



Citizens Information Board
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CITIZENS INFORMATION SERVICES

Q4 Statistical Report 2025



Citizens Information Services (CIS) Caller and Query

Statistical Summary

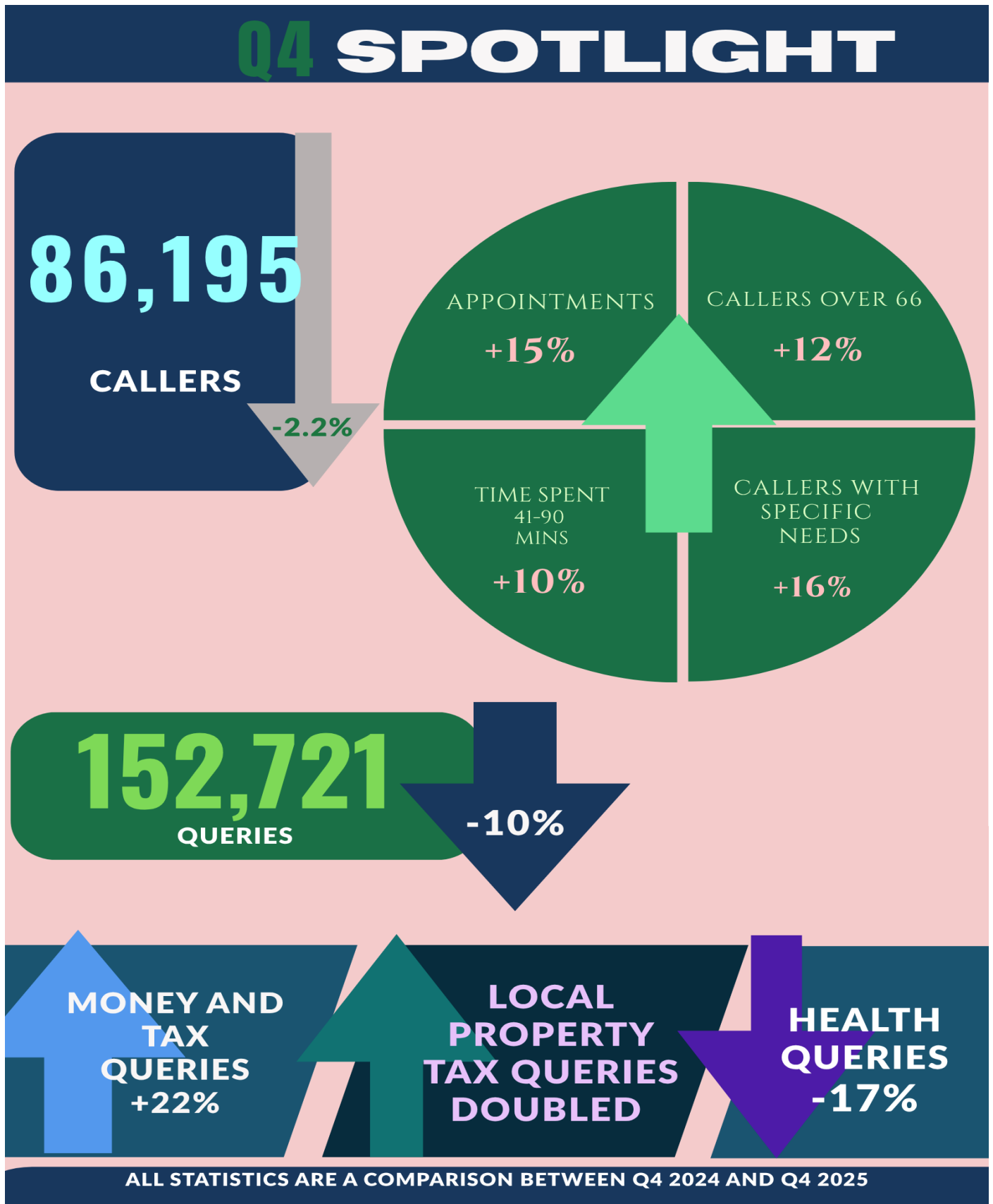
October to December (Q4) 2025

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Section 1: Overview and Trends

This statistical summary of CIS callers (clients) and queries focuses on Quarter 4 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.



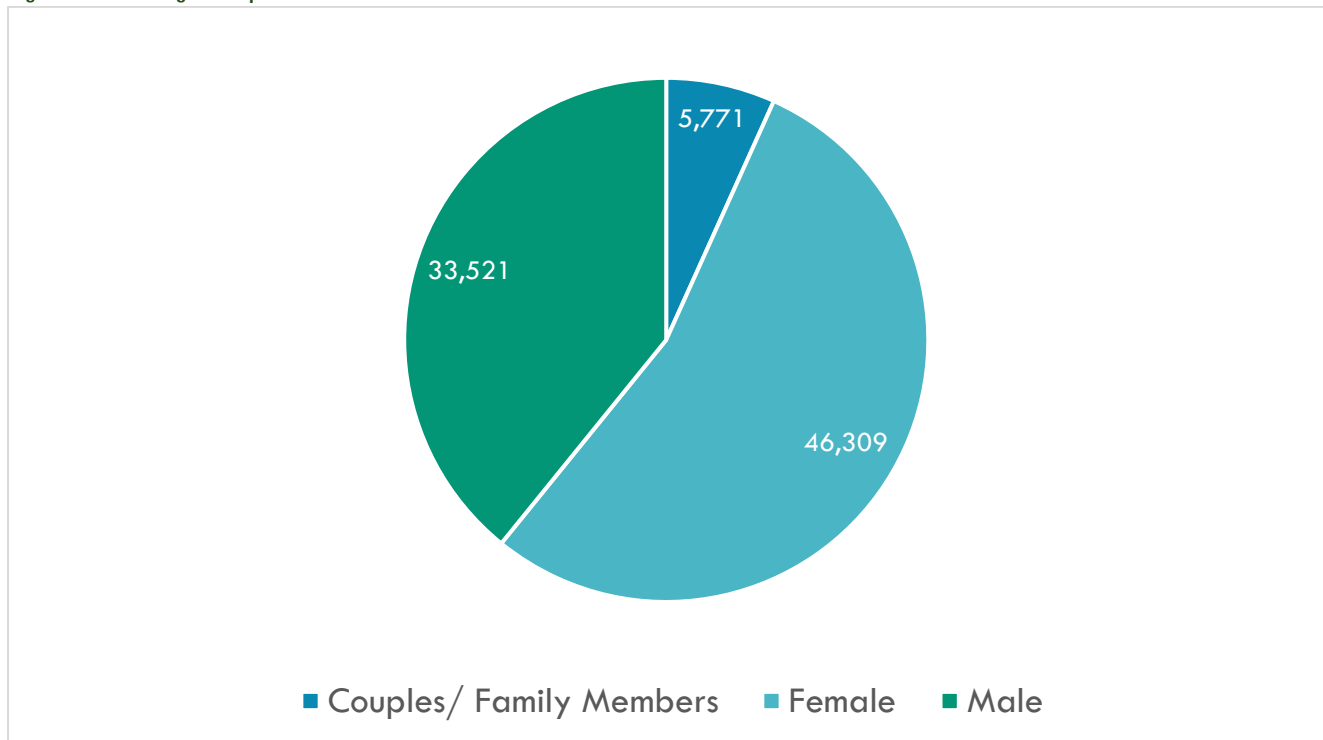
Section 2: Caller Summary

There were **86,195** callers to CIS nationally during Q4, 2025, a decrease of 2.2% on the same period last year (88,104 callers).

Gender Profile

The majority of callers were female (53.7%); males made up 38.9%. The number of couples/family members increased by 11.4%.

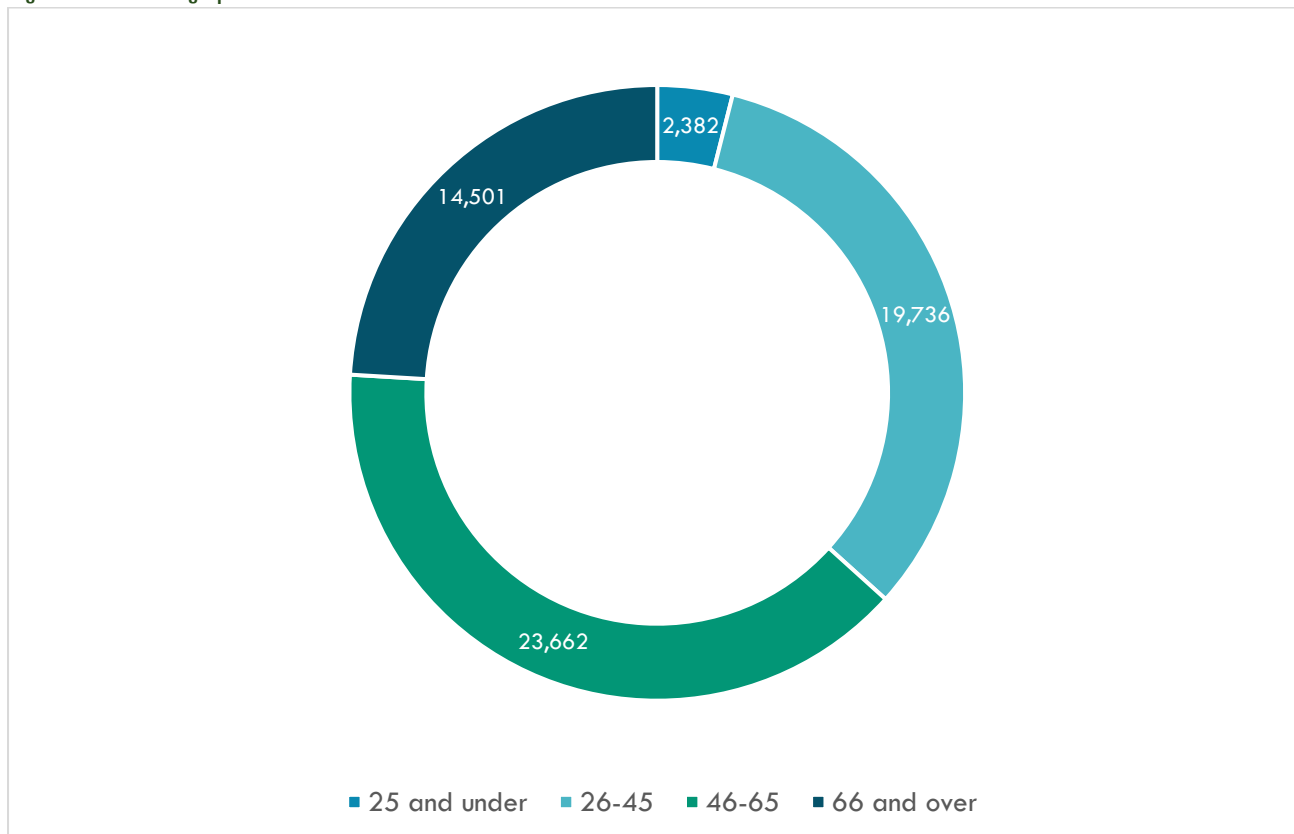
Figure 1 – Caller gender profile



Age Profile

Age information was available for 69.9% of callers (60,281 individuals). The 46–65 age group remained the most frequent users of CIS services, while the 26–45 group – usually comparable in volume - dropped by over 10%. Callers aged 25 and under decreased by 15%, while callers aged 66 and over increased by 12%. They made up 24% of callers up from 21% in the same period last year.

Figure 2 – Caller age profile



Mode of Contact

In-person callers accounted for 72% of interactions, of which 92.3% were drop-in (57,117 callers) and 7.7% were by appointment (4,764 callers). There was an increase of 15% in the number of appointments and an increase of 2.6% in the number of drop-in callers. The number of letter/email callers decreased by 18.3% and those who contacted by telephone decreased by 13.6%.

Figure 3 – Caller mode of contact

Caller Type	Q4 2024	Q4 2025
Letter/ Email	2,428	1,983
In-person	59,818	61,881
Telephone	25,858	22,331

Country of Origin

Country of Origin was recorded for 62.9% of callers (54,222 of 86,195 callers). The chart below divides the recorded country of origin into areas of origin. The large majority (73%) came from Ireland (39,650 callers), with non-EU callers representing 18.7% (10,146) of callers – where country of origin was recorded – and a further 8% with a European Union (excluding Ireland) country of origin (4,426 callers).

Figure 4: Area of origin

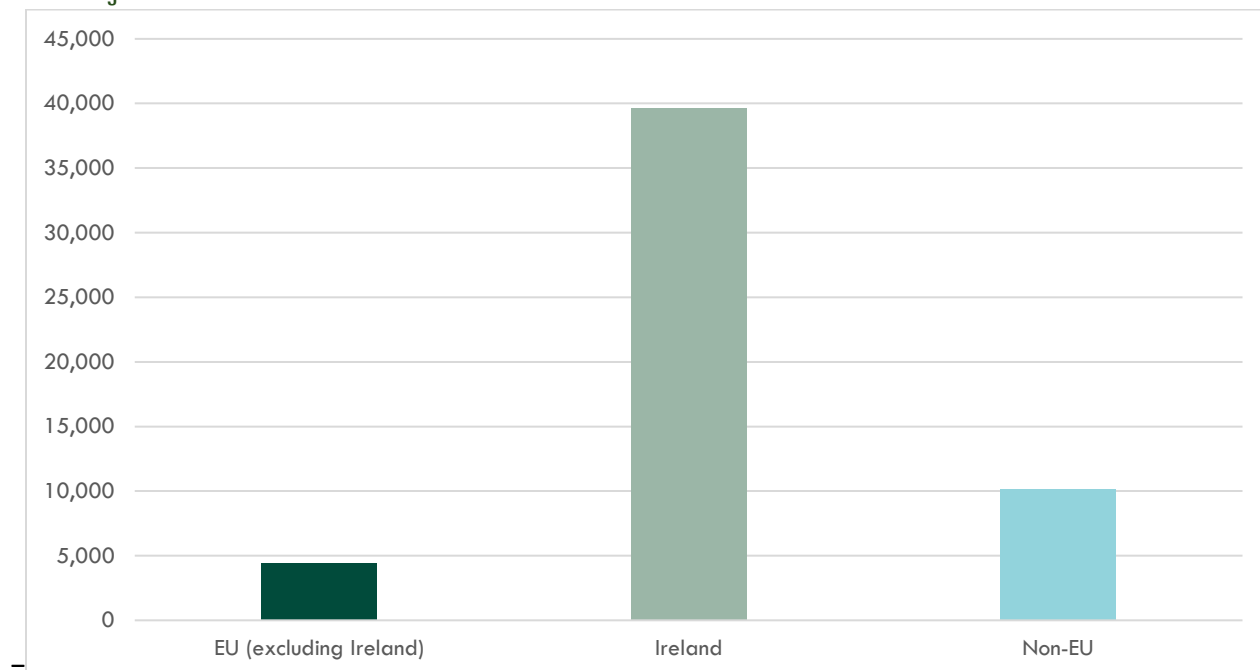


Figure 5: Top 5 countries of origin of callers (excluding Ireland)

	Country of Origin	Number of callers	% of callers
1	Ukraine	1,559	2.9%
2	Nigeria	1,495	2.8%
3	Poland	1,469	2.7%
4	Great Britain	844	1.6%
5	Bangladesh	800	1.5%

Figure 6: Country of origin of callers who contacted CIS most by age cohort (excluding Ireland)

	Under 25	26-45	46-65	66 and over
1	Ukraine	Nigeria	Poland	Great Britain
2	Romania	Poland	Nigeria	Ukraine
3	Poland	Ukraine	Ukraine	Poland
4	Nigeria	Bangladesh	Great Britain	Germany
5	Afghanistan	Romania	Romania	USA

Specific Needs Identified

Specific needs are recorded by information staff when a caller requires additional help due to, for example, language or literacy difficulties, digital literacy, mental health issues, distress, and other matters that might present additional challenges.

In Q4 2025, 18.2% of callers (15,675 people) were identified by information providers as having specific needs affecting callers access to public services – and will typically involve additional CIS support – including language, literacy, and online access difficulties.

This represents an increase of over 16% in callers identified as having specific needs compared to Q4 2024.

Language continues to be the leading specific need seen by CIS.

Online access and digital literacy issues saw an almost 50% increase. Three-quarters (75.2%) of the callers with this specific need were aged over 46 years old.

Calls with clients who had specific needs lasted longer compared to where there were no specific needs. Around three-quarters (74.2%) of the interactions with callers who had specific needs took between 11 and 40 minutes. This compares with 55% of the interactions with all callers.

Moving Country also had the highest percentage of callers with specific needs (31.1%), followed by Government in Ireland (30.7%).

Figure 7: Specific needs breakdown

Specific Needs	Q4 2025	% Change Q4 '24-Q4 '25
Language	6,251	+12.3%
Online access issues/ Digital Literacy	4,263	+48.7%
Distressed Client	2,978	+11.0%
Literacy, Numeracy	2,254	+12.5%
Other	1,296	+175.2%
Physical Disability	1,059	+24.3%
Mental Health	867	+12.2%
Accompanied/supported by family/ friend/representative	781	-1.3%
Sensory Disability	429	-6.7%
Homeless	374	+21.0%
Challenging Behaviour	347	+44.6%

Time Spent

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

- 41.6% of callers spent 10 minutes or less with information providers
- 37.1% of callers spent 11-20 minutes with an information provider
 - 17.2% of callers were with an information provider for 21-40 minutes, and the number of callers increased by 7%.
 - 3.7% of callers spent 41-90 minutes with an information provider, *and* the number of interactions increased by 10%.
- in a small proportion of cases, interactions lasted for over 90 minutes (0.4%).

Figure 8: Time spent with information provider

Time spent	Q4 2024	Q4 2025	% Change
10 minutes and under	37,884	35,847	-5.4%
11-20 minutes	32,940	31,970	-2.9%
21-40 minutes	13,915	14,858	+6.8%
41-90 mins	2,921	3,215	+10.1%
91 mins and over	444	305	-31.3%

Most Frequent Queries (payments/schemes) by Time Spent

The table below gives an indication of the complexity of queries relating to various payments and schemes, as measured by 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
1	Medical Card	Medical Card	Applying for Local Authority/Social Housing	Applying for Local Authority/Social Housing	Carer's Allowance
2	Fuel Allowance	State Pension/Contributory	Medical Card	Disability Allowance	Medical Card
3	Carer's Allowance	Disability Allowance	Disability Allowance	Carer's Allowance	Irish Citizenship

Section 3: Query Summary

Services dealt with **152,721** queries during Q4 2025, a decrease of 10.3% on the same period in 2024. The proportion of callers per category remains similar to Q4 2024, with Money and Tax growing by over 2% and social welfare falling by the same.

Almost 44% of queries were related to social welfare rights and entitlements. Housing queries accounted for 11.7% and Money and Tax made up 8.2% of queries. Health - which is usually in the top three most queried area - dropped to fifth most queried.

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

Query Category	Number of Queries	% of all Queries Q4, '25	% Proportion Change Q4 '24–Q4 '25
Social Welfare	66,592	43.6%	-2.3%
Housing	17,854	11.7%	+1.0%
Money and Tax	12,523	8.2%	+2.2%
Local	11,490	7.5%	+0.5%
Health	11,262	7.4%	-0.6%
Moving Country	8,145	5.3%	+0.6%
Employment	8,087	5.3%	-0.5%
Justice	3,648	2.4%	0.0%
Travel and Recreation	3,346	2.2%	-0.2%
Birth, Family and Relationships	2,567	1.7%	-0.3%
Education and Training	2,383	1.6%	-0.2%
Consumer Affairs	2,127	1.4%	0.0%
Government in Ireland	1,233	0.8%	-0.1%
Death and Bereavement	1,222	0.8%	0.0%
Environment	242	0.2%	0.0%
	152,721	100%	

Figure 11 – Query number increases/decreases by main category (%) compared with Q4, 2024

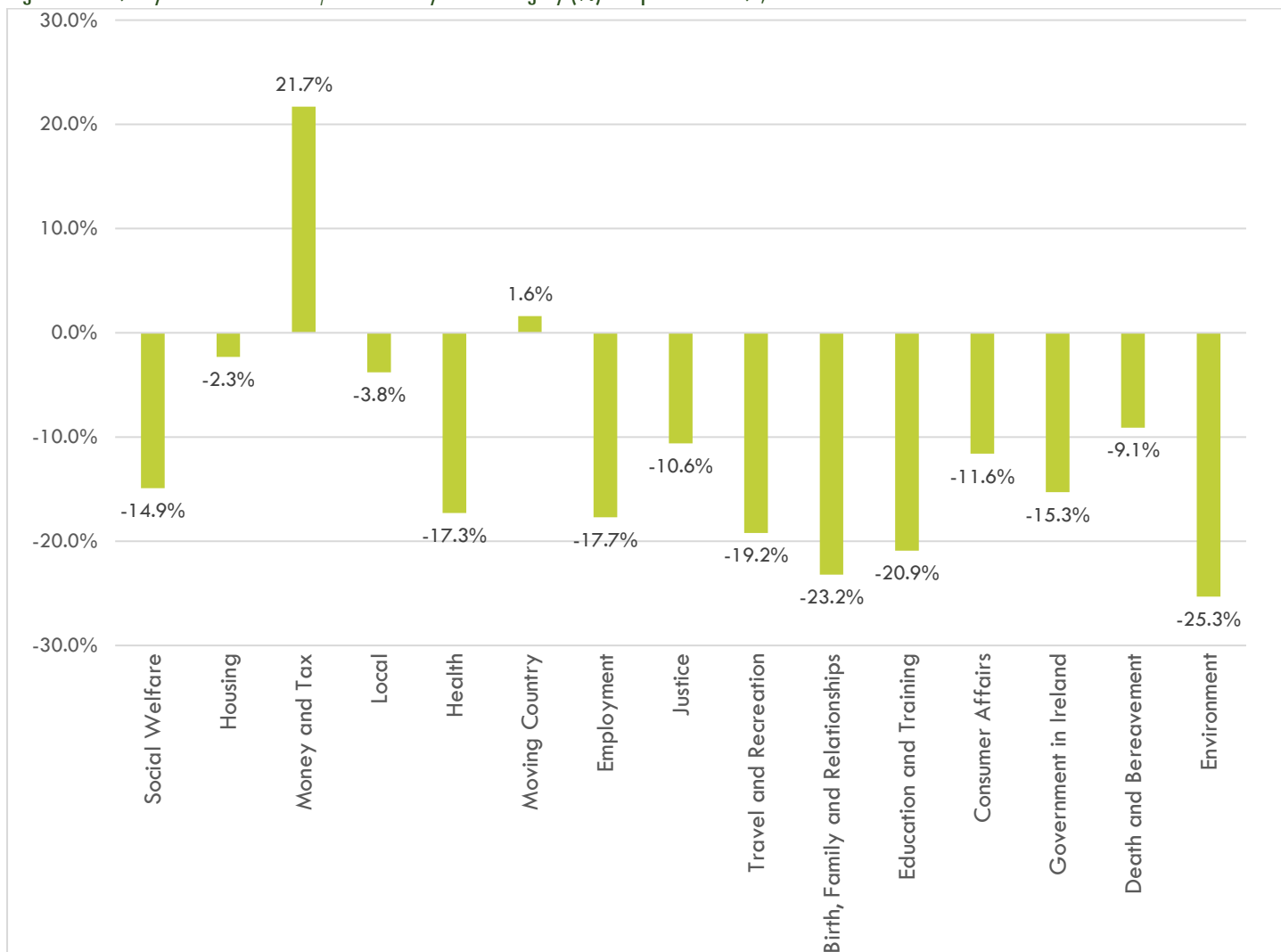


Figure 12 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 4 2025. Medical card made up 4% of all queries. The ten payments and schemes listed made up over one quarter (27.5%) of all queries this quarter.

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

	Single Payment/ Scheme	# of Queries
1	Medical Card	6,142
2	Disability Allowance	4,875
3	Fuel Allowance	4,844
4	Carer's Allowance	4,816
5	Applying for Local Authority/Social Housing	4,607
6	State Pension/ Contributory	4,491
7	Local Property Tax (LPT)	3,127
8	Household Benefits Package	3,088
9	Jobseeker's Allowance	3,058
10	Basic Supplementary Welfare	2,939

Section 4: Social Welfare

Social welfare was the most queried area, representing 44% of all queries. The number of social welfare queries (66,592) declined, however, by 14.9%. Within the social welfare category, the second-level category breakdown is as follows:

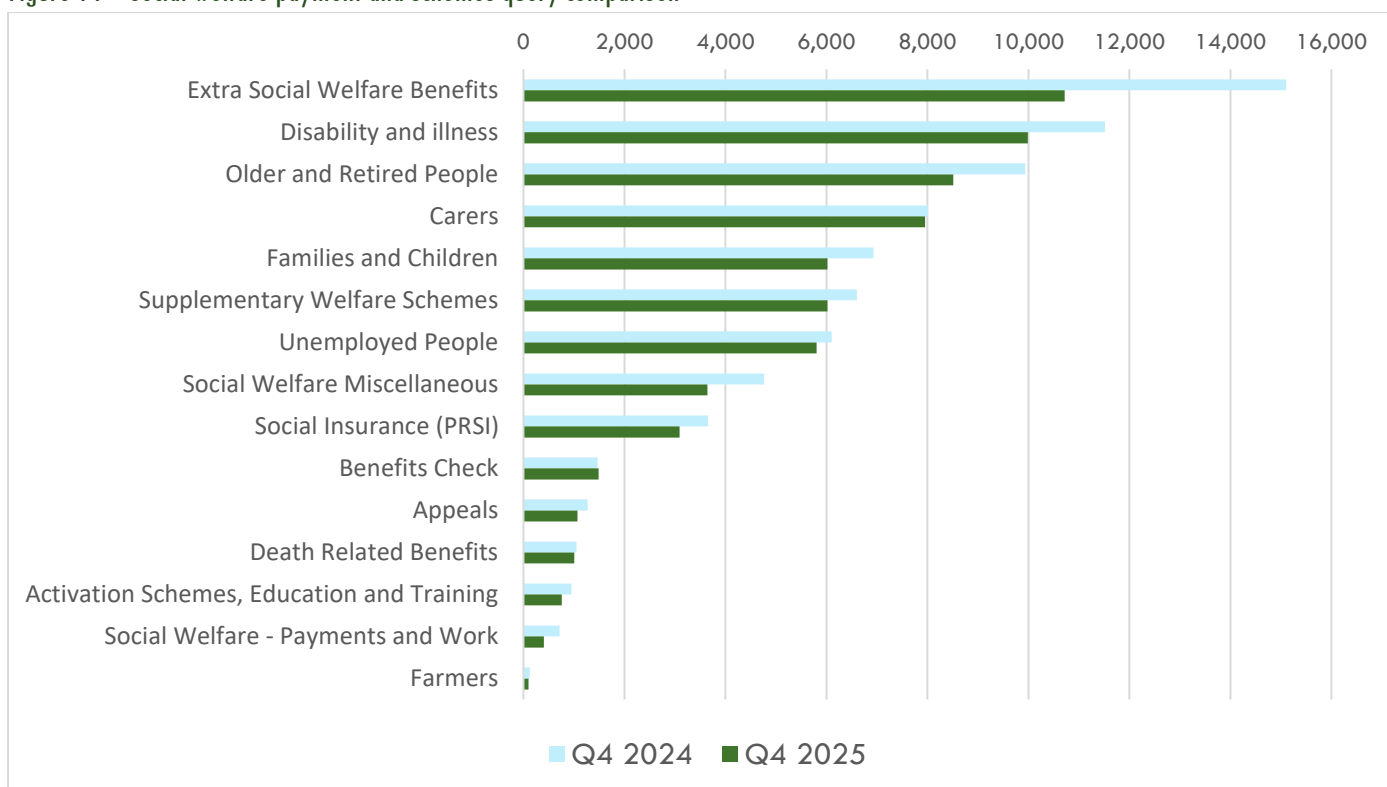
Figure 13 –Social welfare queries by second-level category

Social Welfare Subcategories	% of overall SW queries	% change from Q4 2024
Extra Social Welfare Benefits	16.1%	-29.0%
Disability and Illness	15.0%	-13.3%
Older and Retired People	12.8%	-14.3%
Carers	11.9%	-0.7%
Families and Children	9.0%	-13.2%
Supplementary Welfare Schemes	9.0%	-8.9%
Unemployed People	8.7%	-4.8%
Social Welfare Miscellaneous	5.5%	-23.6%
Social Insurance (PRSI)	4.6%	-15.3%
Benefits Check	2.2%	+1.4%
Appeals	1.6%	-15.9%
Death Related Benefits	1.5%	-4.5%
Activation Schemes, Education and Training Appeals	1.1%	-19.7%
Social Welfare – Payments and Work	0.6%	-43.4%
Farmers	0.1%	-23.4%

For a more detailed (third level) 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 Q4 2024 (the dots) with Q4 2025 (the bars).

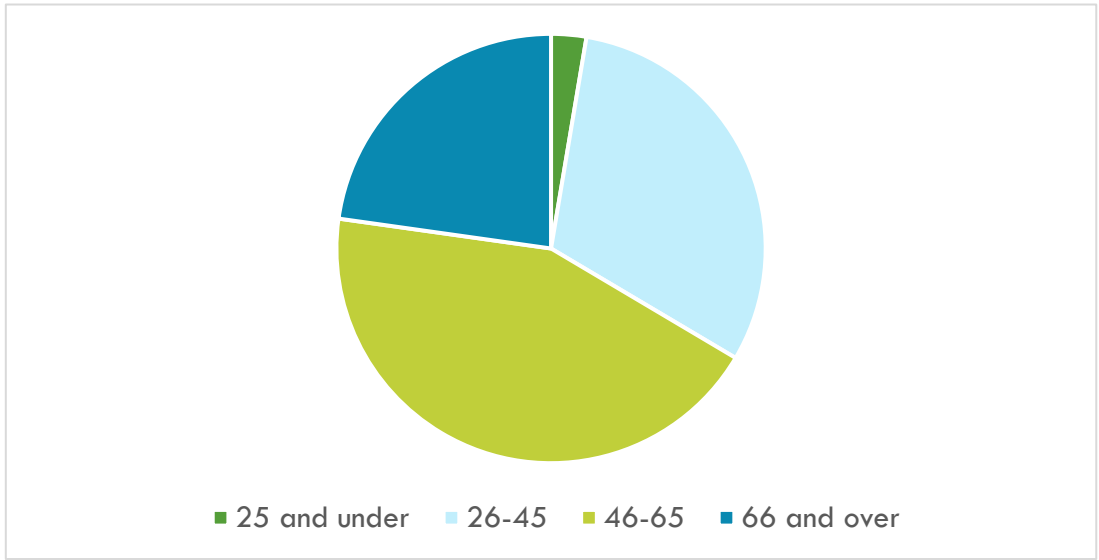
Figure 14 – Social welfare payment and schemes query comparison



Caller profile data relating to Social Welfare

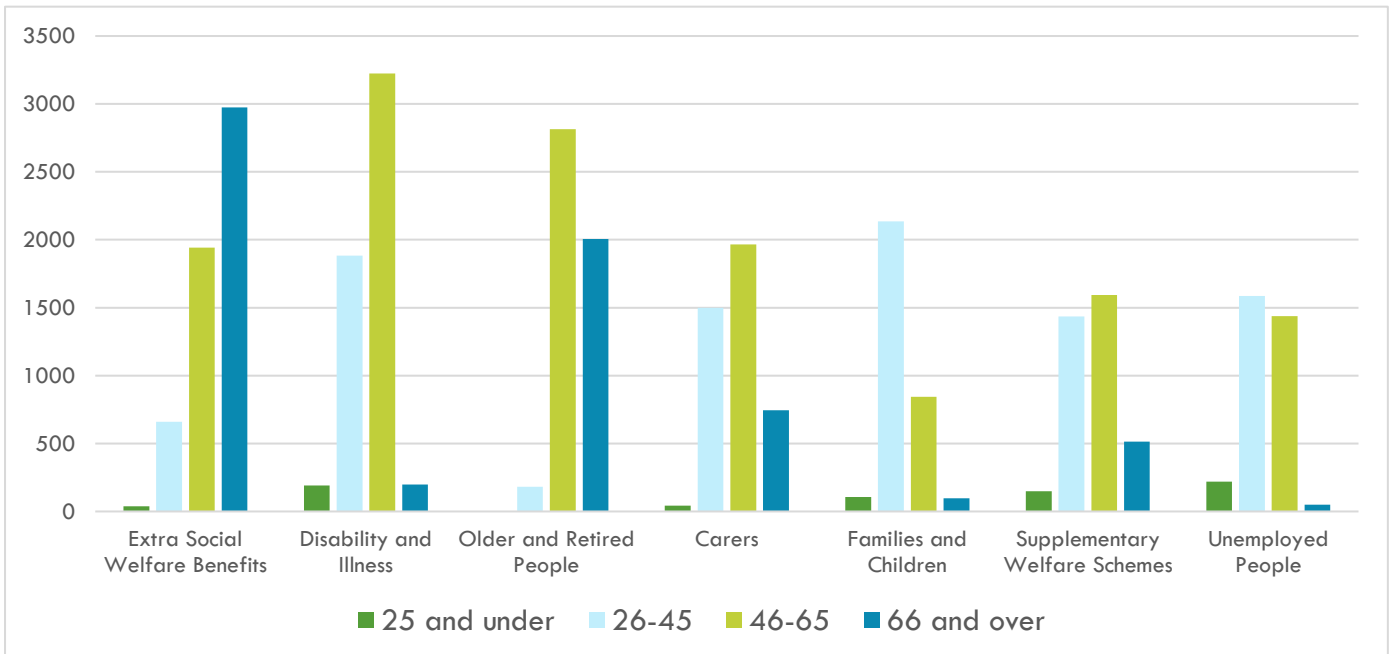
Age

Figure 15 - Age Breakdown of callers with social welfare queries



The chart below shows the relevance of different topics across age groups. While people aged 46 - to 65-years are the most consistent age group making enquiries, that changes to 26 – 45-year-olds for queries about Families and Children and Activation Schemes, Education and Training. Over half of the callers with queries about Extra Social Welfare Benefits (including Fuel Allowance, Household Benefits, and Living Alone Increase) were 66 and over.

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



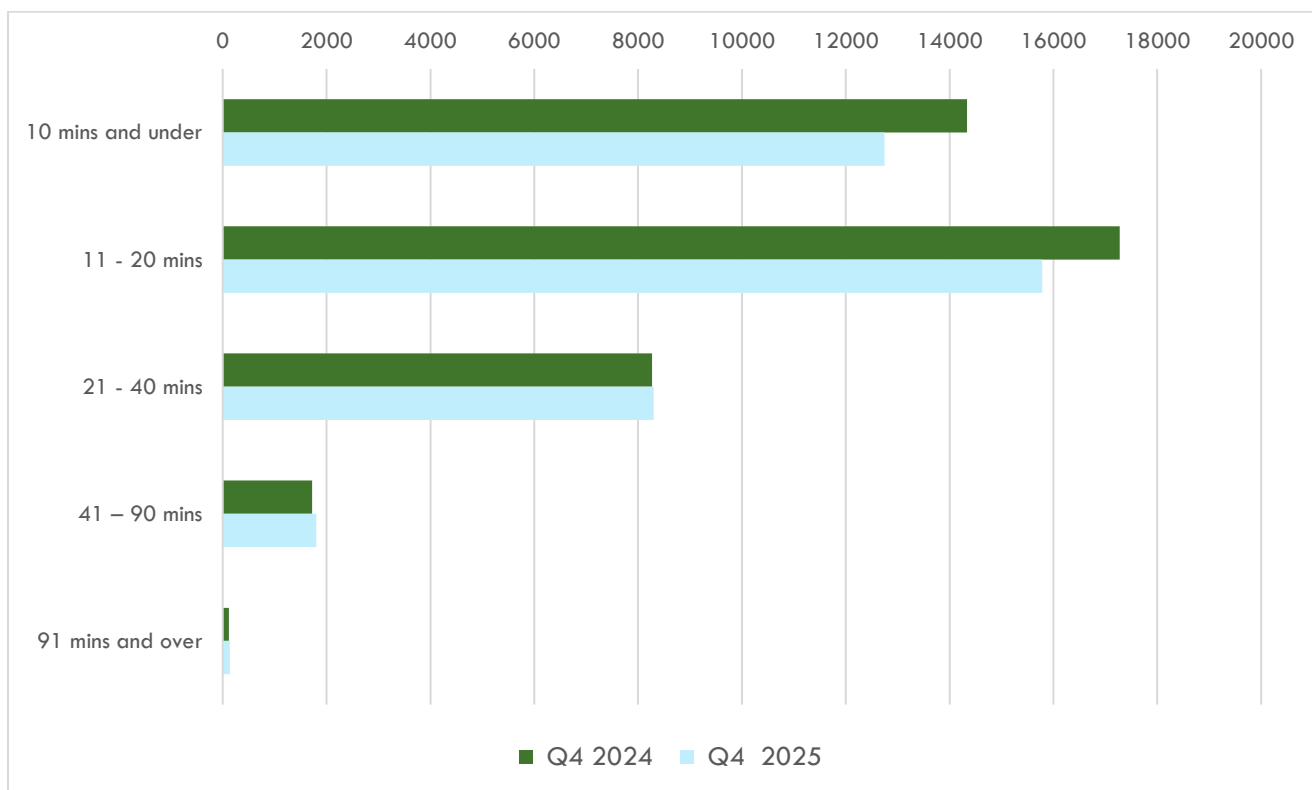
Gender

Overall, 56.1% of queries relating to social welfare came from females, followed by 35.4% from males and the rest from couples/families. The only social welfare subcategory that had a higher number of queries from males was farming, at almost 60.2%.

Length of Interaction

Of all interactions about social welfare, 40.7% lasted 11-20 minutes, followed by 32.9% which were 10 minutes and 21.4% lasting 21-40 minutes, 5% of callers lasted over 41 minutes.

Figure 17 Time spent versus social welfare callers Q4 2024 versus Q4 2025



Country of Origin

Most callers who had queries about Social Welfare indicated their country of origin as Ireland. Country of Origin was recorded for 66.6% of Social Welfare callers. The breakdown of these were:

- Ireland – 76.0%
- Non-EU - 14.8%,
- EU (excluding Ireland) – 9.2%.

Section 5: Housing

Housing continued to be the second highest category, representing 11.7% of all queries. The number of callers with housing queries increased by 3% and the queries decreased by 2.3% when compared to the same quarter in 2024.

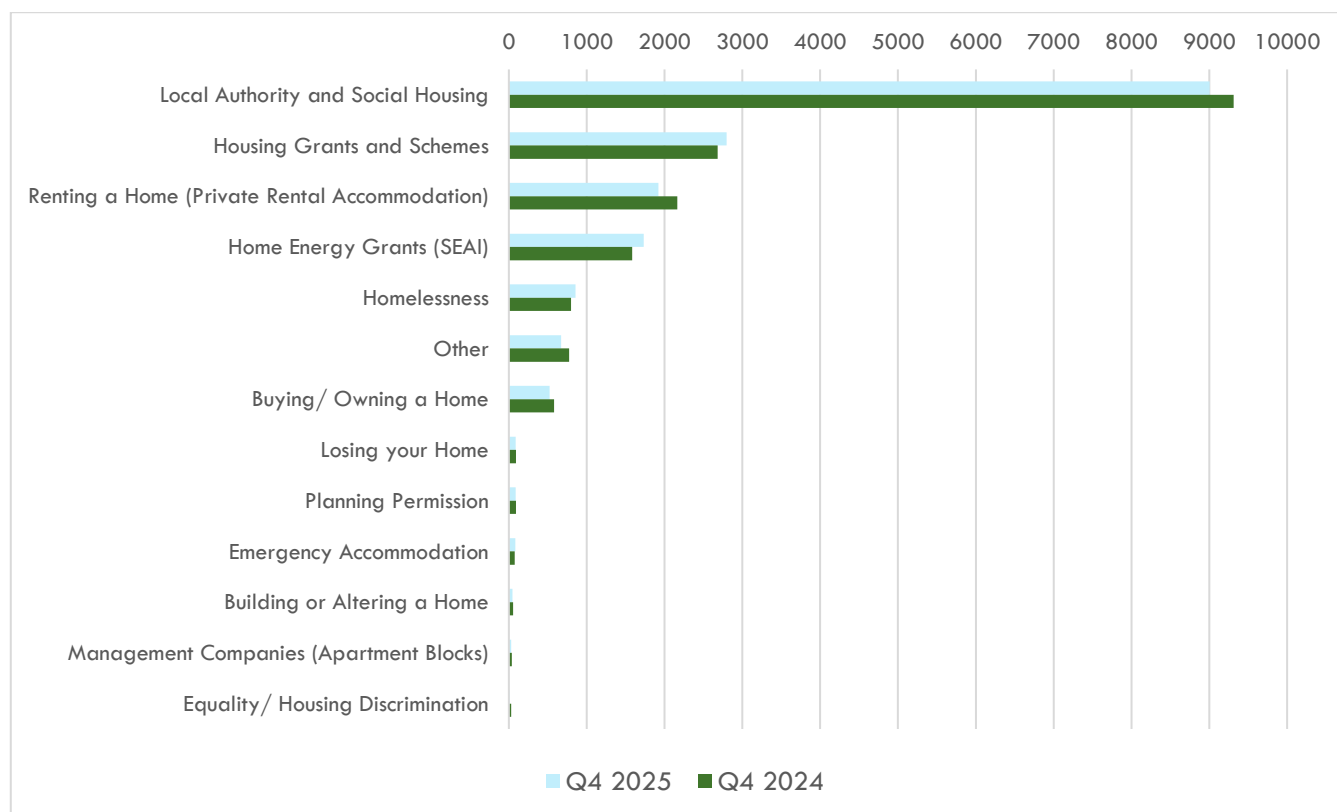
Figure 18: Housing queries by second level category

Housing Subcategories	% of overall housing queries	% change from Q4, 2024
Local Authority and Social Housing	50.4%	-3.3%
Housing Grants and Schemes	15.7%	+4.2%
Renting a Home (Private Rental Accommodation)	10.8%	-11.1%
Home Energy Grants (SEAI)	9.7%	+9.3%
Homelessness	4.8%	+7.1%
Other	3.8%	-12.9%
Buying/ Owning a Home	2.9%	-10.0%
Losing your Home	0.5%	-3.3%
Planning Permission	0.5%	-3.3%
Emergency Accommodation	0.5%	+14.9%
Building or Altering a Home	0.3%	-16.4%
Management Companies (Apartment Blocks)	0.2%	-13.9%
Equality/ Housing Discrimination	0.1%	-64.3%

For a more detailed (third level) 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 Q4 2024, the bars are Q4 2025 levels. Some of the payments and schemes are newly introduced and so have no previous data collected for them.

Figure 19 Housing payment and schemes query comparison



Caller profile data relating to Housing

Age

Figure 20 Age breakdown of callers with housing queries

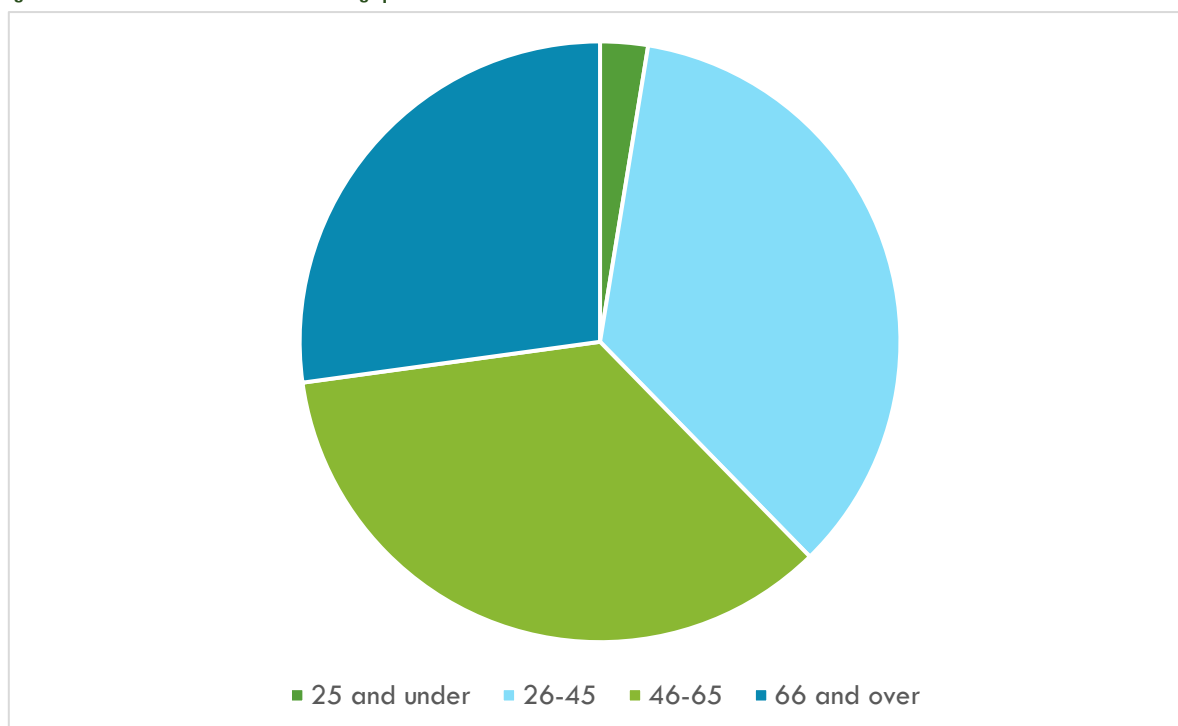
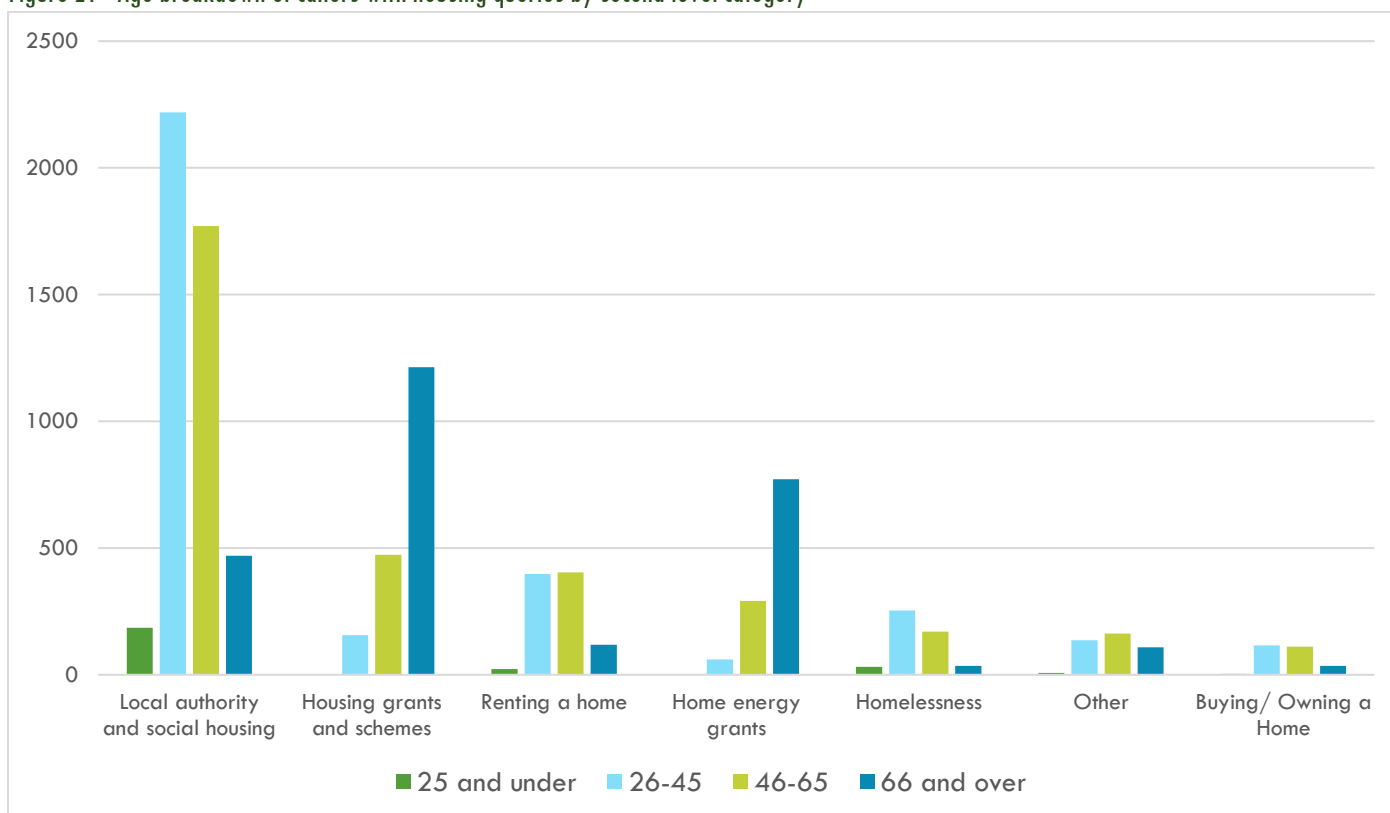


Figure 21 - Age breakdown of callers with housing queries by second level category



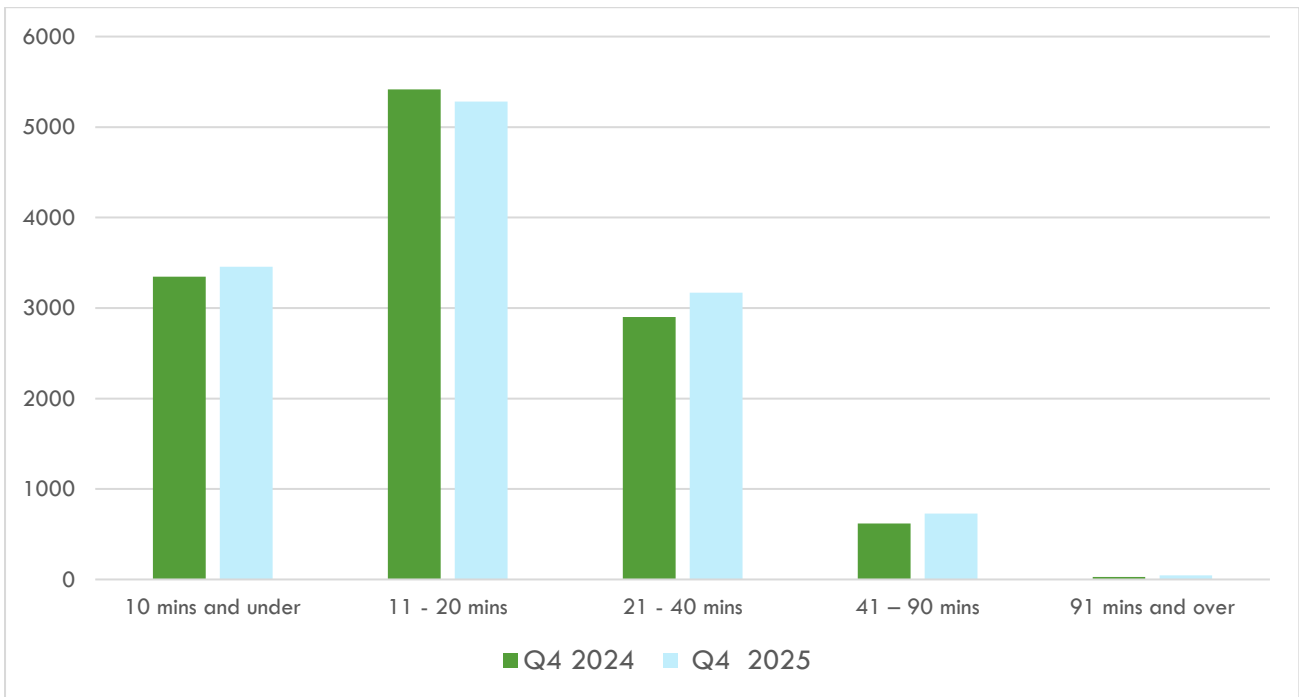
Gender

Overall, most housing queries (50.9%) came from females, followed by 39.4% from males. The number of couples/family members grew by 15.6%. There were some subcategories, however, where there were more queries from males, e.g. Homelessness. 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, 25% lasted 21-40 minutes, and 27.3% lasted 10 minutes and under. There were more callers in each time bracket except the 11-20 minutes.

Figure 22 Time spent versus housing caller Q4 2024 versus Q4 2025



Country of Origin

Country of origin of the caller was recorded for 62.0% of housing queries, and breaks down as follows:

- Ireland – 66.1%
- Non-EU – 22.2%
- EU (excluding Ireland) – 11.7%

Section 6: Money and Tax

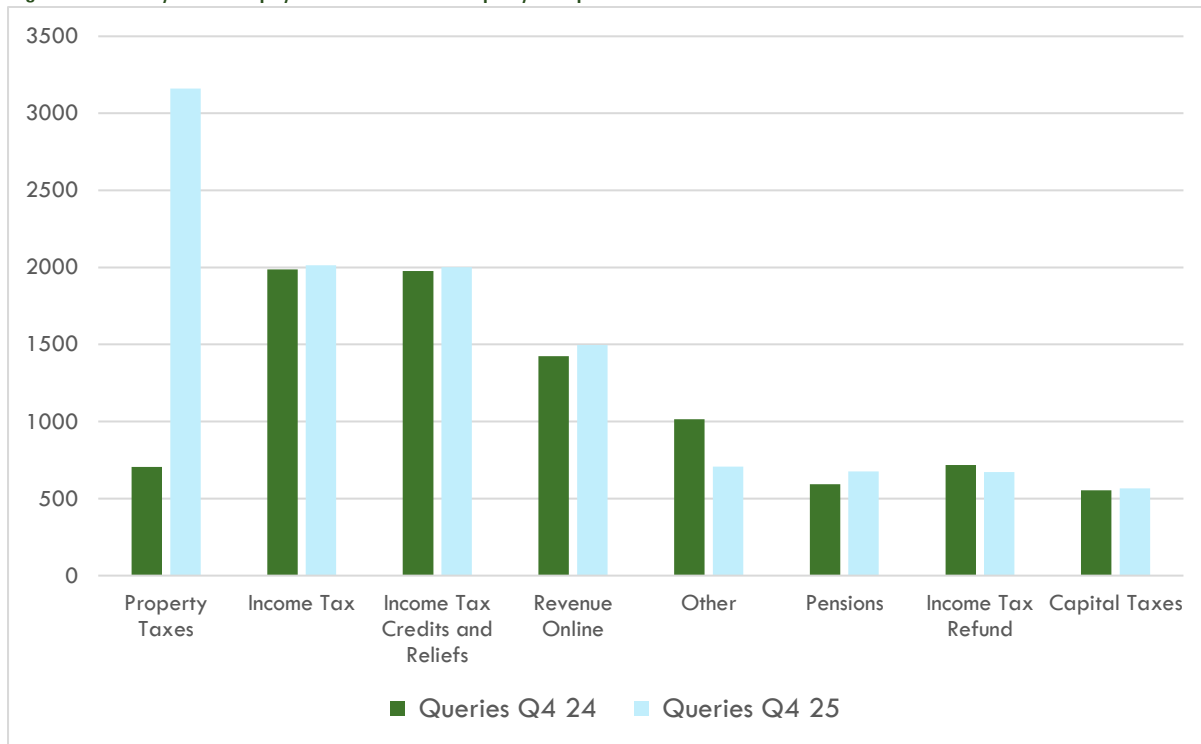
Money and Tax queries made up 8.2% of all queries. Money and Tax callers increased by 31.3% with the number of queries increasing by 21.7%. Property Tax queries increased by 348.5%, due to a large increase in queries about Local Property Tax.

Figure 23: Money and Tax queries by second level category

Subcategory Breakdown	% of Subcategory	% Change
Property Taxes	25.2%	+348.5%
Income Tax	16.1%	+1.4%
Income Tax Credits and Reliefs	16.0%	+1.2%
Revenue Online	11.9%	+5.0%
Other	5.6%	-30.3%
Pensions	5.4%	+13.8%
Income Tax Refund	5.4%	-6.4%
Capital Taxes	4.5%	+2.2%
Income Tax Credits and Reliefs for People with Disabilities	2.0%	+25.5%
Debt	1.6%	-7.8%
Wills	1.6%	+4.2%
Financial Institutions	1.5%	-3.2%
Insurance	0.7%	-25.7%
Duties and VAT	0.6%	-39.4%
Universal Social Charge (USC)	0.5%	+1.7%
Savings and Investments	0.4%	-3.9%
Loans and Credit	0.4%	-20.3%
Moving Country and Taxation	0.3%	-34.9%
Tax on Savings and Investments	0.2%	-32.4%
Consumer Protection Code and Mortgages	0.1%	+175.0%
Water Charges	0.0%	-66.7%

The chart below shows a comparison of the level of queries for the top money and tax payments and schemes in Q4 2024 and Q4 2025. The circle is the level of queries in Q4 2024, the bars are Q4 2025 levels.

Figure 24: Money and Tax payment and schemes query comparison



Caller profile data relating to money and tax queries

Age

Figure 25: Age Breakdown of money and tax callers

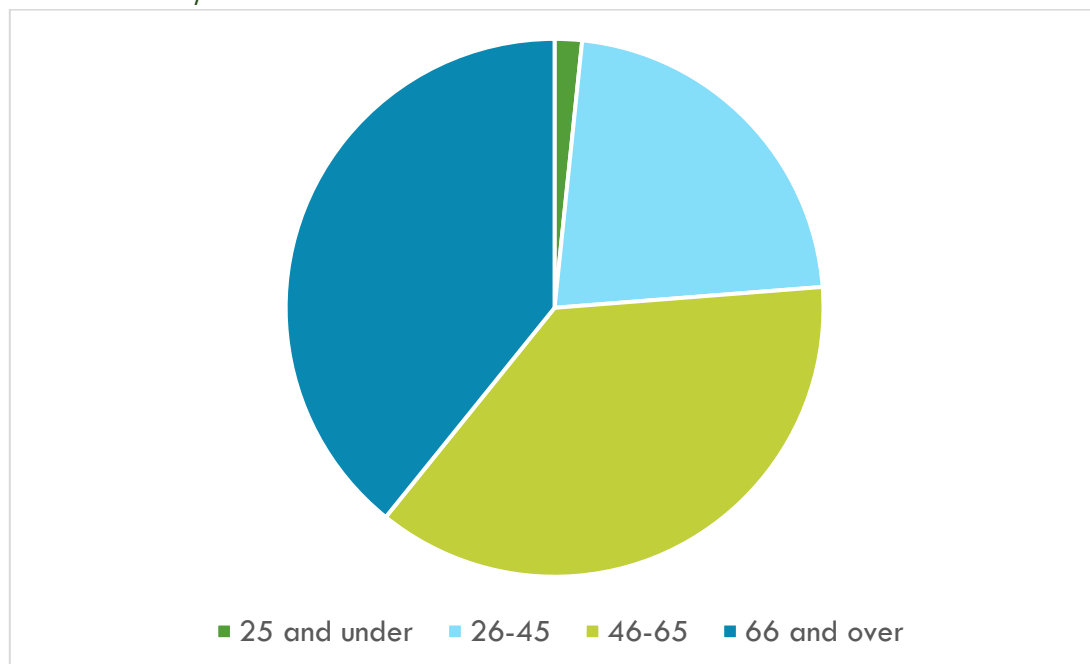
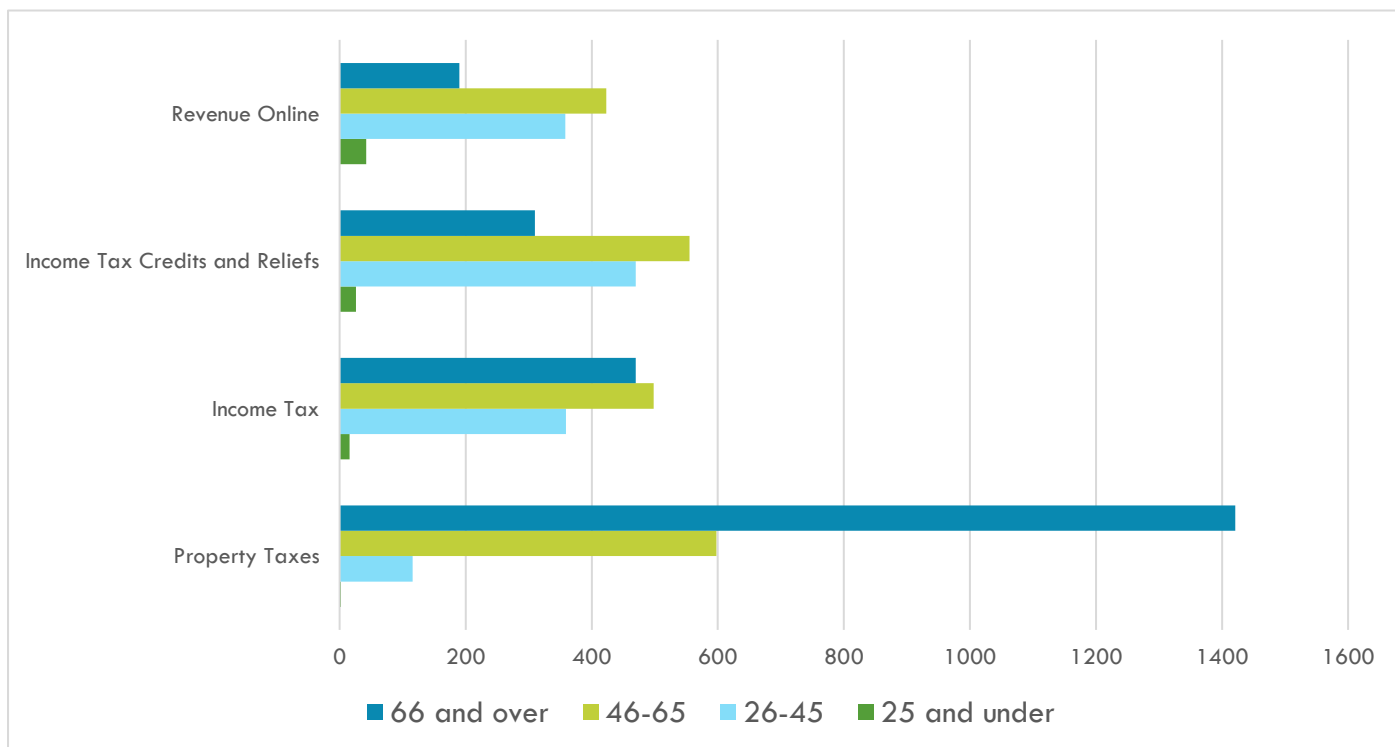


Figure 26: Age Breakdown of callers with money and tax queries, by second level category



Gender

Overall, as in other categories, most money and tax queries (50.6%) came from females, followed by 41% from males. Couples and family members made up 8% of callers with money and tax queries.

Country of Origin

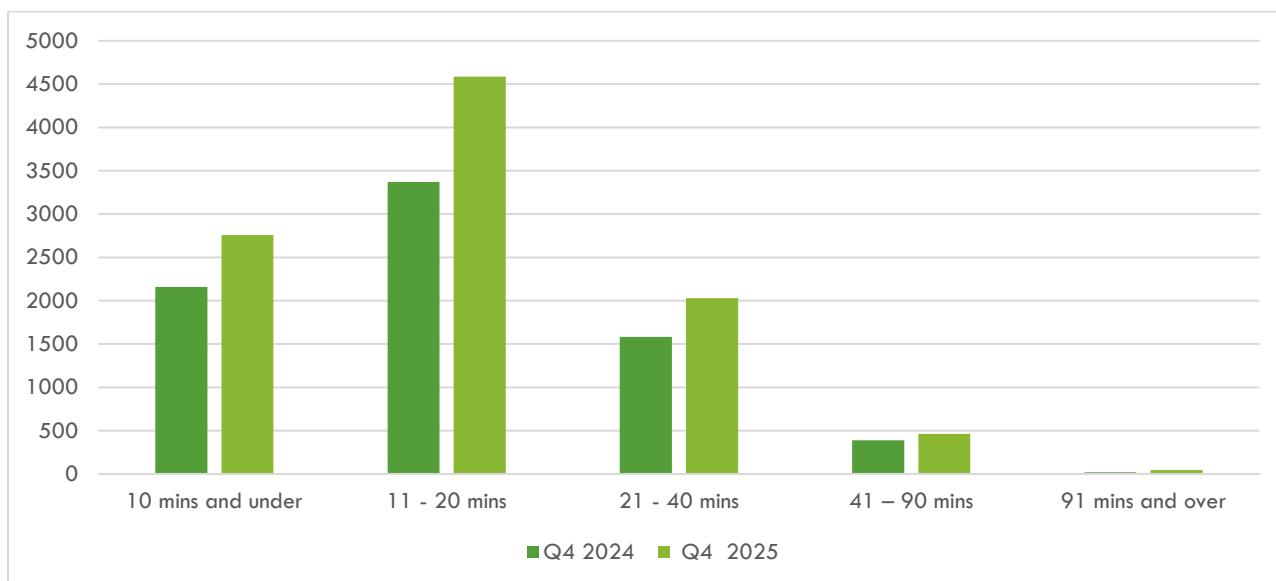
Below we can see that, where recorded, over 80% of callers with money and tax queries indicated Ireland as their country of origin. Country of origin was recorded for 71.9% of callers with money and tax queries.

- Ireland – 80.8%
- Non-EU - 12.2%,
- EU (excluding Ireland) – 7.0%.

Length of Interaction

Nearly 30% of interactions with callers lasted 10 minutes or less (27.9%). Similarly to the same period last year, more than 46% of money and tax interactions lasted 11-20 minutes and 20.5% took 21-40 minutes.

Figure 27 Time spent versus money and tax callers Q4 2024 versus Q4 2025



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 Q4, 2024 and Q4, 2025. The numbers in brackets are the number of queries in this current quarter: Q4, 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 11,490 (compared with 11,945 for Q4, 2024)

Health

Queries about health decreased by 17.3% (11,262) and made up 7.4% of all queries.

Figure 28: Health top five second-level categories

Health second level category	Number of queries	Percentage change from Q4, 2024
Medical card	6,142	-24.6%
Fair Deal & Home Care Package	918	+15.5%
GP Visit Card	713	-17.4%
Other	571	-10.2%
Drugs/ Medicines	481	-0.2%

Moving Country

Queries categorised as Moving Country increased by 1.6% (8,145) and made up 5.3% of all queries. This category includes all immigration queries, and the increase is partially due to a doubling of queries about Irish Residence Permit applications and renewals. The number of callers relating to Moving Country increased by 9%, while queries increased by 1.6%.

Figure 29: Moving country top five second-level categories

Moving Country second level category	Number of queries	Percentage change from Q4, 2024
Irish Citizenship	2,672	+12.5%
Irish Residence Permit Applications and Renewals	1,370	+57.8%
Visa	487	-30.5%
EU Treaty Rights	411	+14.2%
Immigration Office	388	+46.4%

Employment

Queries on employment decreased by 17.7% (8,087) and made up 5.3% of all queries.

Figure 30: Employment second-level categories

Employment second level category	Number of queries	Percentage change from Q4, 2024
Employment Rights & Conditions	4,543	-20.6%
Unemployment & Redundancy	773	-13.3%
Self-employment	599	-27.1%
Enforcement & Redress	580	-1.0%
Grievance & Discipline Procedures	351	-9.8%

Other Areas

Here we list those minority query areas that form part of CIS general remit but attract less queries 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.

Figure 31: Other Payment/Schemes categories Breakdown

Payment/Scheme	Query Numbers (Q4 '25)	% Change
Justice		-10.6%
Legal Aid and Advice	1,547	-13.5%
Civil Law	288	-18.2%
Travel and Recreation		-19.2%
Motoring	1,532	-16.6%
Passports	971	-18.7%
Birth, Family and Relationships		-23.2%
Separation and Divorce	744	-22.0%
Maintenance	344	-16.3%
Education and Training		-20.9%
Third- Level Education	1,082	-14.1%
Vocational Education and Training	350	-27.2%
Consumer Affairs		-11.6%
Consumer Protection	493	-9.0%
Energy/Utilities Services	417	+3.2%
Government in Ireland		-15.3%
MyGovID	609	+34.7%
FOI	119	-16.8%
Death and Bereavement		-9.1%
The Deceased's Estate	279	-19.4%
Before Death	272	-11.1%

Section 5: Appendix – Breakdown of top 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
Extra Social Welfare Benefits		16.1%	
Fuel Allowance	4,844	45.2%	-27.5%
Household Benefits Package	3,088	28.8%	-18.5%
Living Alone Increase	1,257	11.7%	-36.0%
Free Travel (Travel Card, Companion Card, etc)	1,064	9.9%	-34.6%
Christmas Bonus	175	1.6%	-29.1%
Telephone Support Allowance	156	1.5%	-14.3%
Treatment Benefits	92	0.9%	-24.0%
Cost of Living Increases	44	0.4%	-91.1%
Total	10,720	100%	-29.0%
Disability and Illness		15.0%	
Disability Allowance	4,875	48.8%	-15.2%
Illness Benefit	2,581	25.8%	-8.4%
Invalidity Pension	1,856	18.6%	-12.8%
Partial Capacity Benefit	335	3.4%	-19.7%
Injury Benefits	138	1.4%	-14.8%
Other Payment (Blind Pension/Other)	104	1.0%	-11.9%
Occupational Injuries Benefit Scheme	99	1.0%	-22.0%
Total	9,988	100%	-13.3%
Older and Retired People		12.8%	
State Pension Contributory	4,491	52.8%	-14.9%
State Pension Non-Contributory	2,154	25.3%	-14.1%
Payment for people who retire at 65	507	6.0%	-24.6%
Qualified Adults	426	5.0%	-11.6%
Homemakers Scheme/Home-Caring Periods Scheme	397	4.7%	+3.7%
UK Pensions/Brexit	368	4.3%	-22.0%
EU/ International Pensions	170	2.0%	+19.7%
Total	8,513	100%	-14.3%
Carers		11.9%	
Carer's Allowance	4,816	60.5%	+0.0%
Domiciliary Care Allowance (DCA)	941	11.8%	-4.3%
Carer's Benefit	877	11.0%	-7.0%
Carer's Support Grant (Respite Care Grant)	784	9.9%	+4.5%
Half-rate Carer's Allowance	536	6.7%	+3.7%
Total	7,954	100%	-0.7%
Families and Children		9.0%	
Working Family Payment (WFP)	2,248	37.3%	-6.6%
Child Benefit	1,235	20.5%	-16.2%
One Parent Family Payment (OFP)	1,080	17.9%	-12.8%
Maternity/ Adoptive	345	5.7%	-31.5%
Benefit Increase for a Qualified Adult (IQA)	322	5.3%	-20.3%
Child Support Payment (IQC)	288	4.8%	-5.9%
Parent's Benefit	134	2.2%	-35.6%
Back to Work Family Dividend	121	2.0%	+2.5%
Paternity Benefit	117	1.9%	-10.7%
Back to School Clothing & Footwear Allowance	94	1.6%	-21.0%
Health and Safety Benefit	18	0.3%	+100.0%
Deserted Wife's Benefit	15	0.2%	+0.0%
Deserted Wife's Allowance	3	0.0%	+50.0%
Total	6,020	100%	-13.2%
Supplementary Welfare Schemes		9.0%	

Basic Supplementary Welfare Allowance	2,939	48.8%	-8.5%
Additional Needs Payment	2,224	36.9%	-13.3%
Rent Supplement (RS)	795	13.2%	+1.9%
Diet/Heating Supplement	47	0.8%	-2.1%
Humanitarian Assistance	13	0.2%	-
Mortgage Interest Supplement (MIS)	2	0.0%	0.0%
Total	6,020	100%	-4.8%
Unemployed People		8.7%	
Jobseeker's Allowance	3,058	52.7%	-11.1%
Jobseeker's Benefit	1,270	21.9%	-32.0%
Jobseeker's Pay-Related Benefit	754	13.0%	-
Jobseeker's Transitional	326	5.6%	-10.2%
Social Welfare Payments and Work	282	4.9%	-21.2%
Unemployed following self-employment	118	2.0%	+59.5%
Total	5,808	100%	-8.9%
Social Welfare Miscellaneous		5.5%	
Other	1,179	32.4%	-33.5%
Public Services Card	578	15.9%	-16.0%
Habitual Residence Condition	529	14.5%	-8.2%
Means Tests	471	12.9%	-40.3%
MyWelfare.ie	434	11.9%	+6.9%
Overpayments	275	7.6%	-12.4%
Nominating agent to collect SW payments	43	1.2%	0.0%
EU Contributions and Entitlements	41	1.1%	-29.3%
UK Entitlements /Brexit	33	0.9%	-50.7%
SW Inspectors	26	0.7%	0.0%
Late Claims	25	0.7%	+38.9%
EU/EEA/Switzerland	6	0.2%	0.0%
Insolvency Payments Scheme	1	0.0%	-80.0%
Total	3,641	100%	-23.6%
Social Insurance (PRSI)		4.6%	
PRSI Records/Paid Contributions	1,359	43.9%	-11.8%
PPS Number	502	16.2%	-19.9%
Credited Contributions	286	9.2%	-10.9%
Homemakers Scheme/HomeCaring Periods Scheme	251	8.1%	-14.9%
Voluntary Contributions	242	7.8%	-8.7%
PRSI Classes	209	6.8%	-20.2%
Other	110	3.6%	-28.1%
Long-Term Carer Contributions	99	3.2%	-25.6%
Employer's PRSI	36	1.2%	-40.0%
Jobs Plus	1	0.0%	-
Total	3,095	100%	-15.3%
Benefits Check		2.2%	
Benefits Check	1,491		+1.4%
Total	1,491	100%	
Appeals		1.6%	
Disability Allowance	378	35.3%	-6.0%
Carer's Allowance/Benefit	196	18.3%	-8.0%
Invalidity Pension	133	12.4%	-30.0%
Other	94	8.8%	-33.8%
Jobseeker's Allowance	73	6.8%	-17.0%
Domiciliary Care Allowance	51	4.8%	+6.3%
Supplementary Welfare Allowance	28	2.6%	-31.7%
State Pension (Non-Contributory)	21	2.0%	-40.0%
Child Benefit	19	1.8%	0.0%
One Parent Family Payment (OFP)	15	1.4%	-54.5%

Carer's Support Grant	13	1.2%	+550.0%
State Pension (Contributory)	13	1.2%	-18.8%
Working Family Payment (WFP)	11	1.0%	-21.4%
Illness Benefit	10	0.9%	-16.7%
Jobseeker's Benefit	8	0.7%	-46.7%
Bereaved Partner's Pension	6	0.6%	+200.0%
Parent's Benefit	1	0.1%	-
Total	1,070	100%	-15.9%
Death Related Benefits		1.5%	
Bereaved Partner's Pension (Contributory)	606	60.2%	0.0%
Help with Funeral Costs	137	13.6%	-29.0%
Bereaved Partner's Pension (Non-Contributory)	107	10.6%	+24.4%
Bereaved Partner's Grant	85	8.4%	-9.6%
Guardian's Payment	54	5.4%	-10.0%
Special Funeral Grant (Occ. Injuries Scheme only)	17	1.7%	+21.4%
Total	1,006	100%	-4.5%
Activation Schemes, Education and Training		1.7%	
Back to Education Allowance (BTEA)	298	39.1%	-14.9%
Community Employment (CE)	169	22.2%	-13.8%
Back to Work Enterprise Allowance (BTWEA)	158	20.7%	-24.8%
Tús	31	4.1%	-34.0%
Rural Social Scheme	23	3.0%	-34.0%
Part-time Education Option (PTEO)	20	2.6%	-20.0%
Short-Term Enterprise Allowance	19	2.5%	-17.4%
LAES (Local Area Employment Services)	13	1.7%	+8.3%
JobsPlus	11	1.4%	-8.3%
Work Placement Experience Programme (WPEP)	9	1.2%	+125.0%
Part-Time Job Incentive Scheme (PTJI)	6	0.8%	-75.0%
JobPath - Seetec/Turas Nua	4	0.5%	-84.0%
NES (National Employment Service)	3	0.2%	+200.0%
Gateway	1	0.1%	-
Total	762	100%	-19.7%
Payments and Work		0.6%	
Payments and Work	406		-23.4%
Total	406	100%	
Farmers		0.1%	
Farm Assist	81	82.7%	-26.4%
Other	17	17.3%	-5.6%
Total	98	100%	-23.4%
Total Social Welfare Queries	66,592		

Appendix Figure 2 – Housing Queries Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory	% Change
Local Authority and Social Housing		50.4%	
Applying for Local Authority/Social Housing	4,607	51.2%	-4.1%
Housing Assistance Payment (HAP)	1,878	20.9%	-13.8%
Other	587	6.5%	-7.7%
Medical Priority	276	3.1%	+33.3%
Choice Based Lettings	244	2.7%	+55.4%
Differential Rent	230	2.6%	-4.6%
Approved Housing Bodies (AHBs)	193	2.1%	+49.6%
LA Transfers	176	2.0%	-6.9%
Standards/Repairs	172	1.9%	+17.8%
Social Housing Waiting Lists	171	1.9%	-6.6%
Notice/Eviction/Disputes	92	1.0%	+55.9%
Rent Arrears/Rent Problems	90	1.0%	-8.2%
Rental Accommodation Scheme (RAS)	75	0.8%	+2.7%
Tenant in situ (HAP/RAS)	65	0.7%	-4.4%
Anti-social behaviour	53	0.6%	-3.6%
Tenant Purchase (Incremental Scheme)	44	0.5%	+7.3%
Tenancy Succession	41	0.5%	+2.5%
Traveller Accommodation	11	0.1%	+22.2%
Total	9,005	100%	-3.3%
Housing Grants and Schemes		15.7%	
Housing Aid for Older People	1,319	47.1%	+18.3%
Housing Adaption for People with Disability	933	33.3%	+16.5%
Other	194	6.9%	-50.5%
Mobility Aid Grant Scheme	187	6.7%	+29.0%
Vacant Property Refurbishment Grant	165	5.9%	-
Total	2,798	100%	+4.2%
Renting a Home (Private Rental Accommodation)		10.8%	
Notice/Eviction/Disputes	457	23.8%	0.0%
RTB (Residential Tenancies Board)	305	15.9%	-18.7%
Landlords' Rights and Obligations	290	15.1%	+1.0%
Tenants' Rights & Obligations	268	13.9%	-19.0%
Rent Review	137	7.1%	-21.7%
Finding Accommodation	116	6.0%	-14.1%
Standards/Repairs	88	4.6%	-21.4%
Rent Arrears/Rent Problems	69	3.6%	-10.4%
Licensee	68	3.5%	+23.6%
Cost Rental Housing	54	2.8%	+50.0%
Deposit Retention	41	2.1%	-56.4%
Short-term rental lets	15	0.8%	+15.4%
Cost Rental – Tenant in situ scheme	13	0.7%	+30.0%
Non-Resident Landlords (Withholding Tax)	1	0.1%	-83.3%
Total	1,922	100%	-11.1%
Home Energy Grants (SEAI)		9.7%	
Free Energy Upgrades (Warmer Homes Scheme)	1,194	69.0%	+14.6%
Complete Home Energy Upgrades	301	17.4%	+40.7%
Individual Energy Upgrades	236	13.6%	-3.3%
Total	1,731	100%	+9.3%
Homelessness		4.8%	
Homelessness	856		
Total	856	100%	+7.1%
Other		3.8%	
Other	673		

Total	673	100%	-12.9%
Buying/Owning a Home			2.9%
Buying/ Owning a Home	523		
Total	523	100%	-10.0%
Losing your Home			0.5%
Losing your Home	87		
Total	87	100%	-3.3%
Planning Permission			0.5%
Planning Permission	87		
Total	87	100%	-3.3%
Emergency Accommodation			0.5%
Emergency Accommodation	85		
Total	85	100%	+14.9%
Building or Altering a Home			0.3%
Building or Altering a Home	46		
Total	46	100%	-16.4%
Management Companies (Apartment Blocks)			0.2%
Management Companies (Apartment Blocks)	31		
Total	31	100%	-13.9%
Equality/ Housing Discrimination			0.1%
Equality/ Housing Discrimination	10		
Total	10	100%	-64.3%
Total Housing Queries	17,854		