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

# Statistical Summary Quarter 2 2024

The following is a statistical summary of CISs caller and query data for Quarter 2, 1st April – 30th June 2024.

# Caller Summary

### There were **99,181** callers to CISs nationally during Q2, 2024, a 3.7% increase on the number of callers from Q2 2023 (95,678 calls).

### The majority of callers in Q2 2024 were female (55.9%). The introduction of family members to the couples/ family members category has seen an increase in their numbers with a small decline in others.

# **Table 1 – Caller Gender Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** | **% Change Q2 ’23 – Q2 ‘24** |
| **Female** | 55,392 | 55.9% | -1.4% |
| **Male** | 37,163 | 37.5% | +5.7% |
| **Couples/ Family Members** | 6,185 | 6.2% | +54.9% |
| **Unknown** | 441 | 0.4% | +27.1% |

### Caller’s age was recorded for 69.4% of calls (68,811 calls). Callers in the 26-45 age bracket contacted CISs most frequently, followed by the 46-65 age bracket. The number of 25 and under callers is beginning to grow in recent quarters, now nearing 4% of callers.

# **Table 2 – Caller Age Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Age Range** | **Number of Callers** | **% of Callers** | **% Change Q2 ’23 – Q2 ‘24** |
|  |
| **26-45** | 27,341 | 39.7% | +5.2% |
| **46-65** | 26,445 | 38.4% | +7.7% |
| **66 and Over** | 12,309 | 17.9% | +3.5% |
| **25 and Under** | 2,716 | 3.9% | +26.2% |

# The most popular mode of contact post-COVID has returned to personal calls, nearing 70% of all calls. Of those 6.9% were appointments and 93.2% were drop in.

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

|  |  |  |  |
| --- | --- | --- | --- |
| Caller Type | Number of Callers | % of Callers | % Change Q2 ’23 – Q2 ‘24 |
| Personal | 66,267 | 66.8% | +16.8% |
| Telephone | 30,031 | 30.3% | -16.8% |
| Letter/Email | 2,883 | 2.9% | +2.2% |

Country of Origin

Country of origin was recorded for 62.4% of callers. Of these, 74.1% were from Ireland, 17.3% were from countries outside the EU, and 8.6% were from EU countries.

# **Table 4: Top 5 Countries of Origin of callers (excluding Ireland)**

|  |  |  |
| --- | --- | --- |
|  | Country of Origin | Number of callers |
| 1 | Poland | 1,922 |
| 2 | Ukraine | 1,717 |
| 3 | Nigeria | 1,536 |
| 4 | United Kingdom | 1,000 |
| 5 | Romania | 881 |

# **Table 5: Top 5 Countries of Origin by age group.**

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

Specific Needs

Some CIS callers have specific needs. In Q2 2024, 14.5% (14,353 callers) were identified by information providers as having particular needs or encountering barriers to accessing services, including language, literacy, and online access issues. This represents a 6.9% increase versus Q2 2023. Callers with specific needs enquired most about Disability Allowance, Medical Card, applying for Local Authority/Social Housing, Jobseekers Allowance, Basic Supplementary Welfare Allowance, Carer’s Allowance and Additional Needs Payment.

# **Table 6: Specific Needs Comparison**

|  |  |  |  |
| --- | --- | --- | --- |
| Specific Needs | Q2 2023 | Q2 2024 | % Change Q2 ‘23- Q2 ‘24 |
| Language | 5,468 | 5,881 | +7.6% |
| Distressed Client | 2,815 | 3,111 | +10.5% |
| Literacy | 1,717 | 2,089 | +21.7% |
| Digital Literacy | 1,555 | 1,811 | +16.5% |
| No online/ IT Access | 1,182 | 1,324 | +12.0% |
| Physical | 995 | 1,055 | +6.0% |
| Mental Health | 817 | 986 | +20.7% |
| Accompanied/ Supported by family member/ friend/representative | 715 | 812 | +13.6% |
| Other | 391 | 438 | +12.0% |
| Challenging behaviour | 375 | 317 | -15.5% |
| Homeless | 229 | 264 | +15.3% |
| Intellectual | 188 | 252 | +34.0% |
| Limited availability due to caring responsibilities | 153 | 236 | +54.0% |
| Transport/ Access Difficulties | 236 | 229 | -3.0% |
| Aural (Hearing) | 285 | 217 | -23.9% |

43.3% of callers spent 10 minutes or under with Information Officers. 37.2% of callers spent between 11 and 20 minutes and 16% spent between 21-40 minutes. 3.1% spent between 41-90 minutes and only 0.3% of callers spent over 90 minutes.

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

# **Table 7: Top payments/ schemes versus time spent**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 | 2 | 3 |
| 10 minutes and under | Medical Card | Carers Allowance | State Pension (Contributory) |
| 11-20 minutes | Medical Card | State Pension (Contributory) | Disability Allowance |
| 21-40 minutes | Disability Allowance | State Pension (Contributory) | Medical Card |
| 41-90 minutes | Disability Allowance | Medical Card | State Pension (Contributory) |
| 91 minutes and over | Medical Card | Disability Allowance | Household Benefits Package |

**Query Summary**

Citizen Information Services (CISs) dealt with **193,155 queries** during Q2 2024, a comparable level to Q2 2023. The ratio of callers to queries is 1.95, down from 2.0 in Q2 2023. Of the total queries recorded, 45% were related to **Social Welfare** rights and entitlements. The next most queried categories were **Housing**, 11.2%, and **Health**, 8.3%. Table 8, below, sets out the number of queries received across ‘parent’ category areas in Quarter 2 2024. Table 9 provides a breakdown of the most queried single payments, schemes or entitlements with the highest number of queries overall in Quarter 2 2024.

# **Table 8 - Query Profile Q2 2024**

|  |  |  |  |
| --- | --- | --- | --- |
| Query Category | # of Queries | % of all Queries | Q2 ‘23- ‘24 % Change |
| Social Welfare | 86,772 | 44.9% | -2.0% |
| Housing | 21,539 | 11.2% | -1.9% |
| Health | 16,049 | 8.3% | +13.2% |
| Local[[1]](#footnote-2) | 14,563 | 7.5% | +20.0% |
| Employment | 11,209 | 5.8% | -5.9% |
| Money and Tax | 10,171 | 5.3% | -9.5% |
| Moving Country | 9,331 | 4.8% | +0.3% |
| Travel and Recreation | 5,165 | 2.7% | -2.7% |
| Justice | 4,718 | 2.4% | -2.6% |
| Birth, Family and Relationships | 4,060 | 2.1% | -10.6% |
| Education and Training | 3,581 | 1.9% | +9.6% |
| Consumer Affairs | 2,629 | 1.4% | -7.7% |
| Government in Ireland | 1,620 | 0.8% | +35.1% |
| Death and Bereavement | 1,386 | 0.7% | +5.6% |
| Environment | 362 | 0.2% | -6.9% |
|  | **193,155** | **100%** |  |

# **Table 9 - Top-Ten Single Payments or Schemes, Q2 2024**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Category | Single Payment or Scheme | # of Queries | % Change Q2 ‘23- ‘24 | |
| 1 | **Health** - Medical Card | *Medical Card* | 9,892 | +17.2% | |
| 2 | **Social Welfare** – Older People | *State Pension (cont.)* | 6,960 | +1.5% | |
| 3 | **Social Welfare** – Disability & Illness | *Disability Allowance* | 6,825 | +1.0% | |
| 4 | **Social Welfare** – Carers | *Carer’s Allowance* | 5,926 | -2.5% | |
| 5 | **Housing** - Local Authority and Social Housing | *Applying for Local Authority/Social Housing* | 5,262 | | -1.5% |
| 6 | **Social Welfare** - Unemployed People | *Jobseeker's Allowance* | 3,984 | | +3.6% |
| 7 | **Social Welfare** - Extra Social Welfare Benefits | *Household Benefits Package* | 3,860 | | +0.1% |
| 8 | **Social Welfare** – Supplementary Welfare Schemes | *Basic Supplementary Welfare Allowance* | 3,764 | | +6.6% |
| 9 | **Housing** – Housing Grants and Schemes | *Housing Grants and Schemes* | 3,647 | | -4.7% |
| 10 | **Social Welfare** - Extra Social Welfare Benefits | *Fuel Allowance* | 3,368 | | -12.6% |

# **Quarter-on-Quarter Comparison: what’s new?[[2]](#footnote-3)**

Of note1, 2:

This section will give insights into the categories that are not profiled in more detail below. The query comparisons are from Q2 2023 versus Q2 2024 and the number in brackets relate to the number of queries this year.

Employment queries declined by 5.9% (11,209).

* Employment rights and conditions declined by 10.1% (6,587).
  + Contracts of Employment queries declined by 13.4% (1,103).
  + Leave and Holidays queries declined by 33.2% (865).
  + Sick Leave and Sick Pay Scheme increased by 12.4% (745).
  + Pay/Wages queries decreased by 24.6% (604).
* Self-Employment queries increased by 21.7% (969).
* Unemployment and redundancy queries decreased by 20.8% (933).

Money and Tax queries decreased by 9.5% (10,171).

* Income Tax Credits and Reliefs queries decreased by 12.2% (2,313).
* Income Tax queries decreased by 9.2% (1,825).
* Revenue Online queries decreased by 11.1% (1,527).
* Income Tax refund queries decreased by 9.8% (615).

Moving Country query numbers remained steady (9,331).

* Irish Citizenship queries decreased by 20.3% (2,978).
* Visa queries increased by 13.9% (854).
* Irish Residence Permit (IRP) Applications and Renewals increased by 14.1% (719).
* Asylum Seekers and Refugees queries increased by 88.1% (472).

Travel and Recreation queries declined by 2.7% (5,165).

* Queries relating to Motoring increased by 9.1% (1,865).
* Passport queries declined by 9.4% (1,727).

Justice queries declined 2.6% (4,718).

* Legal Aid and Advice queries declined by 7.5% (2,217).

Birth, Family and Relationships queries declined by 10.6% (4,060)

* Separation and Divorce queries declined by 8% (1,209).
* Maintenance queries declined by 7.2% (571 queries).

Education and training queries increased by 9.6% (3,581 queries).

* Third level Education queries increased by 5.1% (1,694).
* Vocational Education and Training increased by 65.8% (504 queries).

Consumer Affairs queries declined by 7.7% (2,629).

* Energy/utilities Services increased by 0.9% (587 queries).
* Consumer protection queries decreased by 18.4% (584 queries).

Government in Ireland queries increased by 35.1% (1,620).

* MyGovID queries increased by 18.5% (480).
* Elections and Referenda increased significantly by 1146.2% (26 in Q2 2023 to 324 in Q2 2024)

**Table 10:** **Most queried payments and schemes by age category**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ­­­ | 25 and Under | 26-45 | 46-65 | 66 and Over |
| 1 | (SUSI) Student Grant Scheme | Medical card | State Pension (Contributory) | Medical Card |
| 2 | Medical Card | Applying for local authority/Social Housing | Disability Allowance | State Pension (Contributory) |
| 3 | Jobseeker’s Allowance | Disability Allowance | Medical Card | Housing Grants and Schemes |
| 4 | Disability Allowance | Working family payment | Carer's Allowance | Household Benefits Package |
| 5 | Applying for local authority/Social Housing | Carer's Allowance | Invalidity Pension | Fuel Allowance |

Further detail on the **top three main categories of queries** received in Q2, 2024 compared with the second quarter of 2023, are set out in the narrative and tables below.

**Social Welfare Queries:**

* Social Welfare queries decreased overall by 2.0% (86,772).
* Disability and Illness queries decreased by 3.5% (13,818).
  + Disability Allowance queries increased slightly by 1% (6,825).
  + Illness Benefit queries decreased by 10.6% (3,321).
  + Invalidity Pension queries decreased by 4.2% (2,720).
* Older and retired people queries increased by 3.8% (12,471), this increase is likely because a new category was introduced under Older and Retired People (Homemakers Scheme/ Home Caring Periods Scheme).
  + State Pension Contributory queries increased by 1.5% (6,960).
  + State Pension/ Non-Contributory queries increased by 1.8% (2,979).
  + Payment for people who retire at 65 queries increased by 5% (793).
  + Qualified Adults queries decreased by 25.4% (528).
  + UK Pensions/ Brexit queries decreased by 13.6% (489).
* Extra Social Welfare Benefits schemes queries decreased by 9.7% (11,020).
  + Household Benefits Package queries remained steady (3,860).
  + Fuel Allowance queries decreased by 12.6% (3,368).
  + Free Travel queries (Travel Card, Companion Card, etc.) decreased by 11.1% (1,823).
  + Living Alone Increase queries decreased by 4.9% (1,539).
* Carers queries remained at a similar level to Q2 2023 (10,059)
  + Carer’s Allowance queries decreased by 2.5% (5,926).
  + Carer’s Support Grant (Respite Carer Grant) queries increased by 6.9% (1,269).
  + Domiciliary Carers Allowance (DCA) queries decreased by 8.2% (1,112).
  + Carer’s Benefit queries increased by 6.4% (1,099).
  + Half-rate Carer’s Allowance queries increased by 11.1% (653).
* Families and Children queries decreased by 4.4% (9,001).
  + Working Family Payment queries increased by 4.4% (3,083).
  + One Parent Family payment queries decreased by 7.1% (1,573).
  + Child Benefit queries increased by 4.9% (1,481).
  + Back to School Clothing & Footwear Allowance queries decreased by 14.2% (824).
* Supplementary Welfare Schemes decreased by 4.3% (7,506).
  + Basic Supplementary Welfare Allowance increased by 6.6% (3,764).
  + Additional Needs Payment decreased by 11.1% (2,911).
  + Rent Supplement decreased by 20.7% (790).
* The level of Unemployed People queries remained steady, increasing slightly by 0.4% (7,294)
  + Jobseeker’s Allowance queries increased by 3.6% (3,984).
  + Jobseeker’s Benefit queries decreased by 7.4% (2,232).
* Social Welfare Miscellaneous queries decreased by 12.4% (4,462).
  + Public Services Card queries decreased by 17.3% (892).
  + Means Test queries remained steady (852).
* Death Related Benefits queries increased by 24% (1,404).
  + Widow’s, Widower’s or Surviving Civil Partner’s (Contributory) Pension increased by 13.1% (829).
  + Widow’s, Widower’s or Surviving Civil Partner’s (Non-Contributory) Pension increased by 78.3% (214).
* Benefits Check queries increased by 22.5% (1,104).
* Payments and Work queries increased by 27.7% (886).

**Caller profile data relating to Social Welfare:**

* 44.1% of those with Social Welfare queries were aged 46-65. Followed by the 26-45 age group, which accounted for 35.3%.
* 56.2% of those with Disability and Illness queries were aged 46-65.
* 60.3% of those with Older and Retired People queries were aged 46-65, followed by 35.2% from the 66 and Over group.
* 45.1% of those with Extra Social Welfare Benefits queries were aged 66 and over age, followed by 40.3% aged 46-65.
* 45.2% of those with Carers queries were aged 46-65, followed by the 26-45 age group, which made up 38.6%.
* 70.9% of those with Families and Children queries were aged 26-45.

### Table 11 – Social Welfare Query Breakdown

|  |  |  |
| --- | --- | --- |
| Social Welfare Sub-category Breakdown | # of Queries | % of Social Welfare Sub-category |
| Disability & Illness 15.9% | | |
| *Disability Allowance* | 6,825 | 49.4% |
| *Illness Benefit* | 3,321 | 24.0% |
| *Invalidity Pension* | 2,720 | 19.7% |
| *Partial Capacity Benefit* | 505 | 3.7% |
| *Injury Benefit* | 190 | 1.4% |
| *Occupational Injuries Benefit Scheme* | 152 | 1.1% |
| *Other Payment (Blind Pension/Other)* | 105 | 0.8% |
| Total | **13,818** | **100%** |
| Older and Retired People 14.4% | | |
| *State Pension/Contributory* | 6,960 | 55.8% |
| *State Pension/Non-Contributory Pension* | 2,979 | 23.9% |
| *Payment for people who retire at 65* | 793 | 6.4% |
| *Qualified Adults* | 528 | 4.2% |
| *Homemakers Scheme/HomeCaring Periods Scheme* | 517 | 4.2% |
| *UK Pensions/Brexit* | 489 | 3.9% |
| *EU/International Pensions* | 205 | 1.6% |
| Total | **12,471** | **100%** |
| Extra Social Welfare Benefits 12.7% | | |
| *Household Benefits Package* | 3,860 | 35.0% |
| *Fuel Allowance* | 3,368 | 30.6% |
| *Free Travel (Travel Card, Companion Card, etc)* | 1,823 | 16.5% |
| *Living Alone Increase* | 1,539 | 14.0% |
| *Telephone Support Allowance* | 276 | 2.5% |
| *Treatment Benefits* | 116 | 1.1% |
| *Cost of Living Increases* | 30 | 0.3% |
| *Christmas Bonus* | 8 | 0.1% |
| Total | **11,020** | **100%** |
| Carers 11.6% | | |
| *Carer's Allowance* | 5,926 | 58.9% |
| *Carer's Support Grant (Respite Care Grant)* | 1,269 | 12.6% |
| *Domiciliary Care Allowance (DCA)* | 1,112 | 11.1% |
| *Carer's Benefit* | 1,099 | 10.9% |
| *Half-rate Carer's Allowance* | 653 | 6.5% |
| Total | **10,059** | **100%** |
| Families and Children 10.4% | | |
| *Working Family Payment (WFP)* | 3,083 | 34.3% |
| *One Parent Family Payment (OFP)* | 1,573 | 17.5% |
| *Child Benefit* | 1,481 | 16.5% |
| *Back to School Clothing & Footwear Allowance (BTSCFA)* | 824 | 9.2% |
| *Maternity/ Adoptive Benefit* | 585 | 6.5% |
| *Increase for a Qualified Adult (IQA)* | 477 | 5.3% |
| *Increase for a Qualified Child (IQC)* | 351 | 3.9% |
| *Parent's Benefit* | 262 | 2.9% |
| *Back to Work Family Dividend* | 156 | 1.7% |
| *Paternity Benefit* | 153 | 1.7% |
| *Health and Safety Benefit* | 27 | 0.3% |
| *Deserted Wife's Benefit* | 26 | 0.3% |
| *Deserted Wife's Allowance* | 3 | 0.0% |
| Total | **9,001** | **100%** |
| Supplementary Welfare Schemes 8.7% | | |
| *Basic Supplementary Welfare Allowance* | 3,764 | 50.2% |
| *Additional Needs Payment* | 2,911 | 38.8% |
| *Rent Supplement (RS)* | 790 | 10.5% |
| *Diet/Heating Supplement* | 32 | 0.4% |
| *Mortgage Interest Supplement (MIS)* | 9 | 0.1% |
| Total | **7,506** | **100%** |
| Unemployed People 8.4% | | |
| *Jobseeker's Allowance* | 3,984 | 54.6% |
| *Jobseeker's Benefit* | 2,232 | 30.6% |
| *Social Welfare Payments and Work* | 550 | 7.5% |
| *Jobseeker's Transitional Payment* | 425 | 5.8% |
| *Unemployed following self-employment* | 103 | 1.4% |
| Total | **7,294** | **100%** |
| Social Insurance (PRSI) 5.7% | | |
| *PRSI Records/Paid Contributions* | 2,129 | 43.4% |
| *PPS Number* | 900 | 18.4% |
| *Credited Contributions* | 484 | 9.9% |
| *Homemakers Scheme/HomeCaring Periods Scheme* | 343 | 7.0% |
| *PRSI Classes* | 313 | 6.4% |
| *Voluntary Contributions* | 313 | 6.4% |
| *Long-Term Carer Contributions* | 215 | 4.4% |
| *Other* | 165 | 3.4% |
| *Employer’s PRSI* | 42 | 0.9% |
| Total | **4,904** | **100%** |
| Social Welfare Miscellaneous 5.2% | | |
| *Other* | 1,175 | 26.3% |
| *Public Services Card* | 892 | 20.0% |
| *Means Tests* | 852 | 19.1% |
| *Habitual Residence Condition* | 640 | 14.3% |
| *MyWelfare.ie* | 395 | 8.9% |
| *Overpayments* | 326 | 7.3% |
| *UK Entitlements/Brexit* | 64 | 1.4% |
| *EU Contributions and Entitlements* | 52 | 1.2% |
| *SW Inspectors* | 27 | 0.6% |
| *Late Claims* | 24 | 0.5% |
| *EU/EEA/Switzerland* | 11 | 0.3% |
| *Insolvency Payments Scheme* | 4 | 0.1% |
| Total | **4,462** | **100%** |
| Activation Schemes, Education and Training 1.4% | | |
| *Back to Education Allowance (BTEA)* | 501 | 40.5% |
| *Back to Work Enterprise Allowance (BTWEA)* | 265 | 21.4% |
| *Community Employment (CE)* | 265 | 21.4% |
| *Tús* | 45 | 3.6% |
| *JobPath - Seetec/Turas Nua* | 40 | 3.2% |
| *Part-time Education Option (PTEO)* | 34 | 2.7% |
| *Short-Term Enterprise Allowance* | 28 | 2.3% |
| *Rural Social Scheme* | 17 | 1.4% |
| *LAES (Local Area Employment Services)* | 16 | 1.3% |
| *JobsPlus* | 10 | 0.8% |
| *Part-Time Job Incentive Scheme (PTJI)* | 9 | 0.7% |
| *Work Placement Experience Programme* | 6 | 0.5% |
| *Gateway* | 1 | 0.1% |
| Total | **1,237** | **100%** |
| Social Welfare Appeals 1.7% | | |
| *Disability Allowance* | **534** | 36.4% |
| *Invalidity Pension* | 226 | 15.4% |
| *Carer's Allowance/Benefit* | 212 | 14.5% |
| *Jobseeker's Allowance* | 116 | 7.9% |
| *Other* | 116 | 7.9% |
| *Domiciliary Care Allowance* | 62 | 4.2% |
| *State Pension (Non-Contributory)* | 38 | 2.6% |
| *Supplementary Welfare Allowance* | 36 | 2.5% |
| *One Parent Family Payment (OFP)* | 29 | 2.0% |
| *Jobseeker's Benefit* | 23 | 1.6% |
| *Illness Benefit* | 20 | 1.4% |
| *State Pension (Contributory)* | 19 | 1.3% |
| *Child Benefit* | 14 | 1.0% |
| *Working Family Payment (WFP)* | 8 | 0.6% |
| *Carer's Support Grant* | 7 | 0.5% |
| *Widow/Widower/surviving Civil Partner Pension* | 7 | 0.5% |
| Total | **1,467** | **100%** |
| Death Related Benefits 1.6% | | |
| *Widow/Widower/Surviving Civil Partner's Pension (Contributory).* | 829 | 59.1% |
| *Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).* | 214 | 15.2% |
| *Help with Funeral Costs* | 170 | 12.1% |
| *Widow/Widower/Surviving Civil Partner Grant* | 105 | 7.5% |
| *Guardian's Payment* | 67 | 4.8% |
| *Special Funeral Grant (Occ. Injuries Scheme only)* | 19 | 1.4% |
| Total | **1,404** | **100%** |
| Social Welfare Benefits Check 1.3% | | |
| *Social Welfare - Benefits Check* | 1,104 |  |
| Total | **1,104** | **100%** |
| Social Welfare Payments and Work 1.0% | | |
| *Social Welfare - Payments and Work* | 886 |  |
| Total | **886** | **100%** |
| Farmers 0.2% | | |
| *Farm Assist* | 128 | 92.1% |
| *Other* | 11 | 7.9% |
| Total | **139** | **100%** |
| Total Social Welfare Queries | **86,772** | **100%** |

# **Housing Query Trends in Q2 2024**

**Table 12** sets out the **Housing** query dataset for Quarter 2, 2024.

* Housing queries declined by 1.9% between Q2 2023 and Q2 2024 (21,539).
* Local Authority and Social Housing queries increased by 0.7% (10,797).
  + Applying for local authority and social housing queries decreased by 1.5% (5,262).
  + Queries relating to Housing Assistance Payments queries decreased by 4.5% (2,673).
  + Differential rent queries decreased by 10.4% (345).
* Housing Grants and schemes queries decreased by 4.6% (3,647).
* Renting a Home (Private Rental Accommodation) queries decreased by 12.7% (2,602).
  + Notices/Eviction/Disputes queries decreased by 23.9% (641).
  + Residential Tenancies Board (RTB) queries decreased by 9.1% (420).
  + Tenants’ Rights and Obligations queries decreased by 12.8% (382).
  + Landlords Rights and Obligations queries decreased by 11.5% (331).
* Home Energy Grants (SEAI) queries increased by 14% (1,683).
* Homelessness queries remained at a consistent level (875).
* Buying/ Owning a Home queries increased by 9.6% (664).

**Caller profile data relating to Housing**

* 42.3% of those who contacted CISs about Housing were aged 26-45.
* 53.8% of those with Local Authority and Social Housing queries were aged 26-45.
  + Applying for local authority and social housing callers came mostly from the 26-45 age group, followed by the 46-65 age group.
* 54.4% of those with Housing Grants and Schemes queries were aged 66 and Over.
* 49% of those with Renting a Home (Private Rental Accommodation) queries were aged 26-45, followed by the 46-65 age group, which accounted for 39.2%.

### Table 12 – Housing Queries Breakdown

|  |  |  |
| --- | --- | --- |
| Housing Sub-category Breakdown | # of Queries | % of Housing Sub-category |
| Local Authority and Social Housing 50.1% | | |
| *Applying for Local Authority/Social Housing* | 5,262 | 48.7% |
| *Housing Assistance Payment (HAP)* | 2,673 | 24.8% |
| *Other* | 701 | 6.5% |
| *Differential Rent* | 345 | 3.2% |
| *Medical Priority* | 251 | 2.3% |
| *LA Transfers* | 241 | 2.2% |
| *Approved Housing Bodies (AHBs)* | 192 | 1.8% |
| *Choice Based Lettings* | 188 | 1.7% |
| *Standards/Repairs* | 165 | 1.5% |
| *Social Housing Waiting Lists* | 162 | 1.5% |
| *Rent Arrears/Rent Problems* | 129 | 1.2% |
| *Notice/Eviction/Disputes* | 124 | 1.2% |
| *Tenant in situ (HAP/RAS)* | 105 | 1.0% |
| *Rental Accommodation Scheme (RAS)* | 89 | 0.8% |
| *Anti-social behaviour* | 70 | 0.7% |
| *Tenant Purchase (Incremental Scheme)* | 68 | 0.6% |
| *Tenancy Succession* | 18 | 0.2% |
| *Traveller Accommodation* | 14 | 0.1% |
| Total | **10,797** | **100%** |
| Housing Grants and Schemes 16.9% | | |
| *Housing Grants and Schemes* | 3,647 |  |
| Total | **3,647** | **100%** |
| Renting a Home (Private Rental Accommodation) 12.1% | | |
| *Notice/Eviction/Disputes* | 641 | 24.6% |
| *RTB (Residential Tenancies Board)* | 420 | 16.1% |
| *Tenant’s Rights and Obligations* | 382 | 14.7% |
| *Landlords Rights & Obligations* | 331 | 12.7% |
| *Rent Review* | 212 | 8.2% |
| *Finding Accommodation* | 137 | 5.3% |
| *Rent Arrears/Rent Problems* | 111 | 4.3% |
| *Standards/Repairs* | 104 | 4.0% |
| *Deposit Retention* | 98 | 3.8% |
| *Licensee* | 81 | 3.1% |
| *Cost Rental* | 47 | 1.8% |
| *Short-term rental lets* | 34 | 1.3% |
| *Non-Resident Landlords (Withholding Tax)* | 4 | 0.2% |
| Total | **2,602** | **100%** |
| Home Energy Grants (SEAI)  *7.8%* | | |
| *Home Energy Grants (SEAI)* | 1,683 |  |
| Total | **1,683** | **100%** |
| Homelessness 4.1% | | |
| *Homelessness* | 875 |  |
| Total | **875** | **100%** |
| Other 4.0% | | |
| *Other* | 854 |  |
| Total | **854** | **100%** |
| Buying/ Owning a Home 3.1% | | |
| *Buying/ Owning a Home* | 664 |  |
| Total | **664** | **100%** |
| Planning Permission 0.5% | | |
| *Planning Permission* | 108 |  |
| Total | **108** | **100%** |
| Losing your Home 0.5% | | |
| *Losing your Home* | 101 |  |
| Total | **101** | **100%** |
| All other sub-categories 1.0% | | |
| All other sub-categories | 208 |  |
| Total | **208** | **100%** |
| Total Housing Queries | **21,539** | **100%** |

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

# **Health Query Trends in Q2 2024**

**Table 13** sets out the **Health** query dataset for Quarter 2, 2024. These queries represented 8.3% of all queries. Health queries increased by 13.2% compared to the same quarter in 2023 with the majority relating to medical card eligibility.

# **Query statistics relating to Health.**

Health queries overall increased by 13.2% (16,049).

* Medical Card queries increased by 17.3% and made up 61.6% of all queries under Health (9,892).
* Fair Deal & Home Care Package queries remained at a similar level (950).
* GP Visit Card - a new category - had 826 queries.
* Drugs/Medicines queries increased by 36.9% (586).
* GP Services queries declined by 47.6% (495).
* Health Services for Older People queries increased by 28.1% (379).
* EU Healthcare queries decreased by 40.8% (248).

# **Caller profile statistics relating to Health.**

* All the age cohorts enquired about health matters at almost similar levels.
* The 26-45 age group and the 46-65 age cohort contacted the most about Medical Card (33.4% for both), followed closely by the 66 and Over (29.4%).
* Those who called about the Fair Deal & Home Care Package were mostly aged 46-65 (44.9%), closely followed by those aged 66 and Over (42.4%).

**Table 13 - Health Query Breakdown**

|  |  |  |
| --- | --- | --- |
| Health Sub-category Breakdown | # of Queries | % of Health -categories |
| *Medical Card* | 9,892 | 61.6% |
| *Fair Deal & Home Care Package* | 950 | 5.9% |
| *GP Visit Card* | 826 | 5.2% |
| *Other* | 743 | 4.6% |
| *GP Services* | 495 | 3.1% |
| *Drugs and Medicine - Drugs Payment Scheme* | 380 | 2.4% |
| *Health Services for Older People* | 379 | 2.4% |
| *Dental, Aural and Optical Health* | 276 | 1.7% |
| *Hospital Services* | 273 | 1.7% |
| *EU Healthcare* | 248 | 1.6% |
| *Health Services for People with Disabilities* | 227 | 1.4% |
| *Care in your Community* | 207 | 1.3% |
| *Drugs and Medicine - Long-term Illness Scheme* | 206 | 1.3% |
| *Mental Health* | 199 | 1.3% |
| *Health Insurance* | 114 | 0.7% |
| All other sub-categories | 634 | 4.5% |
| Total Health Queries | **16,049** | **100%** |

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

1. Local Queries, which are the 4th highest category are not profiled in detail in these reports as they relate mainly to signposting to local services. [↑](#footnote-ref-2)
2. 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.

   2 The percentage changes captured in this report reflect comparisons between Q2 2023 and Q2 2024 unless otherwise specified. [↑](#footnote-ref-3)