **Table 8 - Health Query Breakdown, Q3 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Sub-category** | **Q3, 2022 Sub-category Breakdown** | **# of Queries** | **% of Health Sub-category** |
| **Medical Card** | | | | |
| **Health** | Medical Card | **Medical Card** | 9,650 |  |
|  |  | **Total** | **9,650** | **100%** |
| **GP Services** | | | | |
| **Health** | GP Services | **GP Services** | 990 |  |
|  |  | **Total** | **990** | **100%** |
| **Fair Deal & Home Care Package** | | | | |
| **Health** | Fair Deal & Home Care Package | **Fair Deal & Home Care Package** | 877 |  |
|  |  | **Total** | **877** | **100%** |
| **Health - Other** | | | | |
| **Health** | Other | **Other** | 764 |  |
|  |  | **Total** | **764** | **100%** |
| **Drugs/Medicines** | | | | |
| **Health** | Drugs/Medicines | **Drugs Payment Scheme** | 320 | 74.8% |
| **Health** |  | **Long-term Illness Scheme** | 108 | 25.2% |
|  |  | **Total** | **428** | **100%** |
| **Dental, Aural and Optical Health** | | | | |
| **Health** | Dental, Aural and Optical Health | **Dental, Aural and Optical Health** | 368 | 100% |
|  |  | **Total** | **368** | **100%** |
| **EU Healthcare** | | | | |
| **Health** | EU Healthcare | **EU Healthcare** | 323 | 100% |
|  |  | **Total** | **323** | **100%** |
| **Hospital Services** | | | | |
| **Health** | Hospital Services | **Hospital Services** | 300 | 100% |
|  |  | **Total** | **300** | **100%** |
| **Health Services for Older People** | | | | |
| **Health** | Health Services for Older People | **Health Services for Older People** | 300 | 100% |
|  |  | **Total** | **300** | **100%** |
| **Care in your Community** | | | | |
| **Health** | Care in your Community | **Care in your Community** | 287 | 100% |
|  |  | **Total** | **287** | **100%** |
| **Health Services for People with Disabilities** | | | | |
| **Health** | Health Services for People with Disabilities | **Health Services for People with Disabilities** | 227 | 100% |
|  |  | **Total** | **227** | **100%** |
| **Mental Health** | | | | |
| **Health** | Mental Health | **Mental Health** | 213 | 100% |
|  |  | **Total** | **213** | **100%** |
| **All other sub-categories (<100 queries)\*** | | | | |
|  |  | **All other sub-categories** | 754 | 100% |
|  |  | **Total** | **754** | **100%** |
|  |  | **Total Health Queries** | **15,481** | **100%** |

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

1. Of the in-person callers, 91% were drop in, and 9% were appointments. [↑](#footnote-ref-1)
2. Note: Quarterly trends are not indicative of trends for a full year’s dataset – changes and patterns reflected from quarter to quarter may balance out over a year. [↑](#footnote-ref-2)
3. This reflects similar issues identified in a joint CIB/Threshold report on Renting and Risk, launched the 13th October 2022. [↑](#footnote-ref-3)
4. Queries here were formerly recorded under the Exceptional/Urgent Needs Payment sub-category. [↑](#footnote-ref-4)
5. Query sub-categories are presented in thematic categories, as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for that data sub-category i.e., the Fuel Allowance percentage represents the queries recorded as a percentage of the Extra Social Welfare Benefits sub-category. [↑](#footnote-ref-5)
6. CIB/Threshold (2022) Renting and Risk – an analysis of the vulnerabilities of renting. https://www.citizensinformationboard.ie/en/publications/social\_policy/research.html [↑](#footnote-ref-6)
7. The percentages in the right-hand column represent the percentage of queries for the related data sub-category i.e., the Housing Assistance Payment (HAP) percentage represents the number of HAP queries recorded as a percentage of the ***Local Authority and Social Housing*** sub-category. [↑](#footnote-ref-7)