

# CITIZENS INFORMATION SERVICES

## Q3 Statistical Report 2025



Citizens Information Services (CIS) Caller and Query

Statistical Summary

July to September (Q3) 2025

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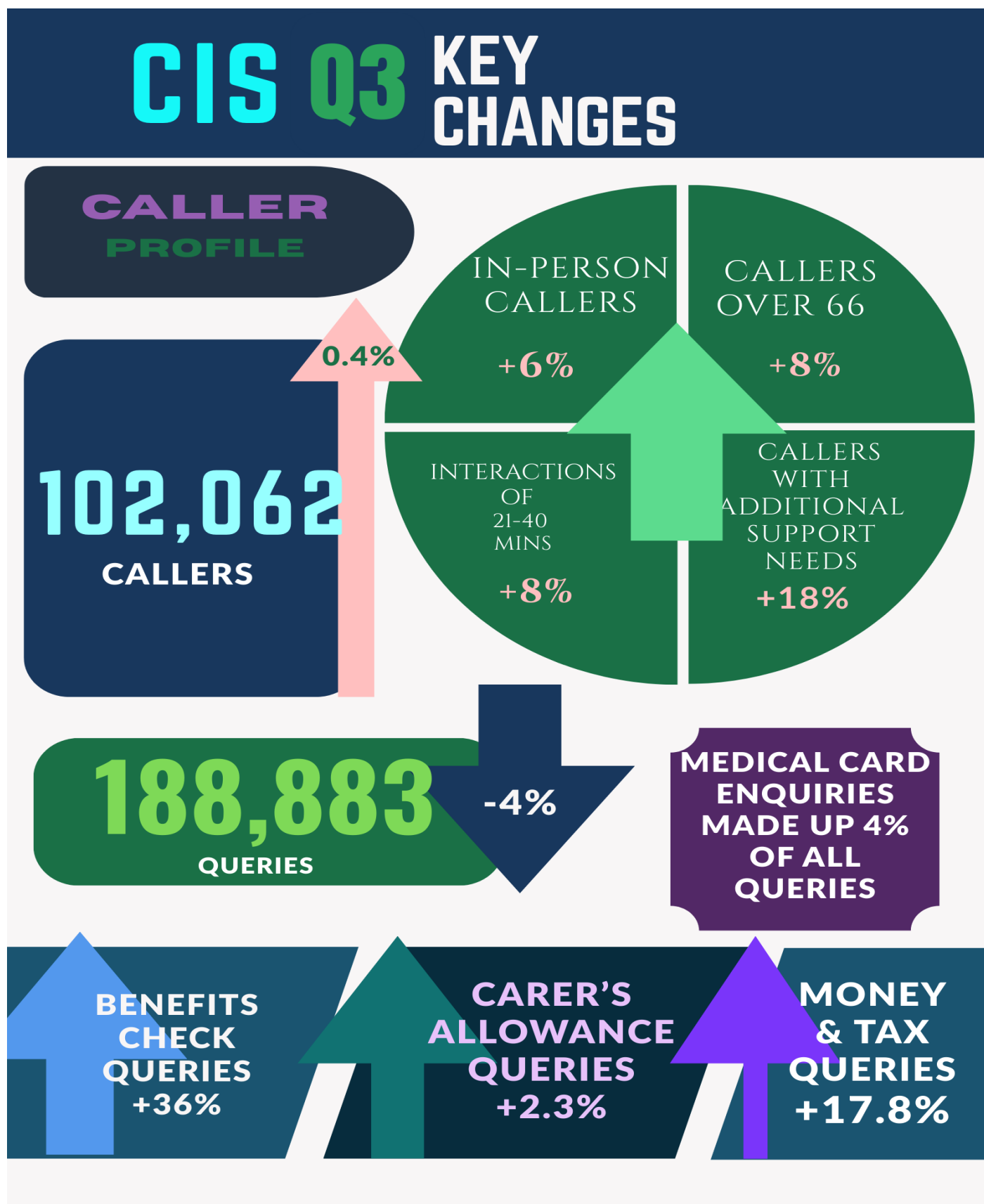
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## Section 1: Overview and Trends

This statistical summary of CIS callers (clients) and queries focuses on Quarter 3 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.



## Section 2: Caller Summary

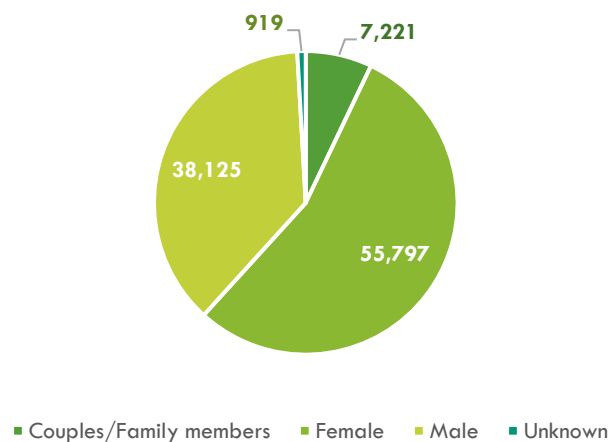
There were **102,062** callers to CISs nationally during Q3, 2025, a small increase on the same period last year (101,610 callers).

### Gender Profile

The majority of callers were female (54.7%); males made up 37.4%. The number of couples/family members increased by 8%.

However, 'Moving Country' – a category that includes all immigration-related queries – had more male callers than female. 'Moving Country' also had the highest percentage of callers with specific needs. Specific needs are recorded by information staff when a caller requires additional help due to, for example, language or literacy difficulties, digital illiteracy, mental health issues, distress, certain disabilities, and other matters that might present additional challenges.

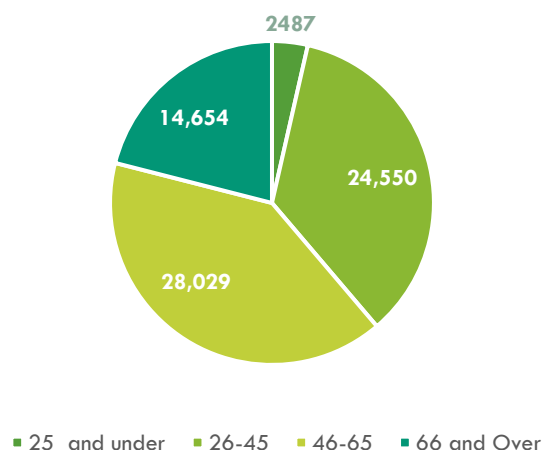
Figure 1 – Caller gender profile



### Age Profile

Age information was available for 68.3% of callers (69,720 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 10%: the largest shift among all age groups. Callers aged 66 and over increased by 8.4%, they made up 21% of callers up from 19% in the same period last year.

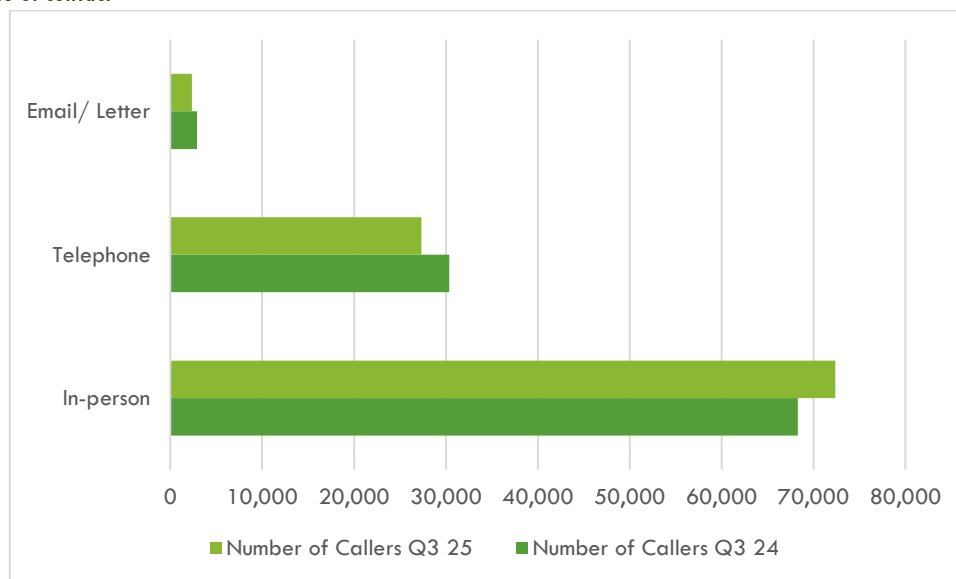
Figure 2 – Caller age profile



## Mode of Contact

In-person callers accounted for 71% of interactions, of which 92.5% were drop-in (66,916 callers) and 7.5% were by appointment (5,451 callers). There was an increase of 16% in the number of appointments and an increase of 5.2% in the number of drop-in callers. The number of telephone and letter/email callers decreased.

Figure 3 – Caller mode of contact



## Country of Origin

Country of Origin was recorded for 61.9% of callers (63,138 of 102,062 callers). The chart below divides the recorded country of origin into areas of origin. The large majority (73%) came from Ireland (46,109 callers), with non-EU callers representing 19% (11,967) of callers – where country of origin was recorded – and a further 8% with a European Union (excluding Ireland) country of origin (5,062 callers).

Figure 4: Area of origin

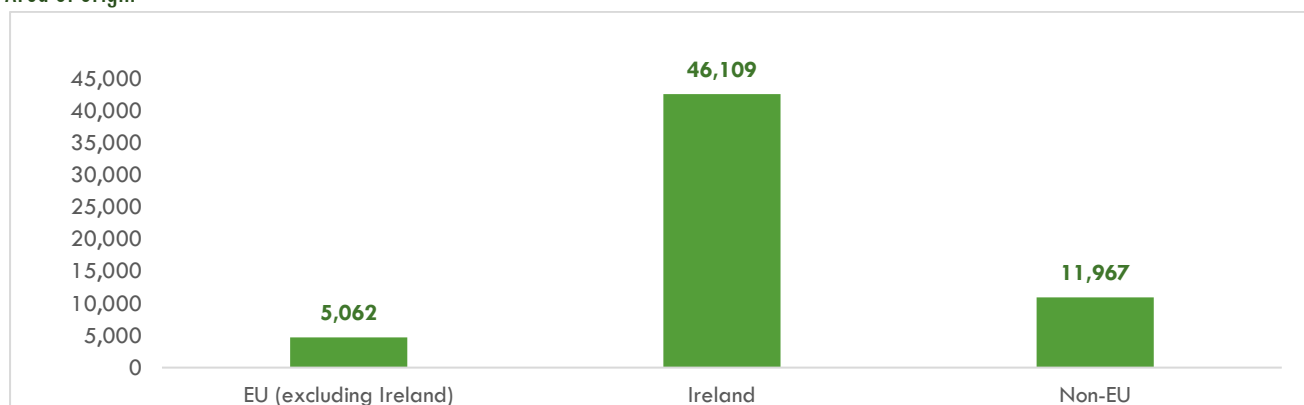


Figure 5: Top 5 countries of origin of callers (*excluding Ireland*)

	Country of Origin	Number of callers
1	Ukraine	1,796
2	Nigeria	1,701
3	Poland	1,583
4	Great Britain	1,011
5	Bangladesh	966

Figure 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	Ukraine	Poland	Great Britain
2	Nigeria	Nigeria	Nigeria	Ukraine
3	Afghanistan	Poland	Ukraine	USA
4	Romania	Bangladesh	Great Britain	Poland
5	Somalia	Romania	Romania	Germany

### Specific Needs Identified

In Q2 2025, 17.6% of callers (17,935 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 almost an 18% increase from Q3 2024 in callers identified as having specific needs.

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

Online access and digital literacy issues saw a 55% increase. Nearly three-quarters (72%) of the callers with this additional need were aged over 46.

Over three-quarters (75.9%) of the interactions with callers with specific needs took between 11 and 40 minutes. This compares with 50% of the interactions with all callers.

Figure 7: Specific needs breakdown

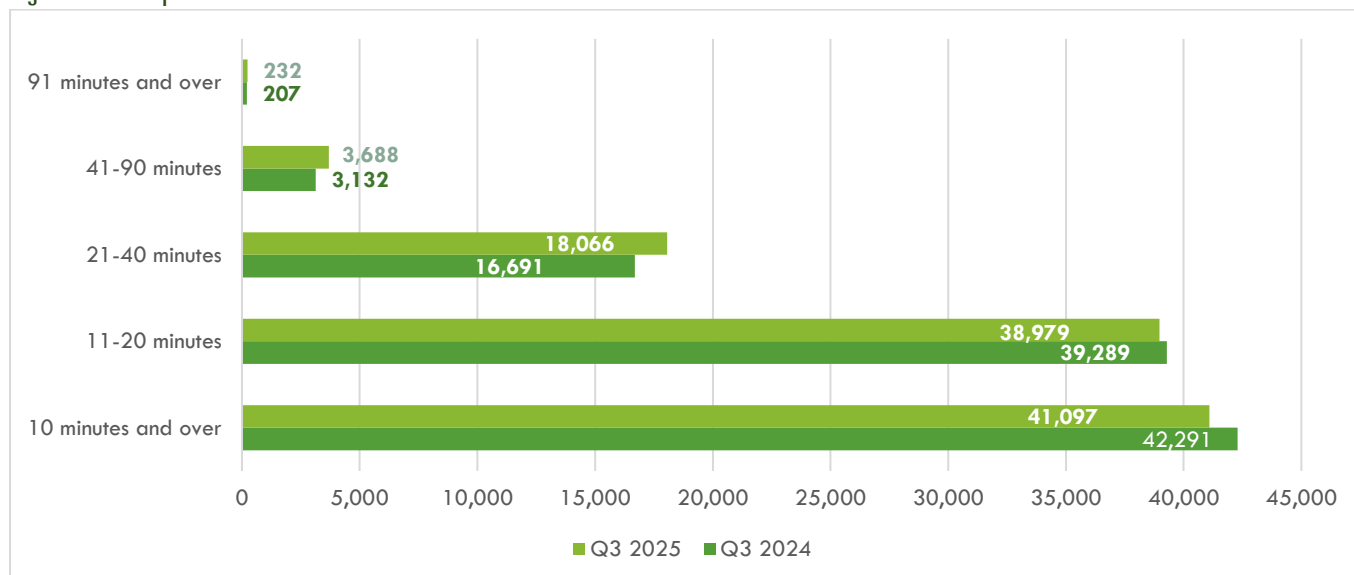
Specific Needs	Q3 2025	% Change Q3 24-Q3 25
Language	7,136	+12.8%
Online access issues/ Digital Literacy	4,396	+55.1%
Distressed Client	3,626	+13.5%
Literacy, Numeracy	2,695	+22.2%
Physical Disability	1,368	+33.5%
Accompanied/supported by family/ friend/representative	1,017	+6.2%
Mental Health	1,015	+2.9%
Other	998	+90.1%
Sensory Disability	565	-2.1%
Homeless	464	+29.2%
Challenging Behaviour	365	+22.5%

### Time Spent

Although four in ten queries were resolved within 10 minutes, longer interactions with information officers, particularly of over 21 minutes, are becoming more common.

- 40.3% of callers spent 10 minutes or less with information providers
- 38.2% of callers spent 11-20 minutes with an information provider
- 17.7% of callers were with an information provider for 21-40 minutes
- 3.6% of callers spent 41-90 minutes with an information provider *and*
- in a small proportion of cases, interactions lasted for over 90 minutes (0.2%).

Figure 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.

Figure 9: Top payments/schemes by time spent

	10 minutes and under	11-20 minutes	21-40 minutes	41 -90 minutes	91 minutes and over
<b>1</b>	Medical Card	Medical Card	Applying for Local Authority/Social Housing	Applying for Local Authority/Social Housing	Basic Supplementary Allowance
<b>2</b>	Fuel Allowance	State Pension/Contributory	State Pension/Contributory	Disability Allowance	Disability Allowance
<b>3</b>	Carer's Allowance	Disability Allowance	Medical Card	Medical Card	Jobseeker's Allowance

### Section 3: Query Summary

Services dealt with **188,883** queries during Q3 2025, a decrease of 4.2% on the same period in 2024. The proportion of callers per category remains similar to Q3 2024.

Around 45% of queries were related to social welfare rights and entitlements. Housing queries accounted for 11.5% and Health made up 7.3% of queries.

Figure 10 – Query numbers and proportions by main (level one) category

Query Category	Number of Queries	% of all Queries Q3, '25	% Proportion Change Q3 '24–Q3 '25
Social Welfare	84,732	44.9%	-0.9%
Housing	21,721	11.5%	+0.3%
Health	13,793	7.3%	-0.7%
Local	13,631	7.2%	+0.1%
Money and Tax	12,353	6.5%	+1.2%
Employment	10,102	5.3%	-0.2%
Moving Country	9,901	5.2%	+0.3%
Justice	4,837	2.6%	+0.2%
Travel and Recreation	4,620	2.4%	-0.1%
Education and Training	3,864	2.0%	-0.1%
Birth, Family and Relationships	3,730	2.0%	-0.2%
Consumer Affairs	2,406	1.3%	0.1%
Government in Ireland	1,447	0.8%	+0.1%
Death and Bereavement	1,419	0.8%	+0.1%
Environment	327	0.2%	0.0%
	<b>188,883</b>	<b>100%</b>	

Figure 11 – Query number increases/decreases by main (level one) category (%) compared with Q3, 2024

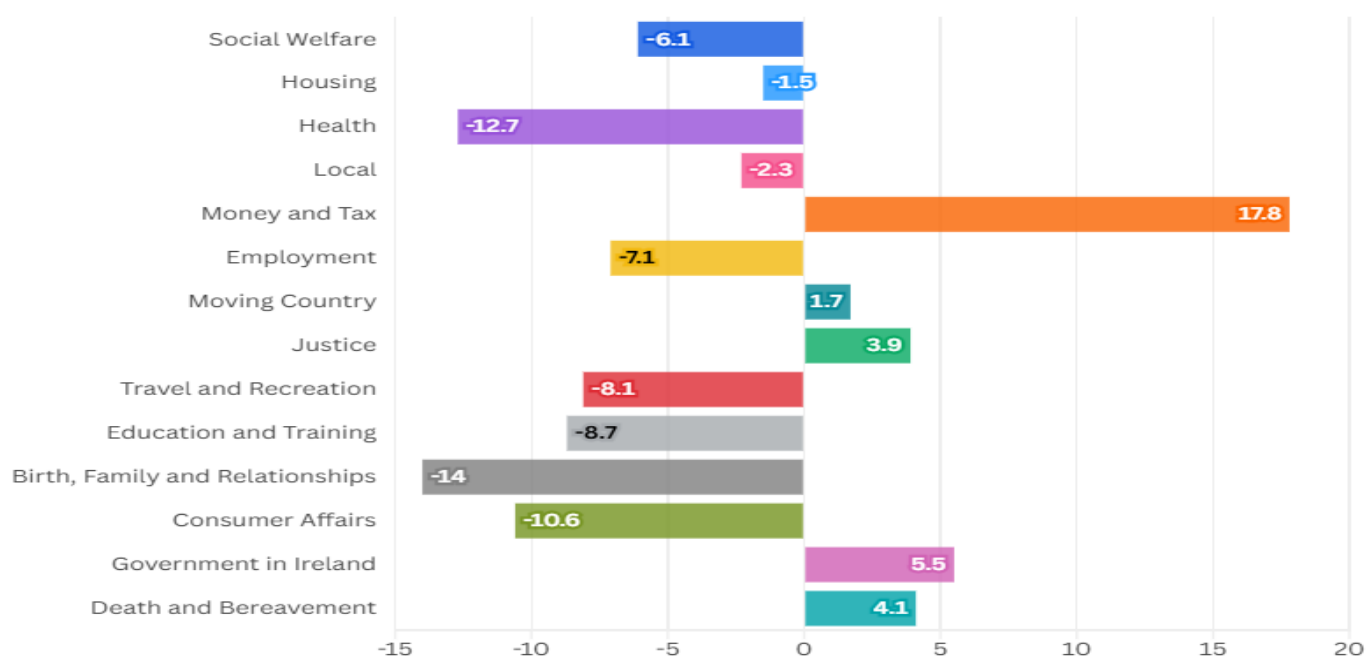




Figure 12 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 3 2025. Medical card made up 4% of all queries. The ten payments and schemes listed made up over one quarter (27.4%) of all queries this quarter.

Figure 12 — Top ten (i.e. most queried) single payments or schemes

	<b>Single Payment/ Scheme</b>	<b># of Queries</b>
1	Medical Card	7,633
2	Disability Allowance	6,081
3	Fuel Allowance	5,830
4	Carer's Allowance	5,789
5	State Pension /Contributory	5,749
6	Applying for Local Authority/Social Housing	5,733
7	Jobseeker's Allowance	4,114
8	Household Benefits Package	3,942
9	Basic Supplementary Welfare	3,570
10	Illness Benefit	3,219

## Section 4: Social Welfare

Social welfare was as ever the most queried area, representing 45% of all queries. The number of social welfare queries declined, however, by 6.1%. Within the social welfare category, the 'second-tier' breakdown is as follows:

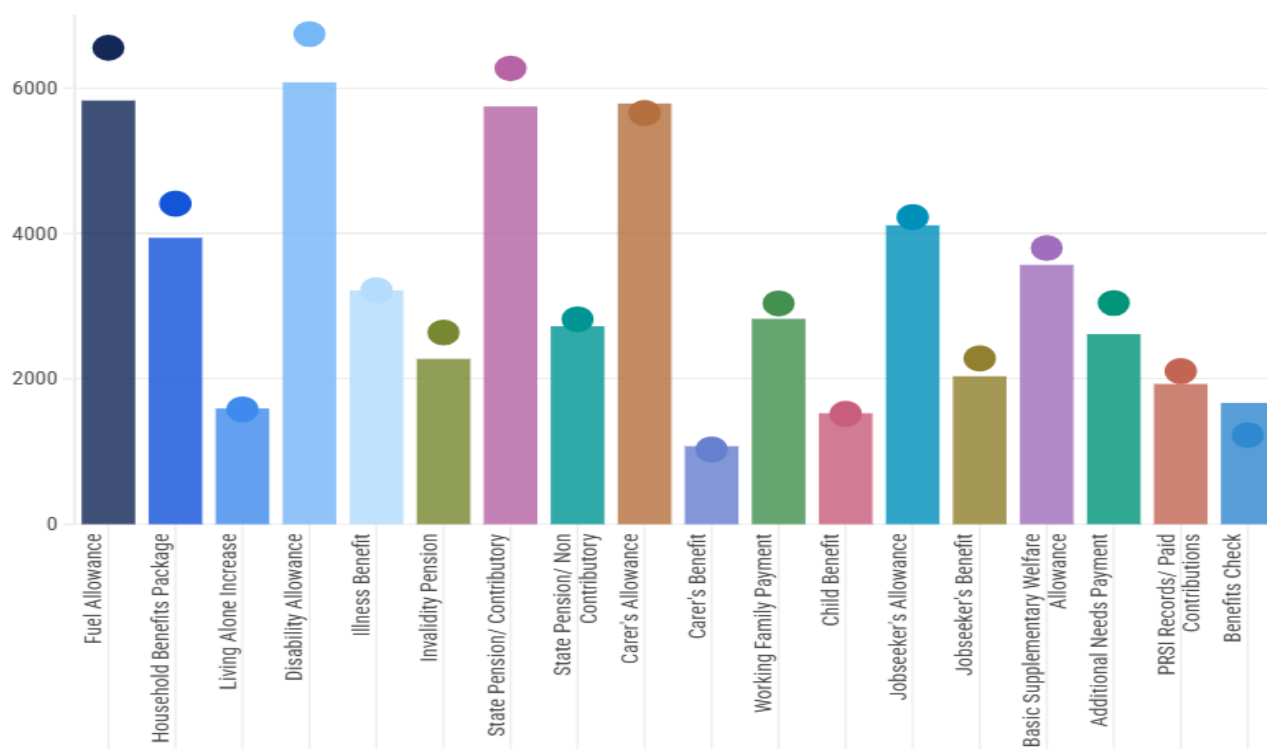
Figure 13 —Social welfare queries by second-level category

Social Welfare Subcategories	% of overall SW queries	% change from Q3 2024
Extra Social Welfare Benefits	15.6%	-10.1%
Disability and Illness	14.6%	-8.3%
Older and Retired People	12.8%	-8.0%
Carers	11.1%	+2.9%
Families and Children	10.4%	-10.7%
Unemployed People	8.9%	-0.1%
Supplementary Welfare Schemes	8.4%	-7.2%
Social Welfare Miscellaneous	5.3%	-3.1%
Social Insurance (PRSI)	5.2%	-8.2%
Benefits Check	2.0%	+36.1%
Activation Schemes, Education and Training Appeals	1.7%	-8.4%
Appeals	1.5%	-9.7%
Death Related Benefits	1.5%	-7.3%
Social Welfare – Payments and Work	0.7%	-24.1%
Farmers	0.2%	+3.1%

*For a more detailed (third-tier) breakdown of social welfare query types and trends, see Appendix Figure 1*

The chart below offers a comparison of the numbers of queries about specific social welfare payments and schemes, comparing Q3 2024 (the dots) with Q3 2025 (the bars).

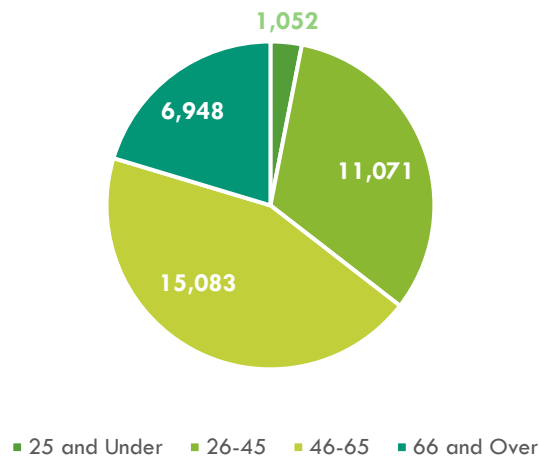
Figure 14 — Social welfare payment and schemes query comparison



## Caller profile data relating to Social Welfare

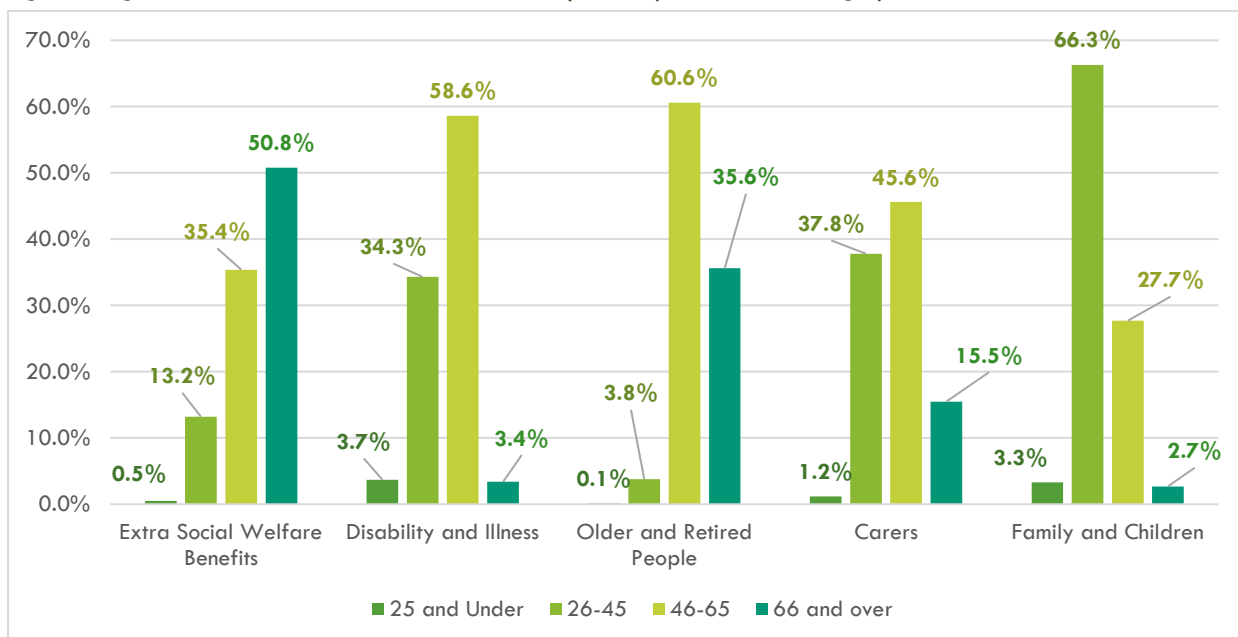
### Age

Figure 15 - Age Breakdown of callers with social welfare queries



The chart below shows the relevance of different topics across age groups. While 46- to 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.

Figure 16 Age breakdown of callers with social welfare queries by second level category



### Gender

Overall, 56.4% of enquiries relating to Social Welfare came from females, followed by 34.3% from males and the rest from couples/families. The only Social Welfare subcategory that had a higher number of enquiries from males was farming, at almost 65%.

### Length of Interaction

Of all interactions about social welfare, 42% lasted 11-20 minutes, followed by 31.9% which were 10 minutes and under, then 21.4% 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 66.1% of Social Welfare callers.

- Ireland – 75.9%
- Non-EU - 15.3%,
- EU (excluding Ireland) - 8.8%.

## Section 5: Housing

Housing continued to be the second highest category, representing 11.5% of all queries. Housing queries decreased by 1.5% when compared to the same quarter in 2024.

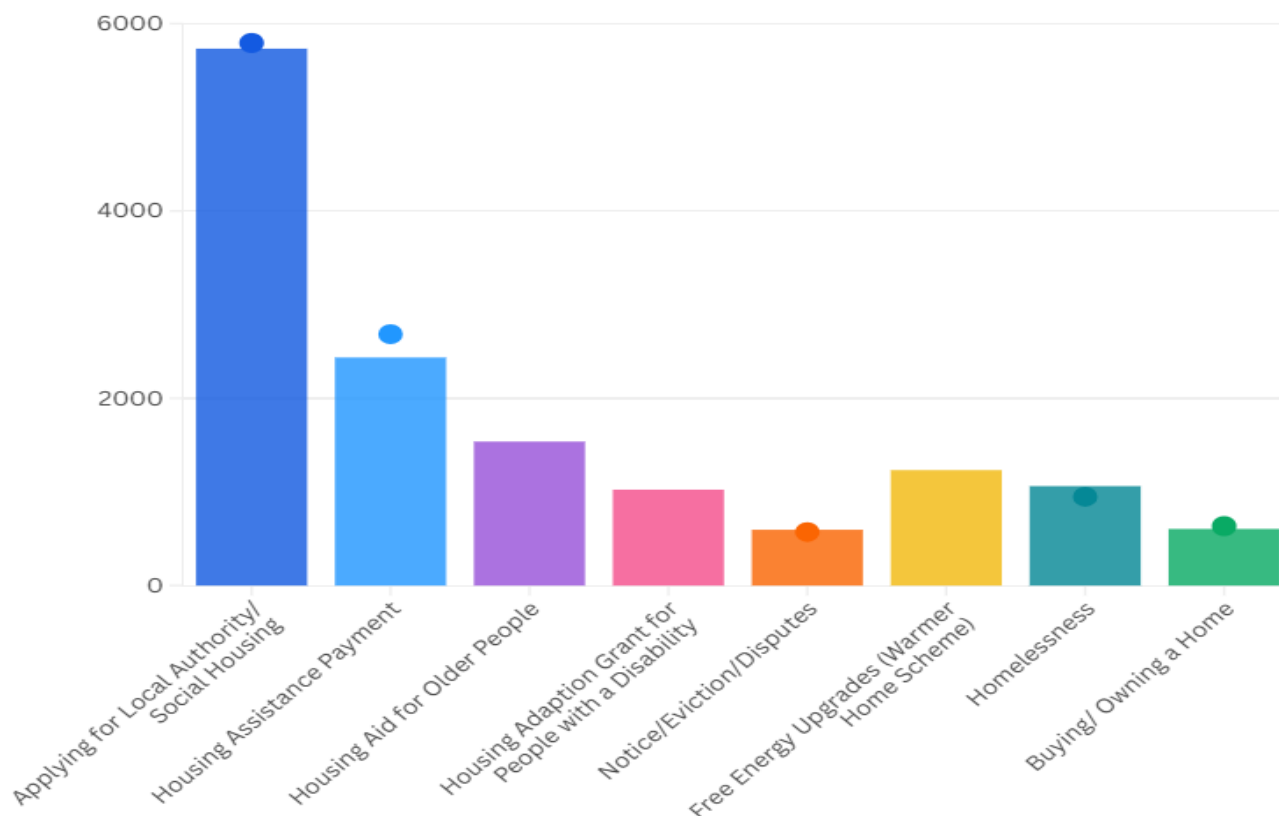
Figure 17: Housing queries by second level category

Housing Subcategories	% of overall housing queries	% change from Q3, 2024
Local Authority and Social Housing	52.2%	-0.2%
Housing Grants and Schemes	14.9%	-11.7%
Renting a Home (Private Rental Accommodation)	11.2%	-3.7%
Home Energy Grants (SEAI)	7.8%	+3.5%
Homelessness	4.9%	+11.9%
Other	4.2%	+8.3%
Buying/ Owning a Home	2.8%	-4.7%
Planning Permission	0.7%	+16.0%
Emergency Accommodation	0.5%	-1.0%
Losing your Home	0.4%	-9.6%
Building or Altering a Home	0.3%	+18.6%
Management Companies (Apartment Blocks)	0.2%	-
Equality/ Housing Discrimination	0.1%	-33.3%

*For a more detailed (third-tier) breakdown of housing query types and trends, see Appendix Figure 2*

The chart below compares the level of queries for the top housing payments and schemes. The circle is the level of queries in Q3 2024, the bars are Q3 2025 levels. Some of the payments and schemes are newly introduced and so have no previous data collected for them.

Figure 18 Housing payment and schemes query comparison



## Caller profile data relating to Housing

### Age

Figure 19 Age breakdown of callers with housing queries

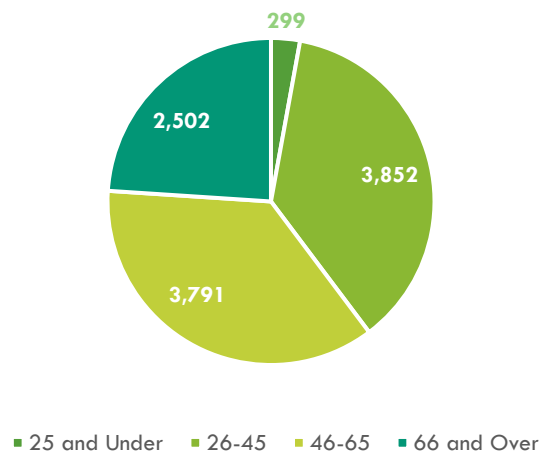
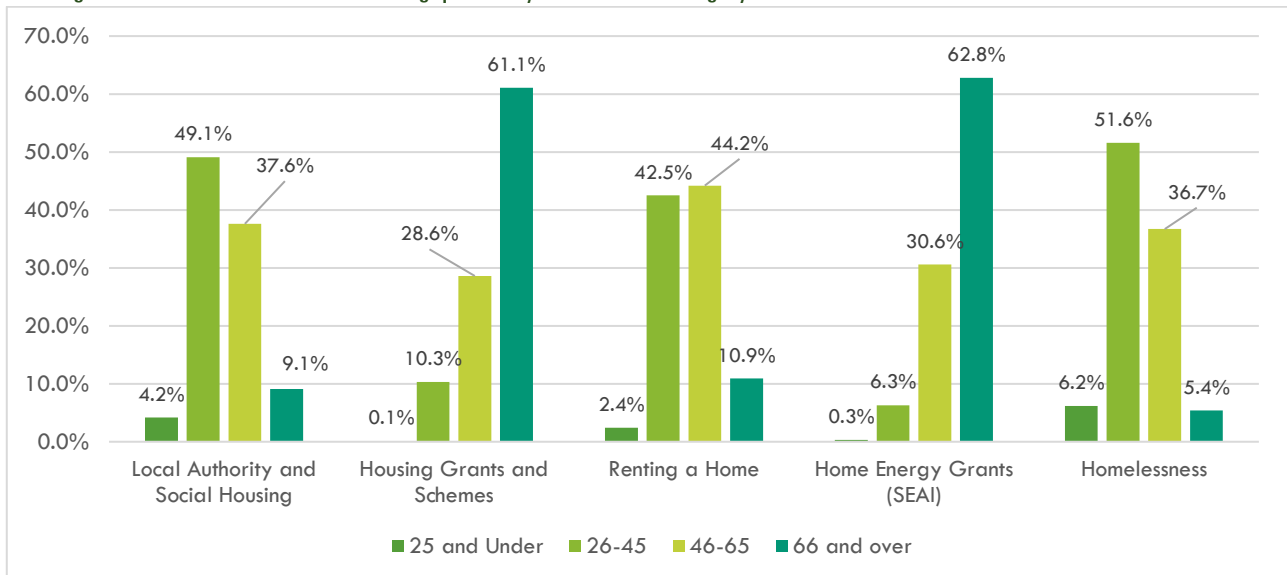


Figure 20 - Age breakdown of callers with housing queries by second level category



### Gender

Overall, most housing queries (51.6%) came from females, followed by 38.5% from males. There were some subcategories, however, Homelessness queries came more from males. Equality/Housing Discrimination queries were equally divided between females and males.

### Length of Interaction

Of the interactions related to housing, 41.7% of them lasted 11-20 minutes, 26.5% lasted 21-40 minutes, and 26.4% lasted 10 minutes and under. Overall, housing interactions take longer than the average for all query types.

### Country of Origin

Country of origin of the caller was recorded for 61.1% of housing queries, and breaks down as follows:

- Ireland – 67.1%
- Non-EU – 21.3%
- EU (excluding Ireland) – 11.5%.

## Section 6: Health

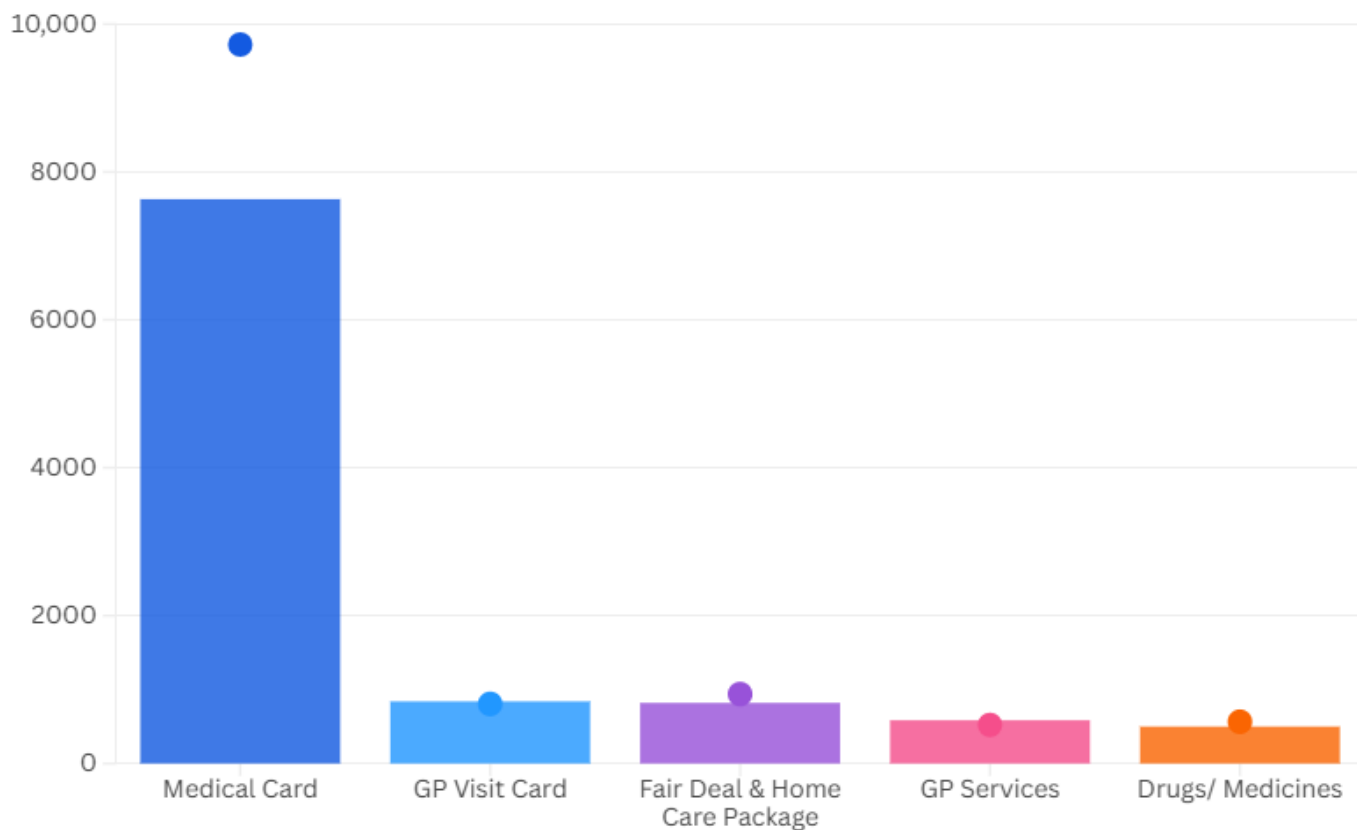
Health queries made up 7.3% of all queries, the overall number of health queries declining by 12.7%. Medical Card continues to be by far the most queried sub-category under health: over 55% of all health queries.

Figure 21: Health queries by second level category

Subcategory Breakdown	# of Queries	% of Subcategory	% Change
Medical Card	7,633	55.3%	-21.5%
GP Visit Card	840	6.1%	+4.2%
Fair Deal & Home Care Package	820	5.9%	-12.7%
Other	720	5.2%	+0.6%
GP Services	585	4.2%	+12.1%
Drugs/ Medicine	500	3.6%	-11.5%
-Drugs Payments Scheme	351		
-Long-term Illness Scheme	149		
Health Services for Older People	291	2.1%	-4.6%
Hospital Services	280	2.0%	+3.7%
Dental, Aural and Optical Health	247	1.8%	-12.7%
Care in your Community	219	1.6%	-6.8%
EU Healthcare	218	1.6%	-19.0%
Mental Health	187	1.4%	-3.6%
Health Services for People with Disabilities	176	1.3%	0.0%
Legal Matters and Health	162	1.2%	+30.6%
Cancer Services	118	0.9%	+57.3%
Health Insurance	113	0.8%	+6.6
Children's Health	93	0.7%	-14.7%
Cross-Border Healthcare	93	0.7%	-
Entitlement to Health Services	90	0.7%	-10.0%
Health Related Benefits and Entitlements	75	0.5%	+2.7%
Women's Health	61	0.4%	+205.0%
Health Service Agencies	48	0.3%	+2.1%
Aids and Appliances	46	0.3%	+39.4%
Alcohol and Drug Treatment Services	42	0.3%	+16.7%
Pharmacy Services	35	0.3%	+25.0%
Emergency Health Services	32	0.2%	+52.4%
Blind Welfare Allowance	29	0.2%	-
How Health Services are Organised	28	0.2%	+40.0%
Blood and Organ Donation	5	0.0%	+150.0%
Alternative Health	4	0.0%	+300.0%
Environmental Health	3	0.0%	-62.5%
<b>Total Health Queries</b>	<b>13,793</b>		

The chart below shows a comparison of the level of queries for the top health payments and schemes in Q3 2024 and Q3 2025. The circle is the level of queries in Q3 2024, the bars are Q3 2025 levels.

Figure 22: Health payment and schemes query comparison



### Caller profile data relating to health queries

#### Age

Figure 23: Age Breakdown of Health callers

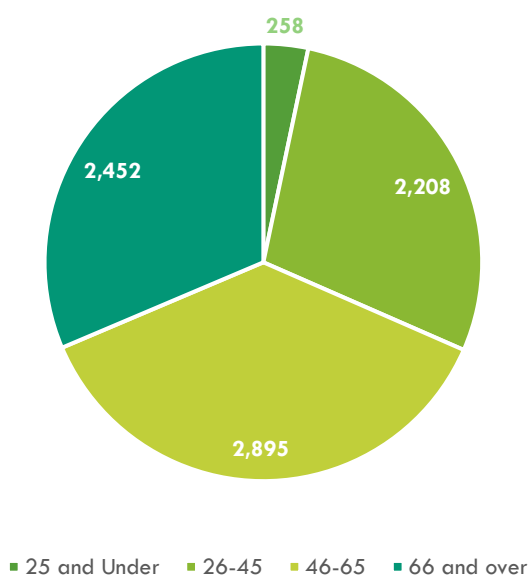
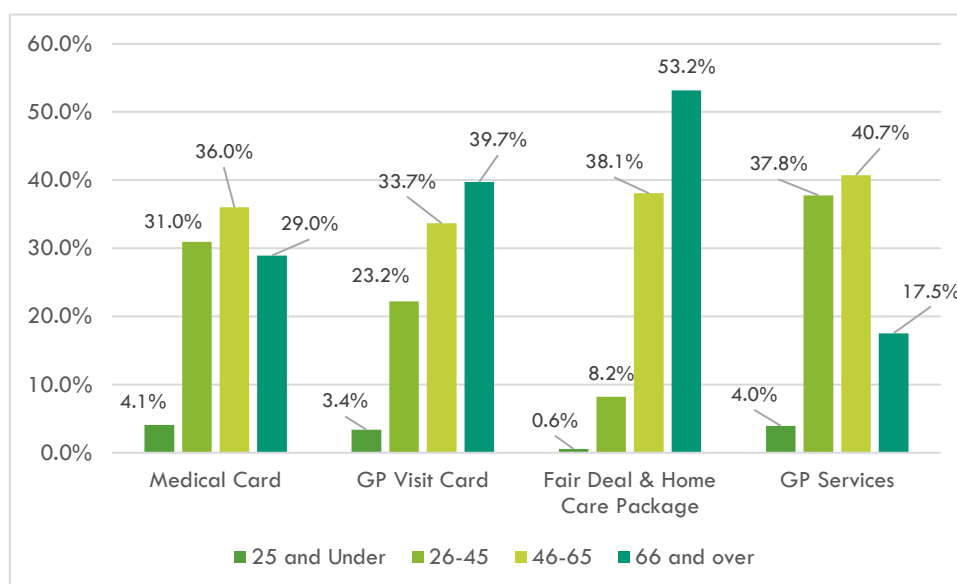




Figure 24: Age Breakdown of callers with health queries, by second level category



### Gender

Overall, as in other categories, most health enquiries (52.8%) came from females, followed by 36.7% from males. Couples and family members made up 9.2% of callers with health queries.

### Country of Origin

Below we can see that, where recorded, just over three-quarters of callers with health queries indicated Ireland as their country of origin. Country of origin was recorded for 64.2% of callers with health queries.

- Ireland – 76.0%
- Non-EU - 15.7%,
- EU (excluding Ireland) – 8.3%.

### Length of Interaction

Over one third (36.4%) of interactions lasted 10 minutes or less. Similarly to the same period last year, more than 37% of health interactions lasted 11-20 minutes and 21.6% took 21-40 minutes.

## Section 7: Other Query Areas

This section offers an overview of the query categories that are not profiled in more detail above and in the appendix. The query comparisons, as throughout this report, are between Q3, 2024 and Q3, 2025. The numbers in brackets are the number of queries in this current quarter: Q3, 2025.

The only major query category not profiled here is 'Local', which has no second level categories. Queries categorised as 'local' decreased slightly this quarter to 13,631 (compared with 13,957 for Q3, 2024)

### Money and Tax

Queries about money and tax increased by 17.8% (12,353). This runs counter to the overall trend and is accounted for mainly by rises in enquiries about income tax and Revenue Online.

Figure 25: Money & tax top five second-level categories

Money & Tax second level category	Number of queries	Percentage change from Q3, 2024
Income Tax	2,731	+32.5%
Income Tax Credits & Reliefs	2,433	+14%
Revenue Online	1,944	+20.9%
Other	1,009	+10.8%
Income Tax Refund	813	+20.3%

### Employment

Queries on employment decreased by 7.1% (10,102), though some areas increased, including 'Enforcement and Redress' and 'Grievance & Discipline Procedures'.

Figure 26: Employment second-level categories

Employment second level category	Number of queries	Percentage change from Q3, 2024
Employment Rights & Conditions	5,606	-11.8%
Unemployment & Redundancy	960	-6.3%
Self-employment	840	-10.4%
Enforcement & Redress	670	+4.2%
Grievance & Discipline Procedures	442	+23.8%

### Moving Country

Queries categorised as 'Moving Country' increased by 1.7% (9,901). This category includes all immigration queries, and the increase is partially down to a doubling of queries about Irish Residence Permit applications and renewals.

Figure 27: Moving country top five second-level categories

Moving Country second level category	Number of queries	Percentage change from Q3, 2024
Irish Citizenship	2,761	-6.9%
Irish Residence Permit	1,432	+87.4%
Visa	763	-11%
Ukrainian Asylum Seekers/Refugees	510	-24.9%
Asylum Seekers/Refugees	481	-2.2%

## Other Areas

Here we list those minority query areas that form part of CIS general remit but attract less enquiries than the areas profiled above. They are listed in order of the number of queries received, with the top two second-level categories listed in each case. The two least-queried categories overall - 'Government in Ireland' and 'Death and Bereavement' - are the only ones showing an overall increase.

**Justice** queries decreased by 3.9% (4,837), though Legal Aid queries stayed constant.

- Legal Aid and Advice queries remained at a similar level (2,211).
- Civil Law queries decreased by 1.8% (380).

**Travel and Recreation** queries decreased by 8.1% (4,620), with passport queries down and motoring queries up.

- Motoring queries increased by 9.7% (1,994).
- Passport queries decreased by 17.1% (1,509).

**Education and Training** queries decreased by 8.7% (3,864 queries).

- Third-Level Education queries decreased by 5.6% (1,846).
- Vocational Education and Training queries decreased by 10.4% (596).

**Birth, Family and Relationships** queries decreased by 14% (3,730).

- Separation and Divorce queries decreased 19.1% (1,038).
- Maintenance queries decreased by 14% (474).

**Consumer Affairs** queries decreased by 10.6% (2,406).

- Consumer Protection queries remained at a similar level (530).
- Energy/Utilities Services queries decreased by 13.1% (464).

**Government in Ireland** queries increased by 5.5% (1,447).

- MyGovID queries increased by 33.9% (747).
- FOI queries decreased by 18% (141).

**Death and Bereavement** queries increased by 4.1% (1,419).

- The Deceased's Estate queries decreased by 3.1% (409).
- Before Death queries increased by 8.8% (283)

## Section 5: Appendix –Breakdown of top three query areas by third level category

Appendix Figure 1 – Social Welfare Query Breakdown

Third level category breakdown (second level category in bold)	# of Queries	% of Subcategory	% Change
<b>Extra Social Welfare Benefits</b>		<b>15.6%</b>	
Fuel Allowance	5,830	44.1%	-11.1%
Household Benefits Package	3,942	29.8%	10.6%
Living Alone Increase	1,594	12.1%	+0.9%
Free Travel (Travel Card, Companion Card, etc)	1,560	11.8%	-11.5%
Telephone Support Allowance	154	1.2%	-37.7%
Treatment Benefits	99	1.2%	+0.0%
Cost of Living Increases	26	0.2%	+4.0%
Christmas Bonus	18	0.1%	-30.8%
<b>Total</b>	<b>13,223</b>	<b>100%</b>	<b>-10.1%</b>
<b>Disability and Illness</b>		<b>14.6%</b>	
Disability Allowance	6,081	49.0%	-9.8%
Illness Benefit	3,219	25.9%	+0.0%
Invalidity Pension	2,276	18.3%	-13.7%
Partial Capacity Benefit	451	3.6%	-9.4%
Injury Benefits	164	1.3%	-1.8%
Other Payment (Blind Pension/Other)	115	0.9%	-21.8%
Occupational Injuries Benefit Scheme	107	0.9%	-15.7%
<b>Total</b>	<b>12,413</b>	<b>100%</b>	<b>-8.3%</b>
<b>Older and Retired People</b>		<b>12.8%</b>	
State Pension Contributory	5,749	53.0%	-8.3%
State Pension Non-Contributory	2,725	25.1%	-3.4%
Payment for people who retire at 65	765	7.1%	-7.5%
Qualified Adults	501	4.6%	-15.7%
Homemakers Scheme/Home-Caring Periods Scheme	465	4.3%	-2.1%
UK Pensions/Brexit	440	4.1%	-25.8%
EU/ International Pensions	204	1.9%	-3.8%
<b>Total</b>	<b>10,849</b>	<b>100%</b>	<b>-8.0%</b>
<b>Carers</b>		<b>11.1%</b>	
Carer's Allowance	5,789	61.3%	+2.3%
Carer's Benefit	1,074	11.4%	+4.4%
Domiciliary Care Allowance (DCA)	986	10.4%	-7.2%
Carer's Support Grant (Respite Care Grant)	914	9.7%	+11.5%
Half-rate Carer's Allowance	684	7.2%	+12.5%
<b>Total</b>	<b>9,447</b>	<b>100%</b>	<b>+2.9%</b>
<b>Families and Children</b>		<b>10.4%</b>	
Working Family Payment (WFP)	2,827	32.0%	-7.0%
Child Benefit	1,528	17.3%	+0.6%
One Parent Family Payment (OFP)	1,451	16.4%	-10.3%
Back to School Clothing & Footwear Allowance	1,233	14.0%	-16.5%
Maternity/ Adoptive Benefit	482	5.5%	-26.2%
Benefit Increase for a Qualified Adult (IQA)	443	5.0%	-10.9%
Child Support Payment (IQC)	323	3.7%	-14.8%
Parent's Benefit	220	2.5%	-27.2%
Paternity Benefit	136	1.5%	-29.9%
Back to Work Family Dividend	129	1.5%	-12.2%
Health and Safety Benefit	31	0.4%	+0.0%
Deserted Wife's Benefit	16	0.2%	-20.0%
Deserted Wife's Allowance	2	0.1%	-33.3%
<b>Total</b>	<b>8,821</b>	<b>100%</b>	<b>-10.7%</b>
<b>Unemployed People</b>		<b>8.9%</b>	

Jobseeker's Allowance	4,114	54.4%	-2.7%
Jobseeker's Benefit	2,037	27.0%	-10.7%
Jobseeker's Pay-Related Benefit	510	6.7%	-
Jobseeker's Transitional	437	5.8%	-14.8%
Social Welfare Payments and Work	363	4.8%	-21.3%
Unemployed following self-employment	97	1.3%	+11.5%
<b>Total</b>	<b>7,558</b>	<b>100%</b>	<b>-0.1%</b>
<b>Supplementary Welfare Schemes</b>		<b>8.4%</b>	
Basic Supplementary Welfare Allowance	3,570	49.9%	-6.1%
Additional Needs Payment	2,617	36.6%	-14.1%
Rent Supplement (RS)	884	12.3%	+9.3%
Diet/Heating Supplement	60	0.8%	+3.4%
Humanitarian Assistance	25	0.3%	-
Mortgage Interest Supplement (MIS)	2	0.0%	-33.3%
<b>Total</b>	<b>7,158</b>	<b>100%</b>	<b>-7.2%</b>
<b>Social Welfare Miscellaneous</b>		<b>5.3%</b>	
Other	1,411	31.2%	+0.2%
Public Services Card	829	18.3%	-2.7%
Habitual Residence Condition	680	15.0%	+2.9%
Means Tests	598	13.2%	-21.8%
MyWelfare.ie	493	10.9%	+17.9%
Overpayments	298	6.6%	-9.7%
Nominating agent to collect SW payments	56	1.2%	+133.3%
SW Inspectors	46	1.0%	+119.0%
EU Contributions and Entitlements	45	1.0%	-45.1%
UK Entitlements /Brexit	41	0.9%	-44.6%
Late Claims	22	0.5%	-15.4%
EU/EEA/Switzerland	6	0.1%	-14.3%
Insolvency Payments Scheme	2	0.0%	-50.0%
<b>Total</b>	<b>4,392</b>	<b>100%</b>	<b>-3.1%</b>
<b>Social Insurance (PRSI)</b>		<b>5.2%</b>	
PRSI Records/Paid Contributions	1,931	44.0%	-8.4%
PPS Number	774	17.6%	-13.9%
Credited Contributions	401	9.1%	-2.9%
Voluntary Contributions	373	8.5%	+12.3%
Homemakers Scheme/HomeCaring Periods Scheme	342	7.8%	-2.0%
PRSI Classes	295	6.7%	-2.0%
Other	139	3.2%	-16.8%
Long-Term Carer Contributions	92	2.1%	-47.7%
Employer's PRSI	45	1.0%	+18.4%
<b>Total</b>	<b>4,392</b>	<b>100%</b>	<b>-8.2%</b>
<b>Benefits Check</b>		<b>2.0%</b>	
Benefits Check	1,670		<b>+36.1%</b>
<b>Total</b>	<b>1,670</b>	<b>100%</b>	
<b>Activation Schemes, Education and Training</b>		<b>1.7%</b>	
Back to Education Allowance (BTEA)	704	48.5%	-11.2%
Community Employment (CE)	266	18.3%	+1.5%
Back to Work Enterprise Allowance (BTWEA)	254	17.5%	-9.3%
Tús	56	3.9%	-3.4%
Part-time Education Option (PTEO)	39	2.7%	-15.2%
JobPath - Seetec/Turas Nua	34	2.3%	+25.9%
LAES (Local Area Employment Services)	21	1.4%	-16.1%
Rural Social Scheme	20	1.4%	-4.8%
Short-Term Enterprise Allowance	17	1.2%	-51.4%
Part-Time Job Incentive Scheme (PTJI)	15	1.0%	-16.7%
Work Placement Experience Programme (WPEP)	12	0.8%	+100.0%

JobsPlus	10	0.7%	-23.1%
Gateway	3	0.2%	+200.0%
JobBridge/ First Steps – Youth Internship	1	0.1%	-
<b>Total</b>	<b>1,452</b>	<b>100%</b>	<b>-8.4%</b>
<b>Appeals</b>		<b>1.5%</b>	
Disability Allowance	429	33.6%	-18.6%
Carer's Allowance/Benefit	238	18.7%	+29.3%
Invalidity Pension	197	15.5%	-1.0%
Other	102	8.0%	-14.3%
Jobseeker's Allowance	94	7.4%	-19.7%
Domiciliary Care Allowance	48	3.8%	-23.8%
Supplementary Welfare Allowance	37	2.9%	-31.5%
State Pension (Non-Contributory)	20	1.6%	-39.4%
Child Benefit	19	1.5%	+18.8%
Illness Benefit	19	1.5%	+26.7%
Jobseeker's Benefit Child Benefit	17	1.3%	-5.6%
Carer's Support Grant	15	1.2%	+36.4%
One Parent Family Payment (OFP)	14	1.1%	+7.7%
Working Family Payment (WFP)	13	1.0%	-31.6%
State Pension (Contributory)	11	0.9%	-50.0%
Bereaved Partner's Pension	2	0.2%	0.0%
<b>Total</b>	<b>1,452</b>	<b>100%</b>	<b>-9.7%</b>
<b>Death Related Benefits</b>		<b>1.5%</b>	
Bereaved Partner's Pension (Contributory)	790	63.7%	+1.2%
Bereaved Partner's Pension (Non-Contributory)	153	12.3%	-11.6%
Help with Funeral Costs	144	11.6%	-23.4%
Widow/Widower/Surviving Civil Partner Grant	88	7.1%	-20.0%
Guardian's Payment	47	3.8%	-39.7%
Special Funeral Grant (Occ. Injuries Scheme only)	19	1.5%	+111.1
<b>Total</b>	<b>1,241</b>	<b>100%</b>	<b>-7.3%</b>
<b>Payments and Work</b>		<b>0.7%</b>	
Payments and Work	573		<b>-24.1%</b>
<b>Total</b>	<b>573</b>	<b>100%</b>	
<b>Farmers</b>		<b>0.2%</b>	
Farm Assist	120	90.2%	+1.7%
Other	13	9.8%	+18.2%
<b>Total</b>	<b>133</b>	<b>100%</b>	<b>+3.1%</b>
<b>Total Social Welfare Queries</b>	<b>76,240</b>		

Appendix Figure 2 – Housing Queries Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory	% Change
<b>Local Authority and Social Housing</b>		<b>52.2%</b>	
Applying for Local Authority/Social Housing	5,733	50.6%	-1.1%
Housing Assistance Payment (HAP)	2,436	21.5%	-9.2%
Other	730	6.4%	+0.7%
Differential Rent	340	3.0%	+12.2%
Medical Priority	317	2.8%	+8.6%
Choice Based Lettings	296	2.6%	+61.7%
Social Housing Waiting Lists	286	2.5%	+43.0%
LA Transfers	247	2.2%	-2.8%
Approved Housing Bodies (AHBs)	184	1.6%	+12.2%
Standards/Repairs	153	1.3%	-12.1%
Rent Arrears/Rent Problems	123	1.1%	+7.0%
Tenant in situ (HAP/RAS)	96	0.8%	+17.1%
Notice/Eviction/Disputes	90	0.8%	+11.1%
Anti-social behaviour	84	0.7%	+3.7%
Rental Accommodation Scheme (RAS)	78	0.7%	-17.9%
Tenant Purchase (Incremental Scheme)	75	0.7%	-13.8%
Tenancy Succession	51	0.4%	+21.4%
Traveller Accommodation	19	0.2%	+111.1%
<b>Total</b>	<b>11,338</b>	<b>100%</b>	<b>-0.2%</b>
<b>Housing Grants and Schemes</b>		<b>14.9%</b>	
Housing Aid for Older People	1,538	47.7%	-
Housing Adaption for People with Disability	1,024	31.7%	-
Other	296	9.2%	-
Mobility Aid Grant Scheme	230	7.1%	-
Vacant Property Refurbishment Grant	138	4.3%	-
<b>Total</b>	<b>3,070</b>	<b>100%</b>	<b>-11.7%</b>
<b>Renting a Home (Private Rental Accommodation)</b>		<b>11.2%</b>	
Notice/Eviction/Disputes	596	24.6%	+4.2%
RTB (Residential Tenancies Board)	386	15.9%	-5.9%
Landlords' Rights and Obligations	341	14.1%	-1.2%
Tenants' Rights & Obligations	330	13.6%	-12.5%
Rent Review	181	7.5%	-16.2%
Finding Accommodation	170	7.0%	-2.9%
Standards/Repairs	90	3.7%	-15.1%
Deposit Retention	88	3.6%	+11.4%
Rent Arrears/Rent Problems	76	3.1%	-26.2%
Licensee	71	2.9%	+31.5%
Cost Rental Housing	39	1.6%	+44.4%
Short-term rental lets	31	1.3%	-8.8%
Cost Rental – Tenant in situ scheme	21	0.9%	+90.9%
Non-Resident Landlords (Withholding Tax)	3	0.1%	-50.0%
<b>Total</b>	<b>2,202</b>	<b>100%</b>	<b>-3.7%</b>
<b>Home Energy Grants (SEAI)</b>		<b>7.8%</b>	
Free Energy Upgrades (Warmer Homes Scheme)	1,233	73.0%	-
Individual Energy Upgrades	235	13.9%	-
Complete Home Energy Upgrades	222	13.6%	-
<b>Total</b>	<b>1,690</b>	<b>100%</b>	<b>+3.5%</b>
<b>Homelessness</b>		<b>4.9%</b>	
Homelessness	1,062		
<b>Total</b>	<b>1,062</b>	<b>100%</b>	<b>+11.9%</b>
<b>Other</b>		<b>4.2%</b>	
Other	911		

<b>Total</b>	<b>911</b>	<b>100%</b>	<b>+8.3%</b>
<b>Buying/Owning a Home</b>		<b>2.8%</b>	
Buying/ Owning a Home	605		
<b>Total</b>	<b>605</b>	<b>100%</b>	<b>-4.7%</b>
<b>Planning Permission</b>		<b>0.7%</b>	
Planning Permission	145		
<b>Total</b>	<b>145</b>	<b>100%</b>	<b>+16.0%</b>
<b>Emergency Accommodation</b>		<b>0.5%</b>	
Emergency Accommodation	98		
<b>Total</b>	<b>98</b>	<b>100%</b>	<b>-1.0%</b>
<b>Losing your Home</b>		<b>0.4%</b>	
Losing your Home	94		
<b>Total</b>	<b>94</b>	<b>100%</b>	<b>-9.6%</b>
<b>Building or Altering a Home</b>		<b>0.3%</b>	
Building or Altering a Home	70		
<b>Total</b>	<b>70</b>	<b>100%</b>	<b>+18.6%</b>
<b>Management Companies (Apartment Blocks)</b>		<b>0.2%</b>	
Management Companies (Apartment Blocks)	41		
<b>Total</b>	<b>41</b>	<b>100%</b>	<b>0.0%</b>
<b>Equality/ Housing Discrimination</b>		<b>0.1%</b>	
Equality/ Housing Discrimination	18		
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>-33.3%</b>
<b>Total Housing Queries</b>	<b>21,721</b>		