

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

## Statistical Summary Quarter 4 2021

The following is a statistical summary of CIS caller and query data for Quarter 4, October 1<sup>st</sup> – December 31<sup>st</sup> 2021.

### Caller Summary

There were 80, 270 callers to CISs nationally during Q4, 2021. Most callers were female (61.7%). Where age was recorded (n=63.8%), the highest number were in the 26-45 age bracket.

**Table 1 – Caller Gender Profile – Q4 Summary**

Caller Profile	Number of Callers	% of Callers
Female	49,535	61.71%
Male	29,332	36.54%
Couples	1,302	1.62%
Unknown	101	0.13%

**Table 2 – Caller Age Profile – Q4 Summary**

Caller Age Range	Number of Callers (n= 63.8%)	% of Callers
26 - 45	21,561	42.10%
46 - 65	19,682	38.43%
66 and Over	8,720	17.03%
25 and Under	1,247	2.44%

Over 70% of people that contacted CISs in Q4 2021 did so by telephone, including the 4.74% of callers who initiated contact through the web-based *Request a Call Back*<sup>1</sup> service, part of CIB's digital response to the Covid-19 pandemic.

**Table 3 – Caller Mode of Contact – Q4 Summary**

Caller Type	Number of Callers	% of Callers
Telephone	59,443	74.05%
Personal	16,916	21.07%
Letter/Email	3,911	4.87%

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<sup>1</sup> 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 **157,605** queries during Q4, 2021. There were 1.96 queries *per* caller compared with 1.98 in Q3, 2021. Of the 157,605 queries recorded by CISs, most were about Social Welfare rights and entitlements (72,258 queries) followed by Housing (13,086) and Employment (12,170).

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 Q4 High-level**

Query Category	Number of Queries	% of Queries
Social Welfare	72,258	45.85%
Housing	13,086	8.30%
Employment	12,170	7.72%
Money and Tax	11,469	7.28%
Health	10,836	6.88%
Local	8,449	5.36%
Moving Country	5,611	3.56%
Covid-19	4,953	3.14%
Travel and Recreation	4,145	2.63%
Birth, Family and Relationships	4,008	2.54%
Justice	3,889	2.47%
Consumer Affairs	2,377	1.51%
Education and Training	2,158	1.37%
Death and Bereavement	1,225	0.78%
Government in Ireland	702	0.45%
Environment	269	0.17%
	<b>157,605</b>	<b>100.00%</b>

**Table 5 - Top-ten Single Payment or Schemes, Q4 2021**

Top Ten Single Payment or Scheme Q4, 2021				
	Category	Single Payment or Scheme	Number of Queries	% of Total Queries
1	Health - Medical Card	Medical Card	6,702	4.25%
2	Social Welfare - Extra Social Welfare Benefits	Fuel Allowance	6,016	3.82%
3	Social Welfare - Carers	Carer's Allowance	5,241	3.33%
4	Social Welfare - Disability and Illness	Disability Allowance	5,145	3.26%
5	Social Welfare - Older & Retired People	State Pension/Contributory	4,661	2.96%
6	Money and Tax - Property Taxes	Local Property Tax (LPT)	3,762	2.39%
7	Social Welfare - Disability and Illness	Illness Benefit	3,727	2.36%
8	Social Welfare - Extra Social Welfare Benefits	Jobseeker's Allowance	3,500	2.22%
9	Housing - Local Authority and Social Housing	Applying for Local Authority/Social Housing	3,488	2.21%
10	Social Welfare - Families and Children	Household Benefits Package	3,445	2.19%

**Table 6** sets out the Social Welfare query dataset for Quarter 4, 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 *Fuel Allowance* percentage represents the queries recorded by CISs as a percentage of the **Extra Social Welfare Benefits** sub-category.

**Table 6 – Social Welfare Query Breakdown, Q4 2021**

Category	Sub-category	Q4, 2021 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
<b>Extra Social Welfare Benefits</b>				
Social Welfare	Extra Social Welfare Benefits	Fuel Allowance	6016	47.47%
Social Welfare	Extra Social Welfare Benefits	Household Benefits Package	3445	27.18%
Social Welfare	Extra Social Welfare Benefits	Living Alone Increase	1335	10.53%
Social Welfare	Extra Social Welfare Benefits	Free Travel (Travel Card, Companion Card, etc.)	1149	9.07%
Social Welfare	Extra Social Welfare Benefits	Christmas Bonus	382	3.01%
Social Welfare	Extra Social Welfare Benefits	Telephone Support Allowance	255	2.01%
Social Welfare	Extra Social Welfare Benefits	Treatment Benefits	91	0.72%
		<b>Total</b>	<b>12,673</b>	<b>100.00%</b>
<b>Disability and Illness</b>				
Social Welfare	Disability and illness	Disability Allowance	5145	42.68%
Social Welfare	Disability and illness	Illness Benefit	3727	30.91%
Social Welfare	Disability and illness	Invalidity Pension	2323	19.27%
Social Welfare	Disability and illness	Partial Capacity Benefit	452	3.75%
Social Welfare	Disability and illness	Injury Benefit	185	1.53%
Social Welfare	Disability and illness	Occupational Injuries Benefit Scheme	121	1.00%
Social Welfare	Disability and illness	Other Payment (Blind Pension/Other)	103	0.85%
		<b>Total</b>	<b>12,056</b>	<b>100.00%</b>

<b>Families and Children</b>				
<b>Social Welfare</b>	Families and Children	<b>Working Family Payment (WFP) formerly FIS</b>	2749	31.78%
<b>Social Welfare</b>	Families and Children	<b>One Parent Family Payment (OPF)</b>	1883	21.77%
<b>Social Welfare</b>	Families and Children	<b>Child Benefit</b>	1027	11.87%
<b>Social Welfare</b>	Families and Children	<b>Maternity/ Adoptive Benefit</b>	794	9.18%
<b>Social Welfare</b>	Families and Children	<b>Increase for a Qualified Adult (IQA)</b>	681	7.87%
<b>Social Welfare</b>	Families and Children	<b>Increase for a Qualified Child (IQC)</b>	456	5.27%
<b>Social Welfare</b>	Families and Children	<b>Parent's Benefit</b>	394	4.56%
<b>Social Welfare</b>	Families and Children	<b>Paternity Benefit</b>	260	3.01%
<b>Social Welfare</b>	Families and Children	<b>Back to Work Family Dividend</b>	199	2.30%
<b>Social Welfare</b>	Families and Children	<b>Back to School Clothing &amp; Footwear Allowance (BTSCFA)</b>	125	1.45%
<b>Social Welfare</b>	Families and Children	<b>Health and Safety Benefit</b>	51	0.59%
<b>Social Welfare</b>	Families and Children	<b>Deserted Wife's Benefit</b>	21	0.24%
<b>Social Welfare</b>	Families and Children	<b>Deserted Wife's Allowance</b>	9	0.10%
		<b>Total</b>	<b>8,649</b>	<b>100.00%</b>
<b>Older and Retired People</b>				
<b>Social Welfare</b>	Older and Retired People	<b>State Pension/Contributory</b>	4661	58.72%
<b>Social Welfare</b>	Older and Retired People	<b>State Pension/Non-Contributory Pension</b>	2036	25.65%
<b>Social Welfare</b>	Older and Retired People	<b>Payment for people who retire at 65</b>	528	6.65%
<b>Social Welfare</b>	Older and Retired People	<b>Qualified Adults</b>	405	5.10%
<b>Social Welfare</b>	Older and Retired People	<b>UK Pensions/Brexit</b>	208	2.62%
<b>Social Welfare</b>	Older and Retired People	<b>EU/International Pensions</b>	99	1.25%
		<b>Total</b>	<b>7,937</b>	<b>100.00%</b>
<b>Carers</b>				
<b>Social Welfare</b>	Carers	<b>Carer's Allowance</b>	5241	69.02%
<b>Social Welfare</b>	Carers	<b>Carer's Benefit</b>	940	12.38%
<b>Social Welfare</b>	Carers	<b>Domiciliary Care Allowance (DCA)</b>	718	9.45%
<b>Social Welfare</b>	Carers	<b>Carer's Support Grant (Respite Care Grant)</b>	651	8.57%
<b>Social Welfare</b>	Carers	<b>Half-rate Carer's Allowance</b>	44	0.58%

		<b>Total</b>	<b>7,594</b>	<b>100.00%</b>
<b>Unemployed People</b>				
<b>Social Welfare</b>	Unemployed People	<b>Jobseeker's Allowance</b>	3500	51.34%
<b>Social Welfare</b>	Unemployed People	<b>Jobseeker's Benefit</b>	2181	31.99%
<b>Social Welfare</b>	Unemployed People	<b>Social Welfare Payments and Work</b>	622	9.12%
<b>Social Welfare</b>	Unemployed People	<b>Jobseeker's Transitional Payment</b>	403	5.91%
<b>Social Welfare</b>	Unemployed People	<b>Unemployed following self-employment</b>	111	1.63%
		<b>Total</b>	<b>6,817</b>	<b>100.00%</b>
<b>Supplementary Welfare Schemes</b>				
<b>Social Welfare</b>	Supplementary Welfare Schemes	<b>Basic Supplementary Welfare Allowance</b>	2397	55.35%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<b>Exceptional/urgent needs payment</b>	1087	25.10%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<b>Rent Supplement (RS)</b>	787	18.17%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<b>Diet/Heating Supplement</b>	57	1.32%
<b>Social Welfare</b>	Supplementary Welfare Schemes	<b>Mortgage Interest Supplement (MIS)</b>	3	0.07%
		<b>Total</b>	<b>4,331</b>	<b>100.00%</b>
<b>Social Welfare Miscellaneous</b>				
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Other</b>	1329	32.36%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Means Tests</b>	889	21.65%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Public Services Card</b>	852	20.75%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Habitual Residence Condition</b>	429	10.45%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>MyWelfare.ie</b>	247	6.01%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Overpayments</b>	220	5.36%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>UK Entitlements/Brexit</b>	66	1.61%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>EU Contributions and Entitlements</b>	51	1.24%
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Late Claims</b>	24	0.58%
		<b>Total</b>	<b>4,107</b>	<b>100.00%</b>
<b>Social Insurance (PRSI)</b>				
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>PRSI Records/Paid Contributions</b>	1613	41.41%
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>PPS Number</b>	868	22.28%

<b>Social Welfare</b>	Social Insurance (PRSI)	<b>Credited Contributions</b>	443	11.37%
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>PRSI Classes</b>	309	7.93%
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>Voluntary Contributions</b>	266	6.83%
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>Homemakers Scheme</b>	183	4.70%
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>Other</b>	167	4.29%
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>Employer's PRSI</b>	46	1.18%
		<b>Total</b>	<b>3,895</b>	<b>100.00%</b>
<b>Activation Schemes, Education and Training</b>				
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Back to Education Allowance (BTEA)</b>	494	37.68%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Community Employment (CE)</b>	291	22.20%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Back to Work Enterprise Allowance (BTWEA)</b>	284	21.66%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>JobPath - Seetec/Turas Nua</b>	44	3.36%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Tús</b>	40	3.05%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Part-time Education Option (PTEO)</b>	39	2.97%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Part-Time Job Incentive Scheme (PTJI)</b>	38	2.90%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>JobsPlus</b>	33	2.52%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Short-Term Enterprise Allowance</b>	30	2.29%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Rural Social Scheme</b>	15	1.14%
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>JobBridge/ First Steps - Youth Internship</b>	3	
		<b>Total</b>	<b>1,311</b>	<b>99.77%</b>
<b>Death Related Benefits</b>				
<b>Social Welfare</b>	Death Related Benefits	<b>Widow/Widower/Surviving Civil Partner's Pension (Contrib./Non-Contributory).</b>	753	73.04%
<b>Social Welfare</b>	Death Related Benefits	<b>Widow/Widower/Surviving Civil Partner Grant</b>	126	12.22%
<b>Social Welfare</b>	Death Related Benefits	<b>Guardian's Payment</b>	77	7.47%
<b>Social Welfare</b>	Death Related Benefits	<b>Help with Funeral Costs</b>	69	6.69%
<b>Social Welfare</b>	Death Related Benefits	<b>Special Funeral Grant (Occ. Injuries Scheme only)</b>	6	0.58%
		<b>Total</b>	<b>1,031</b>	<b>100.00%</b>
<b>Social Welfare Appeals</b>				

Social Welfare	Appeals	Disability Allowance	265	30.15%
Social Welfare	Appeals	Invalidity Pension	157	17.86%
Social Welfare	Appeals	Carer's Allowance/Benefit	136	15.47%
Social Welfare	Appeals	Other	94	10.69%
Social Welfare	Appeals	Domiciliary Care Allowance	48	5.46%
Social Welfare	Appeals	Jobseeker's Allowance	46	5.23%
Social Welfare	Appeals	Supplementary Welfare Allowance	21	2.39%
Social Welfare	Appeals	Jobseeker's Benefit	18	2.05%
Social Welfare	Appeals	State Pension (Non-Contributory)	18	2.05%
Social Welfare	Appeals	State Pension (Contributory)	17	1.93%
Social Welfare	Appeals	Working Family Payment (WFP)	15	1.71%
Social Welfare	Appeals	Illness Benefit	12	1.37%
Social Welfare	Appeals	One Parent Family Payment (OPF)	11	1.25%
Social Welfare	Appeals	Child Benefit	10	1.14%
Social Welfare	Appeals	Carer's Support Grant	9	1.02%
Social Welfare	Appeals	Widow/Widower/surviving Civil Partner Pension	2	0.23%
		<b>Total</b>	<b>879</b>	<b>100.00%</b>
<b>Social Welfare Payments and Work</b>				
Social Welfare	Social Welfare - Payments and Work	Social Welfare - Payments and Work	509	100.00%
		<b>Total</b>	<b>509</b>	<b>100.00%</b>
<b>Social Welfare Benefits Check</b>				
Social Welfare	Benefits Check	Benefits Check	320	100.00%
		<b>Total</b>	<b>320</b>	<b>100.00%</b>
<b>Social Welfare and Farmers</b>				
Social Welfare	Farmers	Farm Assist	141	94.63%
Social Welfare	Farmers	Other	8	5.37%
		<b>Total</b>	<b>149</b>	<b>100.00%</b>
		<b>Total Social Welfare Queries</b>	<b>72,258</b>	<b>100.00%</b>

**Table 7** sets out the Housing query dataset for Quarter 4, 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, Q4 2021**

Category	Sub-category	Q4, 2021 Sub-category Breakdown	# of Queries	% of Housing Sub-category
<b>Local Authority and Social Housing</b>				
Housing	Local Authority and Social Housing	<b>Applying for Local Authority/Social Housing</b>	3488	47.91%
Housing	Local Authority and Social Housing	<b>Housing Assistance Payment (HAP)</b>	2403	33.00%
Housing	Local Authority and Social Housing	<b>Other</b>	530	7.28%
Housing	Local Authority and Social Housing	<b>Differential Rent</b>	332	4.56%
Housing	Local Authority and Social Housing	<b>Standards/Repairs</b>	150	2.06%
Housing	Local Authority and Social Housing	<b>LA Transfers</b>	142	1.95%
Housing	Local Authority and Social Housing	<b>Notice/Eviction/Disputes</b>	74	1.02%
Housing	Local Authority and Social Housing	<b>Rent Arrears/Rent Problems</b>	71	0.98%
Housing	Local Authority and Social Housing	<b>Rental Accommodation Scheme (RAS)</b>	67	0.92%
Housing	Local Authority and Social Housing	<b>Tenant Purchase (Incremental Scheme)</b>	24	0.33%
		<b>Total</b>	<b>7,281</b>	<b>100.00%</b>
<b>Renting a Home</b>				
Housing	Renting a Home (Private Rental Accommodation)	<b>Notice/Eviction/Disputes</b>	528	25.90%
Housing	Renting a Home (Private Rental Accommodation)	<b>Tenant’s Rights and Obligations</b>	362	17.75%
Housing	Renting a Home (Private Rental Accommodation)	<b>Landlords Rights &amp; Obligations</b>	311	15.25%
Housing	Renting a Home (Private Rental Accommodation)	<b>RTB (Residential Tenancies Board)</b>	253	12.41%
Housing	Renting a Home (Private Rental Accommodation)	<b>Rent Review</b>	213	10.45%
Housing	Renting a Home (Private Rental Accommodation)	<b>Standards/Repairs</b>	164	8.04%
Housing	Renting a Home (Private Rental Accommodation)	<b>Deposit Retention</b>	104	5.10%
Housing	Renting a Home (Private Rental Accommodation)	<b>Rent Arrears/Rent Problems</b>	104	5.10%
		<b>Total</b>	<b>2,039</b>	<b>100.00%</b>

Category	Sub-category	Q4, 2021 Sub-category Breakdown		# of Queries	% of Housing Sub-category
<b>Housing Grants and Schemes</b>					
Housing	Housing Grants and Schemes	Housing Grants and Schemes		1979	100.00%
		<b>Total</b>		<b>1,979</b>	<b>100.00%</b>
<b>Other</b>					
Housing	Other	Other		713	100.00%
		<b>Total</b>		<b>713</b>	<b>100.00%</b>
<b>Homelessness</b>					
Housing	Homelessness	Homelessness		504	100.00%
		<b>Total</b>		<b>504</b>	<b>100.00%</b>
<b>Buying a Home</b>					
Housing	Buying a Home	Buying a Home		284	100.00%
		<b>Total</b>		<b>284</b>	<b>100.00%</b>
<b>Planning Permission</b>					
Housing	Planning Permission	Planning Permission		91	100.00%
		<b>Total</b>		<b>91</b>	<b>100.00%</b>
<b>Losing Your Home</b>					
Housing	Losing your Home	Losing your Home		77	100.00%
		<b>Total</b>		<b>77</b>	<b>100.00%</b>
<b>Emergency Accommodation</b>					
Housing	Emergency Accommodation	Emergency Accommodation		58	100.00%
		<b>Total</b>		<b>58</b>	<b>100.00%</b>
<b>Building or Altering a Home</b>					
Housing	Building or Altering a Home	Building or Altering a Home		43	100.00%
		<b>Total</b>		<b>43</b>	<b>100.00%</b>
<b>Equality/Housing Discrimination</b>					
Housing	Equality/Housing Discrimination	Equality/Housing Discrimination		17	100.00%
		<b>Total</b>		<b>17</b>	<b>100.00%</b>
		<b>Total Housing Queries</b>		<b>13,086</b>	<b>100.00%</b>

**Table 8** sets out the Employment query dataset for Quarter 4, 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, Q4 2021**

Category	Sub-category	Q4, 2021 Sub -category Breakdown	# of Queries	% of Employment Sub-category
<b>Employment Rights and Conditions</b>				
Employment	Employment Rights and Conditions	Leave and Holidays	3263	40.36%
Employment	Employment Rights and Conditions	Contracts of Employment	1391	17.21%
Employment	Employment Rights and Conditions	Other	968	11.97%
Employment	Employment Rights and Conditions	Pay/Wages	912	11.28%
Employment	Employment Rights and Conditions	Dismissal (unfair, constructive etc)	476	5.89%
Employment	Employment Rights and Conditions	Notice Period	432	5.34%
Employment	Employment Rights and Conditions	Hours of Work	389	4.81%
Employment	Employment Rights and Conditions	Health and Safety	232	2.87%
Employment	Employment Rights and Conditions	Garda Vetting	21	0.26%
		<b>Total</b>	<b>8,084</b>	<b>100.00%</b>
<b>Unemployment and Redundancy</b>				
Employment	Unemployment and Redundancy	Unemployment and Redundancy	1195	100.00%
		<b>Total</b>	<b>1195</b>	<b>100.00%</b>
<b>Enforcement and Redress</b>				
Employment	Enforcement and Redress	WRC (Workplace Relations Commission)	720	100.00%
		<b>Total</b>	<b>720</b>	<b>100.00%</b>
<b>Self-Employment</b>				
Employment	Self-employment	Self-employment	632	100.00%
		<b>Total</b>	<b>632</b>	<b>100.00%</b>
<b>Grievance and Disciplinary Procedures</b>				
Employment	Grievance and Discipline Procedures	Grievance and Discipline Procedures	394	100.00%

		<b>Total</b>	394	100.00%
<b>Starting Work and Changing Job</b>				
<b>Employment</b>	Starting Work and Changing Job	<b>Starting Work and Changing Job</b>	318	100.00%
		<b>Total</b>	318	100.00%
<b>Equality in Work</b>				
<b>Employment</b>	Equality in Work	<b>Bullying and Harassment</b>	94	31.54%
<b>Employment</b>	Equality in Work	<b>Discrimination</b>	98	32.89%
<b>Employment</b>	Equality in Work	<b>Other</b>	67	22.48%
<b>Employment</b>	Equality in Work	<b>Pay and Conditions</b>	22	7.38%
<b>Employment</b>	Equality in Work	<b>Victimisation</b>	17	5.70%
		<b>Total</b>	<b>298</b>	<b>100.00%</b>
<b>Part-time Employment</b>				
<b>Employment</b>	Part-time Employment	<b>Part-time Employment</b>	209	100.00%
		<b>Total</b>	209	100.00%
<b>Retirement</b>				
<b>Employment</b>	Retirement	<b>Retirement</b>	114	100.00%
		<b>Total</b>	114	<b>100.00%</b>
<b>Employment and Disability</b>				
<b>Employment</b>	Employment and Disability	<b>Employment and Disability</b>	86	100.00%
		<b>Total</b>	86	<b>100.00%</b>
<b>Employment Schemes/Placements</b>				
<b>Employment</b>	Employment Schemes/Placements	<b>Employment Schemes/Placements</b>	69	100.00%
		<b>Total</b>	69	<b>100.00%</b>
<b>Migrant Workers</b>				
<b>Employment</b>	Migrant Workers	<b>Migrant Workers</b>	45	100.00%
		<b>Total</b>	45	<b>100.00%</b>
<b>Employment Appeals (Enforcement)</b>				
<b>Employment</b>	Appeals (Enforcement)	<b>Appeals (Enforcement)</b>	6	100.00%
<b>Employment</b>	Appeals (Enforcement)	<b>Total</b>	6	<b>100.00%</b>
		<b>Total Employment</b>	<b>12,170</b>	<b>100.00%</b>