## Citizen Information Services (CISs) Query Profile 2023

# Overview

This report outlines the types of queries presented to Citizens Information Services (CISs) by members of the public in 2023. It identifies the top trends relating to payment types, schemes and supports and the topics people sought information on and considers the profile of callers in the context of different query topics.

There were **795,278** queries from the public to the national network of CISs in 2023. Overall query levels were up by 0.8% on 2022 numbers. The ratio of *queries per caller* was **2.00**, the same as 2022.

The most queried categories in 2023 are set out in Table 1 below. These were: Social Welfare – 46.8%; Housing – 10.7%; Health – 7.4%; Local-6.3%, Money and Tax – 6.1%, and Employment – 6%.

Table 1 outlines the number of queries per high level category in 2023. Table 2 provides comparative data for 2022 and 2023. The remaining tables provide a breakdown of query categories within the top five query categories recorded by CISs in 2023: Social Welfare, Housing, Health, Money and Tax, and Employment related queries 1.

# Table 1 – CIS Query Categories 2023

| Query Category 2023 | Number of Queries | % Of Total Queries |
| --- | --- | --- |
| Social Welfare | 372,085 | 46.8% |
| Housing | 85,447 | 10.7% |
| Health | 58,529 | 7.4% |
| Local | 50,364 | 6.3% |
| Money and Tax | 48,112 | 6.1% |
| Employment | 47,288 | 6.0% |
| Moving Country | 37,367 | 4.7% |
| Justice | 20,061 | 2.5% |
| Travel and Recreation | 19,820 | 2.5% |
| Birth, Family and Relationships | 18,101 | 2.3% |
| Education and Training | 14,018 | 1.8% |
| Consumer Affairs | 11,733 | 1.5% |
| Death and Bereavement | 5,546 | 0.7% |
| Government in Ireland | 4,885 | 0.6% |
| Environment | 1,441 | 0.2% |
| Covid-19 | 481 | 0.1% |
|  | 795,278 | 100% |

‘Local’ queries feature in the top 5 categories above Money and Tax and Employment, 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 table

# Table 2 – CIS Query Comparison 2022 & 2023

Key query categories saw significant growth in 2023, including Housing (+13%), Money and Tax (+16%), Justice +9.5% while immigration related queries under Moving Country saw a decrease of over 10%.[[1]](#footnote-1)

| Query Categories | 2022 | 2023 |  |
| --- | --- | --- | --- |
| Social Welfare | 371,736 | 372,085 | +0.1% |
| Housing | 75,414 | 85,447 | +13.3% |
| Health | 57,059 | 58,529 | +2.6% |
| Local | 47,690 | 50,364 | +5.6% |
| Money and Tax | 41,561 | 48,112 | +15.8% |
| Employment | 49,667 | 47,288 | -4.8% |
| Moving Country | 41,824 | 37,367 | -10.7% |
| Justice | 18,313 | 20,061 | +9.5% |
| Travel and recreation | 22,462 | 19,820 | -11.8% |
| Birth, Family, and relationships | 18,701 | 18,101 | -3.2% |
| Education and Training | 13,417 | 14,018 | +4.5% |
| Consumer Affairs | 12,134 | 11,733 | -3.3% |
| Death and Bereavement | 5,422 | 5,546 | +2.3% |
| Government in Ireland | 4,566 | 4,885 | +7.0% |
| Environment | 1,469 | 1,441 | -1.9% |
| Covid-19[[2]](#footnote-2) | 7,467 | 481 | -93.6% |
|  | 788,902 | 795,278 | +0.8 |

# Chart 1 – CIS Query Category Comparison 2022 and 2023

# Social Welfare (SW) Queries 2023

There were **372,085** Social Welfare queries, representing almost half of total queries dealt with by Citizen Information Services in 2023, similar to the query levels of the previous year (371,736 queries). The top three sub-categories were Extra Social Welfare Payments, Disability and illness; Older and Retired People.

Extra Social Welfare Benefits was the most queried sub-category and accounted for 17% of all SW queries.

* Overall Extra Social Welfare Benefits queries which included cost of living payments decreased by 10.4% (63,144 queries), this included a 16.6% drop in Fuel Allowance queries (27,465 queries), a 9.6% decrease in Household Benefits Package – covers electricity, gas, and telephone allowances (17,584 queries), and Living Alone Increase queries down 8.5% (7,170 queries). These decreases can partially be explained by the public relying less on these payment as inflation decreases.
* Disability and Illness Payment queries remained at a steady level compared to 2022 and rose 2%. Disability Allowance increased by 10.2% (27,261 queries), Illness Benefit queries declined by 9% (14,472 queries) and Invalidity Pension queries remained at a similar level to 2022 levels (at 11,391).
* The Older and Retired People sub-category grew by 12.9% (47,910) with all payments and schemes in this category increasing.
  + State Pension/Contributory rose by 9% (27,242 queries) and State Pension/ Non-Contributory increased by 9.6% (11,746 queries).
  + ‘Payment for people who retire at 65’ queries increased by 16.1% (3,143 queries) and Qualified adults queries increased by 20.2% (2,554 queries).
  + Pensions outside Ireland had more queries in 2023, UK Pensions/Brexit increased by 59.6% (2,077 queries).
* Query numbers related to Carer’s payments and schemes remained at a similar level, decreasing slightly by 1.7% (38,763 queries)
  + Carer’s Allowance queries, while down by 5.7%’ continue to represent the top payment in this category with 23,812 queries.
  + Domiciliary Care Allowance increased by 8.1% (4,504 queries).
  + Carer’s Support Grant (Respite Care Grant) decreased by 8.4% (3,695 queries).
  + Half-rate carer’s allowance increased by almost 50% from 1,668 queries in 2022 to 2,498 queries.
* Families and Children related payment and schemes queries decreased overall by 7.6% (38,375 queries).
  + Working Family Payment (WFP) decreased by 4.8% (12,621 queries).
  + One parent family payment queries dropped by 15.6% (6,913 queries).
  + Child Benefit queries increased by 5.8% (5,912 queries).
  + Back to School Clothing & Footwear Allowance (BTSCFA) queries decreased by 10.7% (2,909 queries).
  + Supplementary welfare schemes increased by 9.6% (32,274 queries).
  + Basic supplementary welfare allowance queries increased by 8.6% (14,714 queries).
  + Additional needs payments (which replaced exceptional/urgent needs payments in 2022) *increased* by 14%, In 2022 exceptional /urgent needs payments and additional needs payments received 11,865 queries compared to 13,510 queries in 2023.
* Enquiries recorded as Benefit check increased by 22.4% (4,345 queries)

**Callers with Social Welfare queries by age:**

* 42.3% of callers with Social Welfare queries were in the 46-65 age group, 33.9% were in the 26-45 and 21.2% came from the 66 and over category.
* 51.3% of callers with queries relating to Extra Social Welfare Benefits came from the 66 and over group.
* 56% of callers with Disability & Illness queries came from the 46-65 age group and 37.5% from the 26-45 age group.
* 60% of callers about Older and Retired People entitlements came from the 46-65 group and the 66 and over group made up 36.3%.
* 51.6% and 40.7% of callers with jobseeker payment entitlements under Unemployed People category came from the 26-45 and the 46-65 group respectively.

# Table 3 – Social Welfare Queries 2023

| Category | Sub-category | 2023 Social Welfare Queries Breakdown | # Of Queries | % Of Social Welfare Sub-category |
| --- | --- | --- | --- | --- |
| Extra Social Welfare Benefits 17.0% | | | | |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 27,465 | 43.5% |
| Social Welfare | Extra Social Welfare Benefits | **Household Benefits Package** | 17,584 | 27.9% |
| Social Welfare | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc)** | 7,722 | 12.2% |
| Social Welfare | Extra Social Welfare Benefits | **Living Alone Increase** | 7,170 | 11.4% |
| Social Welfare | Extra Social Welfare Benefits | **Telephone Support Allowance** | 1,224 | 1.9% |
| Social Welfare | Extra Social Welfare Benefits | **Cost of Living Increases** | 1,178 | 1.9% |
| Social Welfare | Extra Social Welfare Benefits | **Christmas Bonus** | 440 | 0.7% |
| Social Welfare | Extra Social Welfare Benefits | **Treatment Benefits** | 360 | 0.6% |
| Social Welfare | Extra Social Welfare Benefits | **Water Conservation Grant** | 1 | 0.0% |
|  |  | **Total** | **63,144** | **100%** |
| Disability and Illness 15.4% | | | | |
| Social Welfare | Disability and Illness | **Disability Allowance** | 27,261 | 47.7% |
| Social Welfare | Disability and Illness | **Illness Benefit** | 14,472 | 25.3% |
| Social Welfare | Disability and Illness | **Invalidity Pension** | 11,391 | 19.9% |
| Social Welfare | Disability and Illness | **Partial Capacity Benefit** | 1,999 | 3.5% |
| Social Welfare | Disability and Illness | **Injury Benefit** | 792 | 1.4% |
| Social Welfare | Disability and Illness | **Other Payment (Blind Pension/Other)** | 626 | 1.1% |
| Social Welfare | Disability and Illness | **Occupational Injuries Benefit Scheme** | 575 | 1.0% |
|  |  | **Total** | 57,116 | **100%** |
| Older and Retired People 12.9% | | | | |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 27,242 | 58.9% |
| Social Welfare | Older and Retired People | **State Pension/Non-Contributory Pension** | 11,746 | 24.5% |
| Social Welfare | Older and Retired People | **Payment for people who retire at 65** | 3,143 | 6.6% |
| Social Welfare | Older and Retired People | **Qualified Adults** | 2,554 | 5.3% |
| Social Welfare | Older and Retired People | **UK Pensions/Brexit** | **2,077** | 4.3% |
| Social Welfare | Older and Retired People | **EU/International Pensions** | 843 | 1.8% |
| Social Welfare | Older and Retired People | **Homemakers Scheme/ HomeCaring Periods Scheme** | 305 | 0.6% |
|  |  | **Total** | **47,910** | **100%** |
| Carers 10.4% | | | | |
| Social Welfare | Carers | **Carer's Allowance** | 23,812 | 61.4% |
| Social Welfare | Carers | **Domiciliary Care Allowance (DCA)** | 4,504 | 11.6% |
| Social Welfare | Carers | **Carer's Benefit** | 4,254 | 11.0% |
| Social Welfare | Carers | **Carer's Support Grant (Respite Care Grant)** | 3,695 | 9.5% |
| Social Welfare | Carers | **Half-rate Carer's Allowance** | 2,498 | 6.4% |
| Social Welfare |  | **Total** | **38,763** | **100.00%** |
| Families and Children 10.3% | | | | |
| Social Welfare | Families and Children | **Working Family Payment (WFP)** | 12,621 | 32.9% |
| Social Welfare | Families and Children | **One Parent Family Payment (OFP)** | 6,913 | 18.0% |
| Social Welfare | Families and Children | **Child Benefit** | 5,912 | 15.4% |
| Social Welfare | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 2,909 | 7.6% |
| Social Welfare | Families and Children | **Increase for a Qualified Adult (IQA)** | 2,775 | 7.2% |
| Social Welfare | Families and Children | **Maternity/ Adoptive Benefit** | 2,700 | 7.0% |
| Social Welfare | Families and Children | **Increase for a Qualified Child (IQC)** | 1,745 | 4.6% |
| Social Welfare | Families and Children | **Parent's Benefit** | 1,155 | 3.0% |
| Social Welfare | Families and Children | **Paternity Benefit** | 765 | 2.0% |
| Social Welfare | Families and Children | **Back to Work Family Dividend** | 614 | 1.6% |
| Social Welfare | Families and Children | **Health and Safety Benefit** | 152 | 0.4% |
| Social Welfare | Families and Children | **Deserted Wife's Benefit** | 87 | 0.2% |
| Social Welfare | Families and Children | **Deserted Wife's Allowance** | 27 | 0.1% |
|  |  | **Total** | **38,375** | **100%** |
| Supplementary Welfare Schemes 8.7% | | | | |
| Social Welfare | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 14,714 | 45.6% |
| Social Welfare | Supplementary Welfare Schemes | **Additional Needs Payment** | 13,510 | 41.9% |
| Social Welfare | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 3,817 | 11.8% |
| Social Welfare | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 209 | 0.7% |
| Social Welfare | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 24 | 0.1% |
|  |  | **Total** | **32,274** | **100.00%** |
| Unemployed People 8.2% | | | | |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 16,606 | 54.4% |
| Social Welfare | Unemployed People | **Jobseeker's Benefit** | 9,354 | 30.6% |
| Social Welfare | Unemployed People | **Social Welfare Payments and Work** | 2,236 | 7.3% |
| Social Welfare | Unemployed People | **Jobseeker's Transitional Payment** | 1,975 | 6.5% |
| Social Welfare | Unemployed People | **Unemployed following self-employment** | 377 | 1.2% |
|  |  | **Total** | **30,548** | **100.00%** |
| Social Welfare Miscellaneous 5.7% | | | | |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 6,387 | 30.4% |
| Social Welfare | Social Welfare Miscellaneous | **Public Services Card** | 4,347 | 20.7% |
| Social Welfare | Social Welfare Miscellaneous | **Means Tests** | 3,866 | 18.4% |
| Social Welfare | Social Welfare Miscellaneous | **Habitual Residence Condition** | 2,677 | 12.8% |
| Social Welfare | Social Welfare Miscellaneous | **MyWelfare.ie** | 1,755 | 8.4% |
| Social Welfare | Social Welfare Miscellaneous | **Overpayments** | 1,098 | 5.2% |
| Social Welfare | Social Welfare Miscellaneous | **UK Entitlements/Brexit** | 360 | 1.7% |
| Social Welfare | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 288 | 1.4% |
| Social Welfare | Social Welfare Miscellaneous | **Late Claims** | 97 | 0.5% |
| Social Welfare | Social Welfare Miscellaneous | **SW Inspectors** | 93 | 0.4% |
| Social Welfare | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 12 | 0.1% |
|  |  | **Total** | **20,980** | **100.00%** |
| Social Insurance (PRSI) 5.2% | | | | |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 8,446 | 43.8% |
| Social Welfare | Social Insurance (PRSI) | **PPS Number** | 3,976 | 20.6% |
| Social Welfare | Social Insurance (PRSI) | **Credited Contributions** | 1,981 | 10.3% |
| Social Welfare | Social Insurance (PRSI) | **Voluntary Contributions** | 1,459 | 7.6% |
| Social Welfare | Social Insurance (PRSI) | **Homemakers Scheme/HomeCaring Periods scheme** | 1,293 | 6.7% |
| Social Welfare | Social Insurance (PRSI) | **PRSI Classes** | 1,276 | 6.6% |
| Social Welfare | Social Insurance (PRSI) | **Other** | 639 | 3.3% |
| Social Welfare | Social Insurance (PRSI) | **Employer's PRSI** | 195 | 1.0% |
| Social Welfare | Social Insurance (PRSI) | **Jobs Plus** | **2** | 0.0% |
| Social Welfare Appeals 1.5% | | | | |
| Social Welfare | Appeals | **Disability Allowance** | 1,800 | 33.1% |
| Social Welfare | Appeals | **Invalidity Pension** | 1,002 | 18.4% |
| Social Welfare | Appeals | **Carer's Allowance/Benefit** | 850 | 15.6% |
| Social Welfare | Appeals | **Other** | 530 | 9.7% |
| Social Welfare | Appeals | **Jobseeker's Allowance** | 298 | 5.5% |
| Social Welfare | Appeals | **Domiciliary Care Allowance** | 223 | 4.1% |
| Social Welfare | Appeals | **State Pension (Non-Contributory)** | 168 | 3.1% |
| Social Welfare | Appeals | **Supplementary Welfare Allowance** | 148 | 2.7% |
| Social Welfare | Appeals | **State Pension (Contributory)** | 75 | 1.4% |
| Social Welfare | Appeals | **Child Benefit** | 68 | 1.3% |
| Social Welfare | Appeals | **One Parent Family Payment (OFP)** | 61 | 1.1% |
| Social Welfare | Appeals | **Working Family Payment (WFP)** | 60 | 1.1% |
| Social Welfare | Appeals | **Illness Benefit** | 59 | 1.1% |
| Social Welfare | Appeals | **Jobseeker's Benefit** | 59 | 1.1% |
| Social Welfare | Appeals | **Carer's Support Grant** | 24 | 0.4% |
| Social Welfare | Appeals | **Widow/Widower/surviving Civil Partner Pension** | 18 | 0.3% |
|  |  | **Total** | **5,443** | **100.00%** |
| Activation Schemes, Education and Training 1.5% | | | | |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 2,051 | 37.7% |
| Social Welfare | Activation Schemes, Education and Training | **Community Employment (CE)** | 1,299 | 23.9% |
| Social Welfare | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 1,111 | 20.4% |
| Social Welfare | Activation Schemes, Education and Training | **Tús** | 271 | 5.0% |
| Social Welfare | Activation Schemes, Education and Training | **Job Path – Seetec/Turas Nua** | 158 | 2.9% |
| Social Welfare | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 138 | 2.5% |
| Social Welfare | Activation Schemes, Education and Training | **Rural Social Scheme** | 112 | 2.1% |
| Social Welfare | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 107 | 2.0% |
| Social Welfare | Activation Schemes, Education and Training | **LAES (Local Area Employment Services)** | 82 | 1.5% |
| Social Welfare | Activation Schemes, Education and Training | **Jobs Plus** | 49 | 0.9% |
| Social Welfare | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 40 | 0.7% |
| Social Welfare | Activation Schemes, Education and Training | **Work Placement Experience Programme (WPEP)** | 10 | 0.2% |
| Social Welfare | Activation Schemes, Education and Training | **Gateway** | 7 | 0.2% |
| Social Welfare | Activation Schemes, Education and Training | **Job Bridge/ First Steps - Youth Internship** | 6 | 0.1% |
|  |  | **Total** | **5,441** | **100.00%** |
| Death Related Benefits 1.4% | | | | |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner's Pension (Contributory).** | 3,185 | 62.9% |
| Social Welfare | Death Related Benefits | **Help with Funeral Costs** | 676 | 13.3% |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).** | 519 | 10.3% |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 381 | 7.5% |
| Social Welfare | Death Related Benefits | **Guardian's Payment** | 259 | 5.1% |
| Social Welfare | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 40 | 0.8% |
|  |  | **Total** | **5,060** | **100.00%** |
| Social Welfare Benefits Check 1.2% | | | | |
| Social Welfare | Benefits Check | **Benefits Check** | **4,345** |  |
|  |  | **Total** | **4,345** | **100.00%** |
| Payments and Work 0.7% | | | | |
| Social Welfare | Payments and Work | **Payments and Work** | 2,756 |  |
|  |  | **Total** | **2,756** | **100.00%** |
| Farmers 0.2% | | | | |
| Social Welfare | Farmers | **Farm Assist** | 598 | 90.2% |
| Social Welfare | Farmers | **Other** | 65 | 9.8% |
|  |  | **Total** | **663** | **100.00%** |
|  |  | **Total Social Welfare Queries** | **372,085** | **100.00%** |

# Housing Queries 2023

In total there were **85,447** Housing queries, a **13.3%** increase on the 2022 query numbers. Housing is consistently in the top three categories of queries presented to CISs. Year on year housing query numbers have been increasing and are almost at pre-COVID levels. Local Authority and social housing need continues to top enquiries in this area, along with queries relating to supports in the private rented sector, such as Housing Assistance Payment and concerns about security of tenancies. The last few years have seen a growing demand for information and advice in relation to housing grants and schemes.

Queries related to ***Local Authority and Social Housing*** represented over half of the housing queries -followed by ***Housing Grants and Schemes*** (16%) and ***Renting a Home*** (14.2%).

Local Authority and social housing queries increased by 9.2% (to 42,897 queries), the two largest areas under local authority and social housing – applying for local authority and social housing and housing assistance payments accounted for three quarters of these queries (32,420 queries).

* ‘Applying for local authority and social housing’ queries increased by 7.8% (21,119 queries).
* Housing Assistance Payments query numbers decreased by 2.2% (11,301 queries).

Housing Grants and Schemes the 2nd highest query subcategory under housing, increased by 19% (13,691 queries) and Home Energy Grants (SEAI) more than doubled from 2,407 queries in 2022 to 5,461 queries in 2023, this sub-category was introduced in quarter 2 2022.

Renting a Home (Private Rental Accommodation) enquiries increased by 3.6% (12,139 queries).

* Queries regarding Notices/Evictions/Disputes - which is now the main query type under private rented sector, decreased by 3.7% (3,090 queries).
* Residential Tenancies Board (RTB) related queries increased by 11.2% (2,040 queries).
* Tenant’s rights and obligations remained consistent with 2022 query numbers (1,792 queries), but landlords rights and obligations queries decreased by 4.2% (1,583 queries).
* Rent review queries increased by 5.7% (1,142 queries).

Buying a Home queries increased by 24.2% (2,323 queries).

**Callers with housing queries by age:**

* 42.4% of callers with housing queries came from the 26-45 age cohort, 34% came from the 46-65, and 21% from the 66 and over age group.
* 53% callers enquiring about ‘local authority and social housing’ originated from the 26-45 age group.
* Over half of callers with queries relating to ‘applying for local authority and social housing’ originated from the 26-45 age group, and one third came from the 46-65 age category.
* 54.3% of callers with queries related to housing grants and schemes and home energy grants came from the 66 and over age group.
* Renting a Home (Private Rental Accommodation) enquiries came most from 26-45 (49.4%), and 38.7% originated from 46-65s.
* 54% of callers with Homelessness issues recorded came from the 26-45 age category and 53.2% of callers about emergency accommodation came from the same age group.

# Table 4 - Housing Queries 2023

| Category | Sub-category | 2023 Housing Queries Breakdown | # Of Queries | % Of Housing Sub-category |
| --- | --- | --- | --- | --- |
| Local Authority and Social Housing 50.2% | | | | |
| Housing | Local Authority and Social Housing | **Applying for Local Authority/Social Housing** | 21,119 | 49.2% |
| Housing | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 11,301 | 26.3% |
| Housing | Local Authority and Social Housing | **Other** | 3,171 | 7.4% |
| Housing | Local Authority and Social Housing | **Differential Rent** | 1,627 | 3.8% |
| Housing | Local Authority and Social Housing | **LA Transfers** | 858 | 2.0% |
| Housing | Local Authority and Social Housing | **Standards/Repairs** | 718 | 1.7% |
| Housing | Local Authority and Social Housing | **Medical Priority** | 700 | 1.6% |
| Housing | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 510 | 1.2% |
| Housing | Local Authority and Social Housing | **Choice Based Lettings** | 478 | 1.1% |
| Housing | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 446 | 1.0% |
| Housing | Local Authority and Social Housing | **Social Housing Waiting Lists** | 427 | 1.0% |
| Housing | Local Authority and Social Housing | **Approved Housing Bodies (AHBs)** | 426 | 1.0% |
| Housing | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 357 | 0.8% |
| Housing | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 293 | 0.8% |
| Housing | Local Authority and Social Housing | **Anti-social behaviour** | 247 | 0.6% |
| Housing | Local Authority and Social Housing | **Tenant in situ (HAP/RAS)** | 207 | 0.5% |
| Housing | Local Authority and Social Housing | **Traveller Accommodation** | 12 | 0.0% |
|  |  | **Total** | **42,897** | **100.00%** |
| Housing Grants and Schemes 16.0% | | | | |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 13,691 | 100.00% |
|  |  | **Total** | **13,691** | **100.00%** |
| Renting a Home 14.2% | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 3,090 | 25.5% |
| Housing | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 2,040 | 16.8% |
| Housing | Renting a Home (Private Rental Accommodation) | **Tenant’s Rights and Obligations** | 1,792 | 14.8% |
| Housing | Renting a Home (Private Rental Accommodation) | **Landlords Rights & Obligations** | 1,583 | 13.0% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Review** | 1,142 | 9.4% |
| Housing | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 612 | 5.0% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 558 | 4.6% |
| Housing | Renting a Home (Private Rental Accommodation) | **Finding Accommodation** | 528 | 4.4% |
| Housing | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 404 | 3.3% |
| Housing | Renting a Home (Private Rental Accommodation) | **Licensee** | 316 | 2.6% |
| Housing | Renting a Home (Private Rental Accommodation) | **Cost Rental** | 65 | 0.5% |
| Housing | Renting a Home (Private Rental Accommodation) | **Non-Resident Landlords (Withholding Tax)** | 9 | 0.1% |
|  |  | **Total** | **12,139** | **100.00%** |
| Home Energy Grants (SEAI) 6.4% | | | | |
| Housing | Home Energy Grants (SEAI) | Home Energy Grants (SEAI) | 5,461 | 100.00% |
|  |  | **Total** | **5,461** | **100.00%** |
| Other 4.5% | | | | |
| Housing | Other | **Other** | 3,844 | 100.00% |
|  |  | **Total** | **3,844** | **100.00%** |
| Homelessness 3.8% | | | | |
| Housing | Homelessness | **Homelessness** | 3,213 | 100.00% |
|  |  | **Total** | **3,213** | **100.00%** |
| Buying a Home 2.7% | | | | |
| Housing | Buying a Home | **Buying a Home** | 2,323 | 100.00% |
|  |  | **Total** | **2,323** | **100.00%** |
| Planning Permission 0.6% | | | | |
| Housing | Planning Permission | **Planning Permission** | 509 | 100.00% |
|  |  | **Total** | **509** | **100.00%** |
| Losing Your Home 0.5% | | | | |
| Housing | Losing your Home | **Losing your Home** | 386 | 100.00% |
|  |  | **Total** | **386** | **100.00%** |
| Emergency Accommodation 0.4% | | | | |
| Housing | Emergency Accommodation | **Emergency Accommodation** | 354 | 100.00% |
|  |  | **Total** | **354** | **100.00%** |
| Building or Altering a Home 0.4% | | | | |
| Housing | Building or Altering a Home | **Building or Altering a Home** | 338 | 100.00% |
|  |  | **Total** | **338** | **100.00%** |
| Management Companies (Apartment Blocks) 0.2% | | | | |
| Housing | Management Companies (Apartment Blocks) | **Management Companies** | **198** | 100.00% |
|  |  | **Total** | **198** | 100.00% |
| Equality/Housing Discrimination 0.1% | | | | |
| Housing | Equality/Housing Discrimination | **Equality/Housing Discrimination** | 94 | 100.00% |
|  |  | **Total** | **94** | **100.00%** |
|  |  | **Total Housing Queries** | **85,447** | **100.00%** |

# Health Queries 2023

Health entitlements queries increased slightly by 2.6% in 2023 (58,529 queries). Medical card was the most queried payment/ scheme in CISs in 2023 with the highest number of queries for an individual scheme – it has consistently topped the list for several years.

* Queries relating to Medical Card - represented over 60% of all health-related queries and stayed at a similar level to the previous year at 35,927 queries.
* GP services enquiries increased by 19% (3,910 queries) – this reflects difficulties people have in accessing GP services countrywide.
* Fair Deal and Home Care Package increased by 13.2% (3,728 queries).
* Drugs Payments Scheme increased by 10.5% (1,166 queries).
* EU Healthcare queries grew by 25.5% (1,304 queries).

**Callers with Health queries by Age:**

* 35.2% of these callers came from the 46-65 age group, 32.2% came from the 26-45 age group, and 29.8% originated from the 66 and Over age cohort.
* 34.4% of callers with Medical Card queries came from the 26-45 group, 32.6% from the 46-65 group and 29.5% were in the 66 and over age group.
* 45.7% of callers with Fair deal and home care package schemes concerns came from the 66 and over group, followed by 41.1% from the 46-65 cohort.

# Table 5 - Health Queries 2023

| Category | Sub-Category | 2023 Health Queries Breakdown | # Of Queries | % Of Health Queries |
| --- | --- | --- | --- | --- |
| Health | Medical Card | **Medical Card** | 35,927 | 61.4% |
| Health | GP Services | **GP Services** | 3,910 | 6.7% |
| Health | Fair Deal & Home Care Package | **Fair Deal & Home Care Package** | 3,728 | 6.4% |
| Health | Other | **Other** | 2,910 | 5.0% |
| Health | Drugs/Medicines | **Drugs Payment Scheme** | 1,166 |  |
| Health | Drugs/Medicines | **Long-term Illness Scheme** | 534 |  |
|  |  | **Total** | 1,700 | 2.9% |
| Health | EU Healthcare | **EU Healthcare** | 1,304 | 2.2% |
| Health | Health Services for Older People | **Health Services for Older People** | 1,159 | 2.0% |
| Health | Hospital Services | **Hospital Services** | 1,152 | 2.0% |
| Health | Dental, Aural and Optical Health | **Dental, Aural and Optical Health** | 1,011 | 1.7% |
| Health | Care in your Community | **Care in your Community** | 943 | 1.6% |
| Health | Health Services for People with Disabilities | **Health Services for People with Disabilities** | 902 | 1.5% |
| Health | Mental Health | **Mental Health** | 861 | 1.5% |
| Health | Legal Matters and Health | **Legal Matters and Health** | 431 | 0.7% |
| Health | Health Insurance | **Health Insurance** | 400 | 0.7% |
| Health | Entitlement to Health Services | **Entitlement to Health Services** | 388 | 0.7% |
| Health | Children's Health | **Children's Health** | 375 | 0.6% |
| Health | Health-Related Benefits and Entitlements | **Health-Related Benefits and Entitlements** | 334 | 0.6% |
| Health | Cancer Services | **Cancer Services** | 277 | 0.5% |
| Health | Health Service Agencies | **Health Service Agencies** | 173 | 0.3% |
| Health | Aids and Appliances | **Aids and Appliances** | 167 | 0.3% |
| Health | Women's Health | **Women's Health** | 154 | 0.3% |
| Health | Alcohol and Drug Treatment Services | **Alcohol and Drug Treatment Services** | 143 | 0.2% |
| Health |  | **All other sub-categories** | 180 | 0.3% |
|  |  | **Total Health Queries** | **58,529** | **100.00%** |

\*Query sub-categories are presented in individual payment/scheme categories, as recorded by CISs. All other sub-categories include Emergency Health Services, How Health Services are Organised, Environmental Health, Alternative Health, Blood, and Organ Donation.

# Money and Tax Queries:

In 2023 CISs received **48,112** queries related to Money and Tax, an increase of 15.8% on 2022 query numbers. During COVID-19 the queries in this area declined by 41.2%, post-COVID the query numbers have begun to rebound – almost all of the subcategories in this area saw an increase.

* Queries on Income Tax Credits and Reliefs grew by 20.4% (11,299 queries).
* Income Tax queries were up by 10.4% (8,709 queries).
* Revenue Online queries saw a significant increase - upby 31.8% (7,088 queries) – this is a relatively new subcategory.
* Income Tax Refund increased by 20.5% (3,224 queries).
* Queries relating to Property Taxes increased by 11.9% (2,381 queries).
* Capital Taxes queries increased by 5.2% (2,299 queries).
* Pensions queries increased by 20.1% (2,299 queries).
* Queries relating to Debt increased by 19.8% (1,532 queries).
* Financial Institution queries *dropped* by 20.8% (829 queries).

**Money and Tax Callers by age:**

Money and Tax callers increased by 14.7% (34,640 callers).

* 38.7% of these callers came from the 46-65 age range. 34.5% originated from the 26-46 age group and 24.2% from the 66 and over cohort.
* 43.7% of callers with Income Tax Credits and Reliefs queries were in the 26-45 age group.
* The majority of callers with Income Tax queries came from the 46-65 age group (35.9%) and the 26-45 age cohort (35.4%).
* 43.7% of calls relating to Revenue Online came from the 26-45 age group.
* 50.6% of the calls about Property Taxes came from the 66 and over age group.

# Table 6 – Money and Tax Queries 2023

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | 2023 Sub-category Breakdown | # of Queries | % of Money & Tax Category |
| Money and Tax | Income Tax Credits and Reliefs | **Income Tax Credits and Reliefs** | 11,299 | **23.5%** |
| Money and Tax | Income Tax | **Income Tax** | 8,709 | **18.1%** |
| Money and Tax | Revenue Online | **Revenue Online** | 7,088 | **14.7%** |
| Money and Tax | Other | **Other** | 4,266 | **8.9%** |
| Money and Tax | Income Tax Refund | **Income Tax Refund** | 3,224 | **6.7%** |
| Money and Tax | Property Taxes | **Local property Tax (LPT)** | 2,108 | *88.5%* |
| Money and Tax | Property Taxes | **Vacant Homes Tax (VHT)** | 231 | *9.7%* |
| Money and Tax | Property Taxes | **Non-Principal Private Residence Charge (NPPR)** | 42 | *1.8%* |
| Money and Tax | Property Taxes | **Total** | **2,381** | **5.0%** |
| Money and Tax | Capital Taxes | **Capital Taxes** | 2,299 | **4.8%** |
| Money and Tax | Pensions | **Pensions** | 2,299 | **4.8%** |
| Money and Tax | Debt | **Utilities** | 504 | *32.9%* |
| Money and Tax | Debt | **Mortgage Arrears** | 479 | *21.3%* |
| Money and Tax | Debt | **Banks** | 217 | *14.2%* |
| Money and Tax | Debt | **Credit Unions** | 93 | *6.1%* |
| Money and Tax | Debt | **Credit Card Debt** | 69 | *4.5%* |
| Money and Tax | Debt | **Insolvency Arrangements** | 67 | *4.4%* |
| Money and Tax | Debt | **Debt Relief Notice (DRN)** | 47 | *3.1%* |
| Money and Tax | Debt | **Money Lenders** | 28 | *1.8%* |
| Money and Tax | Debt | **The Insolvency Service of Ireland** | 28 | *1.8%* |
| Money and Tax | Debt | **Total** | 1,532 | **3.2%** |
| Money and Tax | Income Tax Credits and Reliefs for People with Disabilities | **Income Tax Credits and Reliefs for People with Disabilities** | 1,035 | **2.2%** |
| Money and Tax | Financial Institutions | **Financial Institutions** | 836 | **1.7%** |
| Money and Tax | Wills | **Wills** | 748 | **1.6%** |
| Money and Tax | Insurance | **Insurance** | 575 | **1.2%** |
| Money and Tax | Duties and VAT | **Duties and VAT** | 471 | **1.0%** |
| Money and Tax | Universal Social Charge (USC) | **Universal Social Charge (USC)** | 448 | **0.9%** |
| Money and Tax | Loans and Credit | **Loans and Credit** | 298 | **0.6%** |
| Money and Tax | Moving Country and Taxation | **Moving Country and Taxation** | 254 | **0.5%** |
| Money and Tax | Savings and Investments | **Savings and Investments** | 210 | **0.4%** |
| All other sub-categories (<100 queries) \* | | | | |
| Money and Tax |  | **All other sub-categories** | 140 | 0.3% |
| Money and Tax |  | **Total** | 140 | **0.3%** |
|  |  | **Total Money and Tax Queries** | **48,112** | **100.00%** |

# Employment Queries 2023

There were **47,288** queries recorded under the Employment category in 2023, 6% of all queries dealt with by CISs. The large volume of queries is likely because of the high employment rate in Ireland in 2023.

Employment Rights and Conditions was the largest sub-category under Employment, accounting for 61.2% of all Employment queries.

Queries which related to Employment Rights and Conditions decreased by 9.7% (from 32,0730 to 28,960 queries in 2023).

* Queries relating to leave and holidays were down by 41% (5,242 queries), during COVID years leave and holidays queries were particularly high due to uncertainty of entitlements at the time, since the high in 2021 the leave and holiday queries have begun to decline in number.
* Queries concerning contracts of employment decreased by 9.9% (4,922 queries).
* Pay/wages queries decreased by 18% (2,966 queries).
* Sick leave and sick pay schemes tripled in numbers from 884 to 2,767 queries, (employers sick pay cover is a newly introduced scheme in 2023).
* Carer’s Leave queries increased by 36.1% (837 queries) but were only inputted into system in Quarter 2 2022.

Queries related to Unemployment and Redundancy decreased by 3.7% (4,210 queries).

Queries related to Self-Employment *increased* by 3.6% (3,426).

Queries about Grievance and Discipline increased by 11.7% (1,798 queries).

**Employment Callers by age:**

* 54.5% of callers relating to Employment came from the 26-45 age group, followed by 38.2% from the 46-65 age group.
* 57.3% of callers on Employment Rights and conditions came from the 26-45 age group.
* 51.2% of callers concerning Unemployment and redundancy came from the 46-65 age category.
* 61% of callers about Self-employment matters came from the 26-45 age category.

# Table 7 - Employment Queries 2023

| Category | Sub-category | 2023 Employment Query Breakdown | # Of Queries | % Of Employment Sub-category |
| --- | --- | --- | --- | --- |
| Employment Rights and Conditions 61.2% | | | | |
| Employment | Employment Rights and Conditions | **Leave and Holidays** | 5,242 | 18.1% |
| Employment | Employment Rights and Conditions | **Contracts of Employment** | 4,922 | 17.0% |
| Employment | Employment Rights and Conditions | **Other** | 3,681 | 12.7% |
| Employment | Employment Rights and Conditions | **Pay/Wages** | 2,966 | 10.2% |
| Employment | Employment Rights and Conditions | **Sick Leave and Sick Pay Schemes** | 2,767 | 9.6% |
| Employment | Employment Rights and Conditions | **Dismissal (unfair, constructive etc.)** | 2,274 | 7.9% |
| Employment | Employment Rights and Conditions | **Hours of Work** | 1,418 | 4.9% |
| Employment | Employment Rights and Conditions | **Notice Period** | 1,346 | 4.7% |
| Employment | Employment Rights and Conditions | **Maternity Leave** | 913 | 3.2% |
| Employment | Employment Rights and Conditions | **Carer’s Leave** | 837 | 2.9% |
| Employment | Employment Rights and Conditions | **Health and Safety** | 748 | 2.6% |
| Employment | Employment Rights and Conditions | **Parent’s Leave** | 662 | 2.3% |
| Employment | Employment Rights and Conditions | **Parental Leave** | 560 | 1.9% |
| Employment | Employment Rights and Conditions | **Paternity Leave** | 221 | 0.8% |
| Employment | Employment Rights and Conditions | **Force Majeure Leave** | 151 | 0.5% |
| Employment | Employment Rights and Conditions | **Garda Vetting** | 134 | 0.5% |
| Employment | Employment Rights and Conditions | **Compassionate Leave** | 113 | 0.4% |
| Employment | Employment Rights and Conditions | **Domestic Violence Leave** | 3 | 0.0% |
| Employment | Employment Rights and Conditions | **Adoptive Leave** | 2 | 0.0% |
|  |  | **Total** | **28,960** | **100.0%** |
| Unemployment and Redundancy 8.9% | | | | |
| Employment | Unemployment and Redundancy | **Unemployment and Redundancy** | 4,210 | 100.0%[[3]](#footnote-3) |
|  |  | **Total** | **4,210** | **100.0%** |
| Self-Employment 7.2% | | | | |
| Employment | Self-employment | **Self-employment** | 3,426 | 100.0% |
|  |  | **Total** | **3,426** | **100.0%** |
| Enforcement and Redress 6.1% | | | | |
| Employment | Enforcement and Redress | **WRC (Workplace Relations Commission)** | 2,860 | 100.0% |
|  |  | **Total** | **2,860** | **100.0%** |
| Grievance and Disciplinary Procedures 3.8% | | | | |
| Employment | Grievance and Discipline Procedures | **Grievance and Discipline Procedures** | 1,798 | 100.0% |
|  |  | **Total** | **1,798** | 100.0% |
| Equality in Work 2.8% | | | | |
| Employment | Equality in Work | **Bullying and Harassment** | **496** | 38.0% |
| Employment | Equality in Work | **Discrimination** | **391** | 30.0% |
| Employment | Equality in Work | **Other** | 190 | 14.6% |
| Employment | Equality in Work | **Pay and Conditions** | 134 | 10.3% |
| Employment | Equality in Work | **Victimisation** | **56** | 4.3% |
| Employment | Equality in Work | **Reasonable Accommodation** | **37** | 2.8% |
|  |  | **Total** | **1,304** | **100.0%** |
| Starting Work and Changing Job 2.6% | | | | |
| Employment | Starting Work and Changing Job | **Starting Work and Changing Job** | 1,208 | 100.0% |
|  |  | **Total** | **1,208** | **100.0%** |
| Finding Employment 1.9% | | | | |
| Employment | **Finding Employment** | **Finding Employment** | **909** | 100.0% |
|  |  | **Total** | **909** | **100.0%** |
| Part-time Employment 1.9% | | | | |
| Employment | Part-time Employment | **Part-time Employment** | 905 | 100.0% |
|  |  | **Total** | **905** | **100.0%** |
| Retirement 1.1% | | | | |
| Employment | Retirement | **Retirement** | 516 | 100.0% |
|  |  | **Total** | **516** | **100.0%** |
| Employment and Disability 0.9% | | | | |
| Employment | Employment and Disability | **Employment and Disability** | 409 | 100.0% |
|  |  | **Total** | **409** | **100.0%** |
| Employment Schemes/Placements 0.8% | | | | |
| Employment | Employment Schemes/Placements | **Employment Schemes/Placements** | **388** | 100.0% |
|  |  | **Total** | **388** | **100.0%** |
| Migrant Workers 0.8% | | | | |
| Employment | Migrant Workers | **Migrant Workers** | 362 | 100.0% |
|  |  | **Total** | **362** | **100.0%** |
| Employment Appeals (Enforcement) 0.1% | | | | |
| Employment | Appeals (Enforcement) | **Appeals (Enforcement)** | 33 | 100.0% |
|  |  | **Total** | **33** | **100.0%** |
|  |  | **Total Employment** | **47,288** | **100.00%** |

1. This was accounted for by the fall off in queries from Ukrainians in 2023 as the supports for this group were maintained during the year. [↑](#footnote-ref-1)
2. The Covid-19 Category will be removed from the categorisation scheme for 2024. [↑](#footnote-ref-2)
3. **Some categories of enquiry have only one level of sub-category accounting for 100% of the total queries in the category.**  [↑](#footnote-ref-3)