# Citizens Information Services (CISs) – Caller/Query Data

# Statistical Summary Quarter 1 2024

The following is a summary of Citizens Information Services (CISs) caller and query statistical data for Quarter 1, 1st January – 31st March 2024.

# Caller Summary

### There **were 106,122** callers to CISs nationally during Q1, 2024, a slight decrease on the same period in 2023 when there were 107,403 callers.

# **Table 1 – Caller Gender Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** | **% change Q1 ‘23 – Q1 ‘24** |
| **Female** | 58,929 | 55.5% | -6.4% |
| **Male** | 40,336 | 38.0% | +1.6% |
| **Couples/Family Members** | 6,317 | 6.0% | +43.8% |
| **Unknown** | 540 | 0.5% | +54.7% |

The number of female callers to CISs decreased by 6.4% in Q1 2024. Although couples have always been recorded family members were introduced in the second half of 2023 and since then there has been an increase in the number of callers in this category, which may account for some of the decline in female callers.

# **Table 2 – Caller Age Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Age Range** | **Number of Callers** | **% of Callers** | **% change Q1 ‘23 – Q1 ‘24** |
| **(n= 68%)** |
| **46-65** | 28,183 | 39.1% | +1.2% |
| **26-45** | 27,893 | 38.7% | +0.7% |
| **66 and Over** | 13,809 | 19.1% | -1.8% |
| **25 and Under** | 2,271 | 3.2% | +8.7% |

Each of the caller age profiles remained steady, except the 25 and under age group which increased from 2,090 callers in Q1 2023 to 2,271 caller in Q1 2024.

# **Table 3 – Caller Mode of Contact**

|  |  |  |  |
| --- | --- | --- | --- |
| Caller Type | Number of Callers | % of Callers | % change Q1 23 – Q1 ‘24 |
| Personal | 68,450 | 64.5% | +16.1% |
| Telephone | 34,408 | 32.4% | -23.6% |
| Letter/Email | 3,264 | 3.1% | -5.6% |

**Personal callers** accounted for almost two thirds of all contacts this quarter – up 10% on same quarter last year. 93.1% of these callers were drop-in and 6.9% were appointments based. Telephone callers to CISs declined by a quarter-this is a continuing pattern since the reintroduction of Drop-in and appointments post covid.

# **Country of Origin** was recorded for almost two thirds of all callers of those, 74.7% of callers were from Ireland. 3.3% of callers were from Poland (2,173 callers), 2.6% were Ukrainian (1,693 callers) and 2.4% were from Nigeria (1,533). Where country of origin was recorded, non-EU callers, including those from the UK, represented over 16.48% (10,768) of callers this quarter with the EU/excluding Ireland accounting for 8.78% (5,742) of callers.

# **Table 4: Top 5 callers’ countries of origin by age (excluding Ireland)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Under 25 | 26-45 | 46-65 | 66 and Over |
| 1 | Ukraine | Poland | Poland | United Kingdom |
| 2 | Poland | Nigeria | Nigeria | Ukraine |
| 3 | Afghanistan  | Ukraine | United Kingdom | Poland |
| 4 | Nigeria | Romania | Ukraine | Lithuania |
| 5 | Romania | Bangladesh | Romania | Romania |

# **Specific Needs**

There is a percentage of callers to CISs who have specific needs. In Q1 2024, 14% (14,861 callers) were identified by information providers as having particular needs or encountering barriers to accessing services, including language, literacy, online access issues. Services recorded a ratio of 1.4 needs to callers with an 11.6% increase in the number of callers with specific needs. Callers with specific needs enquired most about Disability Allowance, applying for Local Authority/Social Housing, Basic Supplementary Welfare Allowance, Jobseeker’s Allowance and Carer’s Allowance.

# **Table 5: Specific Needs Comparison**

|  |  |  |  |
| --- | --- | --- | --- |
| Specific Needs | Q1 2023 | Q1 2024 | % Change Q1 ‘23- Q1 ‘24 |
| Language | 5,580 | 5,934 | +6.34% |
| Distressed Client | 2,786 | 3,219 | +15.5% |
| Literacy | 1,933 | 2,014 | +4.2% |
| Digital Literacy | 1,337 | 1,949 | +45.8% |
| No online/ IT Access | 1,278 | 1,458 | +14.1% |
| Mental Health | 745 | 981 | +31.7% |
| Physical  | 871 | 976 | +12.1% |
| Accompanied/ Supported by family member/ friend/representative | 684 | 867 | +26.8% |
| Other | 455 | 492 | +8.1% |
| Challenging behaviour | 398 | 404 | +1.5% |
| Aural (hearing) | 275 | 312 | +13.5% |
| Homeless | 202 | 291 | +44.1% |
| Intellectual | 185 | 262 | +41.6% |
| Transport/ Access Difficulties | 292 | 239 | -18.2% |
| CIC Translation | 94 | 185 | +96.8%\* |
| Limited availability due to caring responsibilities | 225 | 182 | -19.1% |
| Visual | 142 | 176 | +23.9% |
| Speech Difficulty | 113 | 172 | +52.2% |
| Domestic Violence | 105 | 148 | +41.0% |
| Autism/ Neurodivergence | 36 | 119 | +230.6%\* |
| Dyslexia | 82 | 95 | +15.9% |
| Acquired brain injury | 49 | 90 | +83.7% |
| Addiction | 68 | 84 | +23.5% |
| Dementia/ Alzheimer’s | 56 | 68 | +21.4% |
| Bereaved | 0 | 10 | N/A |

* Note that some of those categories with significant increases were added or amended recently.

# **Chart 1: Time Spent with caller breakdown.**

44.6% of people who contacted CISs spent 10 minutes and under with Information Officers (IOs). 36.8% of callers spent 11-20 minutes speaking with IOs and 15.2 % spent 21-40 minutes. 3.2% of people spent over 41 minutes.

# **Table 6: Top payments and schemes for each age category**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Under 25 | 26-45 | 46-65 | 66 and Over |
| 1 | Jobseekers Allowance  | Medical Card  | State Pension/ Contributory  | Medical Card  |
| 2 | Medical Card  | Applying for Local Authority/Social Housing  | Disability Allowance  | State Pension/ Contributory  |
| 3 | Applying for Local Authority/Social Housing  | Disability Allowance  | Medical Card  | Fuel Allowance  |
| 4 | Disability Allowance  | Working Family Payment  | Carer's Allowance  | Household Benefits Package  |
| 5 | SUSI Student Grant Scheme (SUSI) | Carer's Allowance  | Invalidity Pension | State Pension/ Non-Contributory  |

# **Query Summary**

In Quarter 1 (Q1) 2024 there were **206,495** queries to Citizen Information Services (CISs), a decrease of 6.1% on the same quarter in Q1 2023. The ratio of query to caller was down to 1.95 from 2.05. Social Welfare represented 44% of all queries to CISs, the next most queried category was Housing which made up 11.3% of queries, then Health which consisted of 8.2%. Table 7 shows the number of queries by category and their % changes compared to the same quarter in 2023. Table 8 displays the top single payments /schemes for the quarter and their changes from Q1 2023.

# **Table 7- Query Profile Q1 2024**

|  |  |  |  |
| --- | --- | --- | --- |
| Query Category | # of Queries | % of all Queries | Q1 ‘23- ‘24 % Change |
| Social Welfare | 90,772 | 44.0% | -11.7% |
| Housing | 23,294 | 11.3% | +0.6% |
| Health | 17,019 | 8.2% | +3.6% |
| Local | 14,621 | 7.1% | +10.5% |
| Money and Tax | 13,750 | 6.7% | -6.9% |
| Employment | 12,415 | 6.0% | -10.3% |
| Moving Country | 9,891 | 4.8% | -1.4% |
| Justice | 5,251 | 2.5% | -3.9% |
| Travel and Recreation | 5,203 | 2.5% | -1.8% |
| Birth, Family and Relationships | 4,619 | 2.2% | -9.0% |
| Consumer Affairs | 2,993 | 1.5% | -11.1% |
| Education and Training | 2,978 | 1.4% | -4.9% |
| Government in Ireland | 1,665 | 0.8% | +36.1% |
| Death and Bereavement | 1,563 | 0.8% | +1.2% |
| Environment | 447 | 0.2% | +13.7% |
| Covid 19 | 14 | 0.0% | -92.9%\* |
|   | **206,495** | **100%** | **-6.1%** |

# ***\*The Covid 19 Category was removed during this quarter*.**

# **Table 8 - Top-Ten Single Payments or Schemes, Q1 2024**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Category | Single Payment or Scheme | # of Queries | % Change Q1 ‘23- ‘24  |
| 1 | **Health - Medical Card** | *Medical Card* | 10,974 | +7.1% |
| 2 | **Social Welfare – Older People** | State Pension (cont.) | 7,874 | -2.6% |
| 3 | **Social Welfare - Disability & Illness** | Disability Allowance | 6,899 | -5.0% |
| 4 | **Social Welfare – Carers** | *Carer’s Allowance* | 6,066 | -8.6% |
| 5 | **Housing - Local Authority and Social Housing** | *Applying for Local Authority/Social Housing* | 5,782 | +4.3% |
| 6 | **Social Welfare – Extra Social Welfare Allowance** | *Fuel Allowance* | 4,526 | -48.7% |
| 7 | **Social Welfare - Unemployed People** | *Jobseeker's Allowance* | 4,279 | -6.4% |
| 8 | **Social Welfare – Extra Social Welfare Allowance** | Household Benefits Scheme | 4,277 | -11.9% |
| 9 | **Housing – Housing Grants and Schemes** | *Housing Grants and Schemes* | 3,826 | +2.6% |
| 10 | **Social Welfare – Supplementary Welfare Schemes** | *Basic Supplementary Welfare Allowance* | 3,686 | -3.5% |

# **Quarter-on-Quarter Comparison: what’s new?[[1]](#footnote-2)**

There was a drop **in Social Welfare (SW) related queries** in Q1 2024, down 11.7% (from 102,787 queries in Q1 2023 to 90,772 queries in Q1 2024).

Most SW areas had some sort of decline, but Extra Social Welfare Benefit queries saw a 31% decrease.

* Fuel Allowance queries nearly halved (8,819 to 4,526 queries) – this may reflect the end of the annual period of payment for the allowance.
* Household Benefits Package queries decreased by 11.9% (4,855 to 4,277 queries).

Disability and Illness (D&I) queries was the most queried sub-category under social welfare and accounted for 15.7% of queries.

* D&I queries also saw a drop --by 7.7% (15,476 to 14,283)
	+ Disability Allowance queries declined by 5% (7,259 to 6,899) – remains the top payment in this category.
	+ Illness benefit queries reduced by 8.4% (3,854 to 3,531)
	+ Invalidity Pension queries dropped by 12.7% (3,228 to 2,817).

**Housing queries** which usually increase significantly from quarter to quarter and year to year remained at a similar level to Q1 2023.

Health queries increased by 3.6% (16,420 to 17,019).

* Medical card queries increased by 7.1% (10,251 to 10,974) and continues to be the highest queried individual scheme or payment.
* Fair Deal & Home Care Package queries decreased by 11.9% (1,139 to 1,004)

Money and Tax queries declined by 6.9% from 14,768 to 13,750 queries.

* Income Tax Credits and Reliefs decreased by 16.1% (3,330 queries)
* Income Tax Refund queries increased by 14.5% (1,285 queries).

Employment queries decreased by 10.3% (12,415 queries).

* Employment rights and conditions queries decreased by 13.4% (7,445 queries).
	+ Queries relating to contracts of employment dropped by 17% (1,185 queries).
	+ Leave and holidays queries have declined by over 30% (1,140 queries).

Birth, Family and Relationships queries decreased by 9% (4,619 queries).

* Queries relating to separation and divorce declined by 16.5% (1,329 queries).
* Maintenance queries fell by 21.1% (591 queries).

Consumer Affairs queries declined by 11.1% (2,993 queries)

* Consumer protection queries decreased by 23.6% (623 queries).
* Queries regarding energy/utilities services declined by 19.5% (573 queries).

Government in Ireland queries *increased* by 36.1% (1,665 queries).

* Queries relating to MyGovID increased by 30% (494 queries).
* Queries relating to Elections and Referenda increased significantly from 14 to 326 queries, due to the family and care referendum which took place in March.

CISs classify each query according to the type of action or intervention required to respond to that query. Queries are defined as either Information, Advice/Assistance or Advocacy. In Q1 2024the majority, almost two thirds of all queries were classed as Advice/Assistance (126,812), 38.0% were classed as Information (78,558) and 0.6% were ranked as Advocacy.

# **Table 9: Types of advice/assistance Quarter 1 2024**

|  |  |
| --- | --- |
| Advice/Assistance | Action Numbers |
| *Explored options* | 78,028 |
| *Clarification of rules and eligibility based on clients’ personal circumstances* | 35,687 |
| *Filled in form with caller* | 13,635 |
| *Other* | 10,154 |
| *Benefits Check (General)* | 8,471 |
| *Explained Means Tests* | 8,186 |
| *Calculated amount of benefit/tax entitlement with caller* | 6,829 |
| *Assisted with compiling support documentation*  | 5,951 |
| *Assisted with online access/application* | 4,597 |
| *Phone call/email/online enquiry to Gov. Dept or Agency (Public/ Vol/Sector)* | 3,646 |
| *Drafted letter/email with caller to sign or send* | 2,001 |
| *Assistance and posting out forms* | 1,905 |
| *Read and explained contents of letter* | 1,281 |
| *Advice on appeals/ review process* | 850 |
| *Phone call enquiry to employer, landlord or other (Private sector)* | 747 |
| Total | 181,968 |

Further detail on the **top three main categories of queries** received in this first quarter of 2024 compared with the first quarter of 2023, are set out in the narrative and tables below.

**Table 10 and Table 11** below set out the **Social Welfare** query dataset for Quarter 1, 2024. Query sub-categories are presented in thematic categories, and include individual schemes, payments and entitlements as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for that data sub-category i.e., the *Disability Allowance* percentage represents the queries recorded as a percentage of the ***Disability and Illness*** thematic sub-category.

**Social Welfare payment trends Q1, 2024:**

Query statistics relating to Social Welfare (SW).

Overall Social Welfare queries were down by almost 12% (11.7%). Most sub-categories under Social Welfare declined.

Disability & Illness was the most queried category and accounted for 15.7% of all social welfare queries (14,283 queries). The whole sub-category declined by 7.7% compared to the same quarter in Q1 2023.

* Disability Allowance queries decreased by 5% (6,899), Illness Benefit was down by 8.4% (3,531) and Invalidity Pension queries fell by 12.7% (2,817).

Older and retired people was the second most queried sub-category and made up 15.2% of all social welfare queries (13,827 queries). Queries under this category dropped slightly by 1.8% (13,827).

Extra Social Welfare Benefits decreased by almost a third (from 18,309 queries to 12,625 queries). Within this category, Fuel Allowance queries almost halved (4,526), Household Benefits Package declined by 11.9% (4,277) and Free Travel queries (Travel Card, Companion card, etc.) decreased by 18.5% (1,704)

Queries relating to Carers made up almost 11% of all social welfare queries. The number of queries relating to Carers payments lessened by 6.9% (9,855) – Carer’s Benefit queries did increase.

* Carer’s Allowance queries decreased by 8.6% (6,066).
* Carer’s Benefit queries increased by 6.1% (1,245).
* Domiciliary Care Allowance dropped by 8.6% (1,072).

Queries about Families and Children decreased by 15% (8,622)

* Working Family Payment decreased by 11.8% (3,066).
* One Parent Family Payment decreased by 12.2% (1,720)
* Child Benefit queries remained at a similar level, increasing slightly by 1.7% (1,515).

Supplementary Welfare Allowance queries declined by 11.2% (7,565)

* Basic supplementary welfare allowance down by 3.5% (3,686)
* Additional Needs Payments dropped by 14.1% (3,025)
* Rent Supplement decreased by 28.4% (801 queries).

Caller profile data relating to Social Welfare.

44.9% of all callers who contacted CISs about social welfare were in the 46-65 age category.

60.3% of callers who contacted CISs relating to payments for Older and Retired people came from the 46-65 age category.

46.1% of callers enquiring about Extra Social Welfare Benefits were in the 66 and over age group.

Nearly 50% of all callers who contacted CISs about payments for unemployed people came from the 26-45 age group, and 42.1% came from the 46-65s.

41.6% of *all* calls relating to social welfare last between 11-20 minutes.

**Table 10: % Changes for social welfare sub-categories between Q1 2023 – Q1 2024**

|  |  |  |  |
| --- | --- | --- | --- |
| Social Welfare Sub-Category | Q1 2023 | Q1 2024 | % Change Q1 23- Q1 24 |
| Disability & Illness | **15,476** | **14,283** | **-7.7%** |
| Older and Retired People | 14,079 | 13,827 | -1.8% |
| Extra Social Welfare Benefits | **18,309** | **12,625** | **-31.0%** |
| Carers | 10,589 | 9,855 | -6.9% |
| Families and Children | **10,143** | **8,622** | **-15.0%** |
| Unemployed People | 8,397 | 7,983 | -4.9% |
| Supplementary Welfare Scheme | **8,517** | **7,565** | **-11.2%** |
| Social Insurance (PRSI) | 5,490 | 5,113 | -6.9% |
| Social Welfare Miscellaneous | **5,558** | **4,775** | **-14.1%** |
| Death Related Benefits | 1,487 | 1,440 | -3.2% |
| Benefits Check | **1,071** | **1,255** | **-17.2%** |
| Appeals | 1,415 | 1,240 | -12.4% |
| Activation Schemes, Education and Training | **1,319** | **1,227** | **-7.0%** |
| Social Welfare – Payments and work | 747 | 762 | +2.0% |
| Farmers | **190** | **200** | **+5.3%** |

# **Table 11 – Social Welfare Query Breakdown, Q1 2024**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q1, 2024 Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
|  Disability & Illness 15.7% |
| Social Welfare | **Disability and Illness** | *Disability Allowance* | 6,899 | 48.3% |
| Social Welfare | **Disability and Illness** | *Illness Benefit* | 3,531 | 24.7% |
| Social Welfare | **Disability and Illness** | *Invalidity Pension* | 2,817 | 19.7% |
| Social Welfare | **Disability and Illness** | *Partial Capacity Benefit* | 551 | 3.9% |
| Social Welfare | **Disability and Illness** | *Injury Benefit* | 205 | 1.4% |
| Social Welfare | **Disability and Illness** | *Other Payment (Blind Pension/Other)* | 153 | 1.1% |
| Social Welfare | **Disability and Illness** | *Occupational Injuries Benefit Scheme* | 127 | 0.9% |
|   |  | **Total** | **14,283** | **100%** |
|  Older and Retired People 15.2%  |
| Social Welfare | **Older and Retired People** | *State Pension/Contributory* | 7,874 | 57.0% |
| Social Welfare | **Older and Retired People** | *State Pension/Non-Contributory Pension* | 3,261 | 23.6% |
| Social Welfare | **Older and Retired People** | *Payment for people who retire at 65* | 912 | 6.6% |
| Social Welfare | **Older and Retired People** | *Qualified Adults* | 657 | 4.8% |
| Social Welfare | **Older and Retired People** | *UK Pensions/Brexit* | 539 | 3.9% |
| Social Welfare | **Older and Retired People** | *Homemakers Scheme/ HomeCaring Periods Scheme* | 383 | 2.8% |
| Social Welfare | **Older and Retired People** | *EU/International Pensions* | 201 | 1.5% |
|   |  | **Total** | **13,827** | **100.00%** |
|  Extra Social Welfare Benefits 13.9% |
| Social Welfare | **Extra Social Welfare Benefits** | *Fuel Allowance* | 4,526 | 35.9% |
| Social Welfare | **Extra Social Welfare Benefits** | *Household Benefits Package* | 4,277 | 33.9% |
| Social Welfare | **Extra Social Welfare Benefits** | *Free Travel (Travel Card, Companion Card, etc.)* | 1,704 | 13.5% |
| Social Welfare | **Extra Social Welfare Benefits** | *Living Alone Increase* | 1,625 | 12.9% |
| Social Welfare | **Extra Social Welfare Benefits** | *Telephone Support Allowance* | 205 | 1.6% |
| Social Welfare | **Extra Social Welfare Benefits** | *Cost of Living Increases* | 159 | 1.3% |
| Social Welfare | **Extra Social Welfare Benefits** | *Treatment Benefits* | 100 | 0.8% |
| Social Welfare | **Extra Social Welfare Benefits** | *Christmas Bonus* | 29 | 0.2% |
|   |  | **Total** | **12,625** | **100.00%** |
|  Carers 10.9%  |
| Social Welfare | **Carers** | *Carer's Allowance* | 6,066 | 61.6% |
| Social Welfare | **Carers** | *Carer's Benefit* | 1,245 | 12.6% |
| Social Welfare | **Carers** | *Domiciliary Care Allowance (DCA)* | 1,072 | 10.9% |
| Social Welfare | **Carers** | *Carer's Support Grant (Respite Care Grant)* | 826 | 8.4% |
| Social Welfare | **Carers** | *Half-rate Carer's Allowance* | 646 | 6.6% |
|   |  | **Total** | **9,855** | **100.00%** |
|  Families and Children 9.5% |
| Social Welfare | **Families and Children** | *Working Family Payment (WFP)*  | 3,066 | 35.6% |
| Social Welfare | **Families and Children** | *One Parent Family Payment (OFP)* | 1,720 | 19.9% |
| Social Welfare | **Families and Children** | *Child Benefit* | 1,515 | 17.6% |
| Social Welfare | **Families and Children** | *Maternity/ Adoptive Benefit* | 665 | 7.7% |
| Social Welfare | **Families and Children** | *Increase for a Qualified Adult (IQA)* | 607 | 7.0% |
| Social Welfare | **Families and Children** | *Increase for a Qualified Child (IQC)* | 319 | 3.7% |
| Social Welfare | **Families and Children** | *Parent's Benefit* | 298 | 3.5% |
| Social Welfare | **Families and Children** | *Paternity Benefit* | 166 | 1.9% |
| Social Welfare | **Families and Children** | *Back to School Clothing & Footwear Allowance (BTSCFA)* | 112 | 1.3% |
| Social Welfare | **Families and Children** | *Back to Work Family Dividend* | 109 | 1.3% |
| Social Welfare | **Families and Children** | *Health and Safety Benefit* | 26 | 0.3% |
| Social Welfare | **Families and Children** | *Deserted Wife's Benefit* | 14 | 0.2% |
| Social Welfare | **Families and Children** | *Deserted Wife's Allowance* | 5 | 0.1% |
|   |  | **Total** | **8,622** | **100.00%** |
|  Unemployed People 8.8% |
| Social Welfare | **Unemployed People** | *Jobseeker's Allowance* | 4,279 | 53.6% |
| Social Welfare | **Unemployed People** | *Jobseeker's Benefit* | 2,502 | 31.3% |
| Social Welfare | **Unemployed People** | *Social Welfare Payments and Work* | 560 | 7.0% |
| Social Welfare | **Unemployed People** | *Jobseeker's Transitional Payment* | 501 | 6.2% |
| Social Welfare | **Unemployed People** | *Unemployed following self-employment* | 141 | 1.8% |
|   |  | **Total** | **7,983** | **100%** |
|  Supplementary Welfare Schemes 8.3% |
| Social Welfare | **Supplementary Welfare Schemes** | *Basic Supplementary Welfare Allowance* | 3,686 | 48.7% |
| Social Welfare | **Supplementary Welfare Schemes** | *Additional Needs Payment* | 3,025 | 40.0% |
| Social Welfare | **Supplementary Welfare Schemes** | *Rent Supplement (RS)* | 801 | 10.6% |
| Social Welfare | **Supplementary Welfare Schemes** | *Diet/Heating Supplement* | 52 | 0.7% |
| Social Welfare | **Supplementary Welfare Schemes** | *Mortgage Interest Supplement (MIS)* | 1 | 0.0% |
|   |  | **Total** | **7,565** | **100.00%** |
|  Social Insurance (PRSI) 5.6% |
|  Social Welfare | **Social Insurance (PRSI)** | *PRSI Records/Paid Contributions* | 2,309 | 45.2% |
| Social Welfare | **Social Insurance (PRSI)** | *PPS Number* | 890 | 17.4% |
| Social Welfare | **Social Insurance (PRSI)** | *Credited Contributions* | 535 | 10.5% |
| Social Welfare | **Social Insurance (PRSI)** | *Voluntary Contributions* | 380 | 7.4% |
| Social Welfare | **Social Insurance (PRSI)** | *PRSI Classes* | 354 | 6.9% |
| Social Welfare | **Social Insurance (PRSI)** | *Homemakers Scheme/HomeCaring Periods Scheme* | 311 | 6.1% |
| Social Welfare | **Social Insurance (PRSI)** | *Other* | 188 | 3.7% |
| Social Welfare | **Social Insurance (PRSI)** | *Long-Term Carer Contributions* | 90 | 1.8% |
| Social Welfare | **Social Insurance (PRSI)** | *Employer’s PRSI* | 56 | 1.1% |
|   |  | **Total** | **5,113** | **100%** |
|  Social Welfare Miscellaneous 5.3%  |
| Social Welfare | **Social Welfare Miscellaneous** | *Other* | 1,280 | 26.8% |
| Social Welfare | **Social Welfare Miscellaneous** | *Public Services Card* | 1,015 | 21.3% |
| Social Welfare | **Social Welfare Miscellaneous** | *Means Tests* | 887 | 18.6% |
| Social Welfare | **Social Welfare Miscellaneous** | *Habitual Residence Condition* | 660 | 13.8% |
| Social Welfare | **Social Welfare Miscellaneous** | *MyWelfare.ie* | 438 | 9.2% |
| Social Welfare | **Social Welfare Miscellaneous** | *Overpayments* | 282 | 5.9% |
| Social Welfare | **Social Welfare Miscellaneous** | *EU Contributions and Entitlements* | 83 | 1.7% |
| Social Welfare | **Social Welfare Miscellaneous** | *UK Entitlements/Brexit* | 62 | 1.3% |
| Social Welfare | **Social Welfare Miscellaneous** | *Late Claims* | 39 | 0.8% |
| Social Welfare | **Social Welfare Miscellaneous** | *SW Inspectors* | **28** | 0.6% |
| Social Welfare | **Social Welfare Miscellaneous** | *Insolvency Payments Scheme* | **1** | 0.0% |
|   |  | **Total** | **4,775** | **100.00%** |
|  Death Related Benefits 1.6%  |
| Social Welfare | **Death Related Benefits** | *Widow/Widower/Surviving Civil Partner's Pension (Contributory).* | 906 | 62.9% |
| Social Welfare | **Death Related Benefits** | *Help with Funeral Costs* | 198 | 13.8% |
| Social Welfare | **Death Related Benefits** | *Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).* | 147 | 10.2% |
| Social Welfare | **Death Related Benefits** | *Widow/Widower/Surviving Civil Partner Grant* | 108 | 7.5% |
| Social Welfare | **Death Related Benefits** | *Guardian's Payment* | 61 | 4.2% |
| Social Welfare | **Death Related Benefits** | *Special Funeral Grant (Occ. Injuries Scheme only)* | 20 | 1.4% |
|   |  | **Total** | **1,440** | **100.00%** |
|  Social Welfare Benefits Check 1.4% |
| Social Welfare | Social Welfare - Benefits Check | *Social Welfare - Benefits Check* | 1,255 | **100.0%** |
|   |  | **Total** | **1,255** | **100%** |
|  Social Welfare Appeals 1.4%  |
| Social Welfare | **Appeals** | *Disability Allowance* | 411 | 33.2% |
| Social Welfare | **Appeals** | *Invalidity Pension* | 203 | 16.4% |
| Social Welfare | **Appeals** | *Carer's Allowance/Benefit* | 176 | 14.2% |
| Social Welfare | **Appeals** | *Other* | 100 | 8.1% |
| Social Welfare | **Appeals** | *Jobseeker's Allowance* | 84 | 6.8% |
| Social Welfare | **Appeals** | *Domiciliary Care Allowance* | 60 | 4.8% |
| Social Welfare | **Appeals** | *Supplementary Welfare Allowance* | 40 | 3.2% |
| Social Welfare | **Appeals** | *State Pension (Non-Contributory)* | 29 | 2.3% |
| Social Welfare | **Appeals** | *Child Benefit* | 25 | 2.0% |
| Social Welfare | **Appeals** | *Illness Benefit* | 24 | 1.9% |
| Social Welfare | **Appeals** | *Working Family Payment (WFP)* | 22 | 1.8% |
| Social Welfare | **Appeals** | *Jobseeker's Benefit* | 20 | 1.6% |
| Social Welfare | **Appeals** | *State Pension (Contributory)* | 20 | 1.6% |
| Social Welfare | **Appeals** | *One Parent Family Payment (OFP)* | 16 | 1.3% |
| Social Welfare | **Appeals** | *Widow/Widower/surviving Civil Partner Pension* | 6 | 0.5% |
| Social Welfare | **Appeals** | *Carer's Support Grant* | 4 | 0.3% |
|   |  | **Total** | **1,240** | **100.00%** |
|  Activation Schemes, Education and Training 1.4% |
| Social Welfare | **Activation Schemes, Education and Training** | *Back to Education Allowance (BTEA)* | 373 | 30.4% |
| Social Welfare | **Activation Schemes, Education and Training** | *Community Employment (CE)* | 299 | 24.4% |
| Social Welfare | **Activation Schemes, Education and Training** | *Back to Work Enterprise Allowance (BTWEA)* | 286 | 23.3% |
| Social Welfare | **Activation Schemes, Education and Training** | *Rural Social Scheme* | 59 | 4.8% |
| Social Welfare | **Activation Schemes, Education and Training** | *Tús* | 55 | 4.5% |
| Social Welfare | **Activation Schemes, Education and Training** | *JobPath - Seetec/Turas Nua* | 41 | 3.3% |
| Social Welfare | **Activation Schemes, Education and Training** | *Short-Term Enterprise Allowance* | 27 | 2.2% |
| Social Welfare | **Activation Schemes, Education and Training** | *Part-time Education Option (PTEO)* | 25 | 2.0% |
| Social Welfare | **Activation Schemes, Education and Training** | *Work Placement Experience Programme (WPEP)* | 21 | 1.7% |
| Social Welfare | **Activation Schemes, Education and Training** | *LAES (Local Area Employment Services)* | 20 | 1.6% |
| Social Welfare | **Activation Schemes, Education and Training** | *Part-Time Job Incentive Scheme (PTJI)* | 11 | 0.9% |
| Social Welfare | **Activation Schemes, Education and Training** | *JobsPlus* | 7 | 0.6% |
| Social Welfare | **Activation Schemes, Education and Training** | *JobBridge/ First Steps - Youth Internship* | 2 | 0.2% |
| Social Welfare | **Activation Schemes, Education and Training** | *Gateway* | 1 | 0.1% |
|  |  | **Total** | **1,227** | **100%** |
|  Social Welfare Payments and Work 0.8%  |
| Social Welfare | **Social Welfare - Payments and Work** | *Social Welfare - Payments and Work* | 762 | **100.00%** |
|   |  | **Total** | **762** | **100.00%** |
|  Farmers 0.2% |
| Social Welfare | **Farmers** | *Farm Assist* | 184 | 92.0% |
| Social Welfare | **Farmers** | *Other* | 16 | 8.0% |
|   |  | **Total** | **200** | **100.00%** |
|   |  | **Total Social Welfare Queries** | **90,772** | **100.00%** |

# **Housing query trends in Q1 2024:**

**Table 12** sets out the **Housing** query dataset (**23,294** queries) for Quarter 1, 2024. Housing Queries remained at a similar level to Q1 2023, increasing just 0.6%.

Query statistics relating to Housing.

Queries relating to Local Authority and Social Housing increased by 3%.

* Applying for local authority and social housing increased by 4.3% (5,782 queries)
* Housing Assistance Payments (HAP) dropped by 10.8% (2,781 queries)
* Differential rent queries decreased by 17.4% (403 queries).

Housing Grants and schemes increased by 2.6% (3,826).

Renting a Home (Private Rental Accommodation) decreased by 18.1% from 3,633 queries in Q1 2023 to 2,975 queries in Q1 2024.

* Queries in relation to Notices/eviction/ disputes were down by 20.5% (727 queries).
* Residential Tenancies Board (RTB) related queries decreased by 23.5% (520 queries).
* Tenants’ Rights and Obligations decreased by 12.2% (440 queries).
* Landlord’s Rights and Obligations fell by 32.5% (337 queries).

Home energy grants increased by 19% (1,825 queries).

Queries in relation to Homelessness increased by 13.4% (938 queries).

Caller profile statistics relating to Housing.

* 41.9% of callers who contacted CISs about Housing came from the 26-45 age group, followed by 33.8% from the 46-65.
* 53% of callers relating to Local Authority and social housing came from the 26-45 cohort.
* 55% of callers about housing grants and schemes originated from the 66 and Over age cohort. and 56.6% of callers relating to home energy grants came from the same group.
* Nearly 50% of callers about Renting a Home (Private Rental Accommodation) came from the 26-45 age group.
* 54.4% of all callers related to Homelessness came from the 26-45 age group,
* 42.5% of callers relating to Housing lasted 11-20 minutes.

# **Table 12 – Housing Queries Breakdown, Q1 2024**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q1, 2024 Sub-category Breakdown | # of Queries | % of Housing Sub-category |
|  Local Authority and Social Housing 49.8%  |
| Housing | **Local Authority and Social Housing** | *Applying for Local Authority/Social Housing* | 5,782 | 49.8% |
| Housing | **Local Authority and Social Housing** | *Housing Assistance Payment (HAP)* | 2,781 | 24.0% |
| Housing | **Local Authority and Social Housing** | *Other* | 801 | 6.9% |
| Housing | **Local Authority and Social Housing** | *Differential Rent* | 403 | 3.5% |
| Housing | **Local Authority and Social Housing** | *Medical Priority* | 254 | 2.2% |
| Housing | **Local Authority and Social Housing** | *LA Transfers* | 247 | 2.1% |
| Housing | **Local Authority and Social Housing** | *Standards/Repairs* | 220 | 1.9% |
| Housing | **Local Authority and Social Housing** | *Approved Housing Bodies* | 199 | 1.7% |
| Housing | **Local Authority and Social Housing** | *Choice Based Lettings* | 169 | 1.5% |
| Housing | **Local Authority and Social Housing** | *Social Housing Waiting Lists* | 149 | 1.3% |
| Housing | **Local Authority and Social Housing** | *Tenant in situ (HAP/RAS)* | 132 | 1.1% |
| Housing | **Local Authority and Social Housing** | *Rent Arrears/Rent Problems* | 125 | 1.1% |
| Housing | **Local Authority and Social Housing** | *Tenant Purchase (Incremental Scheme)* | 91 | 0.8% |
| Housing | **Local Authority and Social Housing** | *Notice/Eviction/Disputes* | 88 | 0.8% |
| Housing | **Local Authority and Social Housing** | *Rental Accommodation Scheme (RAS)* | 83 | 0.7% |
| Housing | **Local Authority and Social Housing** | *Anti-social behaviour* | 76 | 0.7% |
| Housing | **Local Authority and Social Housing** | *Traveller Accommodation* | 3 | 0.0% |
|   |  | **Total** | **11,603** | **100.00%** |
|  Housing Grants and Schemes 16.4% |
| Housing | **Housing Grants and Schemes** | *Housing Grants and Schemes* | 3,826 | 100.00% |
|   |  | **Total** | **3,826** | **100.00%** |
|  Renting a Home (Private Rental Accommodation) 12.8% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Notice/Eviction/Disputes* | 727 | 24.4% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *RTB (Residential Tenancies Board)* | 520 | 17.5% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Tenant’s Rights and Obligations* | 440 | 14.8% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Landlords Rights & Obligations* | 337 | 11.3% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Rent Review* | 264 | 8.9% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Standards/Repairs* | 162 | 5.5% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Finding Accommodation* | 139 | 4.7% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Deposit Retention* | 111 | 3.7% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Rent Arrears/Rent Problems* | 102 | 3.4% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Licensee* | 98 | 3.3% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Cost Rental* | 46 | 1.6% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Short-term rental lets* | 20 | 0.7% |
| Housing | **Renting a Home (Private Rental Accommodation)** | *Non-Resident Landlord (Withholding Tax)* | 9  | 0.3% |
|   |  | **Total** | **2,975** | **100.00%** |
|  Home Energy Grants (SEAI) 7.8% |
| Housing  | **Home Energy Grants (SEAI)** | *Home Energy Grants (SEAI)* | 1,825 | 100.0% |
|  |  |  | **1,825** | **100.0%** |
|  Other 4.2% |
| Housing | **Other** | *Other* | 975 | 100.00% |
|   |  | **Total** | **975** | **100.00%** |
|  Homelessness 4.0% |
| Housing | **Homelessness** | *Homelessness* | 938 | 100.00% |
|   |  | **Total** | **938** | **100.00%** |
|  Buying/ Owning a Home 3.0% |
| Housing | **Buying a Home** | *Buying a Home* | 709 | 100.00% |
|   |  | **Total** | **709** | **100.00%** |
|  Losing your Home 0.5%  |
| Housing | **Losing your Home** | *Losing your Home* | 119 | 100.00% |
|  |  | **Total** | **119** | **100.00%** |
|  Planning Permission 0.4% |
| Housing | **Planning Permission** | *Planning Permission* | 103 | 100.00% |
|   |  | **Total** | **103** | **100.00%** |
|  All other sub-categories (<100 queries) \*  |
|   |   | ***All other sub-categories*** | 221 | 100.00% |
|   |  | **Total** | **221** | **100.00%** |
|   |   | **Total Housing Queries** | **23,294** | **100.00%** |

**\***All other sub-categories include the following query areas: Emergency Accommodation; Building or Altering a Home; Management Companies (Apartment Blocks); Equality/Housing Discrimination.

**Table 13** sets out the **Health** queries dataset for Quarter 1, 2024, these queries represented 8.2% of all queries. Health queries increased by 3.6% compared to the same quarter in 2023.

Query statistics relating to Health.

* Medical card queries accounted for 64.5% of all Health queries (10,974 queries), evidencing the continued importance of eligibility for services, and there was a 7.1% increase in the number based on the same quarter last year.
* Fair Deal & Home Care Package queries decreased by 11.9% (1,004 queries).
* GP Services queries decreased by 35.5% (668 queries).

Caller profile statistics relating to Health.

* 26-45, 46-65s and 66 and Overs enquired about Medical Cards at almost the same rate (31.4%, 32.9% and 32.9% respectively).
* The 46-65 age group called about Fair Deal & Home Care Packages the most - 44.1%, followed by the 66 and over age cohort at 42.4%.
* Those who called most about GP Services were the 46-65 age group (39.2%), followed closely by the 26-45 age cohort (38.8%).
* 39.9% of callers relating to Health lasted under 10 minutes, 38.2% of them lasted between 11-20 minutes.

# **Table 13- Health Query Breakdown, Q1 2024**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Sub-category | Q1, 2024 Sub-category Breakdown | # of Queries | % of Health Sub-category |
| Health | **Medical Card** | *Medical Card* | 10,974 | **64.5%** |
| Health | **Fair Deal & Home Care Package** | *Fair Deal & Home Care Package* | 1,004 | **5.9%** |
| Health | **Other** | *Other* | 746 | **4.4%** |
| Health | **GP Services** | *GP Services* | 668 | **3.9%** |
| Drugs / Medicines |
| Health | **Drugs/Medicines** | *Drugs Payment Scheme* | 363 |  |
| Health |  | *Long-term Illness Scheme* | 167 |  |
|  |  | **Total** | 530 | **3.1%** |
| Health | **GP Visit Card** | *GP Visit Card* | 497 | **2.9%** |
| Health | **Dental, Aural and Optical Health** | *Dental, Aural and Optical Health* | 308 | **1.8%** |
| Health | **EU Healthcare** | *EU Healthcare* | 303 | **1.8%** |
| Health | **Health Services for Older People** | *Health Services for Older People* | 273 |  **1.6%** |
| Health | **Hospital Services** | *Hospital Services* | 253 | **1.5%** |
| Health | **Health Services for People with Disabilities** | *Health Services for People with Disabilities* | 224 | **1.3%** |
| Health | **Care in your Community** | *Care in your Community* | 212 | **1.3%** |
| Health | **Mental Health** | *Mental Health* | 210 | **1.2%** |
| Health | **Legal Matters and Health** | *Legal Matters and Health* | 137 | **0.8%** |
| Health | **Childrens Health** | *Childrens Health* | 124 | **0.7%** |
| Health | **Health Insurance** | *Health Insurance* | 108 | **0.6%** |
| All other sub-categories (<100 queries) \* |
| Health |   | **All other sub-categories** | 448 |  |
| Health |  | **Total** | 448 |  |
|   |   | **Total Health Queries** | **17,019** | **100.00%** |

**\*** All other sub-categories include the following query areas: Entitlement to Health Services, Cancer Services, Health- related Benefits and Entitlements, Aids and Appliances, Health Service Agencies, Women’s Health, Alcohol and Drug Treatment Services, Emergency Health Services, How Health Services are Organised, Environmental Health, Alternative Health, Blood and Organ Donation, and Pharmacy Services.

1. Note: Quarterly query trends are not indicative of trends for a full year’s dataset – changes and patterns reflected from quarter to quarter may balance out over a year. [↑](#footnote-ref-2)