# Citizens Information Services Statistical Highlights 2023

Citizens **Information** Board
*information · advice · advocacy*

## Caller Profile

**397,605** Callers

### Mode of Contact

In Person
**60%**

By Phone
**37%**

Letter/Email
**3%**

### Age

| | |
|---|---|
| 25 & Under **3%** | 26-45 **39%** |
| 46-65 **38%** | 66 & Over **19%** |

### Gender

Male **37%**

Female **58%**

Couples/Family Members **5%**
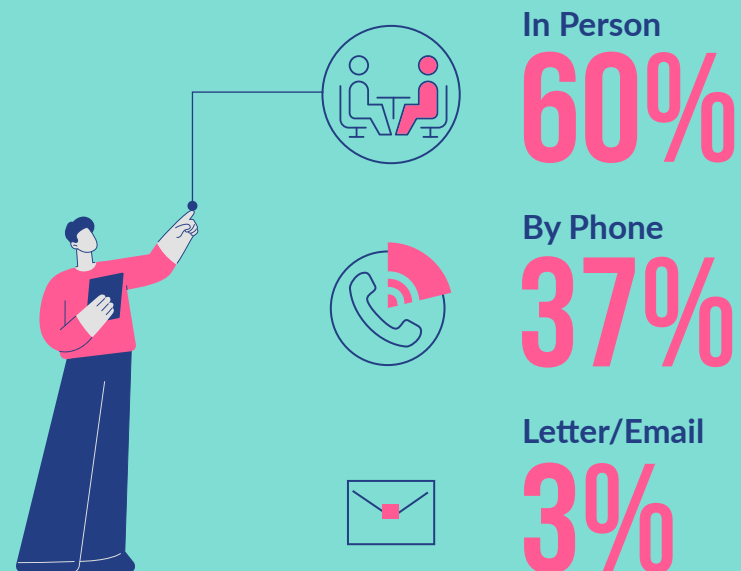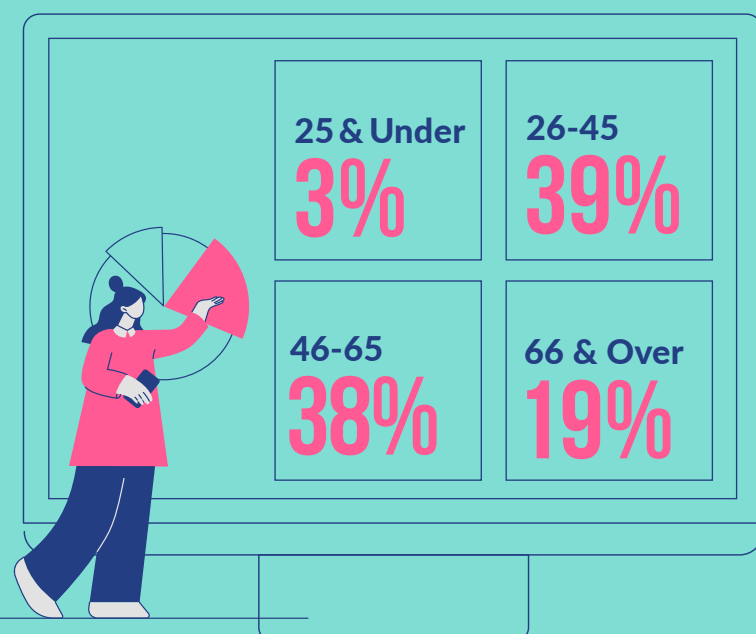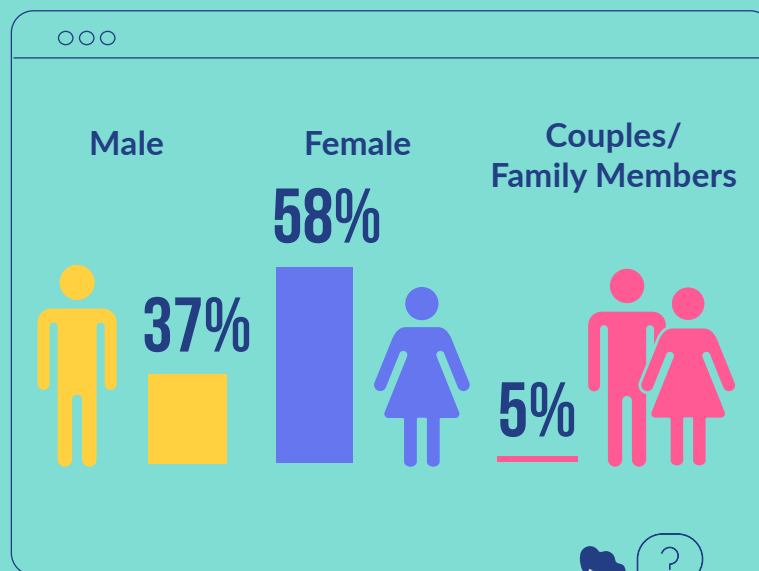
### Callers' Country of Origin
(excluding Ireland)*

*Recorded for over 60% of callers

Non EU **15%**

EU **9%**

Poland **8K**
Ukraine **6K**
Nigeria **5K**
UK **5K**
Romania **4K**
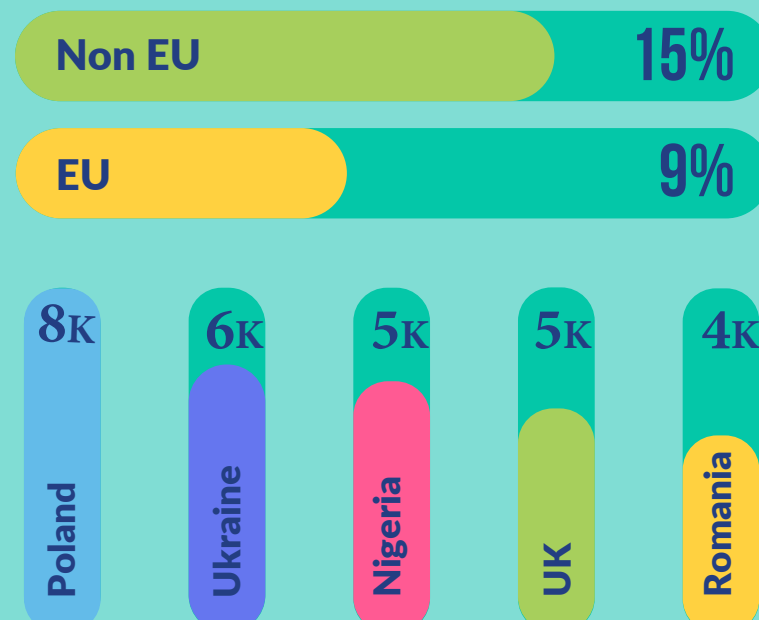
## Query Type

**795,278** Queries

### Top 5 Query Categories*

Social Welfare **372,085**

Housing **85,447**

Health **58,529**

Money and Tax **48,112**

Employment **47,288**
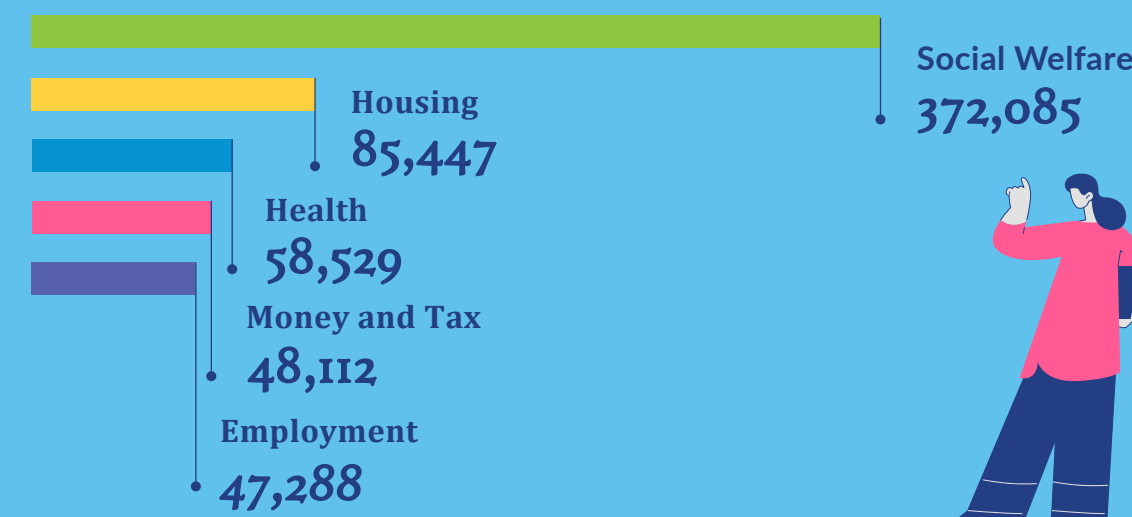
*Local queries is a generic category and is therefore not included in top 5
Other categories can be seen on datahub*

### Top 5 Payments/Schemes

These payments/schemes accounted for 18% of all queries

**35,927** Medical Card
**27,465** Fuel Allowance
**27,261** Disability Allowance
**27,242** State Pension Contributory
**23,812** Carer's Allowance

For more information, see **Data Hub - Citizens Information Board**