## Citizen Information Services (CISs) Query Profile 2022

# Overview

There were **788,902** queries from the public in 2022. Overall query levels increased by 13.7% on 2021 numbers. The ratio of *queries per caller* was **2.00**, down from 2.05 in 2021.

The type of queries received from the public in 2022 were consistent with 2021 data, except for Covid-19 related queries, which decreased.

The main categories can be seen in Table 1 below. In 2022 these were: Social Welfare – 47.1%; Housing – 9.6%; Health – 7.2%; Employment – 6.3%; Local - 6.1% and Moving Country 5.3%.

Table 1 outlines the number of queries per high level category in 2022. Table 2 provides comparative data for 2021 and 2022. The remaining tables provide a breakdown of query categories within the top five highest query categories recorded by CISs in 2022: Social Welfare, Housing, Health, Employment, and Moving Country related queries.

# Table 1 – CIS Query Categories 2022

| Query Category 2022 | Number of Queries | % Of Total Queries |
| --- | --- | --- |
| Social Welfare | 371,736 | 47.1% |
| Housing | 75,414 | 9.6% |
| Health | 57,059 | 7.2% |
| Employment | 49,667 | 6.3% |
| Local | 47,690 | 6.1% |
| Moving Country | 41,824 | 5.3% |
| Money and Tax | 41,561 | 5.3% |
| Travel and Recreation | 22,462 | 2.9% |
| Birth, Family and Relationships | 18,701 | 2.4% |
| Justice | 18,313 | 2.3% |
| Education and Training | 13,417 | 1.7% |
| Consumer Affairs | 12,134 | 1.5% |
| Covid-19 | 7,467 | 1.0% |
| Death and Bereavement | 5,422 | 0.7% |
| Government in Ireland | 4,566 | 0.6% |
| Environment | 1,469 | 0.2% |
|  | 788,902 | 100% |

Although ‘Local’ queries feature in the top 5 categories above Moving Country, it is a generic categorywhich includes signposting and referral to local services but does not include a breakdown of queries and therefore is not included in the tables.

# Table 2 – CIS Query Comparison 2021 & 2022

| Query Category | # Of Queries 2021 | # Of Queries 2022 | % Difference |
| --- | --- | --- | --- |
| Social Welfare | **300,644** | **371,736** | **+23.6%** |
| Housing | **61,577** | **75,414** | **+22.5%** |
| Health | **43,372** | **57,059** | **+31.6%** |
| Employment | **59,306** | **49,667** | **-16.3%** |
| Local | **32,636** | **47,690** | **+46.1%** |
| Moving Country | **24,101** | **41,824** | **+73.5%** |
| Money and Tax | **38,047** | **41,561** | **+9.2%** |
| Travel and Recreation | **17,935** | **22,462** | **+25.2%** |
| Birth, Family and Relationships | **21,092** | **18,701** | **-11.3%** |
| Justice | **19,340** | **18,313** | **-5.3%** |
| Education and Training | **12,707** | **13,417** | **+5.6%** |
| Consumer Affairs | **11,199** | **12,134** | **+8.3%** |
| Covid-19 | **41,422** | **7,467** | **-82.0%** |
| Death and Bereavement | **5,413** | **5,422** | **+0.2%** |
| Government in Ireland | **3,394** | **4,566** | **+34.5%** |
| Environment | **1,736** | **1,469** | **-15.4%** |
|  | **693,921** | **788,902** | **+13.7%** |

# Chart 1 – CIS Query Comparison 2021-2022

# Social Welfare Queries 2022

Citizens Information Services (CISs) dealt with 371,736 **Social Welfare** queries in 2022, 47.1% of all queries dealt with by services.

CISs recorded the highest number of Social Welfare queries under the ***Extra Social Welfare Benefits* (70,492)** sub-category, up 86.9% on the 2021 figures. These queries included *Fuel Allowance and Household Benefits.*

It should be noted that *Fuel Allowance* queries increased by 130% on the previous year and is the highest single payment query area within the overall Social Welfare category- this is the first time that a secondary payment replaced a core income support payment in the top queries listing.

***Supplementary Welfare Scheme*** queries (32,912) also rose significantly during 2022 - up 56.6% overall with a notable rise in the level of enquiries regarding the additional needs element of this scheme, up 144% to 11,865 queries.

Social Welfare queries relating to ***Disability and Illness*** queries rose 13.1% on 2021. *Disability Allowance* made up 44.1% of all queries, *Illness Benefit* represent 28.4% and *Invalidity Pension* made up 20.3%. It is worth noting that under ***Social Welfare Appeals*** in the Tables below, *Disability Allowance* continued to be the highest appeals related query to CISs, representing a third of the 5,000+ appeals enquiries in 2022, which were up overall by 35% on 2021 levels.

***Older and Retired People*** rose to the top 3 Social Welfare sub-categories a rise in 20.8% from 2021 figures. *State Pension /Contributory* made up 58.9% of the queries in the category.

# Table 3 – Social Welfare Queries 2022

| Category | Sub-category | 2022 Social Welfare Query Breakdown | # Of Queries | % Of Social Welfare Sub-category |
| --- | --- | --- | --- | --- |
| Extra Social Welfare Benefits | | | | |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 32,912 | 46.7% |
| Social Welfare | Extra Social Welfare Benefits | **Household Benefits Package** | 19,444 | 27.6% |
| Social Welfare | Extra Social Welfare Benefits | **Living Alone Increase** | 7,833 | 11.1% |
| Social Welfare | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc)** | 7,646 | 10.8% |
| Social Welfare | Extra Social Welfare Benefits | **Telephone Support Allowance** | 1,237 | 1.8% |
| Social Welfare | Extra Social Welfare Benefits | **Cost of Living Increase** | 610 | 0.9% |
| Social Welfare | Extra Social Welfare Benefits | **Christmas Bonus** | 453 | 0.6% |
| Social Welfare | Extra Social Welfare Benefits | **Treatment Benefits** | 356 | 0.5% |
| Social Welfare | Extra Social Welfare Benefits | **Water Conservation Grant** | 1 | 0.0% |
|  |  | **Total** | **70,492** | **100%** |
| Disability and Illness | | | | |
| Social Welfare | Disability and Illness | **Disability Allowance** | 24,741 | 44.1% |
| Social Welfare | Disability and Illness | **Illness Benefit** | 15,907 | 28.4% |
| Social Welfare | Disability and Illness | **Invalidity Pension** | 11,373 | 20.3% |
| Social Welfare | Disability and Illness | **Partial Capacity Benefit** | 2,008 | 3.6% |
| Social Welfare | Disability and Illness | **Injury Benefit** | 801 | 1.4% |
| Social Welfare | Disability and Illness | **Other Payment (Blind Pension/Other)** | 643 | 1.1% |
| Social Welfare | Disability and Illness | **Occupational Injuries Benefit Scheme** | 582 | 1.0% |
|  |  | **Total** | **56,055** | **100%** |
| Older and Retired People | | | | |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 24,975 | 58.9% |
| Social Welfare | Older and Retired People | **State Pension/Non-Contributory Pension** | 10,720 | 25.3% |
| Social Welfare | Older and Retired People | **Payment for people who retire at 65** | 2,708 | 6.4% |
| Social Welfare | Older and Retired People | **Qualified Adults** | 2,125 | 5.0% |

\*Query sub-categories are presented in individual 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. In some instances, where there are no third level categories, the percentages are expressed as a % of the high level category.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Social Welfare | Older and Retired People | UK Pensions/Brexit | 1,301 | 3.1% |
| Social Welfare | Older and Retired People | **EU/International Pensions** | 601 | 1.4% |
|  |  | **Total** | **42,430** | **100%** |
| Families and Children | | | | |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 13,264 | 31.9% |
| Social Welfare | Families and Children | **One Parent Family Payment (OFP)** | 8,191 | 19.7% |
| Social Welfare | Families and Children | **Child Benefit** | 5,587 | 13.5% |
| Social Welfare | Families and Children | **Maternity/ Adoptive Benefit** | 3,308 | 8.0% |
| Social Welfare | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 3,257 | 7.8% |
| Social Welfare | Families and Children | **Increase for a Qualified Adult (IQA)** | 2,595 | 6.2% |
| Social Welfare | Families and Children | **Increase for a Qualified Child (IQC)** | 1,704 | 4.1% |
| Social Welfare | Families and Children | **Parent's Benefit** | 1,656 | 4.0% |
| Social Welfare | Families and Children | **Paternity Benefit** | 872 | 2.1% |
| Social Welfare | Families and Children | **Back to Work Family Dividend** | 790 | 1.9% |
| Social Welfare | Families and Children | **Health and Safety Benefit** | 183 | 0.4% |
| Social Welfare | Families and Children | **Deserted Wife's Benefit** | 82 | 0.2% |
| Social Welfare | Families and Children | **Deserted Wife's Allowance** | 35 | 0.1% |
|  |  | **Total** | **41,524** | **100%** |
| Carers | | | | |
| Social Welfare | Carers | **Carer's Allowance** | 25,241 | 64.0% |
| Social Welfare | Carers | **Carer's Benefit** | 4,319 | 11.0% |
| Social Welfare | Carers | **Domiciliary Care Allowance (DCA)** | 4,166 | 10.6% |
| Social Welfare | Carers | **Carer's Support Grant (Respite Care Grant)** | 4,033 | 10.2% |
| Social Welfare | Carers | **Half-rate Carer's Allowance** | 1,668 | 4.2% |
| Social Welfare |  | **Total** | **39,427** | **100.00%** |
| Unemployed People | | | | |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 16,118 | 53.2% |
| Social Welfare | Unemployed People | **Jobseeker's Benefit** | 9,441 | 31.1% |
| Social Welfare | Unemployed People | **Social Welfare Payments and Work** | 2,475 | 8.2% |
| Social Welfare | Unemployed People | **Jobseeker's Transitional Payment** | 1,991 | 6.6% |
| Social Welfare | Unemployed People | **Unemployed following self-employment** | 297 | 1.0% |
|  |  | **Total** | **30,322** | **100.00%** |
| Supplementary Welfare Schemes | | | | |
| Social Welfare | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 13,554 | 46.0% |
| Social Welfare | Supplementary Welfare Schemes | **Additional Needs Payment\*** | 8,174 | 27.8% |
| Social Welfare | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 3,770 | 12.8% |
| Social Welfare | Supplementary Welfare Schemes | **Exceptional/urgent needs payment** | 3,691 | 12.5% |
| Social Welfare | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 243 | 0.8% |
| Social Welfare | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 23 | 0.1% |
|  |  | **Total** | **29,455** | **100.00%** |
| Social Welfare Miscellaneous | | | | |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 6,485 | 31.7% |
| Social Welfare | Social Welfare Miscellaneous | **Public Services Card** | 4,672 | 22.8% |
| Social Welfare | Social Welfare Miscellaneous | **Means Tests** | 3,694 | 18.1% |
| Social Welfare | Social Welfare Miscellaneous | **Habitual Residence Condition** | 2,413 | 11.8% |
| Social Welfare | Social Welfare Miscellaneous | **MyWelfare.ie** | 1,503 | 7.3% |
| Social Welfare | Social Welfare Miscellaneous | **Overpayments** | 862 | 4.2% |
| Social Welfare | Social Welfare Miscellaneous | **UK Entitlements/Brexit** | 425 | 2.1% |
| Social Welfare | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 296 | 1.4% |
| Social Welfare | Social Welfare Miscellaneous | **Late Claims** | 108 | 0.5% |
| Social Welfare | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 6 | 0.0% |
|  |  | **Total** | **20,464** | **100.00%** |
| Social Insurance (PRSI) | | | | |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 7,716 | 41.6% |
| Social Welfare | Social Insurance (PRSI) | **PPS Number** | 4,487 | 24.2% |
| Social Welfare | Social Insurance (PRSI) | **Credited Contributions** | 1,951 | 10.5% |
| Social Welfare | Social Insurance (PRSI) | **PRSI Classes** | 1,242 | 6.7% |
| Social Welfare | Social Insurance (PRSI) | **Voluntary Contributions** | 1,214 | 6.6% |
| Social Welfare | Social Insurance (PRSI) | **Homemakers Scheme/HomeCaring** | 1,040 | 5.6% |
| Social Welfare | Social Insurance (PRSI) | **Other** | 702 | 3.8% |
| Social Welfare | Social Insurance (PRSI) | **Employer's PRSI** | 180 | 1.0% |
| Social Welfare | Social Insurance (PRSI) | **Jobs Plus** | 1 | 0.0% |
|  |  | **Total** | **18,533** | **100.00%** |

\*Additional Needs Payment replaced and incorporated the exceptional needs payments during 2022.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activation Schemes, Education and Training | | | | |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 2,360 | 40.0% |
| Social Welfare | Activation Schemes, Education and Training | **Community Employment (CE)** | 1,466 | 24.9% |
| Social Welfare | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 1,119 | 19.0% |
| Social Welfare | Activation Schemes, Education and Training | **Tús** | 219 | 3.7% |
| Social Welfare | Activation Schemes, Education and Training | **Job Path – Seetec/Turas Nua** | 172 | 2.9% |
| Social Welfare | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 148 | 2.5% |
| Social Welfare | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 130 | 2.2% |
| Social Welfare | Activation Schemes, Education and Training | **Rural Social Scheme** | 104 | 1.8% |
| Social Welfare | Activation Schemes, Education and Training | **Jobs Plus** | 86 | 1.5% |
| Social Welfare | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 73 | 1.2% |
| Social Welfare | Activation Schemes, Education and Training | **Job Bridge/ First Steps - Youth Internship** | 10 | 0.2% |
| Social Welfare | Activation Schemes, Education and Training | **Gateway** | 9 | 0.2% |
|  |  | **Total** | **5,896** | **100.00%** |
| Death Related Benefits | | | | |
| Social Welfare | **Death Related Benefits** | **Widow/Widower/Surviving Civil Partner's Pension (Contributory/ Non-Contributory).** | 3,827 | 75.6% |
| Social Welfare | **Death Related Benefits** | **Help with Funeral Costs** | 559 | 11.0% |
| Social Welfare | **Death Related Benefits** | **Widow/Widower/Surviving Civil Partner Grant** | 430 | 8.5% |
| Social Welfare | **Death Related Benefits** | **Guardian's Payment** | 207 | 4.1% |
| Social Welfare | **Death Related Benefits** | **Special Funeral Grant (Occ. Injuries Scheme only)** | 38 | 0.8% |
|  |  | **Total** | **5,061** | **100.00%** |
| Social Welfare Appeals | | | | |
| Social Welfare | **Appeals** | **Disability Allowance** | 1,670 | 33.1% |
| Social Welfare | **Appeals** | **Carer's Allowance/Benefit** | 934 | 18.5% |
| Social Welfare | **Appeals** | **Invalidity Pension** | 717 | 14.2% |
| Social Welfare | **Appeals** | **Other** | 441 | 8.7% |
| Social Welfare | **Appeals** | **Jobseeker's Allowance** | 320 | 6.3% |
| Social Welfare | **Appeals** | **Domiciliary Care Allowance** | 206 | 4.1% |
| Social Welfare | **Appeals** | **State Pension (Non-Contributory)** | 139 | 2.8% |
| Social Welfare | **Appeals** | **Supplementary Welfare Allowance** | 119 | 2.4% |
| Social Welfare | **Appeals** | **State Pension (Contributory)** | 94 | 1.9% |
| Social Welfare | **Appeals** | **Child Benefit** | 85 | 1.7% |
| Social Welfare | **Appeals** | **Jobseeker's Benefit** | 77 | 1.5% |
| Social Welfare | **Appeals** | **Illness Benefit** | 74 | 1.5% |
| Social Welfare | **Appeals** | **Working Family Payment (WFP)** | 72 | 1.4% |
| Social Welfare | **Appeals** | **One Parent Family Payment (OFP)** | 56 | 1.1% |
| Social Welfare | **Appeals** | **Carer's Support Grant** | 25 | 0.5% |
| Social Welfare | **Appeals** | **Widow/Widower/surviving Civil Partner Pension** | 23 | 0.5% |
|  |  | **Total** | **5,052** | **100.00%** |
| Payments and Work | | | | |
| Social Welfare | **Payments and Work** | **Payments and Work** | 2816 | 100.00% |
|  |  | **Total** | **2816** | **100.00%** |
| Social Welfare Benefits Check | | | | |
| Social Welfare | **Benefits Check** | **Benefits Check** | 3,551 | 100.00% |
|  |  | **Total** | **3,511** | **100.00%** |
| Social Welfare and Farmers | | | | |
| Social Welfare | Farmers | **Farm Assist** | 596 | 90.6% |
| Social Welfare | Farmers | **Other** | 62 | 9.4% |
|  |  | **Total** | **658** | **100.00%** |
|  |  | **Total Social Welfare Queries** | **371,736** | **100.00%** |

# Housing Queries 2022

There were 75,414 **Housing** queries in 2022, representing 9.6% of all queries and an increase of 22.5% compared to the number of queries in 2021.

Queries related to ***Local Authority and Social Housing*** represented over half of this query area and saw an increase of 26.7% on last year -followed by ***Renting a Home*** (15.5%) and ***Housing Grants and Schemes*** (15.3%).

*Applying for Social Housin*g was where most assistance was sought from CISs in relation to housing need. *Housing Assistance Payment (HAP*) queries remain consistent as the 2nd highest query area, with over 11,500 enquiries in 2022.

Under the ***Renting a Home*** category, notices to quit/evictions/disputes were the top query area.

47% of Housing queries were made by those in the 26-45 age bracket. The 66 and Over age category represented 11.1% of the Housing queries up from 6.6% in 2021. This was the only age group not to have ***Local Authority and Social Housing*** as their most queried housing category***; Housing grants and schemes*** was the highest housing query area for this cohort.

# Table 4 - Housing Queries 2022

| Category | Sub-category | 2022 Housing Query Breakdown | # Of Queries | % Of Housing Sub-category |
| --- | --- | --- | --- | --- |
| Local Authority and Social Housing | | | | |
| Housing | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 19,590 | 49.8% |
| Housing | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 11,552 | 29.4% |
| Housing | Local Authority and Social Housing | **Other** | 2,931 | 7.5% |
| Housing | Local Authority and Social Housing | **Differential Rent** | 1,713 | 4.4% |
| Housing | Local Authority and Social Housing | **LA Transfers** | 828 | 2.1% |
| Housing | Local Authority and Social Housing | **Standards/Repairs** | 646 | 1.6% |
| Housing | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 471 | 1.2% |
| Housing | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 460 | 1.2% |
| Housing | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 384 | 1.0% |
| Housing | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 305 | 0.8% |
| Housing | Local Authority and Social Housing | **Medical Priority** | 257 | 0.7% |
| Housing | Local Authority and Social Housing | **Choice Based Lettings** | 161 | 0.4% |
|  |  | **Total** | **39,298** | **100.00%** |
| Renting a Home | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 3,209 | 27.4% |
| Housing | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 1,834 | 15.7% |
| Housing | Renting a Home (Private Rental Accommodation) | **Tenant’s Rights and Obligations** | 1,776 | 15.2% |
| Housing | Renting a Home (Private Rental Accommodation) | **Landlords Rights & Obligations** | 1,652 | 14.1% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Review** | 1,080 | 9.2% |
| Housing | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 610 | 5.2% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 592 | 5.1% |
| Housing | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 441 | 3.8% |
| Housing | Renting a Home (Private Rental Accommodation) | **Finding Accommodation** | 354 | 3.0% |
| Housing | Renting a Home (Private Rental Accommodation) | **Licensee** | 165 | 1.4% |
|  |  | **Total** | **11,713** | **100.00%** |
| Housing Grants and Schemes | | | | |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 11,507 | 100.00% |
|  |  | **Total** | **11,507** | **100.00%** |
| Other | | | | |
| Housing | Other | **Other** | 3,823 | 100.00% |
|  |  | **Total** | **3,823** | **100.00%** |
| Homelessness | | | | |
| Housing | Homelessness | **Homelessness** | 3,157 | 100.00% |
|  |  | **Total** | **3,157** | **100.00%** |
| Home Energy Grants (SEAI) | | | | |
| Housing | Home Energy Grants (SEAI) | Home Energy Grants (SEAI) | 2,407 | 100.00% |
|  |  | **Total** | **2,407** | **100.00%** |
| Buying a Home | | | | |
| Housing | Buying a Home | **Buying a Home** | 1,871 | 100.00% |
|  |  | **Total** | **1,871** | **100.00%** |
| Planning Permission | | | | |
| Housing | Planning Permission | **Planning Permission** | 505 | 100.00% |
|  |  | **Total** | **505** | **100.00%** |
| Losing Your Home | | | | |
| Housing | Losing your Home | **Losing your Home** | 362 | 100.00% |
|  |  | **Total** | **362** | **100.00%** |
| Emergency Accommodation | | | | |
| Housing | Emergency Accommodation | **Emergency Accommodation** | 323 | 100.00% |
|  |  | **Total** | **323** | **100.00%** |
| Building or Altering a Home | | | | |
| Housing | Building or Altering a Home | **Building or Altering a Home** | 311 | 100.00% |
|  |  | **Total** | **311** | **100.00%** |
| Equality/Housing Discrimination | | | | |
| Housing | Equality/Housing Discrimination | **Equality/Housing Discrimination** | 90 | 100.00% |
|  |  | **Total** | **90** | **100.00%** |
| Management Companies | | | | |
| Housing | **Management Companies** | **Management Companies** | **47** | 100.00% |
|  |  | **Total** | 47 | 100.00% |
|  |  | **Total Housing Queries** | **75,414** | **100.00%** |

# Health Queries 2022

CISs dealt with 57,059 Health queries in 2022, 7.2% of all queries received by services, and a 31% increase on last year’s queries. Most queries in this category were about the *Medical Card* (36,438), which represented 63.9% of all Health queries recorded by services and saw an increase of 43% compared to *Medical Card* queries in 2021. This was followed by the *Fair Deal and Home Care Package* with 3,293 queries, and *GP Services* with 3,282 queries.

# Table 5 - Health Queries 2022

| Category | Sub-Category | 2022 Health Query Breakdown | # Of Queries | % Of Health Queries |
| --- | --- | --- | --- | --- |
| Health | Medical Card | **Medical Card** | 36,438 | 63.9% |
| Health | Fair Deal & Home Care Package | **Fair Deal & Home Care Package** | 3,293 | 5.8% |
| Health | GP Services | **GP Services** | 3,282 | 5.8% |
| Health | Other | **Other** | 2,752 | 4.8% |
| Health | Dental, Aural and Optical Health | **Dental, Aural and Optical Health** | 1,257 | 2.2% |
| Health | Drugs/Medicines | **Drugs Payment Scheme** | 1,139 | 2.0% |
| Health | Health Services for Older People | **Health Services for Older People** | 1,103 | 1.9% |
| Health | EU Healthcare | **EU Healthcare** | 1,039 | 1.8% |
| Health | Care in your Community | **Care in your Community** | 972 | 1.7% |
| Health | Hospital Services | **Hospital Services** | 995 | 1.7% |
| Health | Health Services for People with Disabilities | **Health Services for People with Disabilities** | 848 | 1.5% |
| Health | Mental Health | **Mental Health** | 722 | 1.3% |
| Health | Drugs/Medicines | **Long-term Illness Scheme** | 400 | 0.7% |
| Health | Legal Matters and Health | **Legal Matters and Health** | 368 | 0.6% |
| Health | Health Insurance | **Health Insurance** | 365 | 0.6% |
| Health | Entitlement to Health Services | **Entitlement to Health Services** | 345 | 0.6% |
| Health | Children's Health | **Children's Health** | 344 | 0.6% |
| Health | Health-Related Benefits and Entitlements | **Health-Related Benefits and Entitlements** | 331 | 0.6% |
| Health | Cancer Services | **Cancer Services** | 291 | 0.5% |
| Health | Health Service Agencies | **Health Service Agencies** | 197 | 0.3% |
| Health | Aids and Appliances | **Aids and Appliances** | 161 | 0.3% |
| Health | Alcohol and Drug Treatment Services | **Alcohol and Drug Treatment Services** | 131 | 0.2% |
| Health | Women's Health | **Women's Health** | 129 | 0.2% |
| Health |  | **All other sub-categories** | 157 | 0.3% |
|  |  | **Total Health Queries** | **57,059** | **100.00%** |

\*Query sub-categories are presented in individual payment/scheme categories, as recorded by CISs. In Health, there is no third level categories, the percentages are expressed as a % of the total health queries level. All other sub-categories include the following areas: How Health Services are Organised, Emergency Health Services, Environmental Health, Blood and Organ Donation and Alternative Health

# Employment Queries 2022

There were **49,667** queries about Employment in 2022, 6.3% of all queries dealt with by CISs.

The largest sub-category of Employment queries in 2022 was **Employment Rights and Conditions** (32,073 queries), representing two thirds of all queries in this category - which included *Leave and Holidays* (8,886) and *Contracts of Employment* (5,460). *Unemployment and Redundancy* (4,370 queries) represented the second largest sub-category, followed by *Self-employment* (3,306 queries).

# Table 6 - Employment Queries 2022

| Category | Sub-category | 2022 Employment Query Breakdown | # Of Queries | % Of Employment Sub-category |
| --- | --- | --- | --- | --- |
| Employment Rights and Conditions | | | | |
| Employment | Employment Rights and Conditions | **Leave and Holidays** | 8,886 | 27.8% |
| Employment | Employment Rights and Conditions | **Contracts of Employment** | 5,460 | 17.0% |
| Employment | Employment Rights and Conditions | **Other** | 4,156 | 13.0% |
| Employment | Employment Rights and Conditions | **Pay/Wages** | 3,615 | 11.3% |
| Employment | Employment Rights and Conditions | **Dismissal (unfair, constructive etc.)** | 2,398 | 7.5% |
| Employment | Employment Rights and Conditions | **Hours of Work** | 1,494 | 4.7% |
| Employment | Employment Rights and Conditions | **Notice Period** | 1,454 | 4.5% |
| Employment | Employment Rights and Conditions | **Health and Safety** | 905 | 2.8% |
| Employment | Employment Rights and Conditions | **Sick Leave and Sick Pay Schemes** | 884 | 2.8% |
| Employment | Employment Rights and Conditions | **Maternity Leave** | 859 | 2.7% |
| Employment | Employment Rights and Conditions | **Carer’s Leave** | 615 | 1.9% |
| Employment | Employment Rights and Conditions | **Parent’s Leave** | 500 | 1.6% |
| Employment | Employment Rights and Conditions | **Parental Leave** | 488 | 1.5% |
| Employment | Employment Rights and Conditions | **Paternity Leave** | 165 | 0.5% |
| Employment | Employment Rights and Conditions | **Garda Vetting** | 126 | 0.4% |
| Employment | Employment Rights and Conditions | **Force Majeure Leave** | 62 | 0.2% |
| Employment | Employment Rights and Conditions | **Adoptive Leave** | 6 | 0.0% |
|  |  | **Total** | **32,073** | **100.0%** |
| Unemployment and Redundancy | | | | |
| Employment | Unemployment and Redundancy | **Unemployment and Redundancy** | 4,370 | 100.0% |
|  |  | **Total** | **4,370** | **100.0%** |
| Self-Employment | | | | |
| Employment | Self-employment | **Self-employment** | 3,306 | 100.0% |
|  |  | **Total** | **3,306** | **100.0%** |
| Enforcement and Redress | | | | |
| Employment | Enforcement and Redress | **WRC (Workplace Relations Commission)** | 2,990 | 100.0% |
|  |  | **Total** | **2,990** | **100.0%** |
| Grievance and Disciplinary Procedures | | | | |
| Employment | Grievance and Discipline Procedures | **Grievance and Discipline Procedures** | 1,610 | 100.0% |
|  |  | **Total** | **1,610** | 100.0% |
| Starting Work and Changing Job | | | | |
| Employment | Starting Work and Changing Job | **Starting Work and Changing Job** | 1,329 | 100.0% |
|  |  | **Total** | **1,329** | **100.0%** |
| Equality in Work | | | | |
| Employment | Equality in Work | **Bullying and Harassment** | 508 | 38.6% |
| Employment | Equality in Work | **Discrimination** | 443 | 33.6% |
| Employment | Equality in Work | **Other** | 183 | 13.9% |
| Employment | Equality in Work | **Pay and Conditions** | 120 | 9.1% |
| Employment | Equality in Work | **Victimisation** | 63 | 4.8% |
|  |  | **Total** | **1,317** | **100.0%** |
| Part-time Employment | | | | |
| Employment | Part-time Employment | **Part-time Employment** | 781 | 100.0% |
|  |  | **Total** | **781** | **100.0%** |
| Retirement | | | | |
| Employment | Retirement | **Retirement** | 564 | 100.0% |
|  |  | **Total** | **564** | **100.0%** |
| Employment and Disability | | | | |
| Employment | Employment and Disability | **Employment and Disability** | 373 | 100.0% |
|  |  | **Total** | **373** | **100.0%** |
| Employment Schemes/Placements | | | | |
| Employment | Employment Schemes/Placements | **Employment Schemes/Placements** | **327** | 100.0% |
|  |  | **Total** | **327** | **100.0%** |
| Finding Employment | | | | |
| Employment | **Finding Employment** | **Finding Employment** | **313** | 100.0% |
|  |  |  | **313** | **100.0%** |
| Migrant Workers | | | | |
| Employment | Migrant Workers | **Migrant Workers** | 277 | 100.0% |
|  |  | **Total** | **277** | **100.0%** |
| Employment Appeals (Enforcement) | | | | |
| Employment | Appeals (Enforcement) | **Appeals (Enforcement)** | 37 | 100.0% |
|  |  | **Total** | **37** | **100.0%** |
|  |  | **Total Employment** | **49,667** | **100.00%** |

# Moving Country 2022

Although **Moving Country** was the sixth highest query category in 2022, it has been included in the top 5 categories, as the Local category does not house any sub-categories. CISs dealt with 41,824 queries about **Moving Country** just over 5.3% of all queries dealt with by services. *Irish Citizenship* enquiries represented one third of the queries in this category (13,705) followed by *Asylum Seekers/Refugees-Ukraine* (10,718); this was a new category introduced in March which captures Ukrainian-specific needs and accounted for 25.6% of all Moving Country queries this year. The top issues dealt with by CIS in relation to Ukrainian refugees were in relation to social welfare matters, followed by healthcare eligibility and housing and accommodation needs, these sub-categories represented 60% of the *Asylum Seekers/Refugees-Ukraine* queries.

# Table 7 – Moving Country Queries, 2022

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 2022 Sub-category Breakdown | # Of Queries | % Of Moving Country  Sub-category |
| Moving Country | Irish Citizenship | **13,705** | 32.8% |
| Moving Country | Asylum Seekers/Refugees - Ukrainian | 10,718 | 25.6% |
| Moving Country | Visa | 2,646 | 6.3% |
| Moving Country | Irish Residence Permit (IRP) Application and Renewals | 2,262 | 5.4% |
| Moving Country | Moving to Ireland | 1,951 | 4.7% |
| Moving Country | Other | 1,517 | 3.6% |
| Moving Country | EU Treaty Rights | 1,084 | 2.6% |
| Moving Country | Travel Documents | 989 | 2.4% |
| Moving Country | Asylum Seekers and Refugees | 983 | 2.4% |
| Moving Country | Immigration Office | 819 | 2.0% |
| Moving Country | Family Reunification (Refugee/Subsidiary Protection) | 809 | 1.9% |
| Moving Country | Residence Rights of Family Members | 666 | 1.6% |
| Moving Country | Moving Abroad | 547 | 1.3% |
| Moving Country | Rights of Residence in Ireland | 546 | 1.3% |
| Moving Country | Employment Permits | 503 | 1.2% |
| Moving Country | Leave to Remain | 498 | 1.2% |
| Moving Country | Returning to Ireland | 458 | 1.1% |
|  | Cross Border/Frontier Worker(s) | 395 | 1.0% |
| Moving Country | Undocumented Migrants Scheme | 332 | 0.8% |
| Moving Country | Change of Immigration Status | 284 | 0.7% |
| Moving Country | Brexit | 112 | 0.3% |
|  | **Total Moving Country Queries** | **41,824** | **100.0%** |