

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

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 (n= 68.7%)	% Of Callers
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%

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.

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

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 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
 - 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

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.

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.

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 decreased 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 2023⁵

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%

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.

	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, Health 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