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

# Statistical Summary Quarter 4 2022

The following is a statistical summary of CISs caller and query data for Quarter 4, 1st October – 31st December 2022.

# Caller Summary

### There were **94,906** callers to CISs nationally during Q4, 2022, an **increase of 18.2%** on the same period in 2021 when there were 80,270 callers. Nearly two-thirds of callers in Q4 2022 were female (58.5%).

# **Table 1 – Caller Gender Profile – Q4 2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Profile | Number of Callers | % Of Callers |
| Female | 55,485 | 58.5% |
| Male | 35,039 | 36.9% |
| Couples | 3,963 | 4.2% |
| Unknown | 419 | 0.4% |

### Where age was recorded (n=67.7%), the highest number of callers was in the 26-45 range representing almost 38% of callers closely followed by the 46-65 age category which accounted for 37.6%. The number of callers in the 66 and over age bracket was 22.9% and rose by 68.7% between Q4 2021 to Q4 2022 reflecting a return in service demand from older callers since the pandemic.

# **Table 2 – Caller Age Profile – Q 4 2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Age Range | Number of Callers | % Of Callers |
| **(n= 68%)** |
| 25 and under | 1,726 | 2.7% |
| 26 - 45 | 24,147 | 37.6% |
| 46 - 65 | 23,712 | 36.9% |
| 66 and Over | 14,707 | 22.9% |

Of the 94,906 callers that contacted CISs in Q4 2022, 45.4% of people did so by telephone, compared to 69.3% in Q4 2021. Face-to-face services (drop-in and appointment) resumed on a phased basis in Q1 2022. Callers in person, therefore, trebled from Q4 2021 to Q4 2022. Of the personal callers, 91.9% of callers were drop in and 8.1% were appointment based.

# **Table 3 – Caller Mode of Contact – Q4 2022 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % Of Callers |
| Telephone | 43,096 | 45.4% |
| Personal | 48,699 | 51.3% |
| Letter/Email | 3,111 | 3.3% |

# **Query Summary**

Services dealt with **188,949** queries during Q 4 2022, an **increase of 19.8%** on the same period in 2021. There was a rise in the ratio of queries to callers, at 1.99 **queries per caller** compared with 1.96 in Q4 2021. Of these queries recorded by CISs, 50.9% were related to Social Welfare rights and entitlements (96,121 queries) followed by Housing 9.2% (17,345) and Health 7.0% (13,229). The following tables set out the query breakdown 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. Fuel Allowance surpassed queries regarding medical cards queries for the first time, -this highlights that people are continuing to struggle during the ongoing cost of living crisis.

# **Table 4 - Query Profile Q4 2022 High-level**

|  |  |  |
| --- | --- | --- |
| Query Category | # Of Queries | % Of all Queries |
| Social Welfare | 96,121 | 50.9% |
| Housing | 17,345 | 9.2% |
| Health | 13,229 | 7.0% |
| Local | 12,023 | 6.4% |
| Money and Tax | 10,918 | 5.8% |
| Employment | 10,574 | 5.6% |
| Moving Country | 8,459 | 4.5% |
| Justice | 3,868 | 2.1% |
| Travel and Recreation | 3,809 | 2.0% |
| Birth, Family and Relationships | 3,724 | 1.9% |
| Consumer Affairs | 3,157 | 1.7% |
| Education and Training | 2,701 | 1.4% |
| Death and Bereavement | 1,299 | 0.7% |
| Government in Ireland | 1,139 | 0.6% |
| Covid 19 | 311 | 0.2% |
| Environment | 272 | 0.1% |
|   | **188,949** | **100%** |

# **Table 5 - Top-Ten Single Payments or Schemes, Q4 2022**

|  |
| --- |
| Top Ten Single Payment or Schemes Q4, 2022 |
|  | **Category** | **Single Payment or Scheme** | **# Of Queries** | **% Of Top Ten Queries** |
| 1 | Extra Social Welfare Benefits | **Fuel Allowance** | 14,787 | 24.2% |
| 2 | Health - Medical Card | **Medical Card** | 8,419 | 13.8% |
| 3 | Disability and Illness | **Disability Allowance** | 5,925 | 9.7% |
| 4 | Older and Retired People | **State Pension (Contributory)** | 5,705 | 9.3% |
| 5 | Carer’s | **Carer’s Allowance** | 5,627 | 9.2% |
| 6 | Extra SW Benefits | **Household Benefits Package** | 5,286 | 8.6% |
| 7 | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 4,407 | 7.2% |
| 8 | Supplementary Welfare Schemes | **Additional Needs Payment** | 3,872 | 6.3% |
| 9 | Unemployed People | **Jobseeker’s Allowance** | 3,608 | 5.9% |
| 10 | Disability and Illness | **Illness Benefit** | 3,510 | 5.7% |

# **Quarter-on-Quarter Comparison: what’s new?[[1]](#footnote-1)**

Q4 2022 indicated several trends in the caller data and type of queries received from the public compared with the same period last year.

Of note:

* **Personal callers** accounted for over half of all callers (compared with quarter 4 last year where in person only accounted for one fifth of callers). This was due to the increased provision of face-to-face services from early 2022.
* **Social Welfare queries** increased by 33.0% compared to the same quarter last year a continuation of the growth of queries related to **cost of living supports which was seen earlier this year**.
* Additional needs payments which include exceptional needs under the Supplementary Welfare Allowance (SWA) trebled compared to Q4/2021 with basic SWA queries increasing by 37.9%.
* Fuel Allowance overtook Medical Card payments as the most queried single payment or scheme, a 145.8% increase compared to Q4 2021 and an increase of 60.3% compared to Q3 2022.
* **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 25,964 queries, more than double the figure for the same period last year and an increase of 31.5% on Q3 2022. Fuel allowance accounted for 57.0% of all queries in the Extra Social Welfare Benefits in Q4 2022.
* Housing queries were up by 32.5% compared to the same quarter last year. Local Authority/Social Housing made up 50.2% of total housing queries. Within Local Authority/Social Housing, **Applying for Local Authority/ Social Housing** queries were up by 26.3% on Q4 2021 and made up for 50.6% queries in the local authority and social housing category. Housing Assistance Payment (HAP) query levels remained high in this quarter.
* Private rented sector housing queries increased by 42.8% when compared to Q4 2021.The four highest query areas in the private rented sector were Notice/Eviction/Disputes, RTB (Residential Tenancies Board), Landlords Rights and Obligations and Tenants Rights and Obligations.[[2]](#footnote-2)

**Table 6** details the **Social Welfare** query dataset for Quarter 4, 2022. Social Welfare related queries continue to be the most popular query area, representing 50.9% of all queries compared with 45.9% for the same quarter in the previous year.

**Social Welfare payment trends Q4, 2022**:

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

**Extra Social Welfare Benefits** was the highest sub-category under Social Welfare with 25,964 queries compared to 12,673 last year, a doubling in enquiries on the same quarter last year and up by 31.5% compared to Q3 this year. Fuel Allowance queries saw the most significant increase – a 145.8% increase on Q4 2021 and a 60.3% increase compared to Q3 2022.

The *Living Alone payment* saw an increase of 35.1% compared to Q3 of this year and 108.6% compared to the same quarter last year. *Household Benefits Package* saw an increase of 53.4% on Q4 2021. The significantly increased query numbers for *Fuel Allowance*, the *Living Alone payment* and the *Household Benefits Package* are indicative of the cost-of-living crisis currently facing the population.

***Disability & Illness*** was the second highest sub-category under Social Welfare with 13,157 queries compared to 12,056 queries in the same quarter in 2021 an increase of 9.1% this year. The number of *Invalidity Pension Queries* increased 21.2% compared to Q4 2021 and *Other Payments (Blind Pension/Other)* saw a 72.8% increase in the same period.

***Supplementary Welfare Schemes*** almost doubled (87.8%) in queries compared with the same period in 2021. *Additional Needs Payment* had the highest number of queries (3,872) in this sub-category and replaced the *Exceptional Needs Payment* from July 2022, followed by *Basic Supplementary Welfare Allowance* which saw an increase of 37.9% in queries when compared with Q4 2021. The ongoing affordability challenges by people in Ireland is shown by the rising query numbers as people look for solutions.

**Carer’s payments** rose by 17.7% compared to the same quarter last year. *Carer’s Allowance, Carer’s Support Grant* and *Domiciliary Care Allowance* saw increases of 7.4%, 44.4% and 30.4% respectively.

**Older and Retired People’s** payments saw the *State Pension (Contributory*) queries increase by 22.4%, and the *State Pension (Non-Contributory)* by 28.1% compared to last year.

# **Table 6 – Social Welfare Query Breakdown, Q4 2022[[3]](#footnote-3)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q4, 2022 Sub-category Breakdown | # Of Queries | % Of Social Welfare Sub-category |
| Extra Social Welfare Benefits |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 14,787 | 57.0% |
|  | Extra Social Welfare Benefits | **Household Benefits Package** | 5,286 | 20.4% |
|  | Extra Social Welfare Benefits | **Living Alone Increase** | 2,784 | 10.7% |
|  | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc)** | 1,694 | 6.5% |
|  | Extra Social Welfare Benefits | **Cost of Living Increase** | 610 | 2.3% |
|  | Extra Social Welfare Benefits | **Telephone Support Allowance** | 381 | 1.5% |
|  | Extra Social Welfare Benefits | **Christmas Bonus** | 365 | 1.4% |
|  | Extra Social Welfare Benefits | **Treatment Benefits** | 57 | 0.2% |
|   |  | **Total** | **25,964** | **100%** |
| Disability and Illness |
| Social Welfare | Disability and Illness | **Disability Allowance** | 5,925 | 45.0% |
|  | Disability and Illness | **Illness Benefit** | 3,510 | 26.7% |
|  | Disability and Illness | **Invalidity Pension** | 2,815 | 21.4% |
|  | Disability and Illness | **Partial Capacity Benefit** | 432 | 3.3% |
|  | Disability and Illness | **Other Payment (Blind Pension/Other)** | 178 | 1.4% |
|  | Disability and Illness | **Injury Benefit** | 162 | 1.2% |
|  | Disability and Illness | **Occupational Injuries Benefit Scheme** | 135 | 1.0% |
|   |  | **Total** | **13,157** | **100%** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Older and Retired People |  |  |
| Social Welfare | **Older and Retired People** | **State Pension/Contributory** | 5,705 | 57.5% |
|  | **Older and Retired People** | **State Pension/Non-Contributory Pension** | 2,608 | 26.3% |
|  | **Older and Retired People** | **Payment for people who retire at 65** | 542 | 5.5% |
|  | **Older and Retired People** | **Qualified Adults** | 517 | 5.2% |
|  | **Older and Retired People** | **UK Pensions/Brexit** | 407 | 4.1% |
|  | **Older and Retired People** | **EU/International Pensions** | 151 | 1.5% |
|  | **Older and Retired People** | **Total** | **9,930** | **100%** |
| Carers |
| Social Welfare | Carers | **Carer's Allowance** | 5,627 | 62.9% |
|  | Carers | **Carer’s Support Grant (Respite Care Grant)** | 940 | 10.5% |
|  | Carers | **Domiciliary Care Allowance (DCA)** | 936 | 10.5% |
|  | Carers | **Carer's Benefit** | 935 | 10.5% |
|  | Carers | **Half-rate Carer's Allowance** | 501 | 5.6% |
|  |  | **Total** | **8,939** | **100%** |
| Families and Children |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 3,136 | 36.2% |
|  | Families and Children | **One Parent Family Payment (OFP)** | 1,608 | 18.6% |
|  | Families and Children | **Child Benefit** | 1,521 | 17.6% |
|  | Families and Children | **Maternity/ Adoptive Benefit** | 625 | 7.2% |
|  | Families and Children | **Increase for a Qualified Adult (IQA)** | 584 | 6.7% |
|  | Families and Children | **Increase for a Qualified Child (IQC)** | 351 | 4.1% |
|  | Families and Children | **Parent's Benefit** | 288 | 3.3% |
|  | Families and Children | **Back to Work Family Dividend** | 177 | 2.0% |
|  | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 172 | 2.0% |
|  | Families and Children | **Paternity Benefit** | 146 | 1.7% |
|  | Families and Children | **Health and Safety Benefit** | 28 | 0.3% |
|  | Families and Children | **Deserted Wife's Benefit** | 13 | 0.2% |
|  | Families and Children | **Deserted Wife's Allowance** | 6 | 0.1% |
|   |  | **Total** | **8,655** | **100%** |
| Supplementary Welfare Schemes |
| Social Welfare | Supplementary Welfare Schemes | **Additional Needs Payment** | 3,872 | 47.6% |
|  | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 3,305 | 40.6% |
|  | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 886 | 10.9% |
|  | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 65 | 0.8% |
|  | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 4 | 0.0% |
|   |  | **Total** | **8,132** | **100%** |
| Unemployed People |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 3,608 | 54.4% |
|  | Unemployed People | **Jobseeker's Benefit** | 1,980 | 29.9% |
|  | Unemployed People | **Social Welfare Payments and Work** | 499 | 7.5% |
|  | Unemployed People | **Jobseeker's Transitional Payment** | 470 | 7.1% |
|  | Unemployed People | **Unemployed following self-employment** | 72 | 1.1% |
|   |  | **Total** | **6,629** | **100%** |

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| Social Welfare Miscellaneous |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 1,834 | 36.6% |
|  | Social Welfare Miscellaneous | **Public Services Card** | 918 | 18.3% |
|  | Social Welfare Miscellaneous | **Means Tests** | 918 | 18.3% |
|  | Social Welfare Miscellaneous | **Habitual Residence Condition** | 600 | 12.0% |
|  | Social Welfare Miscellaneous | **MyWelfare.ie** | 331 | 6.6% |
|  | Social Welfare Miscellaneous | **Overpayments** | 227 | 4.5% |
|  | Social Welfare Miscellaneous | **UK Entitlements Brexit** | 115 | 2.3% |
|  | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 49 | 1.0% |
|  | Social Welfare Miscellaneous | **Late Claims** | 22 | 0.4% |
|  | Social Welfare Miscellaneous | **Insolvency Payments** | 3 | 0.1% |
|   |  | **Total** | **5,017** | **100%** |
| Social Insurance (PRSI) |
|  Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 1,630 | 39.3% |
|  | Social Insurance (PRSI) | **PPS Number** | 1,040 | 25.1% |
|  | Social Insurance (PRSI) | **Credited Contributions** | 455 | 11.0% |
|  | Social Insurance (PRSI) | **Voluntary Contributions** | 336 | 8.1% |
|  | Social Insurance (PRSI) | **PRSI Classes** | 283 | 6.8% |
|  | Social Insurance (PRSI) | **Homemakers Scheme/HomeCaring Periods Scheme** | 242 | 5.8% |
|  | Social Insurance (PRSI) | **Other** | 114 | 2.7% |
|  | Social Insurance (PRSI) | **Employer’s PRSI** | 51 | 1.2% |
|   |  | **Total** | **4,151** | **100%** |
| Social Welfare Appeals |
| Social Welfare | Appeals | Disability Allowance | 410 | 32.8% |
|  | Appeals | Carer's Allowance/Benefit | 183 | 14.6% |
|  | Appeals | Invalidity Pension | 175 | 14.0% |
|  | Appeals | Other | 132 | 10.6% |
|  | Appeals | Jobseeker's Allowance | 96 | 7.7% |
|  | Appeals | Domiciliary Care Allowance | 40 | 3.2% |
|  | Appeals | Supplementary Welfare Allowance | 36 | 2.9% |
|  | Appeals | Child Benefit | 36 | 2.9% |
|  | Appeals | Jobseeker's Benefit | 28 | 2.2% |
|  | Appeals | State Pension (Contributory) | 26 | 2.1% |
|  | Appeals | State Pension (Non-Contributory) | 24 | 1.9% |
|  | Appeals | Illness Benefit | 19 | 1.5% |
|  | Appeals | Working Family Payment (WFP) | 19 | 1.5% |
|  | Appeals | One Parent Family Payment (OFP) | 17 | 1.4% |
|  | Appeals | Carer's Support Grant | 6 | 0.5% |
|  | Appeals | Widow/Widower/surviving Civil Partner Pension | 4 | 0.3% |
|   |  | **Total** | **1,251** | **100%** |
| Social Welfare Benefits Check |
| Social Welfare | Social Welfare - Benefits Check | **Social Welfare - Benefits Check** | 1,220 |  |
|   |  | **Total** | **1,220** | **100%** |
| Death Related Benefits |
| Social Welfare | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension** | 773 | 66.3% |
|  | Death Related Benefits | **Help with Funeral Costs** | 128 | 11.0% |
|  | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension** | 119 | 10.2% |
|  | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 87 | 7.5% |
|  | Death Related Benefits | **Guardian's Payment** | 47 | 4.0% |
|   | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 12 | 1.0% |
|  |  | **Total** | **1,161** | **100%** |

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| Activation Schemes, Education and Training |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 412 | 36.3% |
|  | Activation Schemes, Education and Training | **Community Employment (CE)** | 341 | 30.1% |
|  | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 199 | 17.5% |
|  | Activation Schemes, Education and Training | **Tús** | 50 | 4.4% |
|  | Activation Schemes, Education and Training | **JobPath - Seetec/Turas Nua** | 36 | 3.2% |
|  | Activation Schemes, Education and Training | **Rural Social Scheme** | 27 | 2.4% |
|  | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 25 | 2.2% |
|  | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 18 | 1.6% |
|  | Activation Schemes, Education and Training | **JobsPlus** | 14 | 1.2% |
|  | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 10 | 0.9% |
|  | Activation Schemes, Education and Training | **JobBridge/ First Steps - Youth Internship** | 2 | 0.2% |
|   |  | **Total** | **1,134** | **100%** |
| Social Welfare Payments and Work |
| Social Welfare | Social Welfare - Payments and Work | **Social Welfare - Payments and Work** | 597 |  |
|   |  | **Total** | **597** | **100%** |
| Farmers |
| Social Welfare | Farmers | **Farm Assist** | 139 | 77.7 % |
|  |  | **Other** | 40 | 22.3% |
|   |  | **Total** | **179** | **100%** |
|   |  | **Total Social Welfare Queries** | **96,121** |  |

# **Table 7** below sets out the **Housing** query dataset for Quarter 4, 2022. Housing is the 2nd highest category of queries, representing 9% of all queries compared with 8% for the same quarter in 2021.

# **Housing query trends in Q4 2022**:

* Housing queries numbers increased by 32.5% from 13,086 to **17,345** in this quarter compared to Q4 in 2021.
* The highest number of queries received continue to be ***Local Authority and Social Housing***, representing over half of all housing queries (50.2%); these rose by 19.6% on the same quarter in 2021 (from 7,281 to 8,710). *Applying for Local Authority/Social Housing* queries increased by 26.3% from Q4 2021 to Q4 2022.
* *Housing Assistance Payment (HAP*) query levels remained consistent in Q4 and continue to be the 2nd highest query area in the social housing category. *HAP* accounted for 27.9% of the **Local Authority and Social Housing** sub-category. It is categorised as social housing but is dependent on private rented housing availability.
* **Renting a Home** was the 2nd highest category with 2,912 queries, a 42.8% increase compared with the same quarter in 2021 when there were 2,039 queries. The four highest sub-query areas changed as follows: *Notice/Eviction/Disputes* (+63.3%) *RTB (Residential Tenancies Board)*(+86.2%), *Landlord Rights and Obligations* (+22.2%) and *Tenants Rights and Obligations* (-1.7%) compared to the same quarter last year.
* Queries about*Homelessness* were 39.5% higher than for the same period last year. In addition, there were 78 queries about *Losing Your Home*, and 54 queries relating to *Emergency Accommodation*, comprising a total of **835 queries** relating to homelessness/threatened homelessness for this quarter and increase of 30.7% on the same quarter last year and a decrease of 23.5% from Q3 2022.
* **Housing Grants and Schemes** queries increased by 25.0% (2,474) compared to Q4 2021.
* **Home Energy Grants (SEAI)** had 1,026 queries, up by 14.8% on Q3, 2022.

# **Table 7 – Housing Queries Breakdown, Q4 2022[[4]](#footnote-4)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q4, 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** | 4,407 | 50.6% |
|  | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 2,431 | 27.9% |
|  | Local Authority and Social Housing | **Other** | 626 | 7.2% |
|  | Local Authority and Social Housing | **Differential Rent** | 368 | 4.2% |
|  | Local Authority and Social Housing | **Standards/Repairs** | 202 | 2.3% |
|  | Local Authority and Social Housing | **LA Transfers** | 151 | 1.7% |
|  | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 116 | 1.3% |
|  | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 109 | 1.3% |
|  | Local Authority and Social Housing | **Medical Priority** | 93 | 1.1% |
|  | Local Authority and Social Housing | **Choice Based Lettings** | 87 | 1.0% |
|  | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 72 | 0.8% |
|  | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 48 | 0.6% |
|   |  | **Total** | **8,710** | **100%** |
| Renting a Home |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 862 | 29.6% |
|  | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 471 | 16.2% |
|  | Renting a Home (Private Rental Accommodation) | **Tenants’ Rights and Obligations** | 356 | 12.2% |
|  | Renting a Home (Private Rental Accommodation) | **Landlords’ Rights & Obligations** | 380 | 13.0% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Review** | 264 | 9.1% |
|  | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 155 | 5.3% |
|  | Renting a Home (Private Rental Accommodation) | **Finding Accommodation** | 128 | 4.4% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 123 | 4.2% |
|  | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 107 | 3.7% |
|  | Renting a Home (Private Rental Accommodation) | **Licensee** | 66 | 2.3% |
|   |  | **Total** | **2,912** | **100%** |
| Housing Grants and Schemes |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 2,474 |  |
|   |  | **Total** | **2,474** | **100%** |
| Home Energy Grants (SEAI) |
| Housing | Home Energy Grants | **Home Energy Grants** | 1,026 |  |
|   |  | **Total** | **1,026** | **100%** |
| Other |
| Housing | Other | **Other** | 806 |  |
|   |  | **Total** | **806** | **100%** |
| Homelessness |
| Housing | Homelessness | **Homelessness** | 703 |  |
|   |  | **Total** | **703** | **100%** |
| Buying a Home |
| Housing | Buying a Home | **Buying a Home** | 394 |  |
|   |  | **Total** | **394** | **100%** |
| All other sub-categories (<100 queries) \* |
|  |   | **All other sub-categories** | 228 |  |
|  |  | **Total** | **228** | **100%** |
| Planning Permission |
| Housing | Planning Permission | **Planning Permission** | 92 |  |
|   |  | **Total** | **92** | **100%** |
|   |   | **Total Housing Queries** | **17,345** |  |

**\***All other sub-categories include the following query areas: Losing your Home; Building or Altering a Home; Emergency Accommodation; Equality/Housing Discrimination and Management Companies - Apartment Blocks.

**Table 8** sets out the **Health** query dataset for Quarter 4, 2022. Health queries represented 7.0% of all queries in Q4 2022 (13,229), an increase of 22.1% on the same quarter last year. The Health category essentially covers health service entitlements and eligibility with the main query area being Medical Card related concerns.

# Q4 2022 showed some changes in the type, as well as the amount, of **Health** queries received from the public:

* **Medical Card** queries increased from 6,702 in Q4 2021 to **8,419** **in Q4 2022** (+25.6%) to represent 63.6% of all Health queries, up from 61.8% in Q4, 2021.
* Queries about **GP Services** increased by 41.9%, compared to Q4 2021, queries about Drugs and medicine increased by 31.2% and the **Fair Deal & Home Care Package** increased by 19.2% compared to the same quarter last year.
* Queries involving Health Services for Older People increased by 13.5% compared to Q4 2021.

# **Table 8 - Health Query Breakdown, Q4 2022**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Sub-category** | **Q4, 2022 Sub-category Breakdown** | **# Of Queries** | **% Of Health Sub-category** |
| **Medical Card** |
| **Health** | Medical Card | **Medical Card** | 8,419 |  |
|  |  | **Total** | **8,419** | **100%** |
| **GP Services** |
| **Health** | GP Services | **GP Services** | 911 |  |
|  |  | **Total** | **911** | **100%** |
| **Fair Deal & Home Care Package** |
| **Health** | Fair Deal & Home Care Package | **Fair Deal & Home Care Package** | 807 |  |
|  |  | **Total** | **807** | **100%** |
| **Health - Other** |
| **Health** | Other | **Other** | 605 |  |
|  |  | **Total** | **605** | **100%** |
| **Drugs/Medicines** |
| **Health** | Drugs/Medicines | **Drugs Payment Scheme** | 290 | 75.9% |
|  |   | **Long-term Illness Scheme** | 92 | 24.1% |
|  |  | **Total** | **382** | **100%** |
| **Health Services for Older People** |
| **Health** | Health Services for Older People | **Health Services for Older People** | 244 |  |
|  |  | **Total** | **244** | **100%** |
| **Hospital Services** |
| **Health** | Hospital Services | **Hospital Services** | 233 |  |
|  |  | **Total** | **233** | **100%** |
| **Dental, Aural and Optical Health** |
| **Health** | Dental, Aural and Optical Health | **Dental, Aural and Optical Health** | 229 |  |
|  |  | **Total** | **229** | **100%** |
| **EU Healthcare** |
| **Health** | EU Healthcare | **EU Healthcare** | 211 |  |
|  |  | **Total** | **211** | **100%** |
| **Care in your Community** |
| **Health** | Care in your Community | **Care in your Community** | 199 |  |
|  |  | **Total** | **199** | **100%** |
| **Health Services for People with Disabilities** |
| **Health** | Health Services for People with Disabilities | **Health Services for People with Disabilities** | 184 |  |
|  |  | **Total** | **184** | **100%** |
| **Mental Health** |
| **Health** | Mental Health | **Mental Health** | 164 |  |
|  |  | **Total** | **164** | **100%** |
| **Legal Matters and Health** |
| **Health** | **Legal Matters and Health** | **Legal Matters and Health** | **108** |  |
|  |  |  | **108** | **100%** |
| **All other sub-categories (<100 queries) \*** |
|  |   | **All other sub-categories** | 533 |  |
|  |  | **Total** | **533** | **100%** |
|  |   | **Total Health Queries** | **13,229** | **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, Environmental Health, and Alternative Health.

1. 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-1)
2. This reflects similar issues identified in a joint CIB/Threshold report on Renting and Risk, launched the 13th of October 2022. Threshold CIB Report. (citizensinformationboard.ie) [↑](#footnote-ref-2)
3. Query sub-categories are presented in payment/scheme 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-3)
4. 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-4)