

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

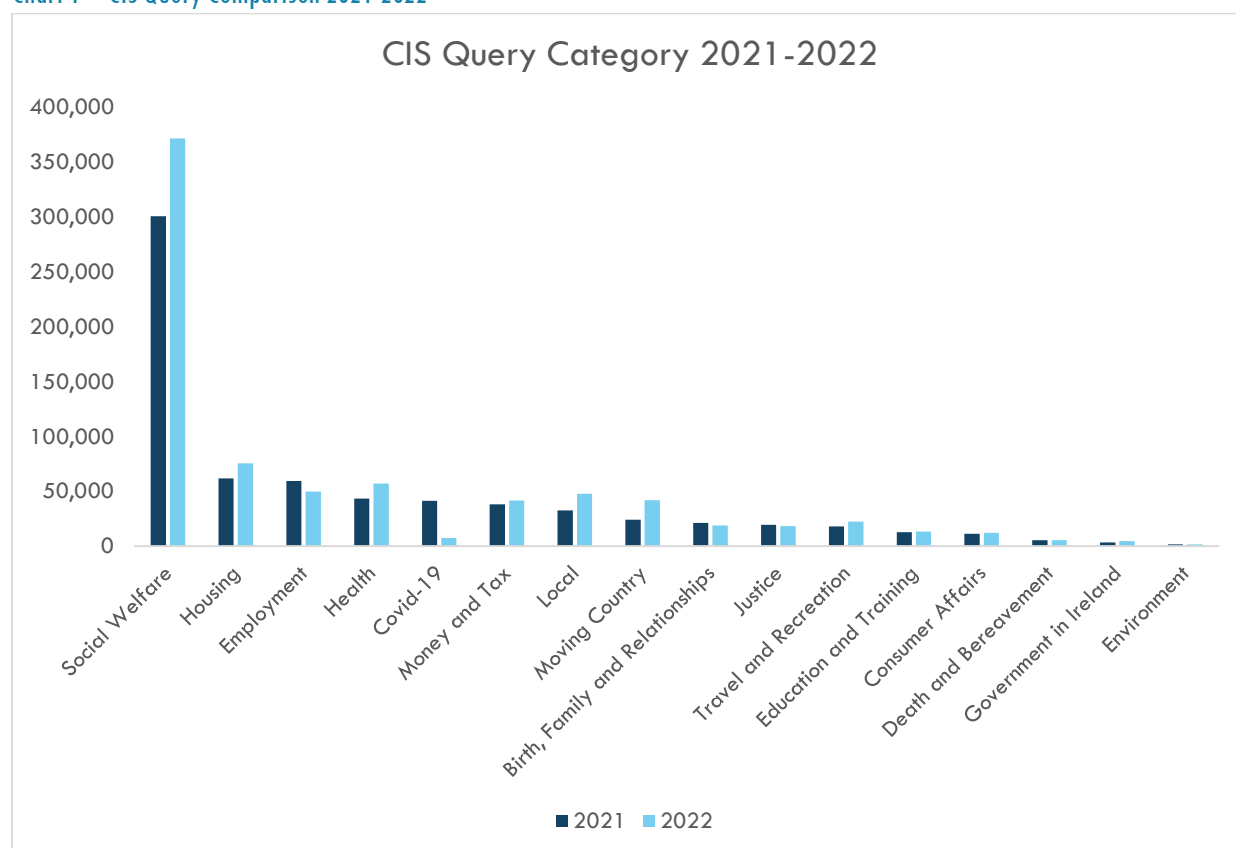
Query Category 2022	Number of Queries	% Of Total Queries
Social Welfare	371,736	47.1%
Housing	75,414	9.6%
Health	57,059	7.2%
Employment	49,667	6.3%
Local	47,690	6.1%
Moving Country	41,824	5.3%
Money and Tax	41,561	5.3%
Travel and Recreation	22,462	2.9%
Birth, Family and Relationships	18,701	2.4%
Justice	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%

¹ Although 'Local' queries feature in the top 5 categories above Moving Country, it is a generic category which 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 Housing 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%

Category	Sub-category	2022 Housing Query Breakdown	# Of Queries	% Of Housing Sub-category
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				

Category	Sub-category	2022 Housing Query Breakdown	# Of Queries	% Of Housing Sub-category
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				

Category	Sub-category	2022 Employment Query Breakdown	# Of Queries	% Of Employment Sub-category
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%

Category	Sub-category	2022 Employment Query Breakdown	# Of Queries	% Of Employment Sub-category
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%