

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 (n= 68%)	% of Callers
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 callers¹.

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%

¹ Of the in-person callers, 91% were drop in, and 9% were appointments.

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

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 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 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.

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.

³ This reflects similar issues identified in a joint CIB/Threshold report on Renting and Risk, launched the 13th October 2022.

⁴ Queries here were formerly recorded under the Exceptional/Urgent Needs Payment sub-category.

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 2022⁵

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%

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.

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 services⁶. **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

⁶ CIB/Threshold (2022) Renting and Risk – an analysis of the vulnerabilities of renting.
https://www.citizensinformationboard.ie/en/publications/social_policy/research.html

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 2022⁷

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				

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.

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, while queries 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.