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

# Statistical Summary Quarter 4 2023

The following is a statistical summary of CISs caller and query data for Quarter 4, 1st October – 31st December 2023.[[1]](#footnote-1)

# Caller Summary

### There were **91,046** callers to CISs nationally during Q4, 2023, a decrease of 4**%** on the same period in 2022 when there were 94,906 callers. In quarter 1 there were 107,403 callers, in quarter 2 there were 95,678 callers, in quarter 3 there were 103,478 and in quarter 4 there were 91,046 callers.

# **Table 1 – Caller Gender Profile – Q4 2023 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Profile | Number of Callers | % Of Callers |
| Female | 50,626 | 55.6% |
| Male | 34,744 | 38.2% |
| Couples/ Family members | 5,156 | 5.7% |
| Unknown | 520 | 0.6% |

### Age was recorded for 68.7% of callers, the 46-65 and the 26-45 age groups contacted CISs at a similar level, and their caller numbers remained consistent to Q4 2022. There was a 10.2% drop in 66 and over callers compared to same quarter last year. Overall in 2023, there has been an increase in callers in this age group.

# **Table 2 – Caller Age Profile – Q 4 2023 Summary**

|  |  |  |
| --- | --- | --- |
| Caller Age Range | Number of Callers | % Of Callers |
| **(n= 68.7%)** |
| 25 and under | 1,810 | 2.9% |
| 26 - 45 | 23,686 | 37.9% |
| 46 - 65 | 23,839 | 38.1% |
| 66 and Over | 13,201 | 21.1% |

91,046 callers contacted CISs during quarter 4 of 2023. Personal callers were the most frequent mode of contact and accounted for 62.5%. In Q4 2022, telephone callers and personal callers were at a comparable level at 45.4% and 51.3%, respectively, but telephone contact was down to 34.8% in q4 2023.

# **Table 3 – Caller Mode of Contact – Q4 2023 Summary**

|  |  |  |  |
| --- | --- | --- | --- |
| Caller Type | Number of Callers | % Of Callers | % Change |
| Telephone | 31,710 | 34.8% | -26.4% |
| Personal | 56,921 | 62.5% | +16.9% |
| Letter/Email | 2,415 | 2.7% | -22.4% |

# **Query Summary**

Services dealt with 175,917 queries during Q4 2023, a 7% decline in the Q4 2022 query levels, and the ratio lowered to 1.93 from 1.99. Just under 48% of queries related to Social Welfare rights and entitlements (84,172 queries) Housing queries accounted for 10.3% (18,147 queries) and then Health (13,133 queries). The following tables set out the query breakdown data on the range of queries received from the public covering all aspects of rights and entitlements. Table 4 below shows the number of queries received across high-level category areas. Table 5 shows the single payments, schemes, or entitlements with the highest number of queries overall in this quarter.

# **Table 4 - Query Profile Q4 2023 High-level**

|  |  |  |  |
| --- | --- | --- | --- |
| Query Category | # Of Queries | % Of all Queries | % Change |
| Social Welfare | 84,172 | 47.9% | -12.4% |
| Housing | 18,147 | 10.3% | +4.6 |
| Health | 13,133 | 7.5% | -0.7% |
| Local | 11,641 | 6.6% | -3.2% |
| Money and Tax | 10,854 | 6.2% | -0.6% |
| Employment | 9,719 | 5.5% | -8.1% |
| Moving Country | 8,009 | 4.6% | -5.3% |
| Justice | 4,288 | 2.4% | +10.9% |
| Travel and Recreation | 4,086 | 2.3% | +7.3% |
| Birth, Family and Relationships | 3,798 | 2.2% | +2.0% |
| Education and Training | 2,697 | 1.5% | -0.1% |
| Consumer Affairs | 2,696 | 1.5% | -14.6% |
| Death and Bereavement | 1,202 | 0.7% | -0.1% |
| Government in Ireland | 1,098 | 0.6% | -3.6% |
| Environment | 320 | 0.2% | +17.6% |
| Covid 19 | 57 | 0.0% | -81.7% |
|  | **175,917** | **100%** | **-6.9%** |

# **Table 5 - Top-Ten Single Payments or Schemes, Q4 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Category | Single Payment or Scheme | # Of Queries | % Change Q4 2022 to Q4 2023 |
| 1 | Health - Medical Card | **Medical Card** | 8,401 | -0.2% |
| 2 | Extra Social Welfare Benefits | **Fuel Allowance** | 7,623 | -48.4% |
| 3 | Disability and Illness | **Disability Allowance** | 6,181 | +4.3% |
| 4 | Older and Retired People | **State Pension (Contributory)** | 5,579 | -2.2% |
| 5 | Carer's | **Carer's Allowance** | 5,253 | -6.6% |
| 6 | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 4,450 | +1.0% |
| 7 | Extra Social Welfare Benefits | **Household Benefits Package** | 4,231 | -20.0% |
| 8 | Unemployed People | **Jobseeker's Allowance** | 3,749 | +3.9% |
| 9 | Supplementary Welfare Schemes | **Basic supplementary welfare allowance** | 3,511 | +6.2% |
| 10 | Supplementary Welfare Schemes | **Additional needs payment** | 3,066 | -20.8% |

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

Q4 2023 indicated several trends in the caller data and type of queries received from the public compared to last year.

Of note:

* Almost 63% of those who contacted CISs in Q4 2024 were Personal Callers. 92.8% of the personal callers were Drop-ins (52,814), and 7.2% were appointment (4,107).
* 75.7% of callers Country of Origin was Ireland (42,622), there was a 15.2% increase in the number of callers whose country of origin was outside the European Union (8,920).
* Social Welfare queries decreased by 12.4% (84,172 queries) in the quarter.[[3]](#footnote-3) Several of the significant sub-categories under SW dropped, including Extra Social Welfare Benefits, which fell by 35.8%. Disability and Illness schemes queries decreased by 5.6%, Carer's queries by 5%, and Families and Children by 9%.[[4]](#footnote-4)
  + Fuel Allowance queries dropped by 48.4% and Household Benefits Package queries were down 20%.
  + Illness Benefit queries saw a 12.9% decrease and Invalidity Pension by 16%.
  + Carer’s allowance queries decreased by 6.6%.
* Housing queries continue to increase – up 4.6% compared to Q4 2022. Local authority and social housing queries increased by 7%, and housing grants and schemes increased by 12.3%. The trend relating to queries on Renting a Home (Private Rental Accommodation) decreased by 15%.
* Employment queries decreased by 8%. Within that category, Employment rights and conditions queries decreased by 15%, which included decreases in queries related to leave and holidays down by 30% and ‘contracts of employment’ concerns decreasing by 22.5%.
* Moving Country queries decreased by 5.3%
* Justice queries increased by 11%. Legal aid and advice increased by 7.3%, accounting for almost 50% of Justice queries.
* Travel and recreation queries increased by 7.3%; motoring queries increased by 14.8%.
* Consumer Affairs queries decreased by 14.6%, consumer protection queries decreased by 17%, and energy/utilities services decreased by 31%.

# **Table 6: Top payments and schemes for each age category.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Under 25 | 26-45 | 46-65 | 66 and Over |
| 1 | Jobseeker’s Allowance | Medical card | State Pension Contributory | Fuel Allowance |
| 2 | Medical card | Applying for local authority and social housing | Disability Allowance | Medical card |
| 3 | Disability Allowance | Disability Allowance | Fuel Allowance | Household Benefits Package |
| 4 | Basic Supplementary Welfare | Carer’s Allowance | Medical Card | State Pension Contributory |
| 5 | Applying for local authority and social housing | Working Family payment | Carer’s Allowance | State Pension non-Contributory |

**Table 6** details the **Social Welfare** query dataset for Quarter 4, 2023. Social Welfare related queries continue to be the most popular query area but saw a drop of 12.4%

**Social Welfare Payment Trends Q4, 2023**:

* Social Welfare queries represented 48% of all queries to CISs in Q4 2023 (84,172 queries).

The top four sub-categories were **Extra Social Welfare Benefits**, **Disability and Illness**: **Older and Retired People, and Carer's** respectively. These categories represented over half of all Social Welfare queries.

There were 16,673 Extra Social Welfare Benefits queries in Q4 2023, a decrease of 35.8% on the previous year (25,964 queries). Fuel allowance queries decreased by 48.4% (7,623 queries) and only increased by 6.3% from Q3 2024 despite the transition from the summer months to the winter months.

Household Benefits packages decreased by 20% (4,231 queries) and Living alone increases decreased by 25.6% (2,070 queries).

Disability & Illness was the second highest sub-category under Social Welfare with 12,414 queries --a decrease of 5.6%, despite this, Disability Allowance queries increased by 4.3% (6,181 queries).

Illness benefits queries decreased by 12.9% (3,057 queries), and Invalidity Pension decreased by 16% (2,365 queries).

Older and Retired People queries remained at a similar level to Q4 2022 levels, increasing slightly by 1.6% (10,089 queries).

Carer’s queries decreased by 5% (8,494 queries) with Carer’s Allowance queries (5,253) decreasing by 6.6% -- this means tested allowance represents the bulk of the queries in this category. Carer’s Benefit increased by 2.6% (959 queries); Carer’s Support Grant (Respite Care Grant) decreased by 19.3% (759 queries) but Half-rate Carer’s Allowance increased by 17.4% (588 queries).

Family and Children saw a drop of 9%, working family payment queries decreased by 11% (2,790 queries), one parent family payment decreased by 8.4% (1,473 queries) and child benefit by 4% (1,458 queries).

Supplementary welfare schemes decreased 9.4% (7,364 queries), basic supplementary welfare schemes *increased* by 6.2% (3,511 queries), additional needs payments decreased by 20.8% (3,066 queries).

Queries relating to Unemployed People payments grew by 3.3% (6,849 queries), Jobseekers Allowance queries grew by 4% (3,749 queries) and Jobseeker’s Benefit grew by 3% (2,040 queries).

**Social Welfare Caller Trends:**

* 41.4% of callers who contacted CISs with a Social Welfare query were between the ages of 46-65.
* 50.6% of callers with Extra Social Welfare Benefits queries were over 66.
* 56.8% of the callers seeking information relating to Disability and Illness were between 46-65.
* 69.2% of callers looking for information on Families and Children schemes and payments came from 26–45-year olds.
* 26-45 and 46-65-age groups contacted CISs at an almost identical rate when it came to supplementary welfare schemes.

# **Table 6 – Social Welfare Query Breakdown, Q4 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q4, 2023 Sub-category Breakdown | # Of Queries | % Of Social Welfare Sub-category |
| Extra Social Welfare Benefits 19.8% | | | | |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 7,623 | 45.7% |
|  | Extra Social Welfare Benefits | **Household Benefits Package** | 4,231 | 25.4% |
|  | Extra Social Welfare Benefits | **Living Alone Increase** | 2,070 | 12.4% |
|  | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc)** | 1,489 | 8.9% |
|  | Extra Social Welfare Benefits | **Cost of Living Increase** | 550 | 3.3% |
|  | Extra Social Welfare Benefits | **Christmas Bonus** | 381 | 2.3% |
|  | Extra Social Welfare Benefits | **Telephone Support Allowance** | 264 | 1.6% |
|  | Extra Social Welfare Benefits | **Treatment Benefits** | 65 | 0.4% |
|  |  | **Total** | **16,673** | **100%** |
| Disability and Illness 14.8% | | | | |
| Social Welfare | Disability and Illness | **Disability Allowance** | 6,181 | 49.8% |
|  | Disability and Illness | **Illness Benefit** | 3,057 | 24.6% |
|  | Disability and Illness | **Invalidity Pension** | 2,365 | 19.1% |
|  | Disability and Illness | **Partial Capacity Benefit** | 388 | 3.1% |
|  | Disability and Illness | **Injury Benefit** | 166 | 1.3% |
|  | Disability and Illness | **Other Payment (Blind Pension/Other)** | 140 | 1.1% |
|  | Disability and Illness | **Occupational Injuries Benefit Scheme** | 117 | 0.9% |
|  |  | **Total** | **12,414** | **100%** |
| Older and Retired People 12.0% | | | | |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 5,579 | 55.3% |
|  | Older and Retired People | **State Pension/Non-Contributory Pension** | 2,591 | 25.7% |
|  | Older and Retired People | **Payment for people who retire at 65** | 677 | 6.7% |
|  | Older and Retired People | **Qualified Adults** | 509 | 5.1% |
|  | Older and Retired People | **UK Pensions/Brexit** | 345 | 3.4% |
|  | Older and Retired People | **Homemakers Scheme/ HomeCaring Periods Scheme** | 207 | 2.1% |
|  | Older and Retired People | **EU/International Pensions** | 181 | 1.8% |
|  | Older and Retired People | **Total** | **10,089** | **100%** |
| Carers 10.1% | | | | |
| Social Welfare | Carers | **Carer's Allowance** | 5,253 | 61.8% |
|  | Carers | **Carer's Benefit** | 959 | 11.3% |
|  | Carers | **Domiciliary Care Allowance (DCA)** | 935 | 11.0% |
|  | Carers | **Carer's Support Grant (Respite Care Grant)** | 759 | 8.9% |
|  | Carers | **Half-rate Carer's Allowance** | 588 | 6.9% |
|  |  | **Total** | **8,494** | **100%** |
| Families and Children 9.4% | | | | |
| Social Welfare | Families and Children | **Working Family Payment (WFP)** | 2,790 | 35.4% |
|  | Families and Children | **One Parent Family Payment (OFP)** | 1,473 | 18.7% |
|  | Families and Children | **Child Benefit** | 1,458 | 18.5% |
|  | Families and Children | **Maternity/ Adoptive Benefit** | 543 | 6.9% |
|  | Families and Children | **Increase for a Qualified Adult (IQA)** | 519 | 6.6% |
|  | Families and Children | **Increase for a Qualified Child (IQC)** | 402 | 5.1% |
|  | Families and Children | **Parent's Benefit** | 221 | 2.8% |
|  | Families and Children | **Paternity Benefit** | 166 | 2.1% |
|  | Families and Children | **Back to Work Family Dividend** | 137 | 1.7% |
|  | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 127 | 1.6% |
|  | Families and Children | **Health and Safety Benefit** | 25 | 0.3% |
|  | Families and Children | **Deserted Wife's Benefit** | 17 | 0.2% |
|  | Families and Children | **Deserted Wife's Allowance** | 7 | 0.1% |
|  |  | **Total** | **7,885** | **100%** |
| Supplementary Welfare Schemes 8.8% | | | | |
|  | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 3,511 | 47.7% |
| Social Welfare | Supplementary Welfare Schemes | **Additional Needs Payment** | 3,066 | 41.6% |
|  | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 726 | 9.9% |
|  | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 57 | 0.8% |
|  | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 4 | 0.1% |
|  |  | **Total** | **7,364** | **100%** |
| Unemployed People 8.1% | | | | |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 3,749 | 54.7% |
|  | Unemployed People | **Jobseeker's Benefit** | 2,040 | 29.8% |
|  | Unemployed People | **Social Welfare Payments and Work** | 519 | 7.6% |
|  | Unemployed People | **Jobseeker's Transitional Payment** | 455 | 6.6% |
|  | Unemployed People | **Unemployed following self-employment** | 86 | 1.3% |
|  |  | **Total** | **6,849** | **100%** |
| Social Welfare Miscellaneous 5.8% | | | | |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 1,545 | 31.9% |
|  | Social Welfare Miscellaneous | **Public Services Card** | 926 | 19.1% |
|  | Social Welfare Miscellaneous | **Means Tests** | 919 | 19.0% |
|  | Social Welfare Miscellaneous | **Habitual Residence Condition** | 653 | 13.5% |
|  | Social Welfare Miscellaneous | **MyWelfare.ie** | 339 | 7.0% |
|  | Social Welfare Miscellaneous | **Overpayments** | 292 | 6.0% |
|  | Social Welfare Miscellaneous | **UK Entitlements Brexit** | 69 | 1.4% |
|  | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 51 | 1.1% |
|  | Social Welfare Miscellaneous | **SW Inspectors** | 26 | **0.5%** |
|  | Social Welfare Miscellaneous | **Late Claims** | 22 | 0.5% |
|  | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 5 | 0.1% |
|  |  | **Total** | **4,847** | **100%** |
| Social Insurance (PRSI) 4.7% | | | | |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 1,736 | 44.2% |
|  | Social Insurance (PRSI) | **PPS Number** | 817 | 20.8% |
|  | Social Insurance (PRSI) | **Credited Contributions** | 365 | 9.3% |
|  | Social Insurance (PRSI) | **Voluntary Contributions** | 333 | 8.5% |
|  | Social Insurance (PRSI) | **PRSI Classes** | 249 | 6.4% |
|  | Social Insurance (PRSI) | **Homemakers Scheme/HomeCaring Periods Scheme** | 237 | 6.0% |
|  | Social Insurance (PRSI) | **Other** | 147 | 3.8% |
|  | Social Insurance (PRSI) | **Employer's PRSI** | 39 | 1.0% |
|  | Social Insurance (PRSI) | **Jobs Plus** | 1 | 0.0% |
|  |  | **Total** | **3,924** | **100%** |
| Social Welfare Benefits Check 1.6% | | | | |
| Social Welfare | Social Welfare - Benefits Check | **Social Welfare - Benefits Check** | 1,349 |  |
|  |  | **Total** | **1,349** | **100%** |
| Death Related Benefits 1.4% | | | | |
| Social Welfare | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension** | 737 | 62.8% |
|  | Death Related Benefits | **Help with Funeral Costs** | 145 | 12.4% |
|  | Death Related Benefits | **Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension** | 115 | 9.8% |
|  | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 97 | 8.3% |
|  | Death Related Benefits | **Guardian's Payment** | 70 | 6.0% |
|  | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 9 | 0.8% |
|  |  | **Total** | **1,173** | **100%** |
| Social Welfare Appeals 1.4% | | | | |
| Social Welfare | Appeals | **Disability Allowance** | 426 | 36.4% |
|  | Appeals | **Invalidity Pension** | 192 | 16.4% |
|  | Appeals | **Carer's Allowance/Benefit** | 184 | 15.7% |
|  | Appeals | **Other** | 97 | 8.3% |
|  | Appeals | **Jobseeker's Allowance** | 69 | 5.9% |
|  | Appeals | **Domiciliary Care Allowance** | 62 | 5.3% |
|  | Appeals | **State Pension (Non-Contributory)** | 28 | 2.4% |
|  | Appeals | **Supplementary Welfare Allowance** | 27 | 2.3% |
|  | Appeals | **Jobseeker's Benefit** | 19 | 1.6% |
|  | Appeals | **Illness Benefit** | 16 | 1.4% |
|  | Appeals | **One Parent Family Payment (OFP)** | 15 | 1.3% |
|  | Appeals | **State Pension (Contributory)** | 14 | 1.2% |
|  | Appeals | **Working Family Payment (WFP)** | 9 | 0.8% |
|  | Appeals | **Child Benefit** | 8 | 0.7% |
|  | Appeals | **Carer's Support Grant** | 3 | 0.3% |
|  |  | **Total** | **1,169** | **100%** |
| Activation Schemes, Education and Training 1.3% | | | | |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 383 | 35.1% |
|  | Activation Schemes, Education and Training | **Community Employment (CE)** | 271 | 24.8% |
|  | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 215 | 19.7% |
|  | Activation Schemes, Education and Training | **JobPath - Seetec/Turas Nua** | 45 | 4.1% |
|  | Activation Schemes, Education and Training | **Tús** | 43 | 3.9% |
|  | Activation Schemes, Education and Training | **Rural Social Scheme** | 32 | 2.9% |
|  | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 29 | 2.7% |
|  | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 24 | 2.2% |
|  | Activation Schemes, Education and Training | **LAES (Local Area Employment Services)** | 22 | 2.0% |
|  | Activation Schemes, Education and Training | **JobsPlus** | 13 | 1.2% |
|  | Activation Schemes, Education and Training | **Work Placement Experience Programme (WPEP)** | 10 | 0.9% |
|  | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 4 | 0.4% |
|  | Activation Schemes, Education and Training | **Gateway** | 1 | 0.1% |
|  |  | **Total** | **1,092** | **100%** |
| Social Welfare Payments and Work 0.8% | | | | |
| Social Welfare | Social Welfare - Payments and Work | **Social Welfare - Payments and Work** | 693 |  |
|  |  | **Total** | **693** | **100%** |
| Farmers 0.2% | | | | |
| Social Welfare | Farmers | **Farm Assist** | 139 | 77.7 % |
|  |  | **Other** | 18 | 22.3% |
|  |  | **Total** | **157** | **100%** |
|  |  | **Total Social Welfare Queries** | **84,172** |  |

# **Table 7** below sets out the **Housing** query dataset for Quarter 4, 2023. Housing is the 2nd highest category of queries, representing 10.3% of all queries.

# **Housing query trends in Q4 2023**:

* Housing query numbers *increased by 4.6%* compared to Q4 2022 total of 18,417.
* Over half of queries related to Housing concerned Local authority and social housing queries (9,307 queries). Within the social housing sub-category, Applying for local authority and social housing and Housing Assistance Payments (HAP) queries remained at a consistent level to q4 2022.
* Housing Grants and schemes increased by 12.3% to 2,779 queries and Home energy grants (SEAI) increased by 18.8% (1,219 queries).
* Renting a Home (Private Rental Accommodation) *dropped* by 15% (2,478 queries), possibly reflecting a lower demand in the last quarter of the year
* Notices/benefits/Disputes queries deceased by 31.8% (588 queries)
* Residential tenancies board queries decreased by 16.8% (392 queries).
* Tenants’ Rights and Obligations queries increased by 16.6% (415 queries).

**Housing callers:**

* 42.9% of callers who contacted CISs on Housing matters came from the 26-45 age group, 34.1% from the 46-65 and 20.6% were in the 66 and over age   
  category.
* 53.2% of callers relating to local authority and social housing originated from the 26-45 group and 35.1% came from the 46-65s.
* 54.9% of callers about housing grants and schemes came from the 66 and over age category.
* 48.4% of callers who contacted CISs about Renting a Home (Private Rental Accommodation) came from 26-45 age and 40.6% from the 46-65 age group.

# **Table 7 – Housing Queries Breakdown, Q4 2023[[5]](#footnote-5)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q4, 2023 Sub-category Breakdown | # Of Queries | % Of Housing Sub-category |
| Local Authority and Social Housing 51.3% | | | | |
| Housing | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 4,450 | 47.8% |
|  | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 2,400 | 25.8% |
|  | Local Authority and Social Housing | **Other** | 664 | 7.1% |
|  | Local Authority and Social Housing | **Differential Rent** | 322 | 3.5% |
|  | Local Authority and Social Housing | **Standards/Repairs** | 189 | 2.0% |
|  | Local Authority and Social Housing | **LA Transfers** | 180 | 1.9% |
|  | Local Authority and Social Housing | **Medical Priority** | 179 | 1.9% |
|  | Local Authority and Social Housing | **Choice Based Lettings** | 153 | 1.6% |
|  | Local Authority and Social Housing | **Rent Arrears/ Rent Problems** | 143 | 1.5% |
|  | Local Authority and Social Housing | **Approved Housing Bodies (AHBs)** | 137 | 1.5% |
|  | Local Authority and Social Housing | **Social Housing Waiting Lists** | 120 | 1.3% |
|  | Local Authority and Social Housing | **Tenant in situ (HAP/RAS)** | 96 | 1.0% |
|  | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 76 | 0.8% |
|  | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 76 | 0.8% |
|  | Local Authority and Social Housing | **Anti-social behaviour** | 63 | 0.7% |
|  | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 48 | 0.5% |
|  | Local Authority and Social Housing | **Traveller Accommodation** | 11 | 0.1% |
|  |  | **Total** | **9,307** | **100%** |
| Housing Grants and Schemes 15.3% | | | | |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 2,779 |  |
|  |  | **Total** | **2,779** | **100%** |
| Renting a Home (Private Rental Accommodation) 13.7% | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 588 | 23.7% |
|  | Renting a Home (Private Rental Accommodation) | **Tenants' Rights and Obligations** | 415 | 16.8% |
|  | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 392 | 15.8% |
|  | Renting a Home (Private Rental Accommodation) | **Landlord Rights & Obligations** | 287 | 11.6% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Review** | 220 | 8.9% |
|  | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 176 | 7.1% |
|  | Renting a Home (Private Rental Accommodation) | **Rent Arrears/ Rent Problems** | 126 | 5.1% |
|  | Renting a Home (Private Rental Accommodation) | **Finding Accommodation** | 95 | 3.8% |
|  | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 86 | 3.5% |
|  | Renting a Home (Private Rental Accommodation) | **Licensee** | 64 | 2.6% |
|  | Renting a Home (Private Rental Accommodation) | **Cost Rental** | 26 | 1.1% |
|  | Renting a Home (Private Rental Accommodation) | **Non-Resident Landlords (Withholding Tax)** | 3 | 0.1% |
|  |  | **Total** | **2,478** | **100%** |
| Home Energy Grants (SEAI) 6.7% | | | | |
| Housing | Home Energy Grants | **Home Energy Grants** | 1,219 |  |
|  |  | **Total** | **1,219** | **100%** |
| Other 4.9% | | | | |
| Housing | Other | **Other** | 880 |  |
|  |  | **Total** | **880** | **100%** |
| Homelessness 3.7% | | | | |
| Housing | Homelessness | **Homelessness** | 663 |  |
|  |  | **Total** | **663** | **100%** |
| Buying a Home 2.5% | | | | |
| Housing | Buying a Home | **Buying a Home** | 451 |  |
|  |  | **Total** | **451** | **100%** |
| All other sub-categories (<100 queries) \* | | | | |
|  |  | **All other sub-categories** | **370** |  |
|  |  | **Total** | 370 | **100%** |
|  |  | **Total Housing Queries** | **18,147** |  |

\*All other sub-categories include the following query areas: Emergency Accommodation, Planning Permission, Losing your Home, Managements Companies (Apartment Blocks), Building or Altering a Home, Equality/ Housing Discrimination

**Table 8** sets out the **Health** query dataset for Quarter 4, 2023. Health queries represented 7.5% of all queries. Health queries remained at a steady level compared to Q4 2022.

* Medical Card queries represent 64% of these queries (8,401) and consistently are the top area of enquiry to CISs.
* GP services queries decreased by 4.8% to 867 queries.
* Fair deal & Home Care Package decreased by 7.1% to 750 queries.
* Dental, Aural and Optical Health queries decreased by 6.1% (215 queries)

**Health callers:**

* 33.7% of callers related to Health queries originated from the 46-65 age group, followed by the 66 and Over representing 33.5% and 30.2% from the 26-45 age category.
* 34.9% of Medical card callers were 66 and Over, 31.5% came from the 26-45 and 30.4% from the 46-65 age category.
* 34.9% of callers about GP services came from the 46-65 group, 33.9% were made up by the 26-45 and 29.1% from 66 and over.
* 45.3% of callers relating to Fair deal & home care package came from the 45-65 age category and 41.9% originated from the 66 and over category.

# **Table 8 - Health Query Breakdown, Q4 2023**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Sub-category** | **Q4, 2023 Sub-category Breakdown** | **# Of Queries** | **% Of Health Sub-category** |
| **Medical Card 64.0%** | | | | |
| **Health** | Medical Card | **Medical Card** | 8,401 |  |
|  |  | **Total** | **8,401** | **100%** |
| **GP Services 6.6%** | | | | |
| **Health** | GP Services | **GP Services** | 867 |  |
|  |  | **Total** | **867** | **100%** |
| **Fair Deal & Home Care Package 5.7%** | | | | |
| **Health** | Fair Deal & Home Care Package | **Fair Deal & Home Care Package** | 750 |  |
|  |  | **Total** | **750** | **100%** |
| **Health – Other 4.8%** | | | | |
| **Health** | Other | **Other** | 627 |  |
|  |  | **Total** | **627** | **100%** |
| **Drugs/Medicines 2.9%** | | | | |
| **Health** | Drugs/Medicines | **Drugs Payment Scheme** | 259 | 68.9% |
|  |  | **Long-term Illness Scheme** | 117 | 31.1% |
|  |  | **Total** | **376** | **100%** |
| **Health Services for Older People 1.9%** | | | | |
| **Health** | Health Services for Older People | **Health Services for Older People** | 254 |  |
|  |  | **Total** | **254** | **100%** |
| **Hospital Services 1.8%** | | | | |
| **Health** | Hospital Services | **Hospital Services** | 234 |  |
|  |  | **Total** | **234** | **100%** |
| **Dental, Aural and Optical Health 1.6%** | | | | |
| **Health** | Dental, Aural and Optical Health | **Dental, Aural and Optical Health** | 215 |  |
|  |  | **Total** | **215** | **100%** |
| **Health Services for People with Disabilities 1.5%** | | | | |
| **Health** | Health Services for People with Disabilities | **Health Services for People with Disabilities** | 199 |  |
|  |  | **Total** | **199** | **100%** |
| **Care in your Community 1.5%** | | | | |
| **Health** | Care in your Community | **Care in your Community** | 193 |  |
|  |  | **Total** | **193** | **100%** |
| **EU Healthcare 1.5%** | | | | |
| **Health** | EU Healthcare | **EU Healthcare** | 190 |  |
|  |  | **Total** | **190** | **100%** |
| **Mental Health 1.4%** | | | | |
| **Health** | Mental Health | **Mental Health** | 188 |  |
|  |  | **Total** | **188** | **100%** |
| **All other sub-categories (<100 queries) \*** | | | | |
|  |  | **All other sub-categories** | 639 |  |
|  |  | **Total** | **639** | **100%** |
|  |  | **Total Health Queries** | **13,113** | **100%** |

**\*** All other sub-categories include the following query areas: Health Insurance, Legal Matters and Health, Heath Related Benefits and Entitlements, Children’s Health, Entitlement to Health Services, Cancer services, Aids and appliances, Health Services Agencies, Alcohol and Drug Treatment services, women’s health, emergency health services, how health services are organized, alternative health, blood and organ donation

1. Comparative analysis mainly compares the quarter with the same quarter the previous year. i.e. Q4/2023 with Q4/2022, except where some trends are noted quarter on quarter in 2023. [↑](#footnote-ref-1)
2. Note: Quarterly trends are not indicative of trends for a full year’s dataset – changes and patterns reflected from quarter to quarter may balance out over a year. [↑](#footnote-ref-2)
3. [↑](#footnote-ref-3)
4. That reflects a pattern often seen in the last quarter of the year with people focusing less on information needs in the lead up to Christmas.  
    [↑](#footnote-ref-4)
5. 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-5)