# Citizens Information Services (CIS) - Caller/Query Data

# Statistical Summary Quarter 3 2024

# Caller Summary

### There were **101,610** callers to CISs nationally during Q3, 2024, a slight (1.8%) decreaseon Q3, 2023 (103,478 callers).

## Gender Profile

### Female callers made up 55.9% of callers. From Q3, 2023 the caller category ‘Couples’ was expanded to ‘Couples/Family Members’, which is likely to explain the proportionate increase in this category.

### Table 1 – Caller Gender Profile

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** | **% Change Q3 ’23–Q3 ‘24** |
| Female | 56,789 | 55.9% | -5.4% |
| Male | 37,601 | 37.0% | -1.5% |
| Couples/ Family Members | 6,691 | 6.6% | +37.19% |
| Unknown | 529 | 0.5% | +37.8% |

## Age Profile

Age was recorded for 69.3% (70,389) of callers. People aged 26-45 contacted CISs most frequently, closely followed by people aged 46-65.

### Table 2 – Caller Age Profile

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Age Range** | **Number of Callers** | **% of Callers** | **% Change Q3 ’23–Q3 ‘24** |
|  |
| 26-45 | 27,294 | 38.8% | -2.3% |
| 46-65 | 27,144 | 38.6% | +0.5% |
| 66 and over | 13,524 | 19.2% | +2.4% |
| 25 and under | 2,427 | 3.5% | -0.3% |

## Mode of contact

In-person (personal) callers accounted for 67.2% of interactions, of which 93.1% were drop-in (63,617 callers) and 6.9% were by appointment (4,699 callers). Telephone interactions accounted for 29.9% of callers, with 2.9% contacting the CIS by letter or email.

### Table 3 – Caller Mode of Contact

|  |  |  |  |
| --- | --- | --- | --- |
| Caller Type | Number of Callers | % of Callers | % Change Q3 ’23–Q3 ‘24 |
| In-person | 68,316 | 67.2% | +6.7% |
| Telephone | 30,374 | 29.9% | -16.3% |
| Letter/Email | 2,920 | 2.9% | -7.1% |

## Country of Origin

Country of Origin was recorded for 62.2% of callers (63,218 of 101,610 callers). The large majority (74.5%) of those came from Ireland (47,072 callers), with non-EU callers representing 17.5% (11,068) of callers where country of origin was recorded and a further 8.0% with a European Union (excluding Ireland) country of origin (5,078 callers).

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

|  |  |  |
| --- | --- | --- |
|  | Country of Origin | Number of callers |
| 1 | Ukraine | 1,821 |
| 2 | Poland | 1,741 |
| 3 | Nigeria | 1,435 |
| 4 | United Kingdom | 1,014 |
| 5 | Romania | 811 |

### Table 5: Country of Origin of callers who contacted CISs most by age cohort (excluding Ireland)

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

## Access Difficulties Identified

In Q3 2024, 15.0% of callers (15,225 people) 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 2.1% increase in callers identified as having specific needs.

### Table 6: Specific Needs Comparison

|  |  |  |  |
| --- | --- | --- | --- |
| Specific Needs | Q3 2023 | Q3 2024 | % Change |
| Language | 6,013 | 6,312 | +4.97% |
| Distressed Client | 3,218 | 3,194 | -0.75% |
| Literacy | 1,971 | 2,114 | +7.26% |
| Digital Literacy | 1,592 | 1,904 | +19.60% |
| No online/ IT Access | 1,405 | 1,560 | +11.03% |
| Physical | 1,033 | 1,025 | -0.77% |
| Mental Health | 932 | 986 | -5.79% |
| Accompanied/supported by family member/ friend/representative | 957 | 958 | +0.10% |
| Other | 510 | 525 | +2.94% |
| Homeless | 264 | 359 | +35.98% |

## Duration of Interactions with Information Staff

Over forty percent of people (41.6%) who contacted CISs spent 10 minutes and under with information staff. This compares with 38.7% of callers who spent 11-20 minutes with information staff, 16.4% spending 21-40 minutes, and 3.1% who spent 41-90 minutes - or in a small number of cases over 90 minutes - with information staff.

# **Chart 1: Time spent with information staff**

Compared to the same period last year, the proportion of callers who interacted with information staff for 10 minutes or less fell by 9.5%. Interactions of between 11-20 minutes were up 4% and those lasting 21-40 minutes increased by 7.2%. Interactions lasting 41-90 minutes were up by 5.2% and those queries taking 91 minutes and over to deal with were up 21.8%. This speaks to the increasing complexity of queries and the rise in additional needs (see Table 6).

## Most frequent queries (payments/schemes) by time spent with an information provider

Table 7 gives some indication of the complexity of queries relating to various payments and schemes, according to time spent with information staff.

### Table 7: Top payments/ schemes by time spent

|  |  |  |  |
| --- | --- | --- | --- |
|  | **1** | **2** | **3** |
| 10 minutes & under | Medical Card | Fuel Allowance | Carer's Allowance |
| 11-20 minutes | State Pension/Contributory | Disability Allowance | Fuel Allowance |
| 21-40 minutes | Disability Allowance | Applying for Local Authority/Social Housing | State Pension/ Contributory |
| 41-90 minutes | Disability Allowance | Medical Card | Applying for Local Authority/Social Housing |
| 91 minutes and over | Disability Allowance | Carer's Allowance | Medical Card |

# Query Summary

Services dealt with **197,215** queries during Q3 2024, a decrease of 4.4% on the same period in 2023: slightly fewer queries with a higher level of complexity. The caller to query ratio declined slightly from 1.99 to 1.94. Over 45% of queries were related to social welfare rights and entitlements. Housing queries accounted for 11.2% and Health for 8% of queries. Table 8, below, sets out the number of queries received across ‘parent’ category areas in Quarter 3 2024. Table 9 provides a breakdown of the most queried single payments, schemes or entitlements with the highest number of queries overall in Quarter 3 2024.

### Table 8 - Query Profile by ‘parent’ category

|  |  |  |  |
| --- | --- | --- | --- |
| Query Category | # of Queries | % of all Queries | % Change Q3, 2023-Q3, 2024 |
| Social Welfare | 90,281 | 45.8% | -6.5% |
| Housing | 22,045 | 11.2% | -0.7% |
| Health | 15,807 | 8.0% | +6.8% |
| Local | 13,957 | 7.1% | +4.5% |
| Employment | 10,877 | 5.5% | -7.9% |
| Money and Tax | 10,490 | 5.3% | -6.8% |
| Moving Country | 9,737 | 4.9% | -2.9% |
| Travel and Recreation | 5,027 | 2.6% | -2.0% |
| Justice | 4,655 | 2.4% | -14.8% |
| Birth, Family and Relationships | 4,338 | 2.2% | -7.4% |
| Education and Training | 4,232 | 2.2% | -14.1% |
| Consumer Affairs | 2,690 | 1.4% | -4.7% |
| Death and Bereavement | 1,372 | 0.7% | +0.5% |
| Government in Ireland | 1,363 | 0.7% | -8.3% |
| Environment | 344 | 0.2% | +1.5% |
|  | **197,215** | **100%** |  |

### Table 9 – Top Ten (i.e. most queried) Payments or Schemes, Q3 2024

|  |  |  |  |
| --- | --- | --- | --- |
|  | Single Payment or Scheme | # of Queries | % of Top Ten Queries |
| 1 | **Medical Card** | 9,724 | 17.1% |
| 2 | **Disability Allowance** | 6,744 | 11.9% |
| 3 | **Fuel Allowance** | 6,556 | 11.5% |
| 4 | **State Pension Contributory** | 6,272 | 11.2% |
| 5 | **Applying for Local Authority/Social Housing** | 5,794 | 10.2% |
| 6 | **Carer’s Allowance** | 5,658 | 9.9% |
| 7 | **Household Benefits Package** | 4,411 | 7.8% |
| 8 | **Jobseeker’s Allowance** | 4,226 | 7.4% |
| 9 | **Basic Supplementary Welfare Allowance** | 3,802 | 6.7% |
| 10 | **Housing Grants and Schemes** | 3,652 | 6.4% |

## Social Welfare Queries

Social Welfare queries were the highest query area, representing 45.8% of all queries compared with 46.8% for the same quarter in 2023.

Extra Social Welfare Benefits; Disability and Illness; Older and Retired People; and Families and Children were the most queried sub-categories and accounted for 55.3% of all social welfare queries.

**Extra Social Welfare Benefits** was the highest sub-category under Social Welfare with 14,705 queries; there was a 7.8% decrease in query numbers in this area.

Fuel Allowance declined by 8.5% (6,556).

Household Benefits Package dropped by 5% (4,411).

Free Travel (Travel Card, Companion Card, etc) declined by 15.7% (1762).

**Disability and Illness** queries fell by 9.2% (13,540).

Disability Allowance decreased by 4.5% (6,744).

Illness Benefits dropped by 16.3% (3,219).

Invalidity Pension dropped by 10.8% (2,638).

**Older and Retired People** queries remained at a similar level (11,794).

State Pension/ Contributory decreased by 6.8% (6,272).

State Pension/ Non-Contributory Pension decreased by 2.5% (2,821).

Payment for people who retire at 65 queries increased by 18.8% (827).

**Families and Children** decreased by 9.7% (9,877).

Working Family Payment (WFP) decreased by 10.6% (3,039).

One Parent Family payment (OFP) decreased by 9.6% (1,617).

Child Benefit declined by 2.2% (1,519).

Back to School Clothing and Footwear allowance decreased by 9% (1,476).

**Carers queries** decreased by 4.3% (9,178).

Carer’s Allowance decreased by 3.2% (5,658).

Domiciliary Care Allowance (DCA) decreased by 10.3% (1,063).

Carer’s Benefit decreased by 5.5% (1,029).

**Supplementary welfare schemes** decreased by9.7% (7,717).

Basic Supplementary Welfare Allowance declined by 1.3% (3,802).

Additional Needs Payment decreased by 16.6% (3,045).

Rent Supplement decreased by 17.1% (809).

## Caller profile data relating to Social Welfare

* 42.8% of callers for Social Welfare were aged 46-65, 34% were aged 26-45 and 20.3% were 66 and over.
* The 66-and-over age group accounted for nearly 50% of people asking about Extra Social Welfare Benefits, followed by 46-65 (35.0%).
* Of those who called about Disability and Illness, 56.3% were aged 46-65, followed by 37.4% aged 26-45.
* 60.3% of calls relating to Older and Retired People came from the 46-65 age group.
* 67.9% of calls about Families and Children came from the 26-45 age group.
* Carers calls came mostly from the 46-65 age group (45%), followed by the 26-45 age group (39.2%).
* People enquiring about Supplementary Welfare schemes came almost equally from the 26-45 (42%), and the 46-65 age cohort (40.4%).

### Table 10 – Social Welfare Query Breakdown

|  |  |  |
| --- | --- | --- |
| **Social Welfare Sub-Category Breakdown** | **# of Queries** | **% of Social Welfare**  **Sub-category** |
| **Extra Social Welfare Benefits 16.3%** | | |
| *Fuel Allowance* | 6,556 | 44.6% |
| *Household Benefits Package* | 4,411 | 30.0% |
| *Free Travel (Travel Card, Companion Card, etc.)* | 1,762 | 12.0% |
| *Living Alone Increase* | 1,579 | 10.7% |
| *Telephone Support Allowance* | 247 | 1.7% |
| *Treatment Benefits* | 99 | 0.7% |
| *Christmas Bonus* | 26 | 0.2% |
| *Cost of Living Increases* | 25 | 0.2% |
| **Total** | **14,705** | **100%** |
| **Disability and Illness 15.0%** | | |
| *Disability Allowance* | 6,744 | 49.8% |
| *Illness Benefit* | 3,219 | 23.8% |
| *Invalidity Pension* | 2,638 | 19.5% |
| *Partial Capacity Benefit* | 498 | 3.7% |
| *Injury Benefit* | 167 | 1.2% |
| *Other Payment (Blind Pension/Other)* | 147 | 1.1% |
| *Occupational Injuries Benefit Scheme* | 127 | 1.0% |
| **Total** | **13,540** | **100%** |
| **Older and Retired People 13.1%** | | |
| State Pension/Contributory | 6,272 | 53.2% |
| State Pension/Non-Contributory Pension | 2,821 | 23.9% |
| Payment for people who retire at 65 | 827 | 7.0% |
| Qualified Adults | 594 | 5.0% |
| UK Pensions/Brexit | 593 | 5.0% |
| Homemakers Scheme/HomeCaring Periods Scheme | 475 | 4.0% |
| EU/International Pensions | 212 | 1.8% |
| **Total** | **11,794** | **100%** |
| **Families and Children 10.9%** | | |
| *Working Family Payment (WFP)* | 3,039 | 30.8% |
| *One Parent Family Payment (OFP)* | 1,617 | 16.4% |
| *Child Benefit* | 1,519 | 15.4% |
| *Back to School Clothing & Footwear Allowance (BTSCFA)* | 1,476 | 14.9% |
| *Maternity/ Adoptive Benefit* | 653 | 6.6% |
| *Increase for a Qualified Adult (IQA)* | 497 | 5.0% |
| *Increase for a Qualified Child (IQC)* | 379 | 3.8% |
| *Parent's Benefit* | 302 | 3.0% |
| *Paternity Benefit* | 194 | 2.0% |
| *Back to Work Family Dividend* | 147 | 1.5% |
| *Health and Safety Benefit* | 31 | 0.3% |
| *Deserted Wife's Benefit* | 20 | 0.2% |
| *Deserted Wife's Allowance* | 3 | 0.0% |
| **Total** | **9,877** | **100%** |
| **Carers 10.2%** | | |
| *Carer's Allowance* | 5,658 | 61.7% |
| *Domiciliary Care Allowance (DCA)* | 1,063 | 11.6% |
| *Carer's Benefit* | 1,029 | 11.2% |
| *Carer’s Support Grant (Respite Care Grant)* | 820 | 8.9% |
| *Half-rate Carer's Allowance* | 608 | 6.6% |
| **Total** | **9,178** | **100%** |
| **Supplementary Welfare Schemes 8.6%** | | |
| *Basic Supplementary Welfare Allowance* | 3,802 | 49.3% |
| *Additional Needs Payment* | 3,045 | 39.5% |
| *Rent Supplement (RS)* | 809 | 10.5% |
| *Diet/Heating Supplement* | 58 | 0.8% |
| *Mortgage Interest Supplement (MIS)* | 3 | 0.0% |
| **Total** | **7,717** | **100%** |
| **Unemployed People 8.4%** | | |
| *Jobseeker's Allowance* | 4,226 | 55.8% |
| *Jobseeker's Benefit* | 2,282 | 30.2% |
| *Jobseeker's Transitional Payment* | 513 | 6.8% |
| *Social Welfare Payments and Work* | 461 | 6.1% |
| *Unemployed following self-employment* | 87 | 1.2% |
| **Total** | **7,569** | **100%** |
| **Social Insurance (PRSI) 5.3%** | | |
| *PRSI Records/Paid Contributions* | 2,107 | 44.1% |
| *PPS Number* | 899 | 18.8% |
| *Credited Contributions* | 413 | 8.6% |
| *Homemakers Scheme/HomeCaring Periods Scheme* | 349 | 7.3% |
| *Voluntary Contributions* | 332 | 6.9% |
| *PRSI Classes* | 301 | 6.3% |
| *Long-Term Carer Contributions* | 176 | 3.7% |
| *Other* | 167 | 3.5% |
| *Employer PRSI* | 38 | 0.8% |
| **Total** | **4,782** | **100%** |
| **Social Welfare Miscellaneous 5.2%** | | |
| *Other* | 1,408 | 30.1% |
| *Public Services Card* | 852 | 18.2% |
| *Means Tests* | 765 | 16.4% |
| *Habitual Residence Condition* | 661 | 14.2% |
| *MyWelfare.ie* | 418 | 9.0% |
| *Overpayments* | 330 | 7.1% |
| *EU Contributions and Entitlements* | 82 | 1.8% |
| *UK Entitlements Brexit* | 74 | 1.6% |
| *Late Claims* | 26 | 0.6% |
| *Nominating agent to collect SW payments* | 24 | 0.5% |
| *SW Inspectors* | 21 | 0.5% |
| *EU/EEA/Switzerland* | 7 | 0.2% |
| *Insolvency Payments Scheme* | 4 | 0.1% |
| **Total** | **4,672** | **100%** |
| **Activation Schemes, Education and Training 1.8%** | | |
| *Back to Education Allowance (BTEA)* | 793 | 50.0% |
| *Back to Work Enterprise Allowance (BTWEA)* | 280 | 17.7% |
| *Community Employment (CE)* | 262 | 16.5% |
| *Tús* | 58 | 3.7% |
| *Part-time Education Option (PTEO)* | 46 | 2.9% |
| *Short-Term Enterprise Allowance* | 35 | 2.2% |
| *JobPath - Seetec/Turas Nua* | 27 | 1.7% |
| *LAES (Local Area Employment Services)* | 25 | 1.6% |
| *Rural Social Scheme* | 21 | 1.3% |
| *Part-Time Job Incentive Scheme (PTJI)* | 18 | 1.1% |
| *JobsPlus* | 13 | 0.8% |
| *Work Placement Experience Programme (WPEP)* | 6 | 0.4% |
| *JobBridge/ First Steps - Youth Internship* | 2 | 0.1% |
| **Total** | **1,585** | **100.0%** |
| **Appeals 1.6%** | | |
| *Disability Allowance* | 527 | 37.3% |
| *Invalidity Pension* | 199 | 14.1% |
| *Carer's Allowance/Benefit* | 184 | 13.0% |
| *Other* | 119 | 8.4% |
| *Jobseeker's Allowance* | 117 | 8.3% |
| *Domiciliary Care Allowance* | 63 | 4.5% |
| *Supplementary Welfare Allowance* | 54 | 3.8% |
| *State Pension (Non-Contributory)* | 33 | 2.3% |
| *State Pension (Contributory)* | 22 | 1.6% |
| *Working Family Payment (WFP)* | 19 | 1.4% |
| *Jobseeker's Benefit* | 18 | 1.3% |
| *Child Benefit* | 16 | 1.1% |
| *Jobseeker's Benefit* | 18 | 1.3% |
| *Illness Benefit* | 15 | 1.1% |
| *One Parent Family Payment (OFP)* | 13 | 1.0% |
| *Carer's Support Grant* | 11 | 0.8% |
| *Widow/Widower/surviving Civil Partner Pension* | 2 | 0.1% |
| **Total** | 1,412 | 100% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Death Related Benefits 1.5%** | | |  |
| *Widow, Widower or Surviving Civil Partner's (Contributory) Pension* | 781 | 58.3% |  |
| *Help with Funeral Costs* | 188 | 14.0% |  |
| *Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension* | 173 | 12.9% |  |
| *Widow/Widower/Surviving Civil Partner Grant* | 110 | 8.2% |  |
| *Guardian's Payment* | 78 | 5.8% |  |
| *Special Funeral Grant (Occupational Injuries Scheme only)* | 9 | 0.7% |  |
| **Total** | **1,339** | **100%** |  |
| **Benefits Check 1.4%** | | |  |
| *Social Welfare - Benefits Check* | 1,227 |  |  |
| **Total** | **1,227** | **100%** |  |
| **Payments and Work 0.9%** | | |  |
| *Social Welfare - Payments and Work* | **755** |  |  |
| **Total** | **755** | **100%** |  |
| **Farmers 0.1%** | | |  |
| *Farm Assist* | 118 | 91.50% |  |
| *Other* | 11 | 8.50% |  |
| Total | **129** | **100%** |  |
| **Total Social Welfare Queries** | **90,281** |  |  |

## Housing Query Trends in Q3 2024

**Table 11** sets out the **Housing** query dataset for Quarter 3, 2024. Housing is the second highest category, representing 11.2% of all queries. Housing queries remained at a similar level to the same period last year (22,045).

* Local Authority and Social Housing queries declined by 2.1% (11,365).
* Applying for local authority/social housing queries were consistent with Q3 2023 (5,794).
* Housing Assistance Payments (HAP) queries decreased by 10.1% (2,684)
* Differential Rent queries decreased by 29.9% (303).
* Housing Grants and Schemes queries increased by 8.8% (3,652).
* Home Energy Grants (SEAI) queries increased by 32.4% (1,633).
* Renting a Home (Private Rental Accommodation) decreased by 17.5% (2,515).
* Notice/Eviction/Disputes queries decreased by 23.3% (572).
* RTB (Residential Tenancies Board) decreased by 19% (410).
* Tenants’ Rights and Obligations decreased by 13.9% (377).
* Landlords’ Rights and Obligations decreased by 18.4% (345).
* Rent review decreased by 38.1% (216).
* Homelessness queries increased by 12.6% (949).
* Buying/Owning a Home queries increased by 8% (635).

## Caller profile data relating to Housing

* 40.3% of callers who contacted CISs about Housing were aged 26-45, 34.4% were aged 46-65 and 22.4% were aged 66 and over.
* 51.8% of calls about local authority and social housing came from the 26-45 age group.
* 57.8% of all calls relating to Housing Grants and schemes originated from people aged 66 and over.
* 48% of all calls relating to Renting a Home (Private Rental Accommodation) came from the 26-45 age group; 40% came from the 46-65s.

### Table 11 – Housing Queries Breakdown, Q3 2024

|  |  |  |
| --- | --- | --- |
| Housing Sub-category Breakdown | # of Queries | % of Housing  Sub-category |
| Local Authority and Social Housing 51.6% | | |
| *Applying for Local Authority/Social Housing* | 5,794 | 51.0% |
| *Housing Assistance Payment (HAP)* | 2,684 | 23.6% |
| *Other* | 725 | 6.4% |
| *Differential Rent* | 303 | 2.7% |
| *Medical Priority* | 292 | 2.6% |
| *LA Transfers* | 254 | 2.2% |
| *Social Housing Waiting Lists* | 200 | 1.8% |
| *Choice Based Lettings* | 183 | 1.6% |
| *Standards/Repairs* | 174 | 1.5% |
| *Approved Housing Bodies (AHB)* | 164 | 1.4% |
| *Rent Arrears/Rent Problems* | 115 | 1.0% |
| *Rental Accommodation Scheme (RAS)* | 95 | 0.8% |
| *Tenant Purchase (Incremental Scheme)* | 87 | 0.8% |
| *Tenant in situ (HAP/RAS)* | 82 | 0.7% |
| *Anti-social behaviour* | 81 | 0.7% |
| *Notice/Eviction/Disputes* | 81 | 0.7% |
| *Tenancy Succession* | 42 | 0.4% |
| *Traveller Accommodation* | 9 | 0.0% |
| Total | **11,365** | **100%** |
| Housing Grants and Schemes 16.6% | | |
| *Housing Grants and Schemes* | 3,652 |  |
| Total | **3,652** | **100%** |
| Renting a Home (Private Rental Accommodation) 11.4% | | |
| *Notice/Eviction/Disputes* | 572 | 22.7% |
| *RTB (Residential Tenancies Board)* | 410 | 16.3% |
| *Tenants’ Rights and Obligations* | 377 | 15.0% |
| *Landlords’ Rights & Obligations* | 345 | 13.7% |
| *Rent Review* | 216 | 8.6% |
| *Finding Accommodation* | 175 | 7.0% |
| *Standards/Repairs* | 106 | 4.2% |
| *Rent Arrears/Rent Problems* | 103 | 4.1% |
| *Deposit Retention* | 79 | 3.1% |
| *Licensee* | 54 | 2.2% |
| *Short-term rental lets* | 34 | 1.4% |
| *Cost Rental – Cost Rental Housing* | 27 | 1.0% |
| *Cost Rental – Tenant in situ scheme* | 11 | 0.4% |
| *Non-Resident Landlords (Withholding Tax)* | 6 | 0.2% |
| Total | **2,515** | **100%** |
| Home Energy Grants (SEAI) 7.4% | | |
| *Home Energy Grants* | 1,633 |  |
| Total | **1,633** | **100%** |
| Homelessness 4.3% | | |
| *Homelessness* | 949 |  |
| Total | **949** | **100%** |
| Other 3.8% | | |
| *Other* | 841 |  |
| Total | **841** | **100%** |

|  |  |  |
| --- | --- | --- |
| Buying/Owning a Home 2.9% | | |
| *Buying/ Owning a Home* | 635 |  |
| Total | **635** | **100%** |
| Planning Permission 0.6% | | |
| *Planning Permission* | 125 |  |
| Total | **125** | **100%** |
| Losing your Home 0.5% | | |
| *Losing your Home* | 104 |  |
| Total | 104 | **100%** |
| All other subcategories 1.0% | | |
| *All other sub-categories\** | 226 |  |
| Total | **226** | **100%** |
| Total Housing Queries | **22,045** |  |

**\*** This includes Emergency Accommodation (99); Building or Altering a Home (59); Management Companies - Apartment Blocks (41); and Equality/Housing Discrimination (27).

## Health Query Trends in Q3 2024

**Table 12** sets out the **Health** query dataset for Quarter 3, 2024. Health queries increased by 6.8% between Q3 2023 and Q3 2024 (15,807).

* Medical Card queries continue to be the most queried sub-category under health and account for over 60% of queries (9,724).
* Fair Deal & Home Care Package queries increased by 7.6% (939).
* GP Visit Card, a new sub-category that was introduced, accounted for 5.1% of queries (806).
* Drugs/Medicines queries increased by 18.5% (565).
* GP Services decreased by 50.9% (522).

## Caller profile statistics relating to Health

(age was recorded for 73.4% of health callers).

* 36.5% of Health callers came from the 46-65 age group. 31.8% came from 26-45 and 28.4% were aged 66 and over.
* 34.7% of callers who mentioned Medical cards are 46-65, 33.9% from 26-45, 27.6% came from 66 and Over.
* 47.8% of Fair Deal and Home Care Packages calls came from the 46-65, followed by the 66 and Over (39.8%).
* 39.8% of calls stood at 28.6%.

### Table 12 - Health Query Breakdown

|  |  |  |
| --- | --- | --- |
| **Health Sub-category Breakdown** | **# of Queries** | **% of Health categories** |
| **Medical Card 61.5%** | | |
| *Medical* ***Card*** | 9,724 |  |
| ***Total*** | **9,724** | **100%** |
| **Fair Deal &** **Home Care** P**ackage** ***5.9%*** | | |
| *Fair Deal & Home Care Package* | 939 |  |
| **Total** | 939 | **100%** |
| **GP Visit Card 5.1%** | | |
| *GP Visit Card* | 806 |  |
| **Total** | 806 |  |
| **Other 4.5%** | | |
| *Other* | 716 |  |
| **Total** | **716** | **100%** |
| **Drugs/Medicine  3.6%** | | |
| *Drugs Payments Scheme* | 376 |  |
| *Long-term Illness Scheme* | 189 |  |
| **Total** | **565** | **100%** |
| **GP Services   3.3%** | | |
| *Other* | 522 |  |
| **Total** | **522** | **100%** |
| **Health Services for Older People 1.9%** | | |
| *Health Services for Older People* | 305 |  |
| **Total** | **305** | **100%** |
| **Dental, Aural and Optical Health  1.8%** | | |
| *Dental, Aural and Optical Health* | 283 |  |
| **Total** | **283** | **100%** |
| **Hospital Services 1.7%** | | |
| *Hospital Services* | 270 |  |
| **Total** | **270** | **100%** |
| **EU Healthcare 1.7%** | | |
| *EU Healthcare* | 269 |  |
| **Total** | **269** | **100%** |
| **Care in your Community 1.5%** | | |
| *Care in your Community* | 235 |  |
| **Total** | **235** | **100%** |
| **Mental Health 1.2%** | | |
| *Mental Health* | 194 |  |
| **Total** | **194** | **100%** |
| **Health Services for People with Disabilities 1.1%** | | |
| *Health Services for People with Disabilities* | 176 |  |
| **Total** | **176** | **100%** |
| **Legal Matters and Health 0.8%** | | |
| *Legal Matters and Health* | 124 |  |
| **Total** | **124** | **100%** |
| **Children’s Health 0.7%** | | |
| *Children’s Health* | 109 |  |
| **Total** | **109** | **100%** |
| **Health Insurance 0.7%** | | |
| *Health Insurance* | **106** |  |
| **Total** | **106** | **100%** |
| **Entitlement to Health Services 0.7%** | | |
| *Entitlement to Health Services* | **100** |  |
| **Total** | **100** | **100%** |
| **All other subcategories 2.3%** | | |
| *All other sub-categories\** | 364 | 100% |
| **Total** | **364** | **100%** |
| **Total Health Queries** | **15,807** | **100%** |

**\*** This includes Cancer Services (75), Health-Related Benefits and Entitlements (73), Health Service Agencies (47), Alcohol and Drug Treatment Services (36), Aids and Appliances (33), Pharmacy Services (28), Emergency Health Services (21), How Health Services are Organized (20), Women’s Health (20), Environmental Health (8), Blood and Organ Donation (2), and Alternative Health (1).

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

This section offers insights into the categories that are not profiled in more detail above – i.e that are not in the top three (social welfare, housing and health) query areas.

The query comparisons are between Q3, 2023 and Q3, 2024. The numbers in brackets are the number of queries in Q3, 2024.

Employment queries declined by 7.9% (10,887).

* Employment Rights and Conditions queries decreased by 12.1% (6,359).
* The number of queries relating to Contracts of Employment decreased by 14.2% (1,116).
* Queries relating to Leave and Holidays decreased by 30.4% (898).
* Sick Leave and Sick Pay Scheme queries declined by 5.2% (682).
* Unemployment and Redundancy queries increased by 14.2% (1,024).
* Self-employment queries increased by 2.7% (937).

Money and Tax queries decreased by 6.8% (10,490).

* Income Tax Credits and Reliefs queries decreased by 14.3% (2,135).
* Income Tax queries increased by 3.9% (2,061).
* Revenue Online queries decreased by 13.1% (1,649).
* Income Tax refund queries increased by 9.6% (676).

Moving Country queries decreased by 2.9% (9,737).

* Irish Citizenship queries decreased by 23.2% (2,966).
* Visa queries increased by 1.1% (857).
* Irish Residence Permit (IRP) Applications and Renewals increased by 8.2% (764).
* Asylum Seekers/Refugees- Ukrainian queries increased by 4.5% (679).
* Queries relating to Asylum Seekers and Refugees queries increased by 76.3% (492).

Travel and Recreation queries declined by 2% (5,027).

* Queries relating to Motoring remained steady (1,818).
* Passport queries remained at a continuous level (1,657).
* Transport and Disability decreased by 19.1% (296).

Justice queries declined by 14.8% (4,655).

* Legal Aid and Advice queries declined by 19.1% (2,211).
* Civil Law queries declined by 20.0% (387).

Birth, Family and Relationships queries declined by 7.5% (4,338).

* Separation and Divorce are down 3.1% (1,283).
* Maintenance queries declined by 18.5% (551).
* Custody and Access queries dropped by 17.5% (378).
* Problems in Marriages and Relationships queries decreased by 16.7% (319).

Education and Training queries declined by 14.1% (4,232 queries).

* Queries relating to Third-Level Education declined by 18.4% (1,955).
* Vocational Education and Training queries increased by 15.3% (665).

Consumer Affairs queries dropped by 4.7% (2,690).

* Energy/ Utilities Services queries declined by 8.3% (534).
* Queries relating to consumer protection decreased by 24.9% (531).
* Motoring queries increased by 42.4% (336).

Government in Ireland queries remained at a steady level (1,372).

* MyGovID queries increased by 10.9% (558).

Death and Bereavement queries declined by 8.3% (1,363).

* The Deceased’s Estate queries declined by 6.2% (422).
* Before Death queries dropped by 20.3% (260)

1. Quarterly query trends are not necessarily 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-1)
2. The percentage changes captured in this report reflect comparisons between Q3, 2023 and Q3, 2024 unless otherwise specified. [↑](#footnote-ref-2)