

CIS Query Profile 2021

Top Ten Payments & Schemes

Top Ten refers to the single or *unique* payments, schemes or entitlements that emerge in CIS data with the highest query numbers. These payments and schemes are often recorded in different query categories. For example, Medical Card queries are recorded in the Health category, while both Jobseeker's Allowance and Jobseeker's Benefit are recorded in the Social Welfare category. In 2021, one quarter of all queries recorded by CISs were in relation to ten key payments or schemes, as set out in Table 1 below.

The Medical Card (25,472) was highest, followed by Carer's Allowance (22,002) and the State Pension/Contributory Pension (21,398). Fuel Allowance (14,251) queries increased in 2021 and featured in the Top-Ten list this year, replacing the Household Benefits Package, which had recorded over 14,000 queries in 2020 and 2019.

The Medical Card has remained the top single query area over a number of years. Disability and Illness related queries, such as the Carer's Allowance and Disability Allowance, also feature consistently in the Top Ten list. Queries to do with the state pension/contributory was the highest query category emerging in the first six months of 2021, and consistently features in the highest queries recorded by services.

The Top Ten Payments and Schemes dealt with by Citizens Information Services (CISs) in 2021 are set out below.

Table 1 – Top Ten Payments/ Schemes 2021

Top Ten Single Payments or Schemes 2021			
	Single Payment or Scheme, or Entitlement	# of Queries	% of Top-Ten Queries
1	Medical Card	25,472	14.32%
2	Carer's Allowance	22,002	12.37%
3	State Pension/Contributory	21,398	12.03%
4	Disability Allowance	21,085	11.86%
5	Jobseeker's Allowance	15,928	8.96%
6	Applying for Local Authority/Social Housing	15,464	8.69%
7	Illness Benefit	15,089	8.48%
8	Leave and Holidays	14,590	8.20%
9	Fuel Allowance	14,251	8.01%
10	Pandemic Unemployment Payment (PUP)	12,574	7.07%
		177,853	100.00%