

# 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, 1<sup>st</sup> October – 31<sup>st</sup> 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 (n= 68%)	% Of Callers
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%
	<b>188,949</b>	<b>100%</b>

**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?<sup>1</sup>

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.<sup>2</sup>

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<sup>1</sup> 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.

<sup>2</sup> This reflects similar issues identified in a joint CIB/Threshold report on Renting and Risk, launched the 13<sup>th</sup> of October 2022. Threshold CIB Report. (citizensinformationboard.ie)

**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<sup>3</sup>**

Category	Sub-category	Q4, 2022 Sub-category Breakdown	# Of Queries	% Of Social Welfare Sub-category
<b>Extra Social Welfare Benefits</b>				
<b>Social Welfare</b>	Extra Social Welfare Benefits	<b>Fuel Allowance</b>	14,787	57.0%
	Extra Social Welfare Benefits	<b>Household Benefits Package</b>	5,286	20.4%
	Extra Social Welfare Benefits	<b>Living Alone Increase</b>	2,784	10.7%
	Extra Social Welfare Benefits	<b>Free Travel (Travel Card, Companion Card, etc)</b>	1,694	6.5%
	Extra Social Welfare Benefits	<b>Cost of Living Increase</b>	610	2.3%
	Extra Social Welfare Benefits	<b>Telephone Support Allowance</b>	381	1.5%
	Extra Social Welfare Benefits	<b>Christmas Bonus</b>	365	1.4%
	Extra Social Welfare Benefits	<b>Treatment Benefits</b>	57	0.2%
		<b>Total</b>	<b>25,964</b>	<b>100%</b>
<b>Disability and Illness</b>				
<b>Social Welfare</b>	Disability and Illness	<b>Disability Allowance</b>	5,925	45.0%
	Disability and Illness	<b>Illness Benefit</b>	3,510	26.7%
	Disability and Illness	<b>Invalidity Pension</b>	2,815	21.4%
	Disability and Illness	<b>Partial Capacity Benefit</b>	432	3.3%
	Disability and Illness	<b>Other Payment (Blind Pension/Other)</b>	178	1.4%
	Disability and Illness	<b>Injury Benefit</b>	162	1.2%
	Disability and Illness	<b>Occupational Injuries Benefit Scheme</b>	135	1.0%
		<b>Total</b>	<b>13,157</b>	<b>100%</b>
<b>Older and Retired People</b>				
<b>Social Welfare</b>	<b>Older and Retired People</b>	<b>State Pension/Contributory</b>	5,705	57.5%
	<b>Older and Retired People</b>	<b>State Pension/Non-Contributory Pension</b>	2,608	26.3%
	<b>Older and Retired People</b>	<b>Payment for people who retire at 65</b>	542	5.5%

<sup>3</sup> 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.

	<b>Older and Retired People</b>	<b>Qualified Adults</b>	517	5.2%
	<b>Older and Retired People</b>	<b>UK Pensions/Brexit</b>	407	4.1%
	<b>Older and Retired People</b>	<b>EU/International Pensions</b>	151	1.5%
	<b>Older and Retired People</b>	<b>Total</b>	<b>9,930</b>	<b>100%</b>
<b>Carers</b>				
<b>Social Welfare</b>	Carers	<b>Carer's Allowance</b>	5,627	62.9%
	Carers	<b>Carer's Support Grant (Respite Care Grant)</b>	940	10.5%
	Carers	<b>Domiciliary Care Allowance (DCA)</b>	936	10.5%
	Carers	<b>Carer's Benefit</b>	935	10.5%
	Carers	<b>Half-rate Carer's Allowance</b>	501	5.6%
		<b>Total</b>	<b>8,939</b>	<b>100%</b>
<b>Families and Children</b>				
<b>Social Welfare</b>	Families and Children	<b>Working Family Payment (WFP) formerly FIS</b>	3,136	36.2%
	Families and Children	<b>One Parent Family Payment (OFP)</b>	1,608	18.6%
	Families and Children	<b>Child Benefit</b>	1,521	17.6%
	Families and Children	<b>Maternity/ Adoptive Benefit</b>	625	7.2%
	Families and Children	<b>Increase for a Qualified Adult (IQA)</b>	584	6.7%
	Families and Children	<b>Increase for a Qualified Child (IQC)</b>	351	4.1%
	Families and Children	<b>Parent's Benefit</b>	288	3.3%
	Families and Children	<b>Back to Work Family Dividend</b>	177	2.0%
	Families and Children	<b>Back to School Clothing &amp; Footwear Allowance (BTSCFA)</b>	172	2.0%
	Families and Children	<b>Paternity Benefit</b>	146	1.7%
	Families and Children	<b>Health and Safety Benefit</b>	28	0.3%
	Families and Children	<b>Deserted Wife's Benefit</b>	13	0.2%
	Families and Children	<b>Deserted Wife's Allowance</b>	6	0.1%
		<b>Total</b>	<b>8,655</b>	<b>100%</b>
<b>Supplementary Welfare Schemes</b>				
<b>Social Welfare</b>	Supplementary Welfare Schemes	<b>Additional Needs Payment</b>	3,872	47.6%
	Supplementary Welfare Schemes	<b>Basic Supplementary Welfare Allowance</b>	3,305	40.6%
	Supplementary Welfare Schemes	<b>Rent Supplement (RS)</b>	886	10.9%
	Supplementary Welfare Schemes	<b>Diet/Heating Supplement</b>	65	0.8%

	Supplementary Welfare Schemes	<b>Mortgage Interest Supplement (MIS)</b>	4	0.0%
		<b>Total</b>	<b>8,132</b>	<b>100%</b>
<b>Unemployed People</b>				
<b>Social Welfare</b>	Unemployed People	<b>Jobseeker's Allowance</b>	3,608	54.4%
	Unemployed People	<b>Jobseeker's Benefit</b>	1,980	29.9%
	Unemployed People	<b>Social Welfare Payments and Work</b>	499	7.5%
	Unemployed People	<b>Jobseeker's Transitional Payment</b>	470	7.1%
	Unemployed People	<b>Unemployed following self-employment</b>	72	1.1%
		<b>Total</b>	<b>6,629</b>	<b>100%</b>

<b>Social Welfare Miscellaneous</b>				
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Other</b>	1,834	36.6%
	Social Welfare Miscellaneous	<b>Public Services Card</b>	918	18.3%
	Social Welfare Miscellaneous	<b>Means Tests</b>	918	18.3%
	Social Welfare Miscellaneous	<b>Habitual Residence Condition</b>	600	12.0%
	Social Welfare Miscellaneous	<b>MyWelfare.ie</b>	331	6.6%
	Social Welfare Miscellaneous	<b>Overpayments</b>	227	4.5%
	Social Welfare Miscellaneous	<b>UK Entitlements Brexit</b>	115	2.3%
	Social Welfare Miscellaneous	<b>EU Contributions and Entitlements</b>	49	1.0%
	Social Welfare Miscellaneous	<b>Late Claims</b>	22	0.4%
	Social Welfare Miscellaneous	<b>Insolvency Payments</b>	3	0.1%
		<b>Total</b>	<b>5,017</b>	<b>100%</b>
<b>Social Insurance (PRSI)</b>				
<b>Social Welfare</b>	Social Insurance (PRSI)	<b>PRSI Records/Paid Contributions</b>	1,630	39.3%
	Social Insurance (PRSI)	<b>PPS Number</b>	1,040	25.1%
	Social Insurance (PRSI)	<b>Credited Contributions</b>	455	11.0%
	Social Insurance (PRSI)	<b>Voluntary Contributions</b>	336	8.1%
	Social Insurance (PRSI)	<b>PRSI Classes</b>	283	6.8%
	Social Insurance (PRSI)	<b>Homemakers Scheme/HomeCaring Periods Scheme</b>	242	5.8%
	Social Insurance (PRSI)	<b>Other</b>	114	2.7%
	Social Insurance (PRSI)	<b>Employer's PRSI</b>	51	1.2%
		<b>Total</b>	<b>4,151</b>	<b>100%</b>
<b>Social Welfare Appeals</b>				
<b>Social Welfare</b>	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%
		<b>Total</b>	<b>1,251</b>	<b>100%</b>
<b>Social Welfare Benefits Check</b>				
<b>Social Welfare</b>	Social Welfare - Benefits Check	Social Welfare - Benefits Check	1,220	
		<b>Total</b>	<b>1,220</b>	<b>100%</b>
<b>Death Related Benefits</b>				
<b>Social Welfare</b>	Death Related Benefits	<b>Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension</b>	773	66.3%
	Death Related Benefits	<b>Help with Funeral Costs</b>	128	11.0%
	Death Related Benefits	<b>Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension</b>	119	10.2%
	Death Related Benefits	<b>Widow/Widower/Surviving Civil Partner Grant</b>	87	7.5%
	Death Related Benefits	<b>Guardian's Payment</b>	47	4.0%
	Death Related Benefits	<b>Special Funeral Grant (Occ. Injuries Scheme only)</b>	12	1.0%
		<b>Total</b>	<b>1,161</b>	<b>100%</b>

### Activation Schemes, Education and Training

<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Back to Education Allowance (BTEA)</b>	412	36.3%
	Activation Schemes, Education and Training	<b>Community Employment (CE)</b>	341	30.1%
	Activation Schemes, Education and Training	<b>Back to Work Enterprise Allowance (BTWEA)</b>	199	17.5%
	Activation Schemes, Education and Training	<b>Tús</b>	50	4.4%
	Activation Schemes, Education and Training	<b>JobPath - Seetec/Turas Nua</b>	36	3.2%
	Activation Schemes, Education and Training	<b>Rural Social Scheme</b>	27	2.4%
	Activation Schemes, Education and Training	<b>Short-Term Enterprise Allowance</b>	25	2.2%
	Activation Schemes, Education and Training	<b>Part-time Education Option (PTEO)</b>	18	1.6%
	Activation Schemes, Education and Training	<b>JobsPlus</b>	14	1.2%
	Activation Schemes, Education and Training	<b>Part-Time Job Incentive Scheme (PTJI)</b>	10	0.9%
	Activation Schemes, Education and Training	<b>JobBridge/ First Steps - Youth Internship</b>	2	0.2%
		<b>Total</b>	<b>1,134</b>	<b>100%</b>

### Social Welfare Payments and Work

<b>Social Welfare</b>	Social Welfare - Payments and Work	<b>Social Welfare - Payments and Work</b>	597	
		<b>Total</b>	<b>597</b>	<b>100%</b>

### Farmers

<b>Social Welfare</b>	Farmers	<b>Farm Assist</b>	139	77.7 %
		<b>Other</b>	40	22.3%
		<b>Total</b>	<b>179</b>	<b>100%</b>
		<b>Total Social Welfare Queries</b>	<b>96,121</b>	

**Table 7** below sets out the **Housing** query dataset for Quarter 4, 2022. Housing is the 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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<sup>4</sup>**

Category	Sub-category	Q4, 2022 Sub-category Breakdown	# Of Queries	% Of Housing Sub-category
<b>Local Authority and Social Housing</b>				
<b>Housing</b>	Local Authority and Social Housing	<b>Applying for Local Authority/Social Housing</b>	4,407	50.6%
	Local Authority and Social Housing	<b>Housing Assistance Payment (HAP)</b>	2,431	27.9%
	Local Authority and Social Housing	<b>Other</b>	626	7.2%
	Local Authority and Social Housing	<b>Differential Rent</b>	368	4.2%
	Local Authority and Social Housing	<b>Standards/Repairs</b>	202	2.3%
	Local Authority and Social Housing	<b>LA Transfers</b>	151	1.7%
	Local Authority and Social Housing	<b>Notice/Eviction/Disputes</b>	116	1.3%
	Local Authority and Social Housing	<b>Rent Arrears/Rent Problems</b>	109	1.3%
	Local Authority and Social Housing	<b>Medical Priority</b>	93	1.1%
	Local Authority and Social Housing	<b>Choice Based Lettings</b>	87	1.0%
	Local Authority and Social Housing	<b>Rental Accommodation Scheme (RAS)</b>	72	0.8%
	Local Authority and Social Housing	<b>Tenant Purchase (Incremental Scheme)</b>	48	0.6%
		<b>Total</b>	<b>8,710</b>	<b>100%</b>
<b>Renting a Home</b>				
<b>Housing</b>	Renting a Home (Private Rental Accommodation)	<b>Notice/Eviction/Disputes</b>	862	29.6%
	Renting a Home (Private Rental Accommodation)	<b>RTB (Residential Tenancies Board)</b>	471	16.2%
	Renting a Home (Private Rental Accommodation)	<b>Tenants' Rights and Obligations</b>	356	12.2%
	Renting a Home (Private Rental Accommodation)	<b>Landlords' Rights &amp; Obligations</b>	380	13.0%
	Renting a Home (Private Rental Accommodation)	<b>Rent Review</b>	264	9.1%
	Renting a Home (Private Rental Accommodation)	<b>Standards/Repairs</b>	155	5.3%
	Renting a Home (Private Rental Accommodation)	<b>Finding Accommodation</b>	128	4.4%
	Renting a Home (Private Rental Accommodation)	<b>Rent Arrears/Rent Problems</b>	123	4.2%
	Renting a Home (Private Rental Accommodation)	<b>Deposit Retention</b>	107	3.7%
	Renting a Home (Private Rental Accommodation)	<b>Licensee</b>	66	2.3%
		<b>Total</b>	<b>2,912</b>	<b>100%</b>
<b>Housing Grants and Schemes</b>				
<b>Housing</b>	Housing Grants and Schemes	<b>Housing Grants and Schemes</b>	2,474	
		<b>Total</b>	<b>2,474</b>	<b>100%</b>
<b>Home Energy Grants (SEAI)</b>				
<b>Housing</b>	Home Energy Grants	<b>Home Energy Grants</b>	1,026	
		<b>Total</b>	<b>1,026</b>	<b>100%</b>

<sup>4</sup> 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.

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%
		<b>Total Housing Queries</b>	<b>17,345</b>	

\*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
<b>Medical Card</b>				
Health	Medical Card	Medical Card	8,419	
		<b>Total</b>	<b>8,419</b>	<b>100%</b>
<b>GP Services</b>				
Health	GP Services	GP Services	911	
		<b>Total</b>	<b>911</b>	<b>100%</b>
<b>Fair Deal &amp; Home Care Package</b>				
Health	Fair Deal & Home Care Package	Fair Deal & Home Care Package	807	
		<b>Total</b>	<b>807</b>	<b>100%</b>
<b>Health - Other</b>				
Health	Other	Other	605	
		<b>Total</b>	<b>605</b>	<b>100%</b>
<b>Drugs/Medicines</b>				
Health	Drugs/Medicines	Drugs Payment Scheme	290	75.9%
		Long-term Illness Scheme	92	24.1%
		<b>Total</b>	<b>382</b>	<b>100%</b>
<b>Health Services for Older People</b>				
Health	Health Services for Older People	Health Services for Older People	244	
		<b>Total</b>	<b>244</b>	<b>100%</b>
<b>Hospital Services</b>				
Health	Hospital Services	Hospital Services	233	
		<b>Total</b>	<b>233</b>	<b>100%</b>
<b>Dental, Aural and Optical Health</b>				
Health	Dental, Aural and Optical Health	Dental, Aural and Optical Health	229	
		<b>Total</b>	<b>229</b>	<b>100%</b>
<b>EU Healthcare</b>				
Health	EU Healthcare	EU Healthcare	211	

		<b>Total</b>	<b>211</b>	<b>100%</b>
<b>Care in your Community</b>				
<b>Health</b>	Care in your Community	Care in your Community	199	
		<b>Total</b>	<b>199</b>	<b>100%</b>
<b>Health Services for People with Disabilities</b>				
<b>Health</b>	Health Services for People with Disabilities	Health Services for People with Disabilities	184	
		<b>Total</b>	<b>184</b>	<b>100%</b>
<b>Mental Health</b>				
<b>Health</b>	Mental Health	Mental Health	164	
		<b>Total</b>	<b>164</b>	<b>100%</b>
<b>Legal Matters and Health</b>				
<b>Health</b>	Legal Matters and Health	Legal Matters and Health	108	
			<b>108</b>	<b>100%</b>
<b>All other sub-categories (&lt;100 queries) *</b>				
		All other sub-categories	533	
		<b>Total</b>	<b>533</b>	<b>100%</b>
		<b>Total Health Queries</b>	<b>13,229</b>	<b>100%</b>

\* 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.

