

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.

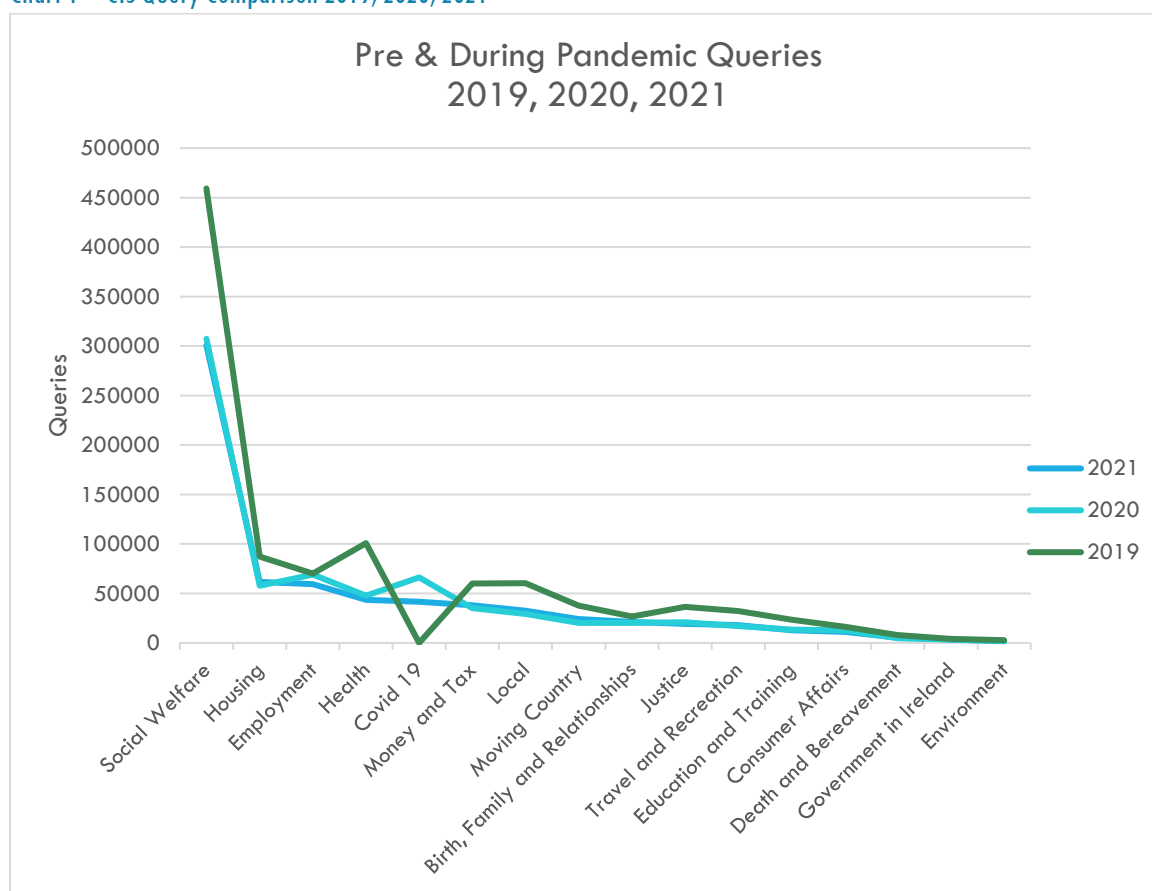
Table 1 – CIS Query Categories 2021

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 (OPF)	8456	21.00%
Social Welfare	Families and Children	Maternity/ Adoptive Benefit	4249	10.55%

Category	Sub-category	2021 Social Welfare Query Breakdown	# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	2021 Social Welfare Query Breakdown		# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	2021 Social Welfare Query Breakdown	# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	2021 Social Welfare Query Breakdown	# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	2021 Social Welfare Query Breakdown	# of Queries	% of Social Welfare Sub-category
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%

Category	Sub-category	2021 Housing Query Breakdown		# of Queries	% of Housing Sub-category
		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%

Category	Sub-category	2021 Employment Query Breakdown	# of Queries	% of Employment Sub-category
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%

Category	Sub-Category	2021 Health Query Breakdown	# of Queries	% of Health Queries
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%