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

# Statistical Summary Quarter 4 2024

# Caller Summary

### There were **88,104** callers to CISs nationally during Q4, 2024, a slight (3.2%) decreaseon Q4, 2023 (91,046 callers).

## Gender Profile

### Female callers made up 55.1% of callers, this is an ongoing trend of females making up the majority of callers. It has fallen only slightly since the introduction of a couples/family members sub-category.

### Table 1 – Caller Gender Profile

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Profile** | **Number of Callers** | **% of Callers** | **% Change Q4 ’23–Q4 ‘24** |
| **Female** | 48,522 | 55.1% | -4.2% |
| **Male** | 33,656 | 38.2% | -3.1% |
| **Couples/ Family Members** | 5,181 | 5.9% | +0.5% |
| **Unknown** | 745 | 0.9% | +43.3% |

## Age Profile

Age was recorded for 69.6% (61,300) of callers. People aged 46-65 contacted CISs most frequently, closely followed by people aged 26-45.

### Table 2 – Caller Age Profile

|  |  |  |  |
| --- | --- | --- | --- |
| **Caller Age Range** | **Number of Callers** | **% of Callers** | **% Change Q4 ’23–Q4 ‘24** |
|  |
| **46-65** | 23,501 | 38.3% | -1.4% |
| **26-45** | 22,035 | 36.0% | -7.0% |
| **66 and over** | 12,950 | 21.1% | -1.9% |
| **25 and under** | 2,814 | 4.6% | +55.5% |

## Mode of contact

In-person (personal) callers accounted for 67.9% of interactions, of which 93.0% were drop-in (55,657 callers) and 7.0% were by appointment (4,161 callers).

### Table 3 – Caller Mode of Contact

|  |  |  |  |
| --- | --- | --- | --- |
| Caller Type | Number of Callers | % of Callers | % Change Q4 ’23–Q4 ‘24 |
| In-person | 59,818 | 67.9% | +5.1% |
| Telephone | 25,858 | 29.4% | -18.5% |
| Letter/Email | 2,428 | 2.8% | +0.5% |

## Country of Origin

Country of Origin was recorded for 63.3% of callers (55,735 of 88,104 callers). The large majority (74.8%) of those came from Ireland (41,708 callers), with non-EU callers representing 17.2% (9,600) of callers where country of origin was recorded and a further 7.9% with a European Union (excluding Ireland) country of origin (4,427 callers).

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

|  |  |  |
| --- | --- | --- |
|  | Country of Origin | Number of callers |
| 1 | Poland | 1,547 |
| 2 | Ukraine | 1,511 |
| 3 | Nigeria | 1,369 |
| 4 | United Kingdom | 879 |
| 5 | Romania | 733 |

### 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 | Poland | Ukraine | Nigeria | Ukraine |
| 3 | Afghanistan | Nigeria | Ukraine | Poland |
| 4 | Nigeria | Bangladesh | United Kingdom | Lithuania |
| 5 | Romania | Romania | Romania | USA |

## Specific Needs Identified

In Q4 2024, 15.3% of callers (13,464 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 3.2% increase from Q4 2023 in callers identified as having specific needs.

### Table 6: Specific Needs Comparison

|  |  |  |  |
| --- | --- | --- | --- |
| Specific Needs | Q4 2023 | Q4 2024 | % Change |
| Language | 5,646 | 5,565 | -1.4% |
| Distressed Client | 2,857 | 2,683 | -6.1% |
| Digital Literacy | 1,458 | 2,011 | +37.9% |
| Literacy | 1,627 | 1,906 | +17.1% |
| No online/ IT Access | 1,184 | 1,514 | +27.9% |
| Physical | 865 | 852 | -1.5% |
| Accompanied/supported by family member/ friend/representative | 735 | 791 | +7.6% |
| Mental Health | 728 | 773 | +6.2% |
| Other | 394 | 471 | +19.5% |
| Homeless | 205 | 309 | +50.7% |

## Duration of Interactions with Information Staff

Forty-three per cent of callers spent 10 minutes and under with information providers. This compares with 37.4% of callers who spent 11-20 minutes with an information provider, 15.8% spending 21-40 minutes, and 3.3% who spent 41-90 minutes - or in a small number of cases over 90 minutes. The number of interactions that lasted more than 90 minutes more than doubled between Q4 2023 and Q4 2024.

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

## 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 | Disability Allowance |
| 11-20 minutes | Medical Card | Fuel Allowance | State Pension/ Contributory |
| 21-40 minutes | Medical Card | Disability Allowance | Applying for Local Authority/Social Housing |
| 41-90 minutes | Applying for Local Authority/Social Housing | Disability Allowance | Medical Card |
| 91 minutes and over | Medical Card | Fuel Allowance | GP Visit Card |

# Query Summary

Services dealt with **170,303** queries during Q4 2024, a small decrease of 3.2% on the same period in 2023. The caller to query ratio remained the same at 1.93 queries per caller per visit. Around 46% of queries were related to Social Welfare rights and entitlements. Housing queries accounted for 10.7% and Health for 8% of queries. Table 8, below, sets out the number of queries received across ‘parent’ category areas in Quarter 4 2024. Table 9 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 4 2024.

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

|  |  |  |  |
| --- | --- | --- | --- |
| Query Category | # of Queries | % of all Queries | % Change Q4, ‘23-Q4 ‘24 |
| Social Welfare | 78,229 | 45.9% | -7.1% |
| Housing | 18,270 | 10.7% | +0.7% |
| Health | 13,621 | 8.0% | +3.7% |
| Local | 11,945 | 7.0% | +2.6% |
| Money and Tax | 10,291 | 6.0% | -5.2% |
| Employment | 9,825 | 5.8% | +1.1% |
| Moving Country | 8,020 | 4.7% | +0.1% |
| Travel and Recreation | 4,139 | 2.4% | +1.3% |
| Justice | 4,081 | 2.4% | -4.8% |
| Birth, Family and Relationships | 3,341 | 2.0% | -12.0% |
| Education and Training | 3,011 | 1.8% | +11.6% |
| Consumer Affairs | 2,405 | 1.4% | -10.8% |
| Government in Ireland | 1,456 | 0.9% | +32.6% |
| Death and Bereavement | 1,345 | 0.8% | +11.9% |
| Environment | 324 | 0.2% | +1.3% |
|  | **170,303** | **100%** |  |

### Table 9 – Top Ten (i.e. most queried) Payments or Schemes, Q4 2024

|  |  |  |  |
| --- | --- | --- | --- |
|  | Single Payment or Scheme | # of Queries | % of Top Ten Queries |
| 1 | **Medical Card** | 8,143 | 16.7% |
| 2 | **Fuel Allowance** | 6,681 | 13.7% |
| 3 | **Disability Allowance** | 5,748 | 11.8% |
| 4 | **State Pension /Contributory** | 5,279 | 10.8% |
| 5 | **Carer’s Allowance** | 4,816 | 9.9% |
| 6 | **Applying for Local Authority/Social Housing** | 4,804 | 9.9% |
| 7 | **Household Benefits Package** | 3,789 | 7.8% |
| 8 | **Jobseeker’s Allowance** | 3,440 | 7.1% |
| 9 | **Basic Supplementary Welfare Allowance** | 3,212 | 6.6% |
| 10 | **Illness Benefit** | 2,817 | 5.8% |

## Social Welfare Queries

Social Welfare queries were the highest query area, representing around 46% of all queries. While most areas saw a decrease compared to Q3 2024 in line with the overall decrease in queries, some payments or schemes recorded an increase. These are highlighted in bold.

Extra Social Welfare Benefits queries decreased by 9.4% compared to Q3 2024.

* Fuel allowance queries decreased by 12.4%.
* Household Benefits Package queries decreased by 10.5%.
* Living Alone Increase queries decreased by 5.2%.
* **Free Travel (Travel Card, Companion Card, etc.) queries increased by 9.3%.**

Disability and Illness queries decreased by 7.2%.

* Disability Allowance queries decreased by 7.0%.
* Illness Benefit queries decreased by 7.9%.
* Invalidity Pension queries decreased by 10%.

Older and Retired People queries decreased only slightly (by 1.5%).

* State Pension/Contributory decreased by 5.4%.
* State Pension/Non-Contributory decreased by 3.2%.

Carers queries decreased by 5.7%.

* Carer’s Allowance queries decreased by 8.3%.
* **Domiciliary Care Allowance queries increased by 5.1%.**

Families and Children queries decreased by 12.0%.

* Working Family Payment (WFP) decreased by 13.7%.
* **Child Benefit queries increased slightly by 1.0%.**
* One Parent Family Payment (OFP) queries decreased by 15.9%.

Supplementary Welfare Schemes decreased by 10.3%.

* Basic Supplementary Welfare Allowance queries decreased by 8.5%.
* Additional Needs Payment queries decreased by 16.4%.

Unemployed People queries decreased by 10.9%.

* Jobseeker’s Allowance queries decreased by 8.2%.
* Jobseekers’ Benefit queries decreased by 8.5%.

Social Welfare Miscellaneous queries decreased by 1.6%.

* Means Tests queries decreased by 14.2%.
* Public Services Card queries decreased by 25.7%.

Social Insurance (PRSI) queries decreased by 6.8%

* PRSI Records/ Paid Contributions decreased by 11.3%.
* PPS Number queries decreased by 23.3%.

**Benefits Check queries increased by 9.0%.**

**Appeals queries increased by 8.8%.**

* Disability Allowance appeals queries decreased by 5.6%.
* **Carer’s Allowance/Benefit appeals queries increased by 15.8%.**

Death Related Benefits queries decreased by 10.2%.

* Widow’s, Widower’s or Surviving Civil Partner’s (Contributory) Pension queries decreased by 17.8%.

Activation Schemes, Education and Training queries decreased by 13.1%.

* Back to Education Allowance (BTEA) queries decreased by 8.6%.

**Payments and Work queries increased by 3.5%.**

## Caller profile data relating to Social Welfare

* + 42.4% of callers for Social Welfare were aged 46-65, 32.1% were aged 26-45 and 22.8% were 66 and over.
  + The 66-and-over age group accounted for over 50% of people asking about Extra Social Welfare Benefits, followed by 46-65 (33.8%).
  + Of those who enquired about Disability and Illness, 57.8% were aged 46-65, followed by 34.9% aged 26-45.
  + 56.1% of calls relating to Older and Retired People came from the 46-65 age group, followed by people aged 66 and over who accounted for 39.7%.
  + 67.6% of calls about Families and Children came from the 26-45 age group.
  + Carers calls came mostly from the 46-65 age group (44.8%), followed by the 26-45 age group (39.1%).
  + People enquiring about Supplementary Welfare schemes came almost equally from the 46-65 (41.9%), and the 26-45 age cohort (41.6%).
  + 56.6% of enquiries relating to Social Welfare came from Females, followed by 33.5% who were Males.
  + 41.4% of interactions about Social Welfare lasted 11-20 minutes, followed by 34.4% which were 10 minutes and under, then 19.8% lasting 21-40 minutes.
  + In the case of 77.6% of people with a Social Welfare enquiry, their country of origin was Ireland, Non-EU callers followed with 13.9%, lastly EU (excluding Ireland) which was 8.5%.

### Table 10 – Social Welfare Query Breakdown

|  |  |  |
| --- | --- | --- |
| **Subcategory Breakdown** | **# of Queries** | **% of Subcategory** |
| **Extra Social Welfare Benefits 19.3%** | | |
| Fuel Allowance | 6,681 | 44.2% |
| Household Benefits Package | 3,789 | 25.1% |
| Living Alone Increase | 1,963 | 13.0% |
| Free Travel (Travel Card, Companion Card, etc.) | 1,628 | 10.8% |
| Cost of Living Increases | 495 | 3.3% |
| Christmas Bonus | 247 | 1.6% |
| Telephone Support Allowance | 182 | 1.2% |
| Treatment Benefits | 121 | 0.8% |
| **Total** | **15,106** | **100%** |
| **Disability and Illness 14.7%** | | |
| Disability Allowance | 5,748 | 49.9% |
| Illness Benefit | 2,817 | 24.5% |
| Invalidity Pension | 2,129 | 18.5% |
| Partial Capacity Benefit | 417 | 3.6% |
| Injury Benefit | 162 | 1.4% |
| Occupational Injuries Benefit Scheme | 127 | 1.1% |
| Other Payment (Blind Pension/Other) | 118 | 1.0% |
| **Total** | **11,518** | **100%** |
| **Older and Retired People 12.7%** | | |
| State Pension/Contributory | 5,279 | 53.1% |
| State Pension/Non Contributory Pension | 2,509 | 25.2% |
| Payment for people who retire at 65 | 672 | 6.8% |
| Qualified Adults | 482 | 4.9% |
| UK Pensions/Brexit | 472 | 4.8% |
| Homemakers Scheme/HomeCaring Periods Scheme | 383 | 3.9% |
| EU/International Pensions | 142 | 1.4% |
| **Total** | **9,939** | **100%** |
| **Carers 10.2%** | | |
| Carer's Allowance | 4,816 | 60.1% |
| Domiciliary Care Allowance (DCA) | 983 | 12.3% |
| Carer's Benefit | 943 | 11.8% |
| Carer's Support Grant (Respite Care Grant) | 750 | 9.4% |
| Half-rate Carer's Allowance | 517 | 6.5% |
| **Total** | **8,009** | **100%** |
| **Families and Children 8.9%** | | |
| Working Family Payment (WFP) | 2,408 | 34.7% |
| Child Benefit | 1,473 | 21.2% |
| One Parent Family Payment (OFP) | 1,239 | 17.9% |
| Maternity/ Adoptive Benefit | 504 | 7.3% |
| Increase for a Qualified Adult (IQA)) | 404 | 5.8% |
| Increase for a Qualified Child (IQC) | 306 | 4.4% |
| Parent's Benefit | 208 | 3.0% |
| Paternity Benefit | 131 | 1.9% |
| Back to School Clothing & Footwear Allowance (BTSCFA) | 119 | 1.7% |
| Back to Work Family Dividend | 118 | 1.7% |
| Deserted Wife's Benefit | 15 | 0.2% |
| Health and Safety Benefit | 9 | 0.1% |
| Deserted Wife's Allowance | 2 | 0.0% |
| **Total** | **6,936** | **100%** |
| **Supplementary Welfare Schemes 8.4%** | | |
| Basic Supplementary Welfare Allowance | 3,212 | 48.6% |
| Additional Needs Payment | 2,564 | 38.8% |
| Rent Supplement (RS) | 780 | 11.8% |
| Diet/Heating Supplement | 48 | 0.7% |
| Mortgage Interest Supplement (MIS) | 2 | 0.0% |
| **Total** | **6,606** | **100%** |
| **Unemployed People 7.8%** | | |
| Jobseeker's Allowance | 3,440 | 56.4% |
| Jobseeker's Benefit | 1,867 | 30.6% |
| Jobseeker's Transitional Payment | 363 | 6.0% |
| Social Welfare Payments and Work | 358 | 5.9% |
| Unemployed following self-employment | 74 | 1.2% |
| **Total** | **6,102** | **100%** |
| **Social Welfare Miscellaneous 6.1%** | | |
| Other | 1,772 | 37.2% |
| Means Tests | 789 | 16.6% |
| Public Services Card | 688 | 14.4% |
| Habitual Residence Condition | 576 | 12.1% |
| MyWelfare.ie | 406 | 8.5% |
| Overpayments | 314 | 6.6% |
| UK Entitlements /Brexit | 67 | 1.4% |
| EU Contributions and Entitlements | 58 | 1.2% |
| Nominating agent to collect SW payments | 43 | 0.9% |
| SW Inspectors | 26 | 0.6% |
| Late Claims | 18 | 0.4% |
| EU/EEA/Switzerland | 6 | 0.1% |
| Insolvency Payments Scheme | 5 | 0.1% |
| **Total** | **4,768** | **100%** |
| **Social Insurance (PRSI) 4.7%** | | |
| PRSI Records/Paid Contributions | 1,540 | 42.1% |
| PPS Number | 627 | 17.2% |
| Credited Contributions | 321 | 8.8% |
| Homemakers Scheme/HomeCaring Periods Scheme | 295 | 8.1% |
| Voluntary Contributions | 265 | 7.3% |
| PRSI Classes | 262 | 7.2% |
| Other | 153 | 4.2% |
| Long-Term Carer Contributions | 133 | 3.6% |
| Employer’s PRSI | 60 | 1.6% |
| **Total** | **3,656** | **100%** |
| **Benefits Check 1.9%** | | |
| Benefits Check | 1,470 |  |
| **Total** | **1,470** | **100%** |
| **Appeals 1.6%** | | |
| Disability Allowance | 402 | 31.6% |
| Carer's Allowance/Benefit | 213 | 16.8% |
| Invalidity Pension | 190 | 14.9% |
| Other | 142 | 11.2% |
| Jobseeker's Allowance | 88 | 6.9% |
| Domiciliary Care Allowance | 48 | 3.8% |
| Supplementary Welfare Allowance | 41 | 3.2% |
| State Pension (Non-Contributory) | 35 | 2.8% |
| One Parent Family Payment (OFP) | 33 | 2.6% |
| Child Benefit | 19 | 1.5% |
| State Pension (Contributory) | 16 | 1.3% |
| Jobseeker's Benefit | 15 | 1.2% |
| Working Family Payment (WFP) | 14 | 1.1% |
| Illness Benefit | 12 | 0.9% |
| Carer's Support Grant | 2 | 0.2% |
| Widow/Widower/Surviving Civil Partner Pension | 2 | 0.2% |
| **Total** | **1,272** | **100%** |
| **Death Related Benefits 1.4%** | | |
| Widow/Widower/Surviving Civil Partner's Pension (Contributory) | 606 | 57.6% |
| Help with Funeral Costs | 193 | 18.3% |
| Widow/Widower/Surviving Civil Partner Grant | 94 | 8.9% |
| Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory) | 86 | 8.2% |
| Guardian's Payment | 60 | 5.7% |
| Special Funeral Grant (Occ. Injuries Scheme only) | 14 | 1.3% |
| **Total** | **1,053** | **100%** |
| **Activation Schemes, Education and Training 1.2%** | | |
| Back to Education Allowance (BTEA) | 350 | 36.9% |
| Back to Work Enterprise Allowance (BTWEA) | 210 | 22.1% |
| Community Employment (CE) | 196 | 20.7% |
| Tús | 47 | 5.0% |
| JobPath - Seetec/Turas Nua | 25 | 2.6% |
| Part-time Education Option (PTEO) | 25 | 2.6% |
| Part-Time Job Incentive Scheme (PTJI) | 24 | 2.5% |
| Short-Term Enterprise Allowance | 23 | 2.4% |
| Rural Social Scheme | 20 | 2.1% |
| JobsPlus | 12 | 1.3% |
| LAES (Local Area Employment Services) | 12 | 1.3% |
| Work Placement Experience Programme (WPEP) | 4 | 0.4% |
| Gateway | 1 | 0.1% |
| **Total** | **949** | **100%** |
| **Payments and Work 0.9%** | | |
| Payments and Work | 717 |  |
| **Total** | **717** | **100%** |
| **Farmers 0.2%** | | |
| Farm Assist | 110 | 85.9% |
| Other | 18 | 14.1% |
| **Total** | **128** | **100%** |
| **Total Social Welfare Queries 78,229** | | |

## Housing Query Trends in Q4 2024

**Table 11** sets out the **Housing** query dataset for Quarter 4, 2024. Housing is the second highest category, representing 10.7% of all queries.

Local Authority and Social Housing queries remained at a similar level to Q4, 2023.

* + **Applying for Local Authority/Social Housing queries increased by 8.0%.**
  + Housing Assistance Payment queries decreased by 9.3%.

Housing Grants and Schemes had the addition of four sub-categories: Housing Aid for Older People, Housing Adaption Grant for People with a Disability, Mobility Aid Grant Scheme and Other. This category decreased by 3.4%.

Renting a Home (Private Rental Accommodation) queries decreased by 12.7%.

* + Notice/Eviction/Disputes decreased by 22.3%.
  + RTB (Residential Tenancies Board) queries decreased by 4.3%.
  + Tenants Rights and Obligation queries decreased by 20.2%.

**Home Energy Grants (SEAI) queries increased by 30%.**

**Homelessness** **queries increased by 20.5%.**

**Buying/ Owning a Home queries increased by 28.9%.**

## Caller profile data relating to Housing

* 39.5% of callers who contacted CISs about Housing were aged 26-45, 34.8% were aged 46-65 and 22.6% were aged 66 and over.
* 50.3% of calls about Local Authority and Social Housing came from the 26-45 age group, followed by 36.8% who were 46-65.
* 58.6% of all calls relating to Housing Grants and Schemes originated from people aged 66 and over.
* 45.4% of all calls relating to Renting a Home (Private Rental Accommodation) came from the 26-45 age group; 41.4% came from the 46-65s.
* 51.9% of calls came from Females, followed by 39.1% who were Males.
* 44.0% of interactions with an information provider relating to Housing lasted 11-20 minutes, 27.2% lasted 10 minutes and under, followed by 23.6% of calls which lasted 21-40 minutes.
* 66.4% of caller’s country of origin was Ireland, followed by 21.4% who were non-EU and 12.2% which were EU (excluding Ireland).

### Table 11 – Housing Queries Breakdown, Q4 2024

|  |  |  |
| --- | --- | --- |
| Subcategory Breakdown | # of Queries | % of Subcategory |
| Local Authority and Social Housing 51.0% | | |
| Applying for Local Authority/Social Housing | 4,804 | 51.6% |
| Housing Assistance Payment (HAP) | 2,178 | 23.4% |
| Other | 636 | 6.8% |
| Differential Rent | 241 | 2.6% |
| Medical Priority | 207 | 2.2% |
| LA Transfers | 189 | 2.0% |
| Social Housing Waiting Lists | 183 | 2.0% |
| Choice Based Lettings | 157 | 1.7% |
| Standards/Repairs | 146 | 1.6% |
| Approved Housing Bodies (AHBs) | 129 | 1.4% |
| Rent Arrears/Rent Problems | 98 | 1.1% |
| Rental Accommodation Scheme (RAS) | 73 | 0.8% |
| Tenant in situ (HAP/RAS) | 68 | 0.7% |
| Notice/Eviction/Disputes | 59 | 0.6% |
| Anti-social behaviour | 55 | 0.6% |
| Tenant Purchase (Incremental Scheme) | 41 | 0.4% |
| Tenancy Succession | 40 | 0.4% |
| Traveller Accommodation | 9 | 0.1% |
| Total | **9,313** | **100%** |
| Housing Grants and Schemes 14.7% | | |
| Housing Aid for Older People | 1,115 | 41.5% |
| Housing Adaption for People with Disability | 801 | 29.8% |
| Other | 392 | 14.6% |
| Blank | 231 | 8.6% |
| Mobility Aid Grant Scheme | 145 | 5.4% |
| Total | **2,684** | **100%** |
| Renting a Home (Private Rental Accommodation) 11.8% | | |
| Notice/Eviction/Disputes | 457 | 21.1% |
| RTB (Residential Tenancies Board) | 375 | 17.3% |
| Tenants' Rights and Obligations | 331 | 15.3% |
| Landlords' Rights & Obligations | 287 | 13.3% |
| Rent Review | 175 | 8.1% |
| Finding Accommodation | 135 | 6.2% |
| Standards/Repairs | 112 | 5.2% |
| Deposit Retention | 94 | 4.4% |
| Rent Arrears/Rent Problems | 77 | 3.6% |
| Licensee | 55 | 2.5% |
| Cost Rental Housing | 36 | 1.7% |
| Short-term rental lets | 13 | 0.6% |
| Cost Rental – Tenant in situ scheme | 10 | 0.5% |
| Non-Resident Landlords (Withholding Tax) | 6 | 0.3% |
| Total | **2,163** | **100%** |
| Home Energy Grants (SEAI) 8.7% | | |
| Home Energy Grants | 1,584 |  |
| Total | **1,584** | **100%** |
| Homelessness 4.4% | | |
| Homelessness | 799 |  |
| Total | **799** | **100%** |
| Other 4.2% | | |
| Other | 773 |  |
| Total | **773** | **100%** |
| Buying/Owning a Home 3.2% | | |
| Buying/ Owning a Home | 581 |  |
| Total | **581** | **100%** |
| Losing your Home 0.5% | | |
| Losing your Home | 90 |  |
| Total | **90** | **100%** |
| Planning Permission 0.5% | | |
| Planning Permission | 90 |  |
| Total | **90** | **100%** |
| Emergency Accommodation 0.4% | | |
| Emergency Accommodation | 74 |  |
| Total | **74** | **100%** |
| Building or Altering a Home 0.3% | | |
| Building or Altering a Home | 55 |  |
| Total | **55** | **100%** |
| Management Companies (Apartment Blocks) 0.2% | | |
| Management Companies (Apartment Blocks) | 36 |  |
| Total | **36** | **100%** |
| Equality/ Housing Discrimination 0.2% | | |
| Equality/ Housing Discrimination | 28 |  |
| Total | **28** | **100%** |
| Total Housing Queries | **18,270** |  |

## Health Query Trends in Q3 2024

**Table 12** sets out the **Health** query dataset for Quarter 4, 2024. Health queries increased by 3.7%.

* + Medical Card queries continue to be the most queried sub-category under health and account for around 60% of queries.
  + Medical Card queries decreased by 3.1%.
  + GP Visit Card was a sub-category that was only introduced in the beginning of 2024 and is now the second most queried area under Health.
  + **Fair Deal & Home Care Package queries increased by 6.0%.**
  + **Drugs/Medicines queries increased by 28.2%.**
  + GP Services decreased by 46.8%. (It is likely that this is related to the new sub-category of ‘GP Visit Card’.)

## Caller profile data relating to Health

* + 38.3% of Health callers came from the 46-65 age group, 29.3% were aged 26-45 and 29.2% were aged 66 and over.
  + 36.6% of callers with Medical Card queries were aged 46-65, 31.1% were aged 26-45, and 28.3% were aged 66+.
  + 42.4% of callers enquiring about GP Services were aged 46-65, followed by 26-45s who accounted for 40.0%.
  + 45.2% of Fair Deal and Home Care Packages calls came from people aged 66 and over, followed by those aged 46-65, who made up 44.9%.
  + 54.6% of people with health-related queries were female and 36.7% male.
  + 39.1% of interactions lasted 10 minutes and under 37.0% of calls were 11-20 minutes and 19.6% were 21-40 minutes.
  + 78.4% of callers in this category named Ireland as their country of origin 14.1% of callers’ country of origin was non-EU and 7.5% were from the EU (excluding Ireland).

### Table 12 - Health Query Breakdown

|  |  |  |
| --- | --- | --- |
| **Subcategory Breakdown** | **# of Queries** | **% of Subcategory** |
| **Medical Card** | **8,143** | **59.8%** |
| **GP Visit Card** | **863** | **6.3%** |
| **Fair Deal & Home Care Package** | **795** | **5.8%** |
| **Other** | **636** | **4.7%** |
| **Drugs/ Medicine** | **482** | **3.5%** |
| -Drugs Payments Scheme | *320* |  |
| -Long-term Illness Scheme | *162* |  |
| **GP Services** | **461** | **3.4%** |
| **Health Services for Older People** | **268** | **2.0%** |
| **Dental, Aural and Optical Health** | **241** | **1.8%** |
| **Mental Health** | **193** | **1.4%** |
| **Care in your Community** | **189** | **1.4%** |
| **Dental, Aural and Optical Health** | **175** | **1.3%** |
| **EU Healthcare** | **164** | **1.2%** |
| **Health Services for People with Disabilities** | **156** | **1.2%** |
| **Health Insurance** | **134** | **1.0%** |
| **Legal Matters and Health** | **133** | **1.0%** |
| **All other subcategories 3.7%** | | |
| All other subcategories\* | **488** |  |
| **Total Health Queries** | **13,621** | **100%** |

**\*** This includes Children’s Health(98), Entitlements to Health Services (92), Cancer Services (76), Health-Related Benefits and Entitlements (72), Cross-Border Healthcare(43), Health Service Agencies (42), Alcohol and Drug Treatment Services (41), Pharmacy Services (29), Aids and Appliances (27), Women’s Health (22), How Health Services are Organised (15), Blind Welfare Allowance (14), Emergency Health Services (13), Environmental Health (3), and Blood and Organ Donation (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 Q4, 2023 and Q4, 2024. The numbers in brackets are the number of queries in Q4, 2024.

Money and Tax queries decreased by 5.2% (10,291).

* + Income Tax Credits and Reliefs queries decreased by 5% (1,987).
  + Income Tax queries decreased by 10.4% (1,977).
  + Revenue Online queries decreased by 2.0% (1,425).
  + Income Tax refund queries decreased by 10.6% (718).

Employment queries remained at a similar level (9,825).

* + Employment Rights and Conditions queries decreased by 1.5% (5,723).
  + The number of queries relating to Contracts of Employment decreased by 4.2% (957).
  + Queries relating to Leave and Holidays decreased by 18.4% (826).
  + **Sick Leave and Sick Pay Scheme queries increased by 8.9% (636).**
  + **Unemployment and Redundancy queries increased by 4.2% (892).**
  + **Self-employment queries increased by 11.8% (822).**

Moving Country queries remained at a similar level (8,020).

* + Irish Citizenship queries decreased by 20.3% (2,375).
  + **Irish Residence Permit (IRP) Applications and Renewal queries increased by 61.9% (868).**
  + Visa queries decreased by 1.3% (857).
  + **Asylum Seekers/Refugees- Ukrainian queries increased by 4.5% (679).**
  + **Queries relating to Asylum Seekers and Refugees queries increased by 90.4% (434).**

Travel and Recreation queries increased slightly by 1.3% (4,139).

* + **Queries relating to Motoring grew by 9.3 (1,837).**
  + Passport queries remained the same (1,195).
  + Transport and Disability decreased by 26.7% (296).

Justice queries declined by 4.8% (4,081).

* + Legal Aid and Advice queries declined by 14.4% (1,789).
  + Civil Law queries declined by 13.3% (352).

Birth, Family and Relationships queries declined by 12% (3,341).

* + Separation and Divorce queries are down 15.4% (954).
  + Maintenance queries dropped by 23.6% (411).
  + Custody and Access queries dropped by 11.9% (311).
  + Domestic Violence queries calls decreased by 11.1% (240).
  + Problems in Marriages and Relationships queries decreased by 17.2% (240).

Education and Training queries increased by 11.6% (3,011 queries).

* + **Queries relating to Third-Level Education grew by 15% (1,259).**
  + **Vocational Education and Training queries increased by 27.9% (481).**

Consumer Affairs queries dropped by 10.8% (2,405).

* + Queries relating to Consumer Protection decreased by 13.1% (542).
  + Energy/ Utilities Services queries declined by 30.8% (404).

Government in Ireland queries increased by 11.9% (1,345).

* + **MyGovID queries increased by 12.4% (452).**
  + **Elections and Referenda increased by 602.5% (281).**

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

* + **The Deceased’s Estate queries increased by 6.5% (346).**
  + **Before Death queries increased by 27% (306).**

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 Q4, 2023 and Q4, 2024 unless otherwise specified. [↑](#footnote-ref-2)