

# 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 <sup>1</sup>.

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%

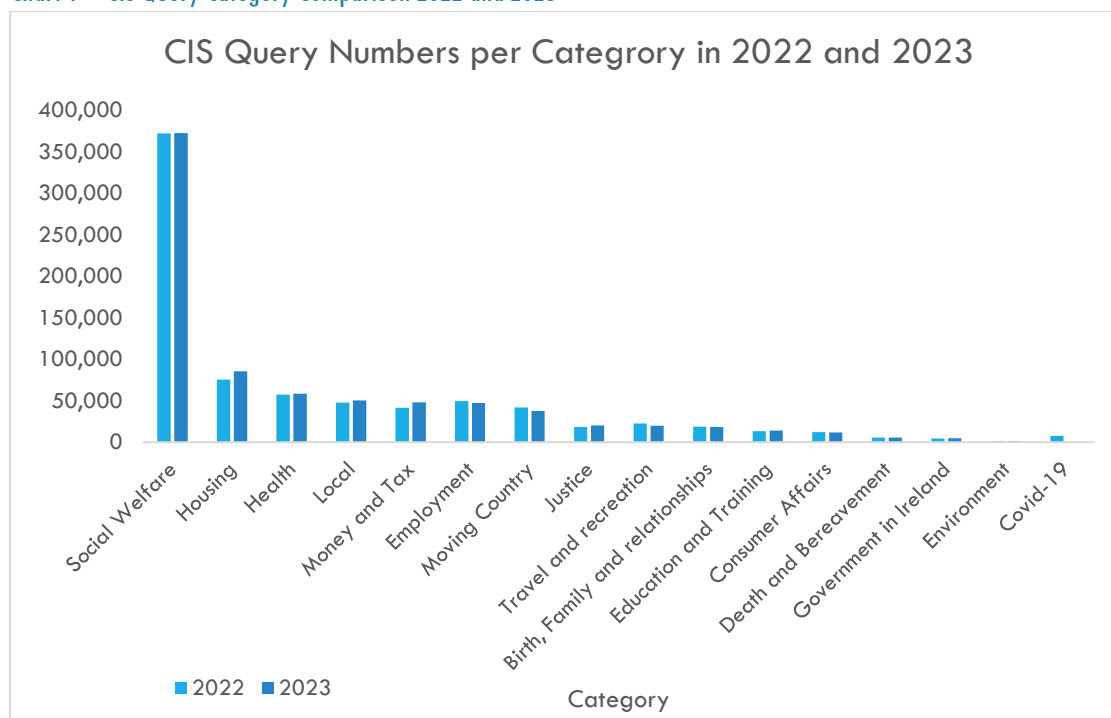
<sup>1</sup> 'Local' queries feature in the top 5 categories above Money and Tax and Employment, it is a generic category which includes signposting and referral to local services but does not include a breakdown of queries and therefore is not included in the table

**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%.<sup>1</sup>

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 <sup>2</sup>	7,467	481	-93.6%
	788,902	795,278	+0.8

**Chart 1 – CIS Query Category Comparison 2022 and 2023**



<sup>1</sup> 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.

<sup>2</sup> The Covid-19 Category will be removed from the categorisation scheme for 2024.

## 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
		<b>Extra Social Welfare Benefits</b>		<b>17.0%</b>
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%
		<b>Total</b>	<b>63,144</b>	<b>100%</b>
		<b>Disability and Illness</b>		<b>15.4%</b>
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%
		<b>Total</b>	<b>57,116</b>	<b>100%</b>
		<b>Older and Retired People</b>		<b>12.9%</b>
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%

Category	Sub-category	2023 Social Welfare Queries Breakdown	# Of Queries	% Of Social Welfare Sub-category
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%
		<b>Total</b>	<b>47,910</b>	<b>100%</b>
<b>Carers</b>				<b>10.4%</b>
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		<b>Total</b>	<b>38,763</b>	<b>100.00%</b>
<b>Families and Children</b>				<b>10.3%</b>
Social Welfare	Families and Children	Working Family Payment (WFP)	12,621	32.9%
Social Welfare	Families and Children	One Parent Family Payment (OPF)	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%
		<b>Total</b>	<b>38,375</b>	<b>100%</b>
<b>Supplementary Welfare Schemes</b>				<b>8.7%</b>
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%

Category	Sub-category	2023 Social Welfare Queries Breakdown	# Of Queries	% Of Social Welfare Sub-category
Social Welfare	Supplementary Welfare Schemes	Diet/Heating Supplement	209	0.7%
Social Welfare	Supplementary Welfare Schemes	Mortgage Interest Supplement (MIS)	24	0.1%
		<b>Total</b>	<b>32,274</b>	<b>100.00%</b>
<b>Unemployed People</b>				<b>8.2%</b>
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%
		<b>Total</b>	<b>30,548</b>	<b>100.00%</b>
<b>Social Welfare Miscellaneous</b>				<b>5.7%</b>
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%
		<b>Total</b>	<b>20,980</b>	<b>100.00%</b>
<b>Social Insurance (PRSI)</b>				<b>5.2%</b>
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%

Category	Sub-category	2023 Social Welfare Queries Breakdown	# Of Queries	% Of Social Welfare Sub-category
Social Welfare	Social Insurance (PRSI)	Employer's PRSI	195	1.0%
Social Welfare	Social Insurance (PRSI)	Jobs Plus	2	0.0%
<b>Social Welfare Appeals</b>				<b>1.5%</b>
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%
		<b>Total</b>	<b>5,443</b>	<b>100.00%</b>
<b>Activation Schemes, Education and Training</b>				<b>1.5%</b>
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%

Category	Sub-category	2023 Social Welfare Queries Breakdown	# Of Queries	% Of Social Welfare Sub-category
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%
		<b>Total</b>	<b>5,441</b>	<b>100.00%</b>
<b>Death Related Benefits</b>				<b>1.4%</b>
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%
		<b>Total</b>	<b>5,060</b>	<b>100.00%</b>
<b>Social Welfare Benefits Check</b>				<b>1.2%</b>
Social Welfare	Benefits Check	Benefits Check	4,345	
		<b>Total</b>	<b>4,345</b>	<b>100.00%</b>
<b>Payments and Work</b>				<b>0.7%</b>
Social Welfare	Payments and Work	Payments and Work	2,756	
		<b>Total</b>	<b>2,756</b>	<b>100.00%</b>
<b>Farmers</b>				<b>0.2%</b>
Social Welfare	Farmers	Farm Assist	598	90.2%
Social Welfare	Farmers	Other	65	9.8%
		<b>Total</b>	<b>663</b>	<b>100.00%</b>
		<b>Total Social Welfare Queries</b>	<b>372,085</b>	<b>100.00%</b>



## 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 CIs. 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 2<sup>nd</sup> 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
<b>Local Authority and Social Housing</b>				<b>50.2%</b>
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%
		<b>Total</b>	<b>42,897</b>	<b>100.00%</b>
<b>Housing Grants and Schemes</b>				<b>16.0%</b>
Housing	Housing Grants and Schemes	Housing Grants and Schemes	13,691	100.00%
		<b>Total</b>	<b>13,691</b>	<b>100.00%</b>
<b>Renting a Home</b>				<b>14.2%</b>
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%

Category	Sub-category	2023 Housing Queries Breakdown		# Of Queries	% Of Housing Sub-category
Housing	Renting a Home (Private Rental Accommodation)	Non-Resident Landlords (Withholding Tax)		9	0.1%
		Total		12,139	100.00%
<b>Home Energy Grants (SEAI)</b>					<b>6.4%</b>
Housing	Home Energy Grants (SEAI)	Home Energy Grants (SEAI)		5,461	100.00%
		Total		5,461	100.00%
<b>Other</b>					<b>4.5%</b>
Housing	Other	Other		3,844	100.00%
		Total		3,844	100.00%
<b>Homelessness</b>					<b>3.8%</b>
Housing	Homelessness	Homelessness		3,213	100.00%
		Total		3,213	100.00%
<b>Buying a Home</b>					<b>2.7%</b>
Housing	Buying a Home	Buying a Home		2,323	100.00%
		Total		2,323	100.00%
<b>Planning Permission</b>					<b>0.6%</b>
Housing	Planning Permission	Planning Permission		509	100.00%
		Total		509	100.00%
<b>Losing Your Home</b>					<b>0.5%</b>
Housing	Losing your Home	Losing your Home		386	100.00%
		Total		386	100.00%
<b>Emergency Accommodation</b>					<b>0.4%</b>
Housing	Emergency Accommodation	Emergency Accommodation		354	100.00%
		Total		354	100.00%
<b>Building or Altering a Home</b>					<b>0.4%</b>
Housing	Building or Altering a Home	Building or Altering a Home		338	100.00%
		Total		338	100.00%
<b>Management Companies (Apartment Blocks)</b>					<b>0.2%</b>
Housing	Management Companies (Apartment Blocks)	Management Companies		198	100.00%
		Total		198	100.00%
<b>Equality/Housing Discrimination</b>					<b>0.1%</b>
Housing	Equality/Housing Discrimination	Equality/Housing Discrimination		94	100.00%
		Total		94	100.00%
		<b>Total Housing Queries</b>		<b>85,447</b>	<b>100.00%</b>

## 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	
		<b>Total</b>	<b>1,700</b>	<b>2.9%</b>
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%

Category	Sub-Category	2023 Health Queries Breakdown	# Of Queries	% Of Health Queries
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%
		<b>Total Health Queries</b>	<b>58,529</b>	<b>100.00%</b>

\*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 - up by 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%
<b>All other sub-categories (&lt;100 queries) *</b>				
Money and Tax		All other sub-categories	140	0.3%
Money and Tax		Total	140	0.3%
		<b>Total Money and Tax Queries</b>	<b>48,112</b>	<b>100.00%</b>

## 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
<b>Employment Rights and Conditions</b>				<b>61.2%</b>
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%



Category	Sub-category	2023 Employment Query Breakdown	# Of Queries	% Of Employment Sub-category
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%
		<b>Total</b>	<b>28,960</b>	<b>100.0%</b>
<b>Unemployment and Redundancy</b>				<b>8.9%</b>
Employment	Unemployment and Redundancy	Unemployment and Redundancy	4,210	100.0% <sup>3</sup>
		<b>Total</b>	<b>4,210</b>	<b>100.0%</b>
<b>Self-Employment</b>				<b>7.2%</b>
Employment	Self-employment	Self-employment	3,426	100.0%
		<b>Total</b>	<b>3,426</b>	<b>100.0%</b>
<b>Enforcement and Redress</b>				<b>6.1%</b>
Employment	Enforcement and Redress	WRC (Workplace Relations Commission)	2,860	100.0%
		<b>Total</b>	<b>2,860</b>	<b>100.0%</b>
<b>Grievance and Disciplinary Procedures</b>				<b>3.8%</b>
Employment	Grievance and Discipline Procedures	Grievance and Discipline Procedures	1,798	100.0%
		<b>Total</b>	<b>1,798</b>	<b>100.0%</b>
<b>Equality in Work</b>				<b>2.8%</b>
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%
		<b>Total</b>	<b>1,304</b>	<b>100.0%</b>
<b>Starting Work and Changing Job</b>				<b>2.6%</b>
Employment	Starting Work and Changing Job	Starting Work and Changing Job	1,208	100.0%
		<b>Total</b>	<b>1,208</b>	<b>100.0%</b>

<sup>3</sup> Some categories of enquiry have only one level of sub-category accounting for 100% of the total queries in the category.



Category	Sub-category	2023 Employment Query Breakdown		# Of Queries	% Of Employment Sub-category
<b>Finding Employment</b>					<b>1.9%</b>
<b>Employment</b>	<b>Finding Employment</b>	<b>Finding Employment</b>		<b>909</b>	<b>100.0%</b>
		<b>Total</b>		<b>909</b>	<b>100.0%</b>
<b>Part-time Employment</b>					<b>1.9%</b>
<b>Employment</b>	Part-time Employment	<b>Part-time Employment</b>		905	100.0%
		<b>Total</b>		<b>905</b>	<b>100.0%</b>
<b>Retirement</b>					<b>1.1%</b>
<b>Employment</b>	Retirement	<b>Retirement</b>		516	100.0%
		<b>Total</b>		<b>516</b>	<b>100.0%</b>
<b>Employment and Disability</b>					<b>0.9%</b>
<b>Employment</b>	Employment and Disability	<b>Employment and Disability</b>		409	100.0%
		<b>Total</b>		<b>409</b>	<b>100.0%</b>
<b>Employment Schemes/Placements</b>					<b>0.8%</b>
<b>Employment</b>	Employment Schemes/Placements	<b>Employment Schemes/Placements</b>		<b>388</b>	<b>100.0%</b>
		<b>Total</b>		<b>388</b>	<b>100.0%</b>
<b>Migrant Workers</b>					<b>0.8%</b>
<b>Employment</b>	Migrant Workers	<b>Migrant Workers</b>		362	100.0%
		<b>Total</b>		<b>362</b>	<b>100.0%</b>
<b>Employment Appeals (Enforcement)</b>					<b>0.1%</b>
<b>Employment</b>	Appeals (Enforcement)	<b>Appeals (Enforcement)</b>		33	100.0%
		<b>Total</b>		<b>33</b>	<b>100.0%</b>
		<b>Total Employment</b>		<b>47,288</b>	<b>100.00%</b>