

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

## Statistical Summary Quarter 3 2023

The following is a statistical summary of CISs caller and query data for Quarter 3, 1<sup>st</sup> July – 30<sup>th</sup> September 2023.

### Quarter-on-Quarter Comparison: what's new?<sup>1</sup>

- While overall caller and query levels in the year to the end of September were up 2.4% and 3.2% respectively on the same period last year, the number of callers who came to CISs in Q3 2023 decreased by 3.8% and the number of queries decreased by 5.3% on the same quarter in 2022. Q3 in recent years, has seen the highest number of callers and queries to CISs - a pattern which has not been seen this year.
- Personal callers increased by 29% to 64,045 callers (62% of caller's mode of contact), an ongoing trend since the return to in-person services. The vast majority of personal callers are drop-in (93%) with just under 7% appointment based. Those who contacted CISs by telephone decreased by 33% in this quarter.
- Over a quarter of callers<sup>2</sup> who contacted CISs in Q3 had countries of origin outside Ireland – non-EU callers accounted for 16%.
- Housing concerns continue to grow and in Q3 2023, housing queries increased by 4.5%, (22,194 this quarter). Local authority and social housing matters increased by 8.2% (11,604 queries). Housing grants related queries were up by 12.5% and home energy grants queries were up by over a third. Renting a Home queries (private rental accommodation) decreased by 14%. Notices/evictions and disputes which are the top subcategory in this area, decreased by 18.6%.
- Justice queries increased by 11.4% (5,465 queries). Legal aid and advice related concerns increased by 6%.
- Social Welfare queries (96, 567) decreased by 8%, with the biggest decrease within the Extra Social Welfare Benefits, which fell by 19.2%, (not surprisingly during the summer months)– this subcategory includes Fuel Allowance, down 22.3% (7,168 queries) and Household Benefits Package including free electricity allowance, which decreased by 18.1% (4,642 queries).
- Employment rights related queries dropped by 7% (11,812 queries), with queries relating to Leave and Holidays, the top sub-category down by over 21% (1,291 queries).
- Travel and Recreation queries (5,131 queries) decreased by 10.2%. Motoring queries decreased by 8.4% (1,850 queries), and passports queries dropped by 6.8% (1,645 queries)
- Education and Training queries increased by 7.9% (4,926 queries). Third level education queries decreased by 4.6% (2,396 queries), Vocational education and training increased by 30.8% from a small baseline.

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<sup>1</sup> Note: Quarterly 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.

<sup>2</sup> Country of origin was recorded for almost 62% of callers.

## Caller Summary

There were **103,478** callers to CISs nationally during Q3, 2023, a **3.8% decrease** on the same period in 2022 when there were 107,558 callers. Over half of callers in Q3 2023 were female (58%). In Q3 2023 the couple's caller profile was expanded to include couples/family member, this area increased by 26.3% between Q3 2022 and Q3 2023.

**Table 1 – Caller Gender Profile – Q3 2023 Summary**

Caller Profile	Number of Callers	% of Callers
Female	60,054	58.0%
Male	38,160	36.9%
Couples/ Family members	4,880	4.7%
Unknown	384	0.4%

Age was recorded for 68.2% of callers, the highest number of callers were in the 26-45 age bracket representing 39.6% of callers. Callers in the 26-45 age category decreased by 10% on the same period last year. The numbers in other age cohorts remained at a steady level - in Q3 2023, caller numbers in the 46-65 age category were up slightly by 1.6%, and the 66 and over age group increased by 2%.

**Table 2 – Caller Age Profile – Q3 2023 Summary**

Caller Age Range	Number of Callers (n= 68.2%)	% of Callers
26 - 45	27,924	39.6%
46 - 65	27,019	38.3%
66 and Over	13,210	18.7%
25 and Under	2,434	3.4%

Of the 103,478 callers, almost 62% of people chose in-person contact, this was a 29% rise on Q3 2022. Drop-in callers accounted for 93.2% of the personal callers and 6.8% were appointments. Those who contacted CISs by telephone decreased by 33% (54,216 contacted by telephone in Q3 2022). The number of those who contacted services using email or letters also decreased by 19%.

**Table 3 – Caller Mode of Contact – Q3 2023 Summary**

Caller Type	Number of Callers	% of Callers
Personal	64,045	61.9%
Telephone	36,291	35.1%
Letter/Email	3,124	3.0%

Country of Origin was recorded for 61.8% of callers (63,947 calls). Countries of origin outside Ireland were recorded for 25% of callers who contacted CISs this quarter. Non-EU callers accounted for 16.2% and EU countries, excluding Ireland, accounted for 9%.

**Table 4: Country of Origin of callers who contacted CISs most by age cohort (excluding Ireland)**

	<b>25 and Under</b>	<b>26-45</b>	<b>46-65</b>	<b>66 and Over</b>
<b>1</b>	Ukraine	Poland	Poland	United Kingdom
<b>2</b>	Poland	Nigeria	United Kingdom	Ukraine
<b>3</b>	Romania	Ukraine	Ukraine	Poland
<b>4</b>	Nigeria	Romania	Nigeria	United States of America
<b>5</b>	Syria	Bangladesh	Romania	Germany

Table 5 houses the most queried payments and schemes for each age category. Medical card was found in each of the age categories, followed by Disability Allowance in 3 of the 4 age categories/ top 5 payments and schemes.

**Table 5: Most queried payments for each age category**

	<b>25 and Under</b>	<b>26-45</b>	<b>46-65</b>	<b>66 and Over</b>
<b>1</b>	SUSI - Student Grant Scheme	Applying for local authority/social housing	State Pension/Contributory	Fuel Allowance
<b>2</b>	Jobseekers Allowance	Medical Card	Disability Allowance	Medical Card
<b>3</b>	Medical Card	Disability Allowance	Medical Card	Household Benefits Package
<b>4</b>	Applying for local authority/social housing	Working Family Payment	Carer's Allowance	State Pension (Contributory)
<b>5</b>	Disability Allowance	Carers Allowance	Fuel Allowance	State pension (Non-contributory)

## Query Summary

Services dealt with **206,315** queries during Q3 2023, a **decrease of 5.3%** on the same period in 2022. The query ratio declined to 1.99 from 2.03 in the same period last year. Of these queries recorded by CISs, 46.8% were related to Social Welfare rights and entitlements (96,567 queries) followed by Housing 10.8% (22,194) and Health 7.2% (14,795). The following tables set out the data in relation to the range of queries received from the public. Table 6, below, sets out the number of queries received across high-level category areas and changes on the comparative quarter in previous year. Table 7 provides a breakdown of the single payments, schemes, or entitlements with the highest number of queries overall in this quarter – these top ten queries represent 28% of all queries this quarter.

**Table 6 - Query Profile Q3 2023 High-level**

Query Category	# of Queries	% of all Queries	Q3 22-23 % Change
Social Welfare	96,567	46.8%	-8.1%
Housing	22,194	10.8%	+4.5%
Health	14,795	7.2%	-4.4%
Local	13,351	6.5%	-6.1%
Employment	11,812	5.7%	-7.1%
Money and Tax	11,253	5.5%	-2.6%
Moving Country	10,024	4.9%	-3.5%
Justice	5,465	2.7%	+11.4%
Travel and Recreation	5,131	2.5%	-10.2%
Education and Training	4,926	2.4%	+7.9%
Birth, Family and Relationships	4,689	2.3%	-8.8%
Consumer Affairs	2,822	1.4%	-10.4%
Death and Bereavement	1,487	0.7%	+4.3%
Government in Ireland	1,365	0.7%	+16.6%
Environment	339	0.2%	-14.8%
Covid 19	95	0.1%	-87.5%
	<b>206,315</b>	<b>100%</b>	

**Table 7 - Top-Ten Single Payments or Schemes, Q3 2023**

Top Ten Single Payment or Schemes Q3, 2023				
	Category	Single Payment or Scheme	# of Queries	% of Top Ten Queries
1	Health - Medical Card	Medical Card	8,838	15.2%
2	Extra Social Welfare Benefits	Fuel Allowance	7,168	12.3%
3	Disability and Illness	Disability Allowance	7,064	12.1%
4	Older and retired people	State Pension Contributory	6,726	11.6%
5	Carer's	Carer's Allowance	5,846	10.0%
6	Local Authority and Social Housing	Applying for Local Authority/Social Housing	5,781	9.9%
7	Extra Social Welfare Benefits	Household Benefits Package	4,642	8.0%
8	Unemployed People	Jobseeker's Allowance	4,441	7.6%
9	Moving Country	Irish Citizenship	3,863	6.6%
10	Supplementary Welfare Schemes	Basic Supplementary Welfare Allowance	3,852	6.6%

Further detail on the **top three main categories** of queries received in this third quarter of 2023, compared with the third quarter of 2022, are also set out in the tables below.

**Table 8** details the **Social Welfare** query dataset for Quarter 3, 2023. Social Welfare queries were the highest query area, representing 46.8% of all queries compared with 48.2% for the same quarter in the previous year.

### **Social Welfare payment trends Q3, 2023:**

#### Query statistics relating to Social Welfare:

- Under Social Welfare the top four sub-categories were **Extra Social Welfare Benefits; Disability and Illness; Older and Retired People and, Families and Children.**
- **Extra Social Welfare Benefits** was the highest sub-category under Social Welfare with 15,954 queries with a decrease of 19.2% on last year. Fuel Allowance decreased by 22.3% on the same quarter last year. 46.8% of the Fuel Allowance queries came in September likely because the fuel allowance payments season begins at the end of September.
- Queries about Household Benefits Package decreased by 18.1%, those relating to Free Travel decreased by 8.3% and the Living Alone payment by 22.5%. **Disability and Illness** queries remained at a similar level to last year only increasing by 0.8% (14,903 queries). The largest increase came from Disability Allowance which grew by 7.7% (7,064 queries).
- **Older and Retired People queries** increased marginally by 0.5% (11,726 queries). State Pension/ Non-Contributory Pension decreased by 5%. Contributory pension related queries levels (5,726 this quarter) are generally much higher than the non- contributory means tested payment query levels. Queries re: pensions outside Ireland were up with UK/Pensions/Brexit queries increased by 29.8% and EU/International Pensions by 17.3% but these represent relatively small query areas.
- **Families and Children** queries decreased by 14% (10,932 queries). Working Family Payment decreased by 7.3%. One Parent Family Payment decreased by 21.2% and Back to School Clothing % Footwear allowance decreased by 21.3%.
- **While the Carers payments decreased overall by 6%**, Domiciliary Care Allowance increased by 9.4%. Carer's Allowance queries dropped by 10.6%
- **Supplementary welfare schemes decreased by 14.6%** with additional needs payments decreasing by 15.2%, basic supplementary welfare allowance by 7.7% and rent supplement down 9.2%.

Caller profile data relating to Social Welfare:

- 42.3% of Social Welfare queries came from the 46-65 age category.
- 48.2% of Extra Social Welfare queries came from the 66 and over category.
- 55.7% of categories relating to Disability and Illness came from the 46-65 age category.
- 67.1% of queries relating to Families and Children came from the 26-45 age cohort.
- 59.3% of queries relating to the older people payments category came from the 46-65 age category.

**Table 8 – Social Welfare Query Breakdown, Q3 2023<sup>3</sup>**

Category	Sub-category	Q3, 2023 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
<b>Extra Social Welfare Benefits</b>				<b>16.5%</b>
<b>Social Welfare</b>	Extra Social Welfare Benefits	<b>Fuel Allowance</b>	7,168	44.9%
	Extra Social Welfare Benefits	<b>Household Benefits Package</b>	4,642	29.1%
	Extra Social Welfare Benefits	<b>Free Travel (Travel Card, Companion Card, etc.)</b>	2,091	13.1%
	Extra Social Welfare Benefits	<b>Living Alone Increase</b>	1,597	10.0%
	Extra Social Welfare Benefits	<b>Telephone Support Allowance</b>	266	1.7%
	Extra Social Welfare Benefits	<b>Treatment Benefits</b>	116	0.7%
	Extra Social Welfare Benefits	<b>Cost of Living Increases</b>	58	0.4%
	Extra Social Welfare Benefits	<b>Christmas Bonus</b>	16	0.1%
		<b>Total</b>	<b>15,954</b>	<b>100%</b>
<b>Disability and Illness</b>				<b>15.4%</b>
<b>Social Welfare</b>	Disability and Illness	<b>Disability Allowance</b>	7,064	47.4%
	Disability and Illness	<b>Illness Benefit</b>	3,846	25.8%
	Disability and Illness	<b>Invalidity Pension</b>	2,958	19.9%
	Disability and Illness	<b>Partial Capacity Benefit</b>	558	3.7%
	Disability and Illness	<b>Injury Benefit</b>	215	1.4%
	Disability and Illness	<b>Occupational Injuries Benefit Scheme</b>	132	0.9%
	Disability and Illness	<b>Other Payment (Blind Pension/Other)</b>	130	0.9%
		<b>Total</b>	<b>14,903</b>	<b>100%</b>
<b>Older and Retired People</b>				<b>12.1%</b>

<sup>3</sup> Query sub-categories are presented in thematic categories, as recorded by CISs. The percentages in the right-hand column represent the percentage of queries for that data sub-category i.e., the Fuel Allowance percentage represents the queries recorded as a percentage of the Extra Social Welfare Benefits sub-category.

<b>Social Welfare</b>	Older and Retired People	<b>State Pension/Contributory</b>	6,726	57.4%
	Older and Retired People	<b>State Pension/Non-Contributory Pension</b>	2,893	24.7%
	Older and Retired People	<b>Payment for people who retire at 65</b>	696	5.9%
	Older and Retired People	<b>Qualified Adults</b>	601	5.1%
	Older and Retired People	<b>UK Pensions/Brexit</b>	475	4.1%
	Older and Retired People	<b>EU/International Pensions</b>	237	2.0%
	Older and Retired People	<b>Homemakers Scheme/HomeCaring Periods Scheme</b>	98	0.8%
		<b>Total</b>	<b>11,726</b>	<b>100%</b>
<b>Families and Children</b>				<b>11.3%</b>
<b>Social Welfare</b>	Families and Children	<b>Working Family Payment (WFP)</b>	3,401	31.1%
	Families and Children	<b>One Parent Family Payment (OFP)</b>	1,788	16.4%
	Families and Children	<b>Back to School Clothing &amp; Footwear Allowance (BTSCFA)</b>	1,621	14.8%
	Families and Children	<b>Child Benefit</b>	1,553	14.2%
	Families and Children	<b>Increase for a Qualified Adult (IQA)</b>	741	6.8%
	Families and Children	<b>Maternity/ Adoptive Benefit</b>	661	6.1%
	Families and Children	<b>Increase for a Qualified Child (IQC)</b>	445	4.1%
	Families and Children	<b>Parent's Benefit</b>	295	2.7%
	Families and Children	<b>Paternity Benefit</b>	193	1.8%
	Families and Children	<b>Back to Work Family Dividend</b>	167	1.5%
	Families and Children	<b>Health and Safety Benefit</b>	37	0.3%
	Families and Children	<b>Deserted Wife's Benefit</b>	24	0.2%
	Families and Children	<b>Deserted Wife's Allowance</b>	6	0.1%
		<b>Total</b>	<b>10,932</b>	<b>100%</b>



<b>Carers 9.9%</b>				
<b>Social Welfare</b>	Carers	<b>Carer's Allowance</b>	5,846	61.0%
	Carers	<b>Domiciliary Care Allowance (DCA)</b>	1,185	12.4%
	Carers	<b>Carer's Benefit</b>	1,089	11.4%
	Carers	<b>Carer's Support Grant (Respite Care Grant)</b>	830	8.7%
	Carers	<b>Half-rate Carer's Allowance</b>	635	6.6%
		<b>Total</b>	<b>9,585</b>	<b>100%</b>
<b>Supplementary Welfare Schemes 8.9%</b>				
<b>Social Welfare</b>	Supplementary Welfare Schemes	<b>Basic Supplementary Welfare Allowance</b>	3,852	45.1%
	Supplementary Welfare Schemes	<b>Additional Needs Payment</b>	3,649	42.7%
	Supplementary Welfare Schemes	<b>Rent Supplement (RS)</b>	976	11.4%
	Supplementary Welfare Schemes	<b>Diet/Heating Supplement</b>	65	0.8%
	Supplementary Welfare Schemes	<b>Mortgage Interest Supplement (MIS)</b>	6	0.1%
		<b>Total</b>	<b>8,548</b>	<b>100%</b>
<b>Unemployed People 8.3%</b>				
<b>Social Welfare</b>	Unemployed People	<b>Jobseeker's Allowance</b>	4,441	55.7%
	Unemployed People	<b>Jobseeker's Benefit</b>	2,323	29.1%
	Unemployed People	<b>Social Welfare Payments and Work</b>	589	7.4%
	Unemployed People	<b>Jobseeker's Transitional Payment</b>	535	6.7%
	Unemployed People	<b>Unemployed following self-employment</b>	92	1.2%
		<b>Total</b>	<b>7,980</b>	<b>100%</b>
<b>Social Welfare Miscellaneous 5.7%</b>				
<b>Social Welfare</b>	Social Welfare Miscellaneous	<b>Other</b>	1,598	29.2%
	Social Welfare Miscellaneous	<b>Public Services Card</b>	1,212	22.1%
	Social Welfare Miscellaneous	<b>Means Tests</b>	959	17.5%
	Social Welfare Miscellaneous	<b>Habitual Residence Condition</b>	705	12.9%

	Social Welfare Miscellaneous	<b>MyWelfare.ie</b>	523	9.6%
	Social Welfare Miscellaneous	<b>Overpayments</b>	281	5.1%
	Social Welfare Miscellaneous	<b>UK Entitlements Brexit</b>	88	1.6%
	Social Welfare Miscellaneous	<b>EU Contributions and Entitlements</b>	57	1.0%
	Social Welfare Miscellaneous	<b>SW Inspectors</b>	30	0.6%
	Social Welfare Miscellaneous	<b>Late Claims</b>	24	0.4%
	Social Welfare Miscellaneous	<b>Insolvency Payments Scheme</b>	3	0.1%
		<b>Total</b>	<b>5,480</b>	<b>100%</b>
<b>Social Insurance (PRSI)</b>				<b>5.4%</b>
<b>Social Welfare</b>	Social Insurance (PRSI)	PRSI Records/Paid Contributions	2,298	43.8%
	Social Insurance (PRSI)	PPS Number	1,174	22.4%
	Social Insurance (PRSI)	Credited Contributions	540	10.3%
	Social Insurance (PRSI)	Voluntary Contributions	383	7.3%
	Social Insurance (PRSI)	PRSI Classes	339	6.5%
	Social Insurance (PRSI)	Homemakers Scheme/HomeCaring Periods Scheme	320	6.1%
	Social Insurance (PRSI)	Other	146	2.8%
	Social Insurance (PRSI)	Employer's PRSI	50	0.9%
		<b>Total</b>	<b>5,250</b>	<b>100%</b>
<b>Activation Schemes, Education and Training</b>				<b>1.8%</b>
<b>Social Welfare</b>	Activation Schemes, Education and Training	<b>Back to Education Allowance (BTEA)</b>	792	45.0%
	Activation Schemes, Education and Training	<b>Community Employment (CE)</b>	373	21.2%
	Activation Schemes, Education and Training	<b>Back to Work Enterprise Allowance (BTWEA)</b>	307	17.4%
	Activation Schemes, Education and Training	<b>Tús</b>	77	4.4%
	Activation Schemes, Education and Training	<b>Short-Term Enterprise Allowance</b>	46	2.6%
	Activation Schemes, Education and Training	<b>LAES (Local Area Employment Services)</b>	36	2.1%
	Activation Schemes, Education and Training	<b>Rural Social Scheme</b>	33	1.9%

	Activation Schemes, Education and Training	<b>JobPath - Seetec/Turas Nua</b>	31	1.8%
	Activation Schemes, Education and Training	<b>Part-time Education Option (PTEO)</b>	30	1.7%
	Activation Schemes, Education and Training	<b>JobsPlus</b>	15	0.9%
	Activation Schemes, Education and Training	<b>Part-Time Job Incentive Scheme (PTJI)</b>	14	0.8%
	Activation Schemes, Education and Training	<b>Gateway</b>	4	0.2%
	Activation Schemes, Education and Training	<b>JobBridge/ First Steps - Youth Internship</b>	2	0.1%
		<b>Total</b>	<b>1,760</b>	<b>100%</b>
<b>Social Welfare Appeals</b>				<b>1.4%</b>
<b>Social Welfare</b>	Appeals	<b>Disability Allowance</b>	460	33.7%
	Appeals	<b>Carer's Allowance/Benefit</b>	227	16.6%
	Appeals	<b>Invalidity Pension</b>	213	15.6%
	Appeals	<b>Other</b>	141	10.3%
	Appeals	<b>Jobseeker's Allowance</b>	73	5.4%
	Appeals	<b>Domiciliary Care Allowance</b>	53	3.9%
	Appeals	<b>Supplementary Welfare Allowance</b>	44	3.2%
	Appeals	<b>State Pension (Non-Contributory)</b>	40	2.9%
	Appeals	<b>One Parent Family Payment (OFP)</b>	22	1.6%
	Appeals	<b>State Pension (Contributory)</b>	21	1.5%
	Appeals	<b>Illness Benefit</b>	18	1.3%
	Appeals	<b>Working Family Payment (WFP)</b>	18	1.3%
	Appeals	<b>Jobseeker's Benefit</b>	14	1.0%
	Appeals	<b>Child Benefit</b>	12	0.9%
	Appeals	<b>Carer's Support Grant</b>	5	0.4%
	Appeals	<b>Widow/Widower/surviving Civil Partner Pension</b>	4	0.3%
		<b>Total</b>	<b>1,365</b>	<b>100%</b>
<b>Death Related Benefits</b>				<b>1.3%</b>

<b>Social Welfare</b>	Death Related Benefits	<b>Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension</b>	786	62.0%
	Death Related Benefits	<b>Help with Funeral Costs</b>	166	13.1%
	Death Related Benefits	<b>Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension</b>	114	9.0%
	Death Related Benefits	<b>Widow/Widower/Surviving Civil Partner Grant</b>	106	8.4%
	Death Related Benefits	<b>Guardian's Payment</b>	83	6.6%
	Death Related Benefits	<b>Special Funeral Grant (Occ. Injuries Scheme only)</b>	13	1.0%
		<b>Total</b>	<b>1,268</b>	<b>100%</b>
<b>Social Welfare Benefits Check</b>				<b>1.1%</b>
<b>Social Welfare</b>	Social Welfare - Benefits Check	<b>Social Welfare - Benefits Check</b>	1,024	
		<b>Total</b>	<b>1,024</b>	<b>100%</b>
<b>Social Welfare Payments and Work</b>				<b>0.6%</b>
<b>Social Welfare</b>	Social Welfare - Payments and Work	<b>Social Welfare - Payments and Work</b>	622	
		<b>Total</b>	<b>622</b>	<b>100%</b>
<b>Farmers</b>				<b>0.2%</b>
<b>Social Welfare</b>	Farmers	<b>Farm Assist</b>	160	94.1%
	Farmers	<b>Other</b>	10	5.9%
		<b>Total</b>	<b>170</b>	<b>100%</b>
		<b>Total Social Welfare Queries</b>	<b>96,567</b>	

**Table 9** below sets out the **Housing** query dataset for Quarter 3, 2023. Housing is the 2<sup>nd</sup> highest category of queries, representing 10.8% of all queries.

**Housing query trends in Q3 2023:**

- Housing queries increased by 4.5% from 21,234 queries at this time last year to **22,194** in this quarter.
- Local Authority and Social Housing queries grew by 8.2% (11,604 queries). Applying for Local authority and social housing increased by 8.7% (5,781 queries). Housing Assistance Payments (HAP) decreased by 5.3% (2,984 queries).
- Housing Grants and Schemes increased by 12.5% (3,358 queries).
- Renting a Home (Private Rental Accommodation) decreased by 14% (3,049 queries)
- Home Energy Grants increased by 37.9% (1,233 queries).

**Housing caller trends in Q3 2023:**

- 42.2% of Housing queries came from the 26-45 age category.
- 52% of Local authority and Social Housing queries came from the 26-45 age group and 55.7% of applying for local authority and social housing came from the same group.
- 53.5% of Housing Grants and Schemes came from the 66 and over category.
- 49.4% of queries relating to Renting a Home (Private Rental Accommodation) came from the 26-45 age cohort.
- 52.2% of calls relating to Homelessness came from the 26-45 age cohort.

**Table 9 – Housing Queries Breakdown, Q3 2023**

Category	Sub-category	Q3, 2023 Sub-category Breakdown	# of Queries	% of Housing Sub-category
		<b>Local Authority and Social Housing</b>		<b>52.3%</b>
<b>Housing</b>	Local Authority and Social Housing	<b>Applying for Local Authority/Social Housing</b>	5,781	49.8%
	Local Authority and Social Housing	<b>Housing Assistance Payment (HAP)</b>	2,984	25.7%
	Local Authority and Social Housing	<b>Other</b>	820	7.1%
	Local Authority and Social Housing	<b>Differential Rent</b>	432	3.7%
	Local Authority and Social Housing	<b>LA Transfers</b>	239	2.1%
	Local Authority and Social Housing	<b>Medical Priority</b>	190	1.6%
	Local Authority and Social Housing	<b>Standards/Repairs</b>	170	1.5%

	Local Authority and Social Housing	Approved Housing Bodies (AHB)	168	1.5%
	Local Authority and Social Housing	Social Housing Waiting Lists	157	1.4%
	Local Authority and Social Housing	Rent Arrears/Rent Problems	125	1.1%
	Local Authority and Social Housing	Choice Based Lettings	108	0.9%
	Local Authority and Social Housing	Notice/Eviction/Disputes	103	0.9%
	Local Authority and Social Housing	Rental Accommodation Scheme (RAS)	100	0.9%
	Local Authority and Social Housing	Tenant in situ (HAP/RAS)	83	0.7%
	Local Authority and Social Housing	Anti-social behaviour	82	0.7%
	Local Authority and Social Housing	Tenant Purchase (Incremental Scheme)	61	0.5%
	Local Authority and Social Housing	Traveller Accommodation	1	0.0%
		<b>Total</b>	<b>11,604</b>	<b>100%</b>
<b>Housing Grants and Schemes</b>				<b>15.1%</b>
<b>Housing</b>	Housing Grants and Schemes	Housing Grants and Schemes	3,358	
		<b>Total</b>	<b>3,358</b>	<b>100%</b>
<b>Renting a Home</b>				<b>13.7%</b>
<b>Housing</b>	Renting a Home (Private Rental Accommodation)	Notice/Eviction/Disputes	746	24.5%
	Renting a Home (Private Rental Accommodation)	RTB (Residential Tenancies Board)	506	16.6%
	Renting a Home (Private Rental Accommodation)	Tenants' Rights and Obligations	438	14.4%
	Renting a Home (Private Rental Accommodation)	Landlords' Rights & Obligations	423	13.9%
	Renting a Home (Private Rental Accommodation)	Rent Review	349	11.5%
	Renting a Home (Private Rental Accommodation)	Finding Accommodation	134	4.4%
	Renting a Home (Private Rental Accommodation)	Rent Arrears/Rent Problems	117	3.8%
	Renting a Home (Private Rental Accommodation)	Standards/Repairs	113	3.7%
	Renting a Home (Private Rental Accommodation)	Deposit Retention	104	3.4%
	Renting a Home (Private Rental Accommodation)	Licensee	84	2.8%
	Renting a Home (Private Rental Accommodation)	Cost Rental – Tenant in situ scheme	29	1.0%
	Renting a Home (Private Rental Accommodation)	Non-Resident Landlords (Withholding Tax)	6	0.2%
		<b>Total</b>	<b>3,049</b>	<b>100%</b>
<b>Home Energy Grants (SEAI)</b>				<b>5.6%</b>
<b>Housing</b>	Home Energy Grants	Home Energy Grants	1,233	
		<b>Total</b>	<b>1,233</b>	<b>100%</b>
<b>Other</b>				<b>4.6%</b>
<b>Housing</b>	Other	Other	1,023	

		<b>Total</b>	<b>1,023</b>	<b>100%</b>
		<b>Homelessness</b>		<b>3.8%</b>
<b>Housing</b>	Homelessness	Homelessness	843	
		<b>Total</b>	<b>843</b>	<b>100%</b>
		<b>Buying a Home</b>		<b>2.7%</b>
<b>Housing</b>	Buying a Home	Buying a Home	588	
		<b>Total</b>	<b>588</b>	<b>100%</b>
		<b>Planning Permission</b>		<b>0.6%</b>
<b>Housing</b>	Planning Permission	Planning Permission	143	
		<b>Total</b>	<b>143</b>	<b>100%</b>
		<b>All other sub-categories (&lt;100 queries)*</b>		
		All other sub-categories	353	
		<b>Total</b>	<b>353</b>	<b>100%</b>
		<b>Total Housing Queries</b>	<b>22,194</b>	

\* All other sub-categories include the following query areas: Building or Altering a Home (101); Losing your Home (92); Emergency Accommodation (85); Management Companies - Apartment Blocks – (58) and Equality/Housing Discrimination (17).

**Table 10** sets out the **Health** query dataset for Quarter 3, 2023. Health queries decreased by 4.4% between Q3 2022 and 2023.

Health queries decreased by 4.4% (14,795 queries).

**Health query trends in Q3 2023:**

- Medical card queries accounted for almost 60% of all Health queries and continue to be the top queried entitlement quarter on quarter, but there was a decrease of 8.4% in query numbers this quarter (8,838 queries).
- GP services increased by 7.4% (1,063 queries).
- Fair deal & Home Care Package queries remained at a similar level compared to the same time last year (873 queries).

**Health caller trends in Q3 2023:**

- 35% of callers relating to Health entitlements came from the 46-65 age group, 33.2% originated from the 26-45 and 29% came from the 66 and over age categories.
- 35.2% of Medical Card calls came from the 26-45 age group.
- 36.6% of callers who contacted CISs relating to GP Services came from the 46-65 age group.
- 47.3% of calls received relating to Fair Deal & Home Care Packages came from the 66 and over age category.

**Table 10 - Health Query Breakdown, Q3 2023**

Category	Sub-category	Q3, 2023 Sub-category Breakdown	# of Queries	% of Health Sub-category
<b>Medical Card</b>				
Health	Medical Card	Medical Card	8,838	
		<b>Total</b>	<b>8,838</b>	<b>100%</b>
<b>GP Services</b>				
Health	GP Services	GP Services	1,063	
		<b>Total</b>	<b>1,063</b>	<b>100%</b>
<b>Fair Deal &amp; Home Care Package</b>				
Health	Fair Deal & Home Care Package	Fair Deal & Home Care Package	873	



		<b>Total</b>	<b>873</b>	<b>100%</b>
<b>Health - Other</b>				
<b>Health</b>	Other	<b>Other</b>	758	
		<b>Total</b>	<b>758</b>	<b>100%</b>
<b>Drugs/Medicines</b>				
<b>Health</b>	Drugs/Medicines	<b>Drugs Payment Scheme</b>	316	74.8%
<b>Health</b>		<b>Long-term Illness Scheme</b>	161	25.2%
		<b>Total</b>	<b>477</b>	<b>100%</b>
<b>EU Healthcare</b>				
<b>Health</b>	EU Healthcare	<b>EU Healthcare</b>	349	
		<b>Total</b>	<b>349</b>	<b>100%</b>
<b>Hospital Services</b>				
<b>Health</b>	Hospital Services	<b>Hospital Services</b>	327	
		<b>Total</b>	<b>327</b>	<b>100%</b>
<b>Health Services for Older People</b>				
<b>Health</b>	Health Services for Older People	<b>Health Services for Older People</b>	301	
		<b>Total</b>	<b>301</b>	<b>100%</b>
<b>Dental, Aural and Optical Health</b>				
<b>Health</b>	Dental, Aural and Optical Health	<b>Dental, Aural and Optical Health</b>	276	
		<b>Total</b>	<b>276</b>	<b>100%</b>
<b>Care in your Community</b>				
<b>Health</b>	Care in your Community	<b>Care in your Community</b>	254	
		<b>Total</b>	<b>254</b>	<b>100%</b>
<b>Health Services for People with Disabilities</b>				
<b>Health</b>	Health Services for People with Disabilities	<b>Health Services for People with Disabilities</b>	246	
		<b>Total</b>	<b>246</b>	<b>100%</b>
<b>Mental Health</b>				
<b>Health</b>	Mental Health	<b>Mental Health</b>	230	
		<b>Total</b>	<b>230</b>	<b>100%</b>
<b>Entitlements to Health Services</b>				
<b>Health</b>	Entitlements to Health Services	<b>Entitlements to Health Services</b>	119	

		<b>Total</b>	<b>119</b>	<b>100%</b>
<b>Health Insurance</b>				
<b>Health</b>	Health Insurance	Health Insurance	<b>113</b>	
		<b>Total</b>	<b>113</b>	<b>100%</b>
<b>Children's Health</b>				
<b>Health</b>	Children's Health	Children's Health	<b>112</b>	
		<b>Total</b>	<b>112</b>	<b>100%</b>
<b>All other sub-categories (&lt;100 queries)*</b>				
		All other sub-categories	459	100%
		<b>Total</b>	<b>459</b>	<b>100%</b>
		<b>Total Health Queries</b>	<b>14,795</b>	<b>100%</b>

\* All other sub-categories include the following query areas: Legal Matters and Health, Health-Related Benefits and Entitlements, Cancer Services, Aids and Appliances, Health Service Agencies, Women's Health, Alcohol and Drug Treatment Services, Emergency Health Services, Environmental Health, How Health Services are Organized, Blood and Organ Donation, and Alternative Health.