

Citizens Information Services (CISs) – Caller/Query Data

Statistical Summary Quarter 1 2024

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

Caller Summary

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

Table 1 – Caller Gender Profile

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

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

Table 2 – Caller Age Profile

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

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

Table 3 – Caller Mode of Contact

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

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

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

Table 4: Top 5 callers' countries of origin by age (excluding Ireland)

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

Specific Needs

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

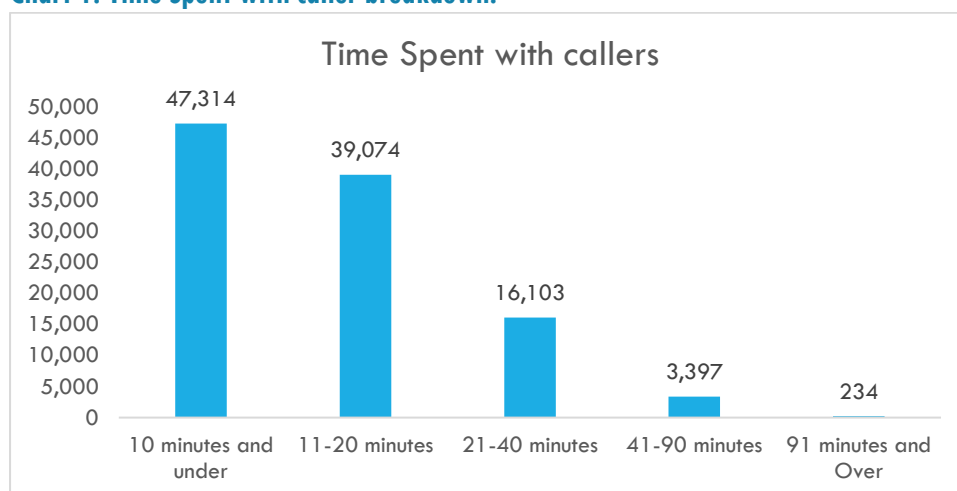
Table 5: Specific Needs Comparison

Specific Needs	Q1 2023	Q1 2024	% Change Q1 '23-Q1 '24
Language	5,580	5,934	+6.34%
Distressed Client	2,786	3,219	+15.5%
Literacy	1,933	2,014	+4.2%
Digital Literacy	1,337	1,949	+45.8%
No online/ IT Access	1,278	1,458	+14.1%
Mental Health	745	981	+31.7%
Physical	871	976	+12.1%
Accompanied/ Supported by family member/ friend/representative	684	867	+26.8%
Other	455	492	+8.1%
Challenging behaviour	398	404	+1.5%
Aural (hearing)	275	312	+13.5%
Homeless	202	291	+44.1%
Intellectual	185	262	+41.6%
Transport/ Access Difficulties	292	239	-18.2%
CIC Translation	94	185	+96.8%*

Limited availability due to caring responsibilities	225	182	-19.1%
Visual	142	176	+23.9%
Speech Difficulty	113	172	+52.2%
Domestic Violence	105	148	+41.0%
Autism/ Neurodivergence	36	119	+230.6%*
Dyslexia	82	95	+15.9%
Acquired brain injury	49	90	+83.7%
Addiction	68	84	+23.5%
Dementia/ Alzheimer's	56	68	+21.4%
Bereaved	0	10	N/A

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

Chart 1: Time Spent with caller breakdown.



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

Table 6: Top payments and schemes for each age category

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

Query Summary

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

Table 7- Query Profile Q1 2024

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

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

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

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

Quarter-on-Quarter Comparison: what's new?¹

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

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

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

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

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

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

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

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

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

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

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

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

¹ Note: Quarterly query trends are not indicative of trends for a full year's dataset – changes and patterns reflected from quarter to quarter may balance out over a year.

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

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

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

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

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

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

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

Table 9: Types of advice/assistance Quarter 1 2024

Advice/Assistance	Action Numbers
<i>Explored options</i>	78,028
<i>Clarification of rules and eligibility based on clients' personal circumstances</i>	35,687
<i>Filled in form with caller</i>	13,635
<i>Other</i>	10,154
<i>Benefits Check (General)</i>	8,471
<i>Explained Means Tests</i>	8,186
<i>Calculated amount of benefit/tax entitlement with caller</i>	6,829
<i>Assisted with compiling support documentation</i>	5,951
<i>Assisted with online access/application</i>	4,597
<i>Phone call/email/online enquiry to Gov. Dept or Agency (Public/ Vol/Sector)</i>	3,646
<i>Drafted letter/email with caller to sign or send</i>	2,001

<i>Assistance and posting out forms</i>	1,905
<i>Read and explained contents of letter</i>	1,281
<i>Advice on appeals/ review process</i>	850
<i>Phone call enquiry to employer, landlord or other (Private sector)</i>	747
Total	181,968

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

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

Social Welfare payment trends Q1, 2024:

Query statistics relating to Social Welfare (SW).

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

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

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

Older and retired people was the second most queried sub-category and made up 15.2% of all social welfare queries (13,827 queries). Queries under this category dropped slightly by 1.8% (13,287).

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

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

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

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

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

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

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

Caller profile data relating to Social Welfare.

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

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

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

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

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

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

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

Table 11 – Social Welfare Query Breakdown, Q1 2024

Category	Sub-category	Q1, 2024 Sub-category Breakdown	# of Queries	% of Social Welfare Sub-category
Disability & Illness				15.7%
Social Welfare	Disability and Illness	<i>Disability Allowance</i>	6,899	48.3%
Social Welfare	Disability and Illness	<i>Illness Benefit</i>	3,531	24.7%
Social Welfare	Disability and Illness	<i>Invalidity Pension</i>	2,817	19.7%
Social Welfare	Disability and Illness	<i>Partial Capacity Benefit</i>	551	3.9%
Social Welfare	Disability and Illness	<i>Injury Benefit</i>	205	1.4%
Social Welfare	Disability and Illness	<i>Other Payment (Blind Pension/Other)</i>	153	1.1%
Social Welfare	Disability and Illness	<i>Occupational Injuries Benefit Scheme</i>	127	0.9%
		Total	14,283	100%
Older and Retired People				15.2%
Social Welfare	Older and Retired People	<i>State Pension/Contributory</i>	7,874	57.0%
Social Welfare	Older and Retired People	<i>State Pension/Non-Contributory Pension</i>	3,261	23.6%
Social Welfare	Older and Retired People	<i>Payment for people who retire at 65</i>	912	6.6%
Social Welfare	Older and Retired People	<i>Qualified Adults</i>	657	4.8%
Social Welfare	Older and Retired People	<i>UK Pensions/Brexit</i>	539	3.9%
Social Welfare	Older and Retired People	<i>Homemakers Scheme/ HomeCaring Periods Scheme</i>	383	2.8%
Social Welfare	Older and Retired People	<i>EU/International Pensions</i>	201	1.5%
		Total	13,827	100.00%
Extra Social Welfare Benefits				13.9%
Social Welfare	Extra Social Welfare Benefits	<i>Fuel Allowance</i>	4,526	35.9%
Social Welfare	Extra Social Welfare Benefits	<i>Household Benefits Package</i>	4,277	33.9%
Social Welfare	Extra Social Welfare Benefits	<i>Free Travel (Travel Card, Companion Card, etc.)</i>	1,704	13.5%

Social Welfare	Extra Social Welfare Benefits	<i>Living Alone Increase</i>	1,625	12.9%
Social Welfare	Extra Social Welfare Benefits	<i>Telephone Support Allowance</i>	205	1.6%
Social Welfare	Extra Social Welfare Benefits	<i>Cost of Living Increases</i>	159	1.3%
Social Welfare	Extra Social Welfare Benefits	<i>Treatment Benefits</i>	100	0.8%
Social Welfare	Extra Social Welfare Benefits	<i>Christmas Bonus</i>	29	0.2%
		Total	12,625	100.00%
Carers				10.9%
Social Welfare	Carers	<i>Carer's Allowance</i>	6,066	61.6%
Social Welfare	Carers	<i>Carer's Benefit</i>	1,245	12.6%
Social Welfare	Carers	<i>Domiciliary Care Allowance (DCA)</i>	1,072	10.9%
Social Welfare	Carers	<i>Carer's Support Grant (Respite Care Grant)</i>	826	8.4%
Social Welfare	Carers	<i>Half-rate Carer's Allowance</i>	646	6.6%
		Total	9,855	100.00%
Families and Children				9.5%
Social Welfare	Families and Children	<i>Working Family Payment (WFP)</i>	3,066	35.6%
Social Welfare	Families and Children	<i>One Parent Family Payment (OPF)</i>	1,720	19.9%
Social Welfare	Families and Children	<i>Child Benefit</i>	1,515	17.6%
Social Welfare	Families and Children	<i>Maternity/ Adoptive Benefit</i>	665	7.7%
Social Welfare	Families and Children	<i>Increase for a Qualified Adult (IQA)</i>	607	7.0%
Social Welfare	Families and Children	<i>Increase for a Qualified Child (IQC)</i>	319	3.7%
Social Welfare	Families and Children	<i>Parent's Benefit</i>	298	3.5%
Social Welfare	Families and Children	<i>Paternity Benefit</i>	166	1.9%
Social Welfare	Families and Children	<i>Back to School Clothing & Footwear Allowance (BTSCFA)</i>	112	1.3%
Social Welfare	Families and Children	<i>Back to Work Family Dividend</i>	109	1.3%
Social Welfare	Families and Children	<i>Health and Safety Benefit</i>	26	0.3%
Social Welfare	Families and Children	<i>Deserted Wife's Benefit</i>	14	0.2%
Social Welfare	Families and Children	<i>Deserted Wife's Allowance</i>	5	0.1%
		Total	8,622	100.00%

Unemployed People 8.8%				
Social Welfare	Unemployed People	<i>Jobseeker's Allowance</i>	4,279	53.6%
Social Welfare	Unemployed People	<i>Jobseeker's Benefit</i>	2,502	31.3%
Social Welfare	Unemployed People	<i>Social Welfare Payments and Work</i>	560	7.0%
Social Welfare	Unemployed People	<i>Jobseeker's Transitional Payment</i>	501	6.2%
Social Welfare	Unemployed People	<i>Unemployed following self-employment</i>	141	1.8%
		Total	7,983	100%
Supplementary Welfare Schemes 8.3%				
Social Welfare	Supplementary Welfare Schemes	<i>Basic Supplementary Welfare Allowance</i>	3,686	48.7%
Social Welfare	Supplementary Welfare Schemes	<i>Additional Needs Payment</i>	3,025	40.0%
Social Welfare	Supplementary Welfare Schemes	<i>Rent Supplement (RS)</i>	801	10.6%
Social Welfare	Supplementary Welfare Schemes	<i>Diet/Heating Supplement</i>	52	0.7%
Social Welfare	Supplementary Welfare Schemes	<i>Mortgage Interest Supplement (MIS)</i>	1	0.0%
		Total	7,565	100.00%
Social Insurance (PRSI) 5.6%				
Social Welfare	Social Insurance (PRSI)	<i>PRSI Records/Paid Contributions</i>	2,309	45.2%
Social Welfare	Social Insurance (PRSI)	<i>PPS Number</i>	890	17.4%
Social Welfare	Social Insurance (PRSI)	<i>Credited Contributions</i>	535	10.5%
Social Welfare	Social Insurance (PRSI)	<i>Voluntary Contributions</i>	380	7.4%
Social Welfare	Social Insurance (PRSI)	<i>PRSI Classes</i>	354	6.9%
Social Welfare	Social Insurance (PRSI)	<i>Homemakers Scheme/HomeCaring Periods Scheme</i>	311	6.1%
Social Welfare	Social Insurance (PRSI)	<i>Other</i>	188	3.7%
Social Welfare	Social Insurance (PRSI)	<i>Long-Term Carer Contributions</i>	90	1.8%
Social Welfare	Social Insurance (PRSI)	<i>Employer's PRSI</i>	56	1.1%
		Total	5,113	100%
Social Welfare Miscellaneous 5.3%				
Social Welfare	Social Welfare Miscellaneous	<i>Other</i>	1,280	26.8%
Social Welfare	Social Welfare Miscellaneous	<i>Public Services Card</i>	1,015	21.3%

Social Welfare	Social Welfare Miscellaneous	<i>Means Tests</i>	887	18.6%
Social Welfare	Social Welfare Miscellaneous	<i>Habitual Residence Condition</i>	660	13.8%
Social Welfare	Social Welfare Miscellaneous	<i>MyWelfare.ie</i>	438	9.2%
Social Welfare	Social Welfare Miscellaneous	<i>Overpayments</i>	282	5.9%
Social Welfare	Social Welfare Miscellaneous	<i>EU Contributions and Entitlements</i>	83	1.7%
Social Welfare	Social Welfare Miscellaneous	<i>UK Entitlements/Brexit</i>	62	1.3%
Social Welfare	Social Welfare Miscellaneous	<i>Late Claims</i>	39	0.8%
Social Welfare	Social Welfare Miscellaneous	<i>SW Inspectors</i>	28	0.6%
Social Welfare	Social Welfare Miscellaneous	<i>Insolvency Payments Scheme</i>	1	0.0%
		Total	4,775	100.00%
Death Related Benefits				1.6%
Social Welfare	Death Related Benefits	<i>Widow/Widower/Surviving Civil Partner's Pension (Contributory).</i>	906	62.9%
Social Welfare	Death Related Benefits	<i>Help with Funeral Costs</i>	198	13.8%
Social Welfare	Death Related Benefits	<i>Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory).</i>	147	10.2%
Social Welfare	Death Related Benefits	<i>Widow/Widower/Surviving Civil Partner Grant</i>	108	7.5%
Social Welfare	Death Related Benefits	<i>Guardian's Payment</i>	61	4.2%
Social Welfare	Death Related Benefits	<i>Special Funeral Grant (Occ. Injuries Scheme only)</i>	20	1.4%
		Total	1,440	100.00%
Social Welfare Benefits Check				1.4%
Social Welfare	Social Welfare - Benefits Check	<i>Social Welfare - Benefits Check</i>	1,255	100.0%
		Total	1,255	100%
Social Welfare Appeals				1.4%
Social Welfare	Appeals	<i>Disability Allowance</i>	411	33.2%
Social Welfare	Appeals	<i>Invalidity Pension</i>	203	16.4%
Social Welfare	Appeals	<i>Carer's Allowance/Benefit</i>	176	14.2%
Social Welfare	Appeals	<i>Other</i>	100	8.1%
Social Welfare	Appeals	<i>Jobseeker's Allowance</i>	84	6.8%

Social Welfare	Appeals	<i>Domiciliary Care Allowance</i>	60	4.8%
Social Welfare	Appeals	<i>Supplementary Welfare Allowance</i>	40	3.2%
Social Welfare	Appeals	<i>State Pension (Non-Contributory)</i>	29	2.3%
Social Welfare	Appeals	<i>Child Benefit</i>	25	2.0%
Social Welfare	Appeals	<i>Illness Benefit</i>	24	1.9%
Social Welfare	Appeals	<i>Working Family Payment (WFP)</i>	22	1.8%
Social Welfare	Appeals	<i>Jobseeker's Benefit</i>	20	1.6%
Social Welfare	Appeals	<i>State Pension (Contributory)</i>	20	1.6%
Social Welfare	Appeals	<i>One Parent Family Payment (OPF)</i>	16	1.3%
Social Welfare	Appeals	<i>Widow/Widower/surviving Civil Partner Pension</i>	6	0.5%
Social Welfare	Appeals	<i>Carer's Support Grant</i>	4	0.3%
		Total	1,240	100.00%
Activation Schemes, Education and Training				1.4%
Social Welfare	Activation Schemes, Education and Training	<i>Back to Education Allowance (BTEA)</i>	373	30.4%
Social Welfare	Activation Schemes, Education and Training	<i>Community Employment (CE)</i>	299	24.4%
Social Welfare	Activation Schemes, Education and Training	<i>Back to Work Enterprise Allowance (BTWEA)</i>	286	23.3%
Social Welfare	Activation Schemes, Education and Training	<i>Rural Social Scheme</i>	59	4.8%
Social Welfare	Activation Schemes, Education and Training	<i>Tús</i>	55	4.5%
Social Welfare	Activation Schemes, Education and Training	<i>JobPath - Seetec/Turas Nua</i>	41	3.3%
Social Welfare	Activation Schemes, Education and Training	<i>Short-Term Enterprise Allowance</i>	27	2.2%
Social Welfare	Activation Schemes, Education and Training	<i>Part-time Education Option (PTEO)</i>	25	2.0%
Social Welfare	Activation Schemes, Education and Training	<i>Work Placement Experience Programme (WPEP)</i>	21	1.7%
Social Welfare	Activation Schemes, Education and Training	<i>LAES (Local Area Employment Services)</i>	20	1.6%

Social Welfare	Activation Schemes, Education and Training	<i>Part-Time Job Incentive Scheme (PTJI)</i>	11	0.9%
Social Welfare	Activation Schemes, Education and Training	<i>JobsPlus</i>	7	0.6%
Social Welfare	Activation Schemes, Education and Training	<i>JobBridge/ First Steps - Youth Internship</i>	2	0.2%
Social Welfare	Activation Schemes, Education and Training	<i>Gateway</i>	1	0.1%
		Total	1,227	100%
Social Welfare Payments and Work				0.8%
Social Welfare	Social Welfare - Payments and Work	<i>Social Welfare - Payments and Work</i>	762	100.00%
		Total	762	100.00%
Farmers				0.2%
Social Welfare	Farmers	<i>Farm Assist</i>	184	92.0%
Social Welfare	Farmers	<i>Other</i>	16	8.0%
		Total	200	100.00%
		Total Social Welfare Queries	90,772	100.00%

Housing query trends in Q1 2024:

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

Query statistics relating to Housing.

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

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

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

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

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

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

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

Caller profile statistics relating to Housing.

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

Table 12 – Housing Queries Breakdown, Q1 2024

Category	Sub-category	Q1, 2024 Sub-category Breakdown	# of Queries	% of Housing Sub-category
Local Authority and Social Housing				49.8%
Housing	Local Authority and Social Housing	<i>Applying for Local Authority/Social Housing</i>	5,782	49.8%
Housing	Local Authority and Social Housing	<i>Housing Assistance Payment (HAP)</i>	2,781	24.0%
Housing	Local Authority and Social Housing	<i>Other</i>	801	6.9%
Housing	Local Authority and Social Housing	<i>Differential Rent</i>	403	3.5%
Housing	Local Authority and Social Housing	<i>Medical Priority</i>	254	2.2%
Housing	Local Authority and Social Housing	<i>LA Transfers</i>	247	2.1%
Housing	Local Authority and Social Housing	<i>Standards/Repairs</i>	220	1.9%
Housing	Local Authority and Social Housing	<i>Approved Housing Bodies</i>	199	1.7%
Housing	Local Authority and Social Housing	<i>Choice Based Lettings</i>	169	1.5%
Housing	Local Authority and Social Housing	<i>Social Housing Waiting Lists</i>	149	1.3%
Housing	Local Authority and Social Housing	<i>Tenant in situ (HAP/RAS)</i>	132	1.1%
Housing	Local Authority and Social Housing	<i>Rent Arrears/Rent Problems</i>	125	1.1%
Housing	Local Authority and Social Housing	<i>Tenant Purchase (Incremental Scheme)</i>	91	0.8%
Housing	Local Authority and Social Housing	<i>Notice/Eviction/Disputes</i>	88	0.8%
Housing	Local Authority and Social Housing	<i>Rental Accommodation Scheme (RAS)</i>	83	0.7%
Housing	Local Authority and Social Housing	<i>Anti-social behaviour</i>	76	0.7%
Housing	Local Authority and Social Housing	<i>Traveller Accommodation</i>	3	0.0%
		Total	11,603	100.00%
Housing Grants and Schemes				16.4%
Housing	Housing Grants and Schemes	<i>Housing Grants and Schemes</i>	3,826	100.00%
		Total	3,826	100.00%
Renting a Home (Private Rental Accommodation)				12.8%
Housing	Renting a Home (Private Rental Accommodation)	<i>Notice/Eviction/Disputes</i>	727	24.4%
Housing	Renting a Home (Private Rental Accommodation)	<i>RTB (Residential Tenancies Board)</i>	520	17.5%
Housing	Renting a Home (Private Rental Accommodation)	<i>Tenant's Rights and Obligations</i>	440	14.8%
Housing	Renting a Home (Private Rental Accommodation)	<i>Landlords Rights & Obligations</i>	337	11.3%
Housing	Renting a Home (Private Rental Accommodation)	<i>Rent Review</i>	264	8.9%

Housing	Renting a Home (Private Rental Accommodation)	<i>Standards/Repairs</i>	162	5.5%
Housing	Renting a Home (Private Rental Accommodation)	<i>Finding Accommodation</i>	139	4.7%
Housing	Renting a Home (Private Rental Accommodation)	<i>Deposit Retention</i>	111	3.7%
Housing	Renting a Home (Private Rental Accommodation)	<i>Rent Arrears/Rent Problems</i>	102	3.4%
Housing	Renting a Home (Private Rental Accommodation)	<i>Licensee</i>	98	3.3%
Housing	Renting a Home (Private Rental Accommodation)	<i>Cost Rental</i>	46	1.6%
Housing	Renting a Home (Private Rental Accommodation)	<i>Short-term rental lets</i>	20	0.7%
Housing	Renting a Home (Private Rental Accommodation)	<i>Non-Resident Landlord (Withholding Tax)</i>	9	0.3%
		Total	2,975	100.00%
Home Energy Grants (SEAI)				7.8%
Housing	Home Energy Grants (SEAI)	<i>Home Energy Grants (SEAI)</i>	1,825	100.0%
		Total	1,825	100.0%
Other				4.2%
Housing	Other	<i>Other</i>	975	100.00%
		Total	975	100.00%
Homelessness				4.0%
Housing	Homelessness	<i>Homelessness</i>	938	100.00%
		Total	938	100.00%
Buying/ Owning a Home				3.0%
Housing	Buying a Home	<i>Buying a Home</i>	709	100.00%
		Total	709	100.00%
Losing your Home				0.5%
Housing	Losing your Home	<i>Losing your Home</i>	119	100.00%
		Total	119	100.00%
Planning Permission				0.4%
Housing	Planning Permission	<i>Planning Permission</i>	103	100.00%
		Total	103	100.00%
All other sub-categories (<100 queries) *				
		<i>All other sub-categories</i>	221	100.00%
		Total	221	100.00%
		Total Housing Queries	23,294	100.00%

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

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

Query statistics relating to Health.

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

Caller profile statistics relating to Health.

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

Table 13- Health Query Breakdown, Q1 2024

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

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