## CIS Query Profile 2021

# Overview

There were **693,918** queries from the public in 2021. The ratio of *queries per caller* was **2.05**, up from 1.97 in 2020.

The type of queries received from the public in 2021 were consistent with 2020 data, with the exception of Covid-19 related queries, which decreased. See Table 2 (below). The main categories recorded in 2021 were: Social Welfare - 43.33%; Housing - 8.87%; Employment - 8.55%; Health - 6.25%; Covid-19 specific – 5.97%; and Money & Tax - 5.48%.

Table 1 outlines the high-level categories of data collected. Table 2 (below) provides comparative data for 2020 and 2021. The remaining tables provide a breakdown of query categories within the top five highest query categories recorded by CISs in 2021: Social Welfare, Housing, Employment, Health and Covid-19 related queries.

# Table 1 – CIS Query Categories 2021

| Query Category 2021 | Number of Queries | % of Total Queries |
| --- | --- | --- |
| Social Welfare | 300,644 | 43.33% |
| Housing | 61,577 | 8.87% |
| Employment | 59,305 | 8.55% |
| Health | 43,372 | 6.25% |
| Covid-19 | 41,422 | 5.97% |
| Money and Tax | 38,047 | 5.48% |
| Local | 32,636 | 4.70% |
| Moving Country | 24,100 | 3.47% |
| Birth, Family and Relationships | 21,091 | 3.04% |
| Justice | 19,340 | 2.79% |
| Travel and Recreation | 17,935 | 2.58% |
| Education and Training | 12,707 | 1.83% |
| Consumer Affairs | 11,199 | 1.61% |
| Death and Bereavement | 5,413 | 0.78% |
| Government in Ireland | 3,394 | 0.49% |
| Environment | 1,736 | 0.25% |
|  | **693,918** | **100.00%** |

# Table 2 – CIS Query Comparison 2021 & 2020

| Query Category | # of Queries 2021 | # of Queries 2020 |
| --- | --- | --- |
| Social Welfare | 300,644 | 307,239 |
| Housing | 61,577 | 57,646 |
| Employment | 59,305 | 69,009 |
| Health | 43,372 | 47,816 |
| Covid-19 | 41,422 | 66,281 |
| Money and Tax | 38,047 | 35,210 |
| Local | 32,636 | 29,411 |
| Moving Country | 24,100 | 20,099 |
| Birth, Family and Relationships | 21,091 | 20,134 |
| Justice | 19,340 | 20,871 |
| Travel and Recreation | 17,935 | 16,948 |
| Education and Training | 12,707 | 13,539 |
| Consumer Affairs | 11,199 | 12,639 |
| Death and Bereavement | 5,413 | 4,681 |
| Government in Ireland | 3,394 | 3,306 |
| Environment | 1,736 | 1,826 |
|  | **693,918** | **726,655** |

# Chart 1 – CIS Query Comparison 2019, 2020, 2021

# Social Welfare Queries 2021

Citizens Information Services (CISs) dealt with 300,644 **Social Welfare** queries in 2021, 43.33% of all queries dealt with by services.

CISs recorded the highest number of Social Welfare queries under the **Disability and Illness (49,622)** sub-category, similar to 2020 figures. These queries included *Disability Allowance* (21,085) and *Illness Benefit* (15,089).

It should be noted that Carer’s Allowance (22,002) was the highest single payment query area within the overall Social Welfare category, recorded under Carer’s (below).

Social Welfare queries to do with **Families and Children** rose slightly in 2021, as a percentage of all Social Welfare queries in 2021. This included the query sub-categories of *Working Family Payment* (12,059) which represent 29.95% of all Families and Children queries, and the *One Parent Family Payment* (21%).

# Table 3 – Social Welfare Queries 2021

| Category | Sub-category | 2021 Social Welfare Query Breakdown | # of Queries | % of Social Welfare Sub-category |
| --- | --- | --- | --- | --- |
| Disability and Illness | | | | |
| Social Welfare | Disability and Illness | **Disability Allowance** | 21085 | 42.49% |
| Social Welfare | Disability and Illness | **Illness Benefit** | 15089 | 30.41% |
| Social Welfare | Disability and Illness | **Invalidity Pension** | 9617 | 19.38% |
| Social Welfare | Disability and Illness | **Partial Capacity Benefit** | 2021 | 4.07% |
| Social Welfare | Disability and Illness | **Injury Benefit** | 732 | 1.48% |
| Social Welfare | Disability and Illness | **Occupational Injuries Benefit Scheme** | 560 | 1.13% |
| Social Welfare | Disability and Illness | **Other Payment (Blind Pension/Other)** | 518 | 1.04% |
|  |  | **Total** | **49,622** | **100.00%** |
| Families and Children | | | | |
| Social Welfare | Families and Children | **Working Family Payment (WFP) formerly FIS** | 12059 | 29.95% |
| Social Welfare | Families and Children | **One Parent Family Payment (OFP)** | 8456 | 21.00% |
| Social Welfare | Families and Children | **Maternity/ Adoptive Benefit** | 4249 | 10.55% |
| Social Welfare | Families and Children | **Child Benefit** | 4053 | 10.06% |
| Social Welfare | Families and Children | **Increase for a Qualified Adult (IQA)** | 2854 | 7.09% |
| Social Welfare | Families and Children | **Parent's Benefit** | 2129 | 5.29% |
| Social Welfare | Families and Children | **Increase for a Qualified Child (IQC)** | 2095 | 5.20% |
| Social Welfare | Families and Children | **Back to School Clothing & Footwear Allowance (BTSCFA)** | 1999 | 4.96% |
| Social Welfare | Families and Children | **Paternity Benefit** | 1267 | 3.15% |
| Social Welfare | Families and Children | **Back to Work Family Dividend** | 755 | 1.87% |
| Social Welfare | Families and Children | **Health and Safety Benefit** | 224 | 0.56% |
| Social Welfare | Families and Children | **Deserted Wife's Benefit** | 97 | 0.24% |
| Social Welfare | Families and Children | **Deserted Wife's Allowance** | 32 | 0.08% |
|  |  | **Total** | **40,269** | **100.00%** |
| Extra Social Welfare Benefits | | | | |
| Social Welfare | Extra Social Welfare Benefits | **Fuel Allowance** | 14251 | 37.78% |
| Social Welfare | Extra Social Welfare Benefits | **Household Benefits Package** | 12375 | 32.80% |
| Social Welfare | Extra Social Welfare Benefits | **Free Travel (Travel Card, Companion Card, etc.)** | 4886 | 12.95% |
| Social Welfare | Extra Social Welfare Benefits | **Living Alone Increase** | 4354 | 11.54% |
| Social Welfare | Extra Social Welfare Benefits | **Telephone Support Allowance** | 1049 | 2.78% |
| Social Welfare | Extra Social Welfare Benefits | **Christmas Bonus** | 418 | 1.11% |
| Social Welfare | Extra Social Welfare Benefits | **Treatment Benefits** | 390 | 1.03% |
| Social Welfare | Extra Social Welfare Benefits | **Water Conservation Grant** | 3 | 0.01% |
|  |  | **Total** | **37,726** | **100.00%** |
| Older and Retired People | | | | |
| Social Welfare | Older and Retired People | **State Pension/Contributory** | 21398 | 60.94% |
| Social Welfare | Older and Retired People | **State Pension/Non Contributory Pension** | 8455 | 24.08% |
| Social Welfare | Older and Retired People | **Payment for people who retire at 65** | 2075 | 5.91% |
| Social Welfare | Older and Retired People | **Qualified Adults** | 1814 | 5.17% |
| Social Welfare | Older and Retired People | **UK Pensions/Brexit** | 860 | 2.45% |
| Social Welfare | Older and Retired People | **EU/International Pensions** | 514 | 1.46% |
|  |  | **Total** | **35,116** | **100.00%** |
| Unemployed People | | | | |
| Social Welfare | Unemployed People | **Jobseeker's Allowance** | 15928 | 47.46% |
| Social Welfare | Unemployed People | **Jobseeker's Benefit** | 11934 | 35.56% |
| Social Welfare | Unemployed People | **Social Welfare Payments and Work** | 3638 | 10.84% |
| Social Welfare | Unemployed People | **Jobseeker's Transitional Payment** | 1776 | 5.29% |
| Social Welfare | Unemployed People | **Unemployed following self-employment** | 288 | 0.86% |
|  |  | **Total** | **33,564** | **100.00%** |
| Carers | | | | |
| Social Welfare | Carers | **Carer's Allowance** | 22002 | 66.16% |
| Social Welfare | Carers | **Carer's Benefit** | 4370 | 13.14% |
| Social Welfare | Carers | **Carer's Support Grant (Respite Care Grant)** | 3552 | 10.68% |
| Social Welfare | Carers | **Domiciliary Care Allowance (DCA)** | 3288 | 9.89% |
|  |  | **Half-rate Carer's Allowance** | 44 | 0.13% |
|  |  | **Total** | **33,256** | **100.00%** |
| Supplementary Welfare Schemes | | | | |
| Social Welfare | Supplementary Welfare Schemes | **Basic Supplementary Welfare Allowance** | 9298 | 50.38% |
| Social Welfare | Supplementary Welfare Schemes | **Exceptional/urgent needs payment** | 4855 | 26.31% |
| Social Welfare | Supplementary Welfare Schemes | **Rent Supplement (RS)** | 4114 | 22.29% |
| Social Welfare | Supplementary Welfare Schemes | **Diet/Heating Supplement** | 155 | 0.84% |
| Social Welfare | Supplementary Welfare Schemes | **Mortgage Interest Supplement (MIS)** | 33 | 0.18% |
|  |  | **Total** | **18,455** | **100.00%** |
| Social Insurance (PRSI) | | | | |
| Social Welfare | Social Insurance (PRSI) | **PRSI Records/Paid Contributions** | 7687 | 42.81% |
| Social Welfare | Social Insurance (PRSI) | **PPS Number** | 3354 | 18.68% |
| Social Welfare | Social Insurance (PRSI) | **Credited Contributions** | 2194 | 12.22% |
| Social Welfare | Social Insurance (PRSI) | **PRSI Classes** | 1484 | 8.27% |
| Social Welfare | Social Insurance (PRSI) | **Voluntary Contributions** | 1100 | 6.13% |
| Social Welfare | Social Insurance (PRSI) | **Other** | 913 | 5.08% |
| Social Welfare | Social Insurance (PRSI) | **Homemakers Scheme** | 893 | 4.97% |
| Social Welfare | Social Insurance (PRSI) | **Employer's PRSI** | 329 | 1.83% |
| Social Welfare | Social Insurance (PRSI) | **Jobs Plus** | 1 | 0.01% |
|  |  | **Total** | **17,955** | **100.00%** |
| Social Welfare Miscellaneous | | | | |
| Social Welfare | Social Welfare Miscellaneous | **Other** | 5529 | 31.93% |
| Social Welfare | Social Welfare Miscellaneous | **Means Tests** | 3798 | 21.93% |
| Social Welfare | Social Welfare Miscellaneous | **Public Services Card** | 3524 | 20.35% |
| Social Welfare | Social Welfare Miscellaneous | **Habitual Residence Condition** | 1703 | 9.83% |
| Social Welfare | Social Welfare Miscellaneous | **MyWelfare.ie** | 1210 | 6.99% |
| Social Welfare | Social Welfare Miscellaneous | **Overpayments** | 841 | 4.86% |
| Social Welfare | Social Welfare Miscellaneous | **EU Contributions and Entitlements** | 327 | 1.89% |
| Social Welfare | Social Welfare Miscellaneous | **UK Entitlements/Brexit** | 267 | 1.54% |
| Social Welfare | Social Welfare Miscellaneous | **Late Claims** | 109 | 0.63% |
| Social Welfare | Social Welfare Miscellaneous | **Insolvency Payments Scheme** | 9 | 0.05% |
|  |  | **Total** | **17,317** | **100.00%** |
| Activation Schemes, Education and Training | | | | |
| Social Welfare | Activation Schemes, Education and Training | **Back to Education Allowance (BTEA)** | 3676 | 46.86% |
| Social Welfare | Activation Schemes, Education and Training | **Back to Work Enterprise Allowance (BTWEA)** | 1594 | 20.32% |
| Social Welfare | Activation Schemes, Education and Training | **Community Employment (CE)** | 1432 | 18.25% |
| Social Welfare | Activation Schemes, Education and Training | **Job Path – Seetec/Turas Nua** | 211 | 2.69% |
| Social Welfare | Activation Schemes, Education and Training | **Part-time Education Option (PTEO)** | 185 | 2.36% |
| Social Welfare | Activation Schemes, Education and Training | **Short-Term Enterprise Allowance** | 179 | 2.28% |
| Social Welfare | Activation Schemes, Education and Training | **Tús** | 174 | 2.22% |
| Social Welfare | Activation Schemes, Education and Training | **Part-Time Job Incentive Scheme (PTJI)** | 160 | 2.04% |
| Social Welfare | Activation Schemes, Education and Training | **Jobs Plus** | 113 | 1.44% |
| Social Welfare | Activation Schemes, Education and Training | **Rural Social Scheme** | 96 | 1.22% |
| Social Welfare | Activation Schemes, Education and Training | **Job Bridge/ First Steps - Youth Internship** | 20 | 0.25% |
| Social Welfare | Activation Schemes, Education and Training | **Gateway** | 5 | 0.06% |
|  |  | **Total** | **7,845** | **100.00%** |
| Death Related Benefits | | | | |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner's Pension (Contributory/ Non-Contributory).** | 3044 | 70.06% |
| Social Welfare | Death Related Benefits | **Widow/Widower/Surviving Civil Partner Grant** | 603 | 13.88% |
| Social Welfare | Death Related Benefits | **Help with Funeral Costs** | 434 | 9.99% |
| Social Welfare | Death Related Benefits | **Guardian's Payment** | 235 | 5.41% |
| Social Welfare | Death Related Benefits | **Special Funeral Grant (Occ. Injuries Scheme only)** | 29 | 0.67% |
|  |  | **Total** | **4,345** | **100.00%** |
| Social Welfare Appeals | | | | |
| Social Welfare | Appeals | **Disability Allowance** | 1076 | 28.81% |
| Social Welfare | Appeals | **Invalidity Pension** | 657 | 17.59% |
| Social Welfare | Appeals | **Carer's Allowance/Benefit** | 572 | 15.31% |
| Social Welfare | Appeals | **Other** | 418 | 11.19% |
| Social Welfare | Appeals | **Jobseeker's Allowance** | 223 | 5.97% |
| Social Welfare | Appeals | **Domiciliary Care Allowance** | 153 | 4.10% |
| Social Welfare | Appeals | **Supplementary Welfare Allowance** | 115 | 3.08% |
| Social Welfare | Appeals | **Working Family Payment (WFP)** | 99 | 2.65% |
| Social Welfare | Appeals | **State Pension (Contributory)** | 93 | 2.49% |
| Social Welfare | Appeals | **State Pension (Non-Contributory)** | 92 | 2.46% |
| Social Welfare | Appeals | **Child Benefit** | 51 | 1.37% |
| Social Welfare | Appeals | **Jobseeker's Benefit** | 50 | 1.34% |
| Social Welfare | Appeals | **One Parent Family Payment (OFP)** | 47 | 1.26% |
| Social Welfare | Appeals | **Illness Benefit** | 39 | 1.04% |
| Social Welfare | Appeals | **Carer's Support Grant** | 30 | 0.80% |
| Social Welfare | Appeals | **Widow/Widower/surviving Civil Partner Pension** | 20 | 0.54% |
|  |  | **Total** | **3735** | **100.00%** |
| Social Welfare and Farmers | | | | |
| Social Welfare | Farmers | **Farm Assist** | 554 | 90.82% |
| Social Welfare | Farmers | **Other** | 56 | 9.18% |
|  |  | **Total** | **610** | **100.00%** |
| Social Welfare Payments and Work | | | | |
| Social Welfare | Social Welfare - Payments and Work | **Social Welfare - Payments and Work** | 509 | 100.00% |
|  |  | **Total** | **509** | **100.00%** |
| Social Welfare Benefits Check | | | | |
| Social Welfare | Benefits Check | **Benefits Check** | 320 | 100.00% |
|  |  | **Total** | **320** | **100.00%** |
|  |  | **Total Social Welfare Queries** | **300,644** | **100.00%** |

# Housing Queries 2021

There were 61,577 Housing queries in 2021, representing 8.87% of all queries.

Queries to do with *Applying for Local Authority/ Social Housing* represented 45% of this query area, followed by the *Housing Assistance Payment* (34%).

In addition, it should be noted that, under the new Covid-19 query category, services dealt with 286 queries about *Mortgages, Loans and Rents -*  and under the Social Welfare category, services dealt with 4,114 queries about *Rent Supplement*.

# Table 4 - Housing Queries 2021

| Category | Sub-category | 2021 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** | 15464 | 45.44% |
| Housing | Local Authority and Social Housing | **Housing Assistance Payment (HAP)** | 11639 | 34.20% |
| Housing | Local Authority and Social Housing | **Other** | 2548 | 7.49% |
| Housing | Local Authority and Social Housing | **Differential Rent** | 1612 | 4.74% |
| Housing | Local Authority and Social Housing | **LA Transfers** | 796 | 2.34% |
| Housing | Local Authority and Social Housing | **Standards/Repairs** | 628 | 1.85% |
| Housing | Local Authority and Social Housing | **Rental Accommodation Scheme (RAS)** | 439 | 1.29% |
| Housing | Local Authority and Social Housing | **Notice/Eviction/Disputes** | 412 | 1.21% |
| Housing | Local Authority and Social Housing | **Rent Arrears/Rent Problems** | 313 | 0.92% |
| Housing | Local Authority and Social Housing | **Tenant Purchase (Incremental Scheme)** | 177 | 0.52% |
|  |  | **Total** | **34,028** | **100.00%** |
| Renting a Home | | | | |
| Housing | Renting a Home (Private Rental Accommodation) | **Notice/Eviction/Disputes** | 2496 | 24.90% |
| Housing | Renting a Home (Private Rental Accommodation) | **Tenant’s Rights and Obligations** | 1973 | 19.68% |
| Housing | Renting a Home (Private Rental Accommodation) | **Landlords Rights & Obligations** | 1645 | 16.41% |
| Housing | Renting a Home (Private Rental Accommodation) | **RTB (Residential Tenancies Board)** | 1301 | 12.98% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Review** | 879 | 8.77% |
| Housing | Renting a Home (Private Rental Accommodation) | **Standards/Repairs** | 672 | 6.70% |
| Housing | Renting a Home (Private Rental Accommodation) | **Rent Arrears/Rent Problems** | 533 | 5.32% |
| Housing | Renting a Home (Private Rental Accommodation) | **Deposit Retention** | 527 | 5.26% |
|  |  | **Total** | **10,026** | **100.00%** |
| Housing Grants and Schemes | | | | |
| Housing | Housing Grants and Schemes | **Housing Grants and Schemes** | 8549 | 100.00% |
|  |  | **Total** | **8,549** | **100.00%** |
| Other | | | | |
| Housing | Other | **Other** | 3637 | 100.00% |
|  |  | **Total** | **3,637** | **100.00%** |
| Homelessness | | | | |
| Housing | Homelessness | **Homelessness** | 2055 | 100.00% |
|  |  | **Total** | **2,055** | **100.00%** |
| Buying a Home | | | | |
| Housing | Buying a Home | **Buying a Home** | 1667 | 100.00% |
|  |  | **Total** | **1,667** | **100.00%** |
| Planning Permission | | | | |
| Housing | Planning Permission | **Planning Permission** | 553 | 100.00% |
|  |  | **Total** | **553** | **100.00%** |
| Losing Your Home | | | | |
| Housing | Losing your Home | **Losing your Home** | 382 | 100.00% |
|  |  | **Total** | **382** | **100.00%** |
| Building or Altering a Home | | | | |
| Housing | Building or Altering a Home | **Building or Altering a Home** | 361 | 100.00% |
|  |  | **Total** | **361** | **100.00%** |
| Emergency Accommodation | | | | |
| Housing | Emergency Accommodation | **Emergency Accommodation** | 208 | 100.00% |
|  |  | **Total** | **208** | **100.00%** |
| Equality/Housing Discrimination | | | | |
| Housing | Equality/Housing Discrimination | **Equality/Housing Discrimination** | 111 | 100.00% |
|  |  | **Total** | **111** | **100.00%** |
|  |  | **Total Housing Queries** | **61,577** | **100.00%** |

# Employment Queries 2021

There were **59,305** queries about Employment in 2021, 8.55% of all queries dealt with by CISs.

The largest sub-category of Employment queries in 2021 was **Employment Rights and Conditions** (38,948 queries), which included Leave and Holidays (14,590). Unemployment and Redundancy was the next largest query area, followed by Self-employment.

# Table 5 - Employment Queries, 2021

| Category | Sub-category | 2021 Employment Query Breakdown | # of Queries | % of Employment Sub-category |
| --- | --- | --- | --- | --- |
| Employment Rights and Conditions | | | | |
| Employment | Employment Rights and Conditions | **Leave and Holidays** | 14590 | 37.46% |
| Employment | Employment Rights and Conditions | **Contracts of Employment** | 6956 | 17.86% |
| Employment | Employment Rights and Conditions | **Other** | 5720 | 14.69% |
| Employment | Employment Rights and Conditions | **Pay/Wages** | 3744 | 9.61% |
| Employment | Employment Rights and Conditions | **Dismissal (unfair, constructive etc.)** | 2617 | 6.72% |
| Employment | Employment Rights and Conditions | **Notice Period** | 1987 | 5.10% |
| Employment | Employment Rights and Conditions | **Hours of Work** | 1879 | 4.82% |
| Employment | Employment Rights and Conditions | **Health and Safety** | 1357 | 3.48% |
| Employment | Employment Rights and Conditions | **Garda Vetting** | 98 | 0.25% |
|  |  | **Total** | **38,948** | **100.00%** |
| Unemployment and Redundancy | | | | |
| Employment | Unemployment and Redundancy | **Unemployment and Redundancy** | 5482 | 100.00% |
|  |  | **Total** | **5,482** | **100.00%** |
| Self-Employment | | | | |
| Employment | Self-employment | **Self-employment** | 3856 | 100.00% |
|  |  | **Total** | **3,856** | **100.00%** |
| Enforcement and Redress | | | | |
| Employment | Enforcement and Redress | **WRC (Workplace Relations Commission)** | 3544 | 100.00% |
|  |  | **Total** | **3,544** | **100.00%** |
| Grievance and Disciplinary Procedures | | | | |
| Employment | Grievance and Discipline Procedures | **Grievance and Discipline Procedures** | 1955 | 100.00% |
|  |  | **Total** | **1,955** | **100.00%** |
| Starting Work and Changing Job | | | | |
| Employment | Starting Work and Changing Job | **Starting Work and Changing Job** | 1492 | 100.00% |
|  |  | **Total** | **1,492** | **100.00%** |
| Equality in Work | | | | |
| Employment | Equality in Work | **Discrimination** | 459 | 35.33% |
| Employment | Equality in Work | **Bullying and Harassment** | 437 | 33.64% |
| Employment | Equality in Work | **Other** | 227 | 17.47% |
| Employment | Equality in Work | **Pay and Conditions** | 104 | 8.01% |
| Employment | Equality in Work | **Victimisation** | 72 | 5.54% |
|  |  | **Total** | **1,299** | **100.00%** |
| Part-time Employment | | | | |
| Employment | Part-time Employment | **Part-time Employment** | 1076 | 100.00% |
|  |  | **Total** | **1076** | **100.00%** |
| Retirement | | | | |
| Employment | Retirement | **Retirement** | 642 | 100.00% |
|  |  | **Total** | **642** | **100.00%** |
| Employment and Disability | | | | |
| Employment | Employment and Disability | **Employment and Disability** | 392 | 100.00% |
|  |  | **Total** | **392** | **100.00%** |
| Employment Schemes/Placements | | | | |
| Employment | Employment Schemes/Placements | **Employment Schemes/Placements** | 301 | 100.00% |
|  |  | **Total** | **301** | **100.00%** |
| Migrant Workers | | | | |
| Employment | Migrant Workers | **Migrant Workers** | 288 | 100.00% |
|  |  | **Total** | **288** | **100.00%** |
| Employment Appeals (Enforcement) | | | | |
| Employment | Appeals (Enforcement) | **Appeals (Enforcement)** | 30 | 100.00% |
|  |  | **Total** | **30** | **100.00%** |
|  |  | **Total Employment** | **59,305** | **100.00%** |

# Health Queries 2021

CISs dealt with 43,372 Health queries in 2021, 6.25% of all queries received by services. Most queries in the category were about the *Medical Card* (25,472), which represented over half of all Health queries recorded by services.

# Table 6 - Health Queries 2021

| Category | Sub-Category | 2021 Health Query Breakdown | # of Queries | % of Health Queries |
| --- | --- | --- | --- | --- |
| Health | Medical Card | **Medical Card** | 25,472 | 58.73% |
| Health | Fair Deal & Home Care Package | **Fair Deal & Home Care Package** | 2,841 | 6.55% |
| Health | GP Services | **GP Services** | 2,476 | 5.71% |
| Health | Other | **Other** | 2,398 | 5.53% |
| Health | Dental, Aural and Optical Health | **Dental, Aural and Optical Health** | 1,108 | 2.55% |
| Health | Health Services for Older People | **Health Services for Older People** | 1,087 | 2.51% |
| Health | Care in your Community | **Care in your Community** | 1,020 | 2.35% |
| Health | Hospital Services | **Hospital Services** | 931 | 2.15% |
| Health | EU Healthcare | **EU Healthcare** | 840 | 1.94% |
| Health | Health Services for People with Disabilities | **Health Services for People with Disabilities** | 787 | 1.81% |
| Health | Mental Health | **Mental Health** | 759 | 1.75% |
| Health | Drugs/Medicines | **Drugs Payment Scheme** | 703 | 1.62% |
| Health | Entitlement to Health Services | **Entitlement to Health Services** | 388 | 0.89% |
| Health | Drugs/Medicines | **Long-term Illness Scheme** | 354 | 0.82% |
| Health | Children's Health | **Children's Health** | 329 | 0.76% |
| Health | Legal Matters and Health | **Legal Matters and Health** | 317 | 0.73% |
| Health | Health Insurance | **Health Insurance** | 315 | 0.73% |
| Health | Health-Related Benefits and Entitlements | **Health-Related Benefits and Entitlements** | 275 | 0.63% |
| Health | Cancer Services | **Cancer Services** | 218 | 0.50% |
| Health | Health Service Agencies | **Health Service Agencies** | 187 | 0.43% |
| Health | Aids and Appliances | **Aids and Appliances** | 150 | 0.35% |
| Health | Alcohol and Drug Treatment Services | **Alcohol and Drug Treatment Services** | 147 | 0.34% |
| Health | Women's Health | **Women's Health** | 107 | 0.25% |
| Health | Emergency Health Services | **Emergency Health Services** | 68 | 0.16% |
| Health | How Health Services are Organised | **How Health Services are Organised** | 58 | 0.13% |
| Health | Environmental Health | **Environmental Health** | 31 | 0.07% |
| Health | Blood and Organ Donation | **Blood and Organ Donation** | 4 | 0.01% |
| Health | Alternative Health | **Alternative Health** | 2 | 0.00% |
|  |  | **Total Health Queries** | **43,372** | **100.00%** |

# Covid-19 Queries 2021

CISs dealt with 41,422 queries about Covid-19, just over 5.97% of all queries dealt with by services. Most queries related to the COVID-19 Pandemic Unemployment Payment (12,574) followed by the Covid-19 related Travel (8,340) and Public Health Measures (4,613). There were 1,003 queries in relation to the Employment Wage Subsidy Scheme (EWSS).

# Table 7 – Covid-19 Queries 2021

| Category | sub-category | 2021 Covid-19 Query Breakdown | # of Covid-19 Queries | % of Covid-19 Queries |
| --- | --- | --- | --- | --- |
| Covid-19 | Social Welfare Payments | **Covid-19 Pandemic Unemployment Payment (PUP)** | 12,574 | 30.36% |
| Covid-19 | Travel | **Travel** | 8,340 | 20.13% |
| Covid-19 | Public Health Measures | **Public Health Measures** | 4,613 | 11.14% |
| Covid-19 | Social Welfare Payments | **Enhanced Illness Benefit** | 2,638 | 6.37% |
| Covid-19 | Employment Rights | **Employment Rights** | 2,304 | 5.56% |
| Covid-19 | Other | **Other** | 2,048 | 4.94% |
| Covid-19 | EU Digital COVID Certificate | **EU Digital COVID Certificate** | 1,962 | 4.74% |
| Covid-19 | Quarantine | **Quarantine** | 1,596 | 3.85% |
| Covid-19 | Vaccines for Covid-19 | **Vaccines for Covid-19** | 1,462 | 3.53% |
| Covid-19 | Testing for Covid-19 | **Testing for Covid-19** | 1,067 | 2.58% |
| Covid-19 | Employment Wage Subsidy Scheme (EWSS) | **Employment Wage Subsidy Scheme (EWSS)** | 1,003 | 2.42% |
| Covid-19 | Supports for Business | **Supports for Business** | 824 | 1.99% |
| Covid-19 | Mortgages, Loans, Rents | **Mortgages, Loans, Rents** | 286 | 0.69% |
| Covid-19 | Consumer Matters | **Consumer Matters** | 209 | 0.50% |
| Covid-19 | Childcare | **Childcare** | 163 | 0.39% |
| Covid-19 | Health Services | **Health Services** | 141 | 0.34% |
| Covid-19 | Students | **Students** | 117 | 0.28% |
| Covid-19 | Older People | **Older People** | 75 | 0.18% |
|  |  | **Total Covid-19 Queries** | **41,422** | **100.00%** |