



Citizens **Information** Board
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CITIZENS INFORMATION SERVICES

Q2 Statistical Report 2025



Citizens Information Services (CIS) Caller and Query Statistical Summary April to June (Q2) 2025

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Section 1: Overview and Trends

This statistical summary of CIS callers (clients) and queries focuses on Quarter 2 2025, compared with the same period in 2024. 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 – but provide a useful means of comparison.

During Q2 2025, 94,372 callers contacted CISs: a decrease of nearly 5%. However, there was a trend of longer interactions with Information officers, which might reflect what CIS reports to us about more complex queries and client needs:

- Interactions of 21-40 minutes increased by 3.2%
- Interactions of 41-90 minutes increased by 12.7%
- Interactions of 91+ minutes increased by 59.8%.

A caller can be a person who drops in, makes an appointment, contacts CIS by phone or sends an email or letter. In-person callers made up 70% of all interactions.

One in seven people were recorded as having specific needs (additional to the matter they were enquiring about) which can present barriers to accessing public services and provide some challenges for CIS. Language needs continue to be the most common reported need, while the number of distressed callers increased by 31%.

CIS dealt with 171,863 queries during Q2 2025. This represents a query-per-caller ratio of 1.82. There represents a decrease of 11% in the query-per-caller ratio compared with the same period in 2024. As queries tend towards greater complexity, it is likely that less queries per caller can be dealt with.

Queries categorised as 'Local' became the third most queried category, replacing 'Health'.

Around 45% of queries were categorised as 'Social Welfare'. Most social welfare areas saw a decrease, but there was a large increase – 38.3% – in queries categorised as 'Benefits Check'. This might reflect people's attempts to maximise their income in the face of cost-of-living challenges.

'Moving Country' queries – which mainly relate to immigration – increased by 2%. Irish Residence Permit queries more than doubled under this category.

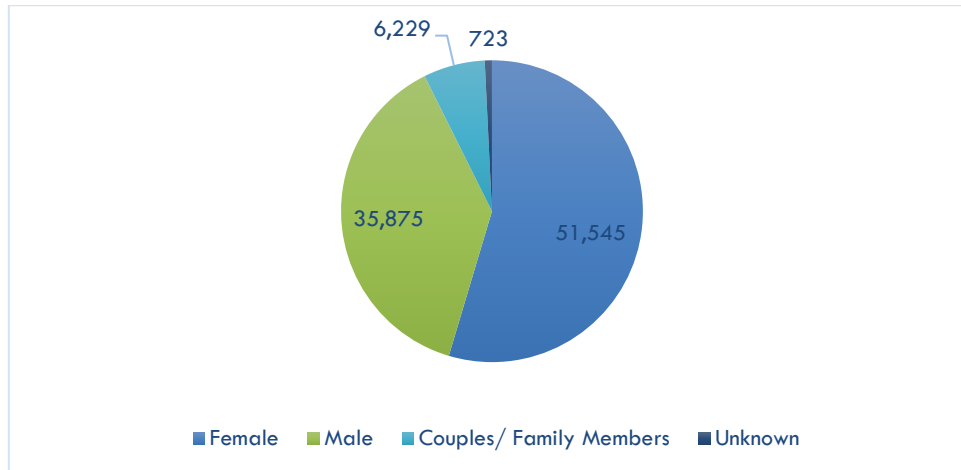
Section 2: Caller Summary

There were **94,372** callers to CISs nationally during Q2, 2025, a 4.8% decrease on the same period last year (99,181 callers).

Gender Profile

The majority of callers were female (54.6%); males made up nearly 40%. The number of female callers decreased by 7% and the number of male callers decreased by 3.5%. Couple/family members seen together increased by 0.7%.

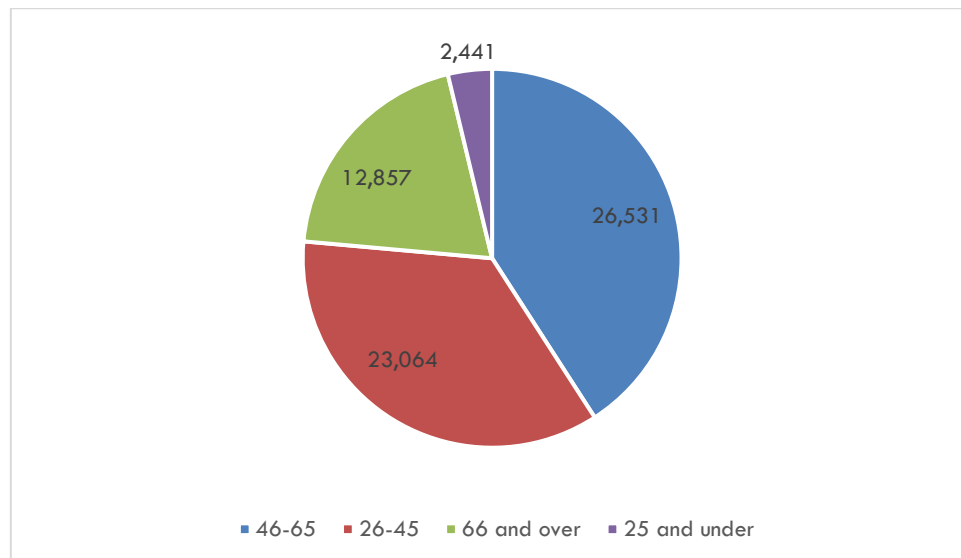
Exhibit 1 — Caller Gender Profile



Age Profile

Age information was available for 68.8% of callers (64,893 individuals). The 46–65 age group remained the most frequent users of CIS services, while the 26–45 group – usually comparable in volume – saw a notable decline this quarter, dropping by 15.6%: the largest shift among all age groups. Callers under 25 represented just 3.8% of total contacts and saw a decrease of 10.1%. Conversely, the number of callers aged 66 and over increased by nearly 5%.

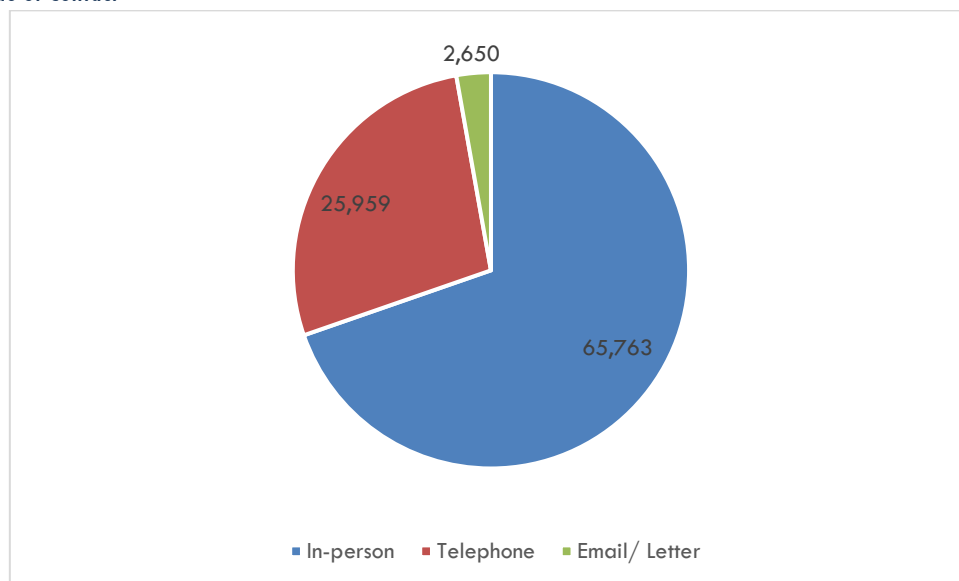
Exhibit 2 — Caller Age Profile



Mode of Contact

In-person (personal) callers accounted for 69.7% of interactions, of which 91.7% were drop-in (60,280 callers) and 8.3% were by appointment (5,483 callers). There was a decrease of 13.6% in telephone calls answered. Letters and emails – already a low proportion of CIS work – decreased by 8.1%. In-person callers remained at a similar level.

Exhibit 3 – Caller Mode of Contact



Country of Origin

Country of Origin was recorded for 61.7% of callers (58,241 of 94,372 callers). The chart below divides the recorded country of origin into areas of origin. The large majority (73.1%) came from Ireland (42,594 callers), with non-EU callers representing 18.8% (10,932) of callers – where country of origin was recorded – and a further 8.1% with a European Union (excluding Ireland) country of origin (4,715 callers).

Exhibit 4: Area of Origin

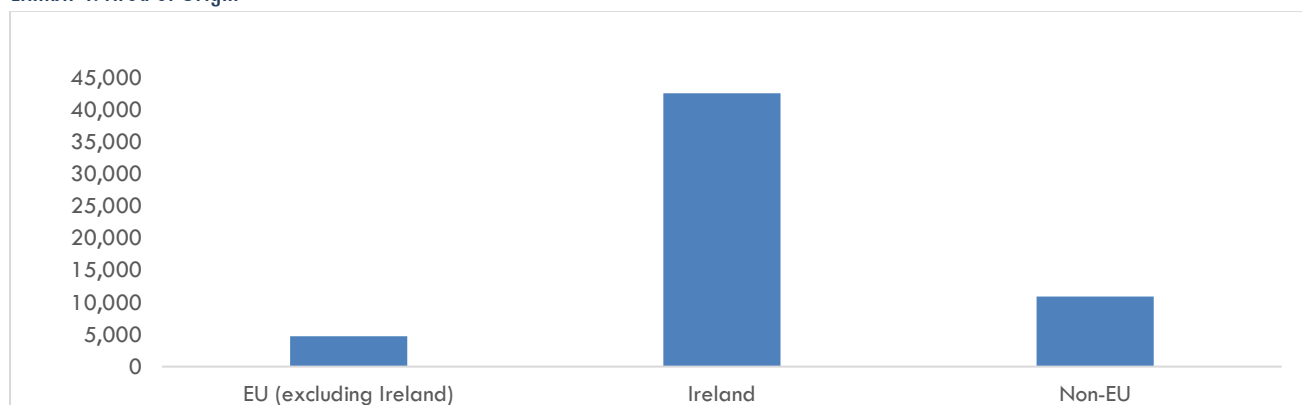


Exhibit 5: Top 5 Countries of Origin of callers (*excluding Ireland*)

	Country of Origin	Number of callers
1	Nigeria	1,584
2	Poland	1,548
3	Ukraine	1,538
4	Great Britain	858
5	Bangladesh	836

Exhibit 6: 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	Nigeria	Nigeria	Great Britain
2	Nigeria	Poland	Poland	Ukraine
3	Afghanistan	Ukraine	Ukraine	USA
4	Poland	Bangladesh	Great Britain	Poland
5	Romania	Romania	Romania	Lithuania

Specific Needs Identified

In Q2 2025, 14% of callers (14,861 people) were identified by information providers as having specific needs that might give rise to barriers to accessing services – and will typically involve additional CIS support – including language, literacy, and online access difficulties.

This represents a 12.7% increase from Q2 2024 in callers identified as having specific needs.

Language continues to be the leading additional need seen by CISs.

The number of distressed clients increased by 31%.

Exhibit 7: Specific Needs Comparison

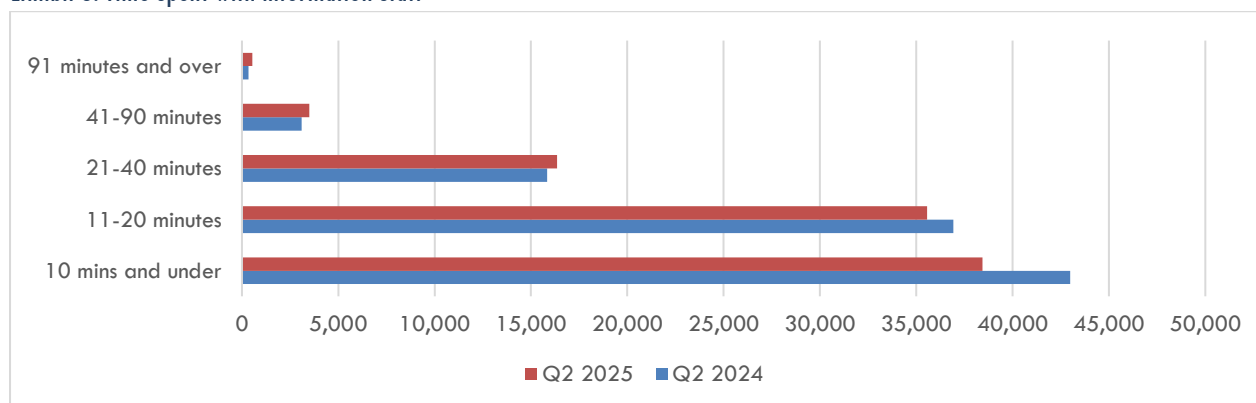
Specific Needs	Q2 2025	% Change Q2 24-Q2 25
Language	6,266	+6.3%
Online access issues/ Digital Literacy	3,690	+18.6%
Distressed Client	3,290	+31.4%
Literacy, Numeracy	2,461	+13.1%
Physical Disability	1,140	+8.1%
Mental Health	1,003	+1.7%
Accompanied/supported by family member/ friend/representative	980	+20.7%
Other	852	+94.5%
Sensory Disability	499	+2.3%
Homeless	381	+44.3%

Time Spent

Although over 40% of callers' queries continue to be resolved in 10 minutes and under, longer interactions with information officers, particularly those of over 21 minutes, are becoming more common.

- Almost 41% of callers spent 10 minutes and under with information providers (40.7%)
- 37.7% of callers spent 11-20 minutes with an information provider
- 17.3% of callers were with an information provider for 21-40 minutes
- 3.7% of callers spent 41-90 minutes with an information provider *and*
- In a small proportion of cases, interactions lasted for over 90 minutes (0.6%).

Exhibit 8: Time spent with information staff



Most Frequent Queries (payments/schemes) by Time Spent

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

Exhibit 9: Top payments/ schemes by time spent

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

Section 3: Query Summary

Services dealt with **171,863** queries during Q2 2025, a decrease of 11% on the same period in 2024. This is at least partly accounted for by the rise in average time spent per query. The proportion of callers per category remains similar to Q2 2024.

Around 45% of queries were related to social welfare rights and entitlements. Housing queries accounted for 11.6% and 'Local' queries made up 7.4% and Health made up 7.2% of queries.

The table below sets out the number of queries received across 'parent' category areas in Quarter 2 2025.

Exhibit 10 - Query Profile by 'parent' category

Query Category	Number of Queries	% Change Q2 '24–Q2 '25	% of all Queries Q2, '25	% Proportion Change Q2 '24–Q2 '25
Social Welfare	76,240	-12.1%	44.4%	-0.50%
Housing	19,998	-7.2%	11.6%	+0.40%
Local	12,796	-12.1%	7.4%	-0.10%
Health	12,298	-23.4%	7.2%	-1.10%
Money and Tax	9,895	-2.7%	5.8%	+0.50%
Employment	9,859	-12.0%	5.7%	-0.10%
Moving Country	9,549	+2.3%	5.6%	+0.80%
Travel and Recreation	5,094	-1.4%	3.0%	+0.30%
Justice	4,483	-5.0%	2.6%	+0.20%
Birth, Family and Relationships	3,346	-17.6%	1.9%	-0.20%
Education and Training	3,051	-14.8%	1.8%	-0.10%
Consumer Affairs	2,399	-8.8%	1.4%	0.00%
Death and Bereavement	1,305	-5.8%	0.8%	+0.10%
Government in Ireland	1,232	-24.0%	0.7%	-0.10%
Environment	312	-13.8%	0.2%	0.00%
	171,863		100%	

Exhibit 11 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 2 2025. The top queries often remain the same, but the order often changes. This is with exception of medical card, which is usually the most queried area, making up 4% of all queries.

Exhibit 11 – Top Ten (i.e. most queried) Payments or Schemes

	Single Payment/ Scheme	# of Queries
1	Medical Card	6,795
2	Carer's Allowance	5,763
3	Disability Allowance	5,616
4	State Pension /Contributory	5,536
5	Applying for Local Authority/Social Housing	5,385
6	Jobseeker's Allowance Fuel Allowance	3,612
7	Basic Supplementary Welfare	3,223
8	Illness Benefit	3,072
9	Household Benefits Package	3,053
10	Fuel Allowance	2,886

Social Welfare

Query profile data relating to Social Welfare

'Social Welfare' queries were the highest query area, representing 44% of all queries. Within this, the 'second-tier' breakdown is as follows:

Exhibit 12 – Second Level Social Welfare Categories

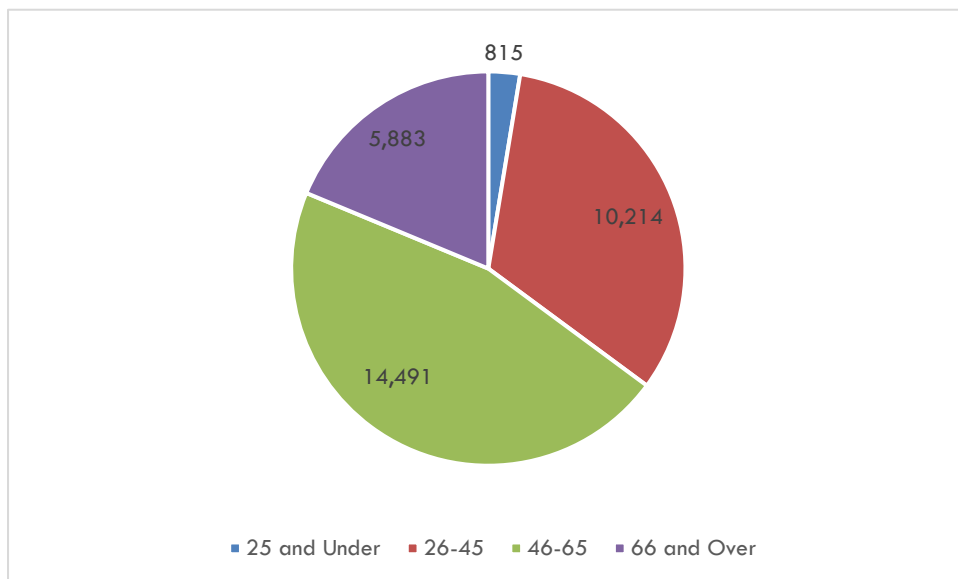
Social Welfare Subcategories	% of overall SW queries	% change from Q2 2024
Disability and Illness	15.2%	-16.1%
Older and Retired People	14.0%	-14.7%
Carers	12.9%	-2.1%
Extra Social Welfare Benefits	11.8%	-18.3%
Families and Children	10.1%	-14.2%
Unemployed People	9.1%	-5.3%
Supplementary Welfare Schemes	8.8%	-11.1%
Social Welfare Miscellaneous	5.4%	-7.4%
Social Insurance (PRSI)	2.0%	-17.8%
Benefits Check	1.7%	+38.3%
Appeals	1.5%	-13%
Death Related Benefits	1.4%	-20%
Activation Schemes, Education and Training	0.8%	-15.8%
Social Welfare – Payments and Work	0.1%	-31.2%

For more detailed (third-tier) breakdowns of social welfare query types and trends, see Exhibit 1 and Exhibit 2 in the Appendix.

Caller profile data relating to Social Welfare

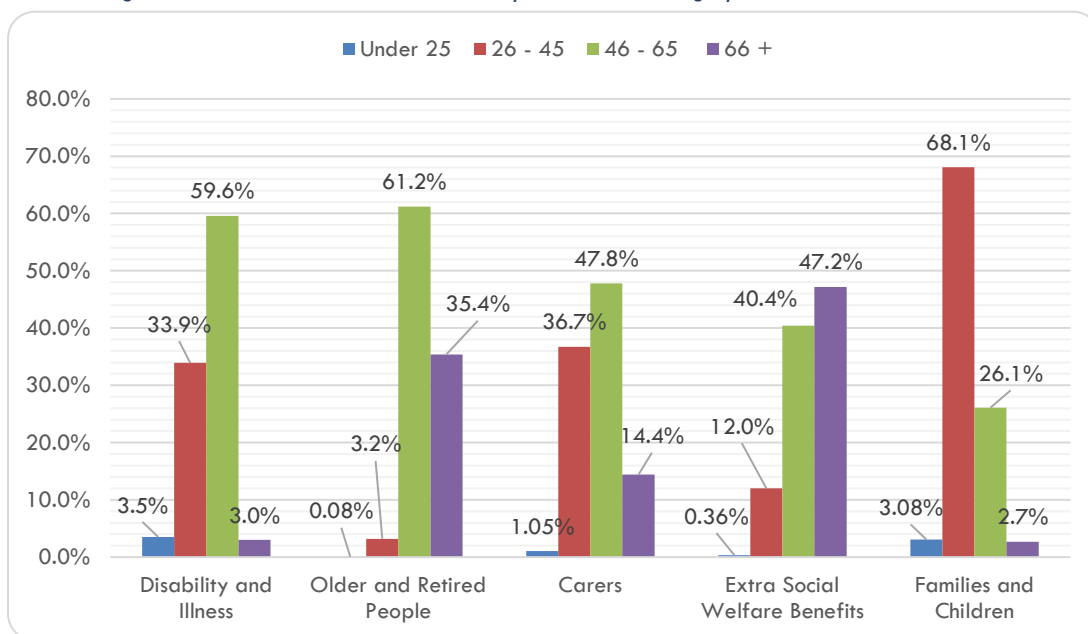
Age

Exhibit 13 - Age Breakdown of Social Welfare Callers



The chart below shows that, naturally, different topics are more relevant to particular age groups. While 46–65-year-olds are the most consistent age range making enquiries, significantly the highest number of enquiries under the category ‘Families and Children’ are from 26–45-year-olds.

Exhibit 14 Age Breakdown of social welfare Callers by second level category



Gender

Overall, 57% of enquiries relating to Social Welfare came from females, followed by 34.5% from males. The only Social Welfare subcategory that had a higher number of enquiries from males was farming at 60%.

Length of Interaction

Of all interactions about social welfare, 41.4% lasted 11-20 minutes, followed by 32.4% which were 10 minutes and under, then 21.3% lasting 21-40 minutes.

Country of Origin

Most callers who had enquiries about Social Welfare indicated their country of origin as Ireland. Country of Origin was recorded for 66.3% of Social Welfare callers.

- Ireland - 76.4%
- Non-EU - 14.9%,
- EU (excluding Ireland) - 8.8%.

Housing

Housing is the second highest category, representing 11.6% of all queries. Housing queries decreased by 7.2% when compared to the same quarter in 2024.

Exhibit 15: Second Level Housing Categories

Housing Subcategories	% of overall housing queries	% change from Q2, 2024
Local Authority and Social Housing	52.2%	-3.4%
Housing Grants and Schemes	15.4%	-15.8%
Renting a Home (Private Rental Accommodation)	11.0%	-15.4%
Home Energy Grants (SEAI)	7.5%	-11.5%
Homelessness	4.4%	+1.4%
Other	4.1%	-
Buying/ Owning a Home	3.2%	-2.4%
Planning Permission	0.6%	+9.3%
Losing your Home	0.5%	-4%
Emergency Accommodation	0.5%	+1.1%
Building or Altering a Home	0.4%	-
Management Companies (Apartment Blocks)	0.3%	-
Equality/ Housing Discrimination	0.1%	-

For a more detailed (third-tier) breakdown of housing query types and trends, see Exhibits 3 & 4 in the Appendix.

Caller profile data relating to Housing

Age

Exhibit 16 Age Breakdown of Housing Callers

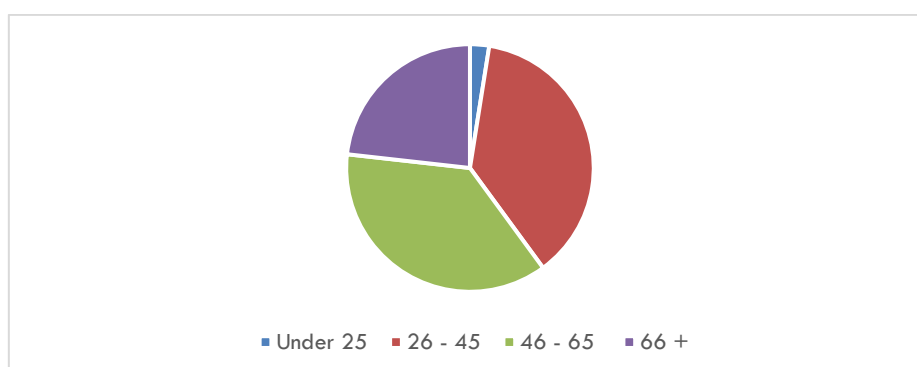
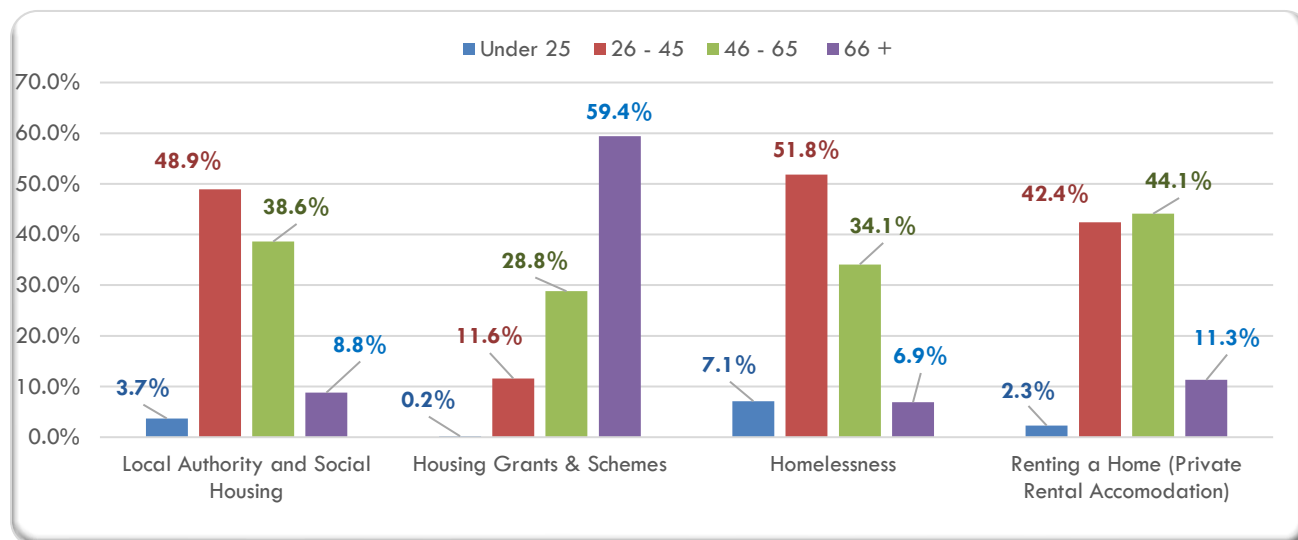


Exhibit 17 -Age Breakdown of Housing callers by second level category



Gender

Overall, as in other categories, most queries (51.7%) came from females, followed by 38.7% from males. There were some subcategories, however, where the higher number of queries came from males. These were:

- Emergency Accommodation
- Equality/Housing Discrimination
- Homelessness

Length of Interaction

Of the interactions related to housing 42.4% of them lasted 11-20 minutes, 26.5% lasted 10 minutes and under, followed by 25.3% of calls which lasted 21-40 minutes.

Country of Origin

Most callers who had enquiries about housing indicated their country of origin as Ireland. Country of origin for the caller was recorded for 62.6% of housing queries.

- Ireland – 69.6%
- Non-EU - 21.0%,
- EU (excluding Ireland) – 12.4%.

Health¹

Health queries, overall, decreased by 23.4%, with the ‘top seven’ showing the following trends compared with the same quarter in 2024.

- Medical Card queries decreased by 31.3%.
- Fair Deal & Home Care Package queries decreased by 16.8%.
- GP Visit Card queries decreased by 5.0%.
- GP Services’ queries decreased by 10.9%.
- Drugs/Medicines queries decreased by 26.5%.
- Health Services for Older People queries decreased by 30.1%.
- Care in your community queries increased by 14%.

Medical Card continues to be by far the most queried sub-category under health: over 55% of all health queries.

Exhibit 18: Second Level Health Categories

Health Subcategories	% of Overall Health Queries
Medical Card	55.3%
Fair Deal & Home Care Package	6.4%
GP Visit Card	6.4%
Other	5.2%
GP Services	4.0%
Drugs/ Medicines	3.5%
Health Services for Older People	2.2%
Care in your Community	1.9%
Hospital Services	1.9%
EU Healthcare	1.8%
Dental, Aural and Optical Health	1.8%
Health Services for People with Disabilities	1.6%
Mental Health	1.3%
Legal Matters and Health	1.2%
Children’s Health	0.7%
Entitlement to Health Services	0.7%
Cancer Services	0.7%
Cross-Border Healthcare	0.7%
Health Insurance	0.6%
Health-Related Benefits and Entitlements	0.6%
Health Service Agencies	0.5%
Women’s Health	0.4%
Aids and Appliances	0.2%
Blind Welfare Allowance	0.2%
Alcohol and Drug Treatment Services	0.2%
Emergency Health Services	0.2%
How Health Services are Organised	0.2%
Pharmacy Services	0.2%
Blood and Organ Donation	0.1%
Environmental Health	0.1%
Alternative Health	0.0%

For a more detailed (third-tier) breakdown of health queries, see Exhibit 5 in the Appendix.

¹ Although ‘Local’ queries feature in the top three recorded categories (above ‘Health’), ‘Local’ is a generic category that includes signposting and referral to local services with no breakdown of query type.

Caller profile data relating to Health

Age

Exhibit 19: Age Breakdown of Health callers

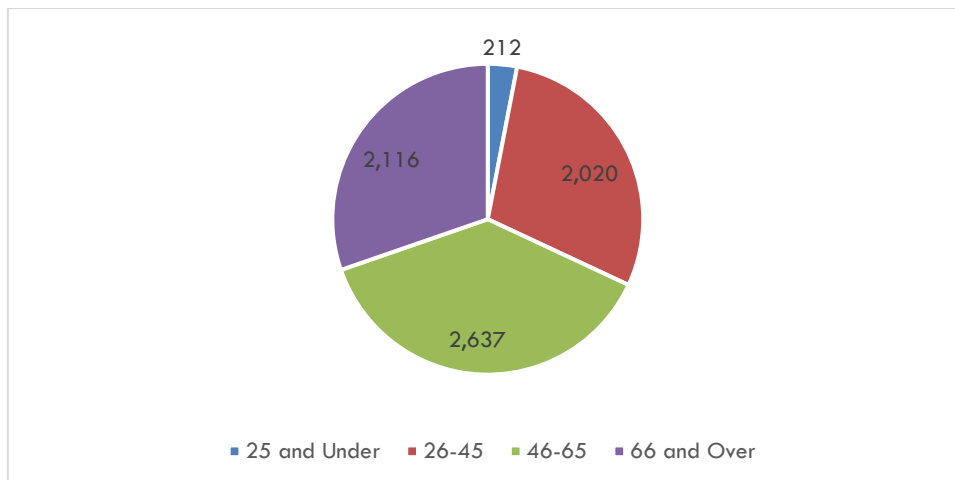
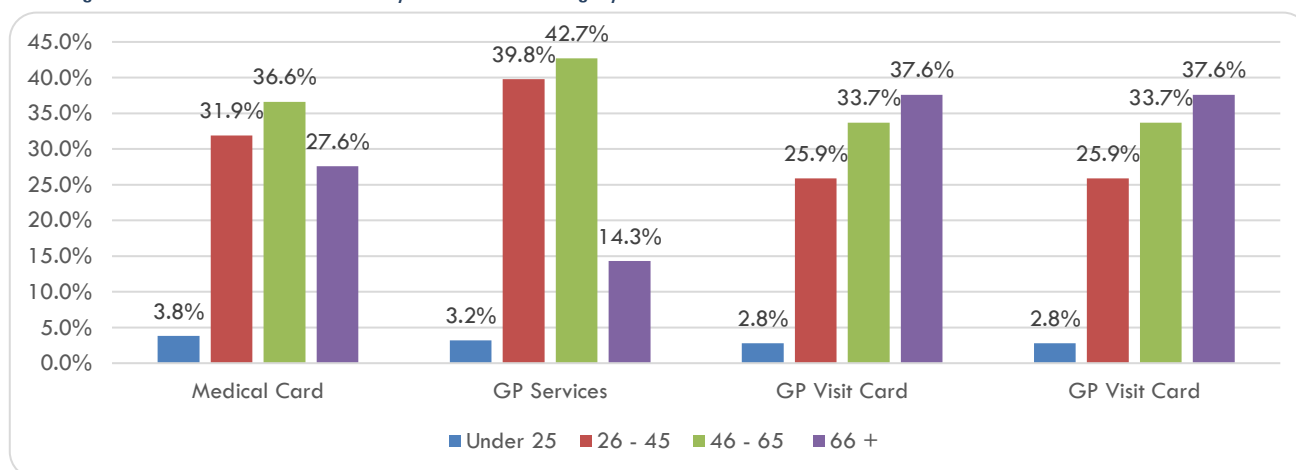


Exhibit 20: Age Breakdown of Health callers by second level category



Gender

Overall, as in other categories, most enquiries (53.7%) came from females, followed by 37.1% who were males.

Length of Interaction

Close to 40% (39.1%) of interactions lasted 10 minutes and under 37% lasted 11-20 minutes and 19.6% took 21-40 minutes.

Country of Origin

Below we can see that most callers who had enquiries about Health indicated their country of origin as Ireland. Country of origin was recorded for 66.6% of Health callers.

- Ireland – 78.4%
- Non-EU - 14.1%,
- EU (excluding Ireland) – 7.5%.

Section 4: Other Query Areas

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

The query comparisons, as throughout this report, are between Q2, 2024 and Q2, 2025. The numbers in brackets are the number of queries in this current quarter: Q2, 2025.

Most category areas saw an overall decrease. Those that bucked this trend and saw an increase are highlighted in bold font.

Money and Tax queries decreased by 2.7% (9,895).

- Income Tax Credits and Reliefs queries decreased by 12.9% (2,015).
- **Income Tax queries increased** by 3.1% (1,882).
- **Revenue Online queries increased** by 4.8% (1,600).
- **Income Tax refund queries increased** by 8.1% (665).

Employment queries decreased by 12.0% (9,859).

- Employment Rights and Conditions queries decreased by 10.3% (6,676).
- Contracts of Employment queries decreased by 12% (971).
- Leave and Holiday queries decreased by 12.6% (756).
- Sick Leave and Sick Pay Scheme queries decreased by 22% (581).
- Unemployment and Redundancy remained at a similar level (940).
- Self-employment queries decreased by 16% (814).
- Enforcement and Redress queries decreased by 17.8% (600).

Moving Country queries increased by 2.3% (9,549).

- Irish Citizenship queries decreased by 9.1% (2,708).
- **Irish Residence Permit (IRP) Applications and Renewal increased** - more than doubled - (1,562).
- Visa queries decreased by 16.3% (715).
- Queries relating to Asylum Seekers and Refugees queries remained at a similar level (471).
- Asylum Seekers/Refugees- Ukrainian queries decreased by 35.6% (438).

Travel and Recreation queries decreased by 1.4% (5,094).

- **Queries relating to Motoring increased** by 18.1% (2,203).
- Passport queries decreased by 12.6% (1,509).
- Transport and Disability decreased by 28.1% (251).

Justice queries decreased by 5.0% (4,483).

- Legal Aid and Advice queries decreased by 5.9% (2,087).
- **Civil Law queries increased** by 6.2% (394).

Birth, Family and Relationships queries decreased by 17.6% (3,346).

- Separation and Divorce queries decreased 18.9% (980).
- Maintenance queries decreased by 25.6% (425).
- Custody and Access queries decreased by 22.2% (344).
- **Problems in Marriages and Relationships queries increased** by 1.1% (268).

Education and Training queries decreased by 14.8% (2,677 queries).

- Queries relating to Third-Level Education decreased by 13.1% (1,473).
- Vocational Education and Training queries decreased by 27.2% (367).

Consumer Affairs queries decreased by 8.8% (2,399).

- Queries relating to Consumer Protection decreased by 6.3% (547).
- Energy/Utilities Services queries decreased by 18.7% (477).
- **Motoring queries increased** by 30.4% (283).

Death and Bereavement queries decreased by 5.8% (1,305).

- The Deceased's Estate queries decreased by 13.8% (374).
- **Money matters after death queries increased** by 9.5% (254).
- After Death queries decreased by 11.1% (248).

Government in Ireland queries decreased by 24.0% (1,232).

- **MyGovID queries increased** by 21.0% (581).
- FOI queries decreased by 34.0% (140).

Section 5: Appendix — Detailed Breakdown of Top Three Categories

Social Welfare

Appendix Exhibit 1 — Social Welfare Query Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Disability and Illness		15.2%
Disability Allowance	5,616	48.4%
Illness Benefit	3,072	26.5%
Invalidity Pension	2,169	18.7%
Partial Capacity Benefit	387	3.3%
Injury Benefit	136	1.2%
Other Payment (Blind Pension/Other)	118	1.0%
Occupational Injuries Benefit Scheme	99	0.9%
Total	11,597	100%
Older and Retired People		14.0%
State Pension/Contributory	5,536	52.0%
State Pension/Non Contributory Pension	2,649	24.9%
Payment for people who retire at 65	757	7.1%
UK Pensions/Brexit	582	5.5%
Qualified Adults	534	5.0%
Homemakers Scheme/HomeCaring Periods Scheme	428	4.0%
EU/International Pensions	154	1.4%
Total	10,640	100%
Carers		12.9%
Carer's Allowance	5,763	58.5%
Carer's Support Grant (Respite Care Grant)	1,317	13.4%
Domiciliary Care Allowance (DCA)	1,111	11.3%
Carer's Benefit	1,079	11.0%
Half-rate Carer's Allowance	578	5.9%
Total	9,848	100%
Extra Social Welfare Benefits		11.8%
Household Benefits Package	3,053	33.9%
Fuel Allowance	2,886	32.1%
Free Travel (Travel Card, Companion Card, etc.)	1,569	17.4%
Living Alone Increase	1,237	13.7%
Telephone Support Allowance	140	1.6%
Treatment Benefits	87	1.0%
Cost of Living Increases	23	0.3%
Christmas Bonus	6	0.1%
Total	9,001	100%
Families and Children		10.1%
Working Family Payment (WFP)	2,510	32.5%
One Parent Family Payment (OPF)	1,417	18.3%
Child Benefit	1,214	15.7%
Back to School Clothing & Footwear Allowance	803	10.4%
Maternity/ Adoptive Benefit	530	6.9%
Benefit Increase for a Qualified Adult (IQA)	436	5.6%
Increase for a Qualified Child (IQC)	279	3.6%

Parent's Benefit	239	3.1%
Paternity Benefit	140	1.8%
Back to Work Family Dividend	117	1.5%
Health and Safety Benefit	24	0.3%
Deserted Wife's Benefit	11	0.1%
Deserted Wife's Allowance	6	0.1%
Total	7,726	100%
Unemployed People		9.1%
Jobseeker's Allowance	3,612	52.3%
Jobseeker's Benefit	2,440	35.3%
Jobseeker's Transitional Payment	397	5.7%
Social Welfare Payments and Work	344	5.0%
Unemployed following self-employment	116	1.7%
Total	6,909	100%
Supplementary Welfare Schemes		8.8%
Basic Supplementary Welfare Allowance	3,223	48.3%
Additional Needs Payment	2,670	40.0%
Rent Supplement (RS)	742	11.1%
Diet/Heating Supplement	37	0.6%
Mortgage Interest Supplement (MIS)	4	0.1%
Total	6,676	100%
Social Welfare Miscellaneous		5.4%
Other	1,264	30.6%
Public Services Card	880	21.3%
Habitual Residence Condition	551	13.3%
Means Tests	508	12.3%
MyWelfare.ie	462	11.2%
Overpayments	258	6.2%
EU Contributions and Entitlements	59	1.4%
UK Entitlements /Brexit	56	1.4%
Nominating agent to collect SW payments	36	0.9%
SW Inspectors	32	0.8%
Late Claims	19	0.5%
EU/EEA/Switzerland	5	0.1%
Insolvency Payments Scheme	2	0.1%
Total	4,132	100%
Social Insurance (PRSI)		5.3%
PRSI Records/Paid Contributions	1,814	45.0%
PPS Number	738	18.3%
Credited Contributions	373	9.3%
Homemakers Scheme/HomeCaring Periods Scheme	307	7.6%
Voluntary Contributions	266	6.6%
PRSI Classes	246	6.1%
Other	145	3.6%
Long-Term Carer Contributions	94	2.3%
Employer's PRSI	47	1.2%
Total	4,030	100%
Benefits Check		2.0%
Benefits Check	1,527	
Total	1,527	100%

Appeals		1.7%
Disability Allowance	419	32.8%
Carer's Allowance/Benefit	234	18.3%
Invalidity Pension	198	15.5%
Other	102	8.0%
Jobseeker's Allowance	77	6.0%
Domiciliary Care Allowance	73	5.7%
State Pension (Non-Contributory)	38	3.0%
Supplementary Welfare Allowance	29	2.3%
Illness Benefit	22	1.7%
Jobseeker's Benefit	22	1.7%
Working Family Payment (WFP) Child Benefit	17	1.3%
One Parent Family Payment (OFP)	12	0.9%
Child Benefit	11	0.9%
State Pension (Contributory)	11	0.9%
Carer's Support Grant	8	0.6%
Widow/Widower/Surviving Civil Partner Pension	3	0.2%
Total	1,276	100%
Death Related Benefits		1.5%
Widow/Widower/Surviving Civil Partner's Pension (Contributory)	707	63.0%
Help with Funeral Costs	156	13.9%
Widow/Widower/Surviving Civil Partner's Pension (Non-Contrib)	119	10.6%
Widow/Widower/Surviving Civil Partner Grant	73	6.5%
Guardian's Payment	50	4.5%
Special Funeral Grant (Occ. Injuries Scheme only)	18	1.6%
Total	1,123	100%
Activation Schemes, Education and Training		1.4%
Back to Education Allowance (BTEA)	377	36.2%
Back to Work Enterprise Allowance (BTWEA)	238	22.8%
Community Employment (CE)	229	22.0%
Tús	50	4.8%
Part-time Education Option (PTEO)	29	2.8%
Short-Term Enterprise Allowance	29	2.8%
JobPath - Seetec/Turas Nua	24	2.3%
Rural Social Scheme	21	2.0%
Work Placement Experience Programme (WPEP)	18	1.7%
LAES (Local Area Employment Services)	13	1.2%
JobsPlus	7	0.7%
Part-Time Job Incentive Scheme (PTJI)	4	0.4%
Gateway	3	0.3%
Total	1,042	100%
Payments and Work		0.8%
Payments and Work	610	
Total	610	100%
Farmers		0.1%
Farm Assist	95	92.2%
Other	8	7.8%
Total	103	100%
Total Social Welfare Queries		76,240

Disability and Illness queries decreased by 16.1%.

- Disability Allowance queries decreased by 17.7%.
- Illness Benefit queries decreased by 7.5%.
- Invalidity Pension queries decreased by 20.3%.

Older and Retired People queries decreased by 14.7%.

- State Pension/Contributory queries decreased by 20.5%.
- State Pension/Non-Contributory queries decreased by 11.1%.
- Payment for people who retire at 65 queries decreased by 4.5%.
- UK Pensions/ Brexit queries increased by 19%.

Carers queries decreased by 2.1%.

- Carer's Allowance queries decreased by 2.8%.
- Carer's Support Grant (Respite Care Grant) increased by 3.8%.
- Domiciliary Care Allowance queries decreased by 0.1%.
- Carer's Benefit decreased by 1.8%.

Extra Social Welfare Benefits queries decreased by 18.3%.

- Household Benefits Package queries decreased by 20.9%.
- Fuel allowance queries decreased by 14.3%.
- Free Travel (Travel Card, Companion Card, etc.) queries decreased by 13.9%.
- Living Alone Increase queries decreased by 19.6%.

Families and Children queries decreased by 14.2%.

- Working Family Payment (WFP) decreased by 18.6%.
- One Parent Family Payment (OFP) queries decreased by 9.9%.
- Child Benefit queries decreased by 18.0%.

Unemployed People queries decreased by 5.3%.

- Jobseeker's Allowance queries decreased by 9.3%.
- Jobseekers' Benefit queries increased by 9.3%.
- Jobseeker's Transitional Payment decreased by 6.6%.
- Social Welfare Payments and Work decreased by 37.5%

Supplementary Welfare Schemes decreased by 11.1%.

- Basic Supplementary Welfare Allowance queries decreased by 14.4%.
- Additional Needs Payment queries decreased by 8.3%.
- Rent Supplement queries decreased by 6.1%.

Social Welfare Miscellaneous queries decreased by 7.4%.

- Other queries increased by 7.6%.
- Public Services Card queries decreased by 1.3%.

Social Insurance (PRSI) queries decreased by 17.8%

- PRSI Records/ Paid Contributions decreased by 14.8%.
- PPS Number queries decreased by 18.0%.
- Credited contributions queries decreased by 22.9%.
- Homemakers Scheme/ HomeCaring Periods Scheme queries decreased by 10.5%.

Benefits Check queries increased by 38.3%.

Appeals queries decreased by 13%.

- Disability Allowance appeals queries decreased by 21.5%.
- Carer's Allowance/Benefit appeals queries increased by 10.4%.

Death Related Benefits queries decreased by 20%.

- Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension queries decreased by 14.7%.

Activation Schemes, Education and Training queries decreased by 15.8%.

- Back to Education Allowance (BTEA) queries decreased by 24.8%.
- Back to Work Enterprise Allowance (BTWEA) decreased by 10.2%.
- Community Employment (CE) decreased by 13.6%.

Payments and Work queries decreased by 31.2%.

Farmers' queries decreased by 25.9%.

- Farmer Assistance queries decreased by 25.8%.

Housing

Appendix Exhibit 3 — Housing Queries Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Local Authority and Social Housing		52.2%
Applying for Local Authority/Social Housing	5,385	51.6%
Housing Assistance Payment (HAP)	2,220	21.3%
Other	736	7.1%
Differential Rent	270	2.6%
Medical Priority	264	2.6%
Choice Based Lettings	226	2.2%
LA Transfers	215	2.1%
Approved Housing Bodies (AHBs)	191	1.8%
Social Housing Waiting Lists	187	1.8%
Standards/Repairs	181	1.7%
Rent Arrears/Rent Problems	125	1.2%
Tenant in situ (HAP/RAS)	98	0.9%
Notice/Eviction/Disputes	83	0.8%
Rental Accommodation Scheme (RAS)	71	0.7%
Tenant Purchase (Incremental Scheme)	68	0.5%
Anti-social behaviour	52	0.5%
Tenancy Succession	49	0.5%
Traveller Accommodation	9	0.1%
Total	10,430	100%
Housing Grants and Schemes		15.4%
Housing Aid for Older People	1,420	46.3%
Housing Adaption for People with Disability	986	32.1%
Other	458	14.9%
Mobility Aid Grant Scheme	206	6.7%
Total	3,070	100%
Renting a Home (Private Rental Accommodation)		11.0%
Notice/Eviction/Disputes	506	23.0%
Tenants' Rights and Obligations	351	15.9%
RTB (Residential Tenancies Board)	336	15.3%
Landlords' Rights & Obligations	301	13.7%
Rent Review	197	8.9%
Finding Accommodation	134	6.1%
Rent Arrears/Rent Problems	89	4.0%
Deposit Retention	74	3.4%

Licensee	59	2.7%
Cost Rental Housing	56	2.5%
Standards/Repairs	56	2.5%
Cost Rental – Tenant in situ scheme	21	1.0%
Short-term rental lets	15	0.7%
Non-Resident Landlords (Withholding Tax)	7	0.3%
Total	2,202	100%
Home Energy Grants (SEAI)		7.5%
Free Energy Upgrades (Warmer Homes Scheme)	1,068	71.7%
Complete Home Energy Upgrades	220	14.8%
Individual Energy Upgrades	202	13.6%
Total	1,490	100%
Homelessness		4.4%
Homelessness	887	
Total	887	100%
Other		4.1%
Other	822	
Total	822	100%
Buying/Owning a Home		3.2%
Buying/ Owning a Home	648	
Total	648	100%
Planning Permission		0.6%
Planning Permission	118	
Total	118	100%
Losing your Home		0.5%
Losing your Home	97	
Total	97	100%
Emergency Accommodation		0.5%
Emergency Accommodation	94	
Total	94	100%
Building or Altering a Home		0.4%
Building or Altering a Home	71	
Total	71	100%
Management Companies (Apartment Blocks)		0.3%
Management Companies (Apartment Blocks)	56	
Total	56	100%
Equality/ Housing Discrimination		0.1%
Equality/ Housing Discrimination	13	
Total	13	100%
Total Housing Queries		19,998

Local Authority and Social Housing queries decreased by 3.4%.

- Applying for Local Authority/Social Housing queries increased by 2.3%.
- Housing Assistance Payment queries decreased by 17%.
- Differential Rent decreased by 21.7%.
- Medical Priority increased by 5.2%.

Housing Grants and Schemes queries decreased by 15.8%. It had the addition of four sub-categories in Q4 2024, so we can't yet compare query levels. These categories were:

- Housing Aid for Older People
- Housing Adaption Grant for People with Disability
- Mobility Aid Grant Scheme
- Other.

Renting a Home (Private Rental Accommodation) queries decreased by 15.4%.

- Notice/Eviction/Disputes decreased by 21.1%.
- Tenants' Rights and Obligation queries decreased by 8.1%.
- RTB (Residential Tenancies Board) queries decreased by 20%.
- Landlords Rights and Obligations decreased by 9.1%.
- Rent Review queries decreased by 7.1%

Home Energy Grants (SEAI) queries decreased by 11.5%.

Homelessness queries increased by 1.4%.

Buying/ Owning a Home queries decreased by 2.4%.

Planning Permission queries increased by 9.3%.

Losing your Home queries decreased by 4.0%.

Emergency Accommodation queries increased by 1.1%.

Health

Appendix Exhibit 5 - Health Query Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Medical Card	6,795	55.3%
Fair Deal & Home Care Package	790	6.4%
GP Visit Card	785	6.4%
Other	640	5.2%
GP Services	441	3.6%
Drugs/ Medicine	431	3.5%
-Drugs Payments Scheme	294	
-Long-term Illness Scheme	137	
Health Services for Older People	265	2.2%
Care in your Community	236	1.9%
Hospital Services	232	1.9%
EU Healthcare	217	1.8%
Dental, Aural and Optical Health	216	1.8%
Health Services for People with Disabilities	195	1.6%
Mental Health	156	1.3%
Legal Matters and Health	150	1.2%
All other subcategories*	749	3.5%
Total Health Queries		12,298

* This includes Cancer Services(81), Entitlements to Health Services (64), Health-Related Benefits and Entitlements (62), Health Service Agencies (51), Alcohol and Drug Treatment Services (46), Aids and Appliances (30), Blind Welfare Allowance (30), Pharmacy Services (25), Women's Health (24), How Health Services are Organised (19), Emergency Health Services (12), Environmental Health (8), Alternative Health (4), and Blood and Organ Donation (2).