



CITIZENS INFORMATION SERVICES

Q1 Statistical Report 2025



Caller and Query Data

Statistical Summary

January to March (Q1) 2025

Citizens Information Services (CIS)

Table of Contents

Section 1: Overview and Trends	1
Section 2: Caller Summary	2
Section 3: Query Summary	5
Social Welfare.....	6
Housing.....	13
Health	16
Section 4: Quarter-on-Quarter Comparison	17

Section 1: Overview and Trends

During Q1 2025 there were 101,462 callers to CISs nationally. This is a 4.4% decrease on last year (106,122 callers).

A caller can be a person who drops in, makes an appointment, phones or sends an email or letter. In-person callers make up two-thirds of callers, 30% are made by telephone and the rest of the contact is made by letter/email. Females made up 55% of the callers.

There was a 10% rise in the number of callers who specific needs which could present additional barriers to accessing services. One in six people were recorded as having specific needs in Q1. This included language, literacy, mental health and online access issues. This figure is increasing year-on-year.

CIS dealt with 195,395 queries during Q1 2025. The number of interactions between 21 and 40 minutes increased by nearly 4%.

Around 45% of queries were related to social welfare. Most social welfare areas saw a decrease, but the biggest increase related to supplementary welfare schemes, with a 36.9% increase in enquiries about Additional Needs Payments.

The number of enquiries about home energy grants continued to grow since its introduction as a category in 2023. CISs saw an almost 10% increase in these enquiries.

Moving country (including all immigration categories) queries increased by 9%, with queries about Irish Residence Permits applications and renewals more than doubling.

Section 2: Caller Summary

There were **101,462** callers to CISs nationally during Q1 2025, a decrease of 4.4% on Q1 2025 last year (106,122 callers).

Gender Profile

As usual, most callers were women (55.5%), with male callers making up just under 40%.

Table 1 – Caller Gender Profile

Caller Profile	Number of Callers	% of Callers	% Change 1 '24–Q1 '25
Female	56,356	55.5%	-4.4%
Male	37,984	37.4%	-5.8%
Couples/ Family Members	6,539	6.4%	+3.5%
Unknown	583	0.6%	+8.0%

Age Profile

Age was recorded for two-thirds of callers. People aged 46-65 contacted CISs most frequently, closely followed by people aged 26-45.

Table 2 – Caller Age Profile

Caller Age Range	Number of Callers	% of Callers	% Change 1 '24–Q1 '25
46-65	27,820	41.0%	-1.3%
26-45	24,904	36.7%	-10.7%
66 and over	12,938	19.1%	-6.3%
25 and under	2,246	3.3%	-1.1%

Mode of contact

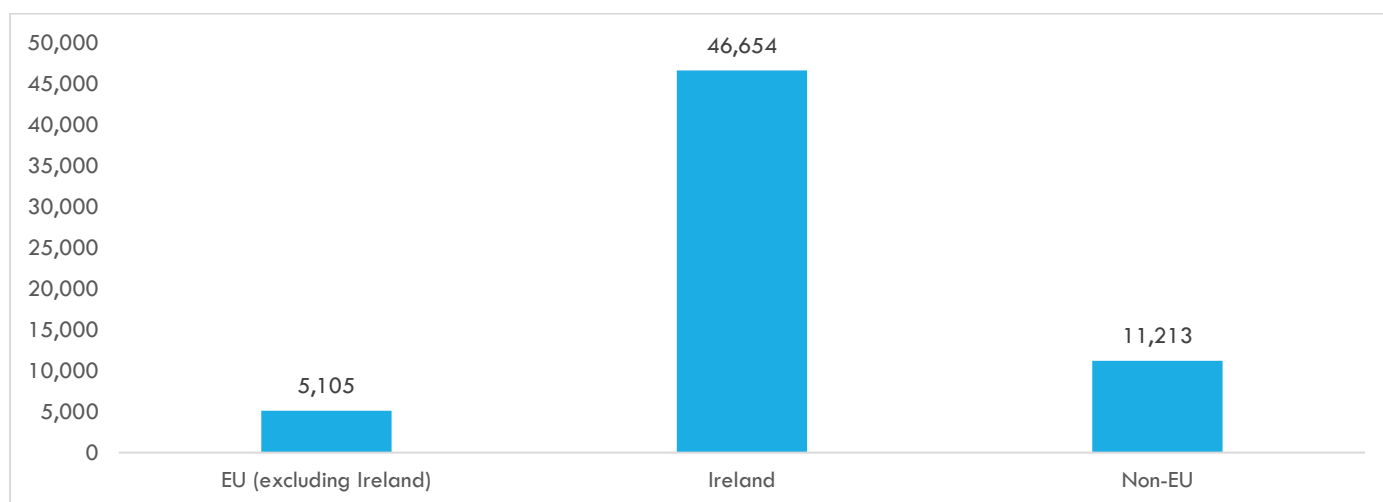
In-person callers accounted for 66.8% of interactions. Of these, 92.6% were drop-in (62,776 callers) and 7.4% were by appointment (5,034 callers).

Table 3 – Mode of Contact

Caller Type	Number of Callers	% of Callers	% Change 1 '24–Q1 '25
In-person	67,810	66.8%	-0.9%
Telephone	30,395	30.0%	-11.7%
Email/Letter	3,257	3.2%	-0.2%

Country of Origin

Country of origin was recorded for 62.1% of callers (62,972 of 101,462 callers).



74% of callers where country of origin was recorded came from Ireland.

Table 4: Top 5 Countries of Origin of callers (excluding Ireland)

	Country of Origin	Number of callers	% of Total Callers
1	Poland	1,733	1.7%
2	Ukraine	1,702	1.7%
3	Nigeria	1,695	1.7%
4	Great Britain	1,007	1.0%
5	Romania	844	0.8%

Table 5: 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	Poland	Poland	Great Britain
2	Poland	Nigeria	Nigeria	Ukraine
3	Nigeria	Ukraine	Ukraine	USA
4	Romania	Bangladesh	Great Britain	Poland
5	Afghanistan	Romania	Romania	Germany

Specific needs identified

In Q1 2025, 16.1% of callers (16,361 people) were identified by information providers as having particular needs or encountering barriers to accessing services, including language, literacy, and online access issues.

There was a 10.1% increase from Q1 2024 in callers identified as having specific needs. Language barriers remained the most common, while online access and digital literacy needs increased by over 40%.

Table 6: Specific needs comparison

Specific Needs	Q1 2024	Q1 2025	% Change
Language	5,954	6,394	+7.4%
Online access issues/ Digital Literacy	2,751	3,893	+41.5%
Distressed Client	3,219	3,309	+2.8%
Literacy, Numeracy	2,091	2,390	+14.3%
Physical Disability	976	1,177	+20.6%
Mental Health Difficulty	981	999	+1.8%
Came in with family member/ friend/representative	867	890	+2.7%
Other	492	600	+22.0%
Sensory Disability	625	534	-14.6%
Homeless	291	363	+24.7%
Limited Availability Due To Caring	182	332	+82.4%

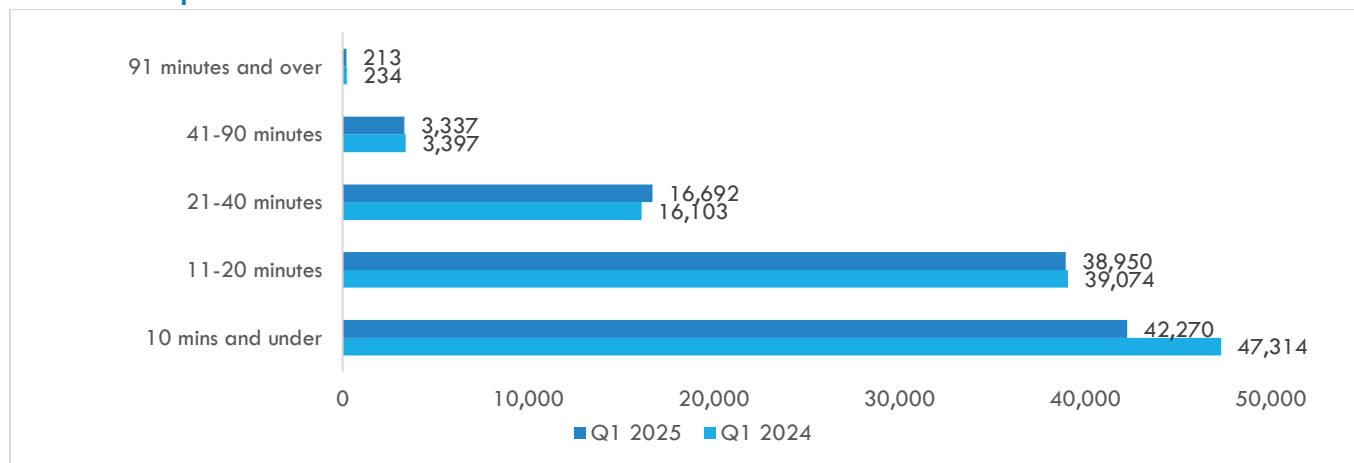
Time spent

Table 7: Time spent comparison

Caller time spent	Q1 2024	Q1 2025	% Change Q1 '24-Q1 '25
10 mins and under	47,314	42,270	-10.7%
11-20 minutes	39,074	38,950	-0.3%
21-40 minutes	16,103	16,692	+3.7%
41-90 minutes	3,397	3,337	-1.8%
91 minutes and over	234	213	-9.0%

- Almost 42% of callers spent 10 minutes or less with information providers.
- 38.4% of callers spent 11-20 minutes
- 16.5% spent 21-40 minutes
- 3.3% spent 41-90 minutes
- 0.2% of cases lasted over 90 minutes.

Chart 1: Time spent with information staff



Most frequent queries (payments/schemes) by time spent with an information provider

Table 8 gives some indication of the complexity of queries relating to various payments and schemes, according to time spent with information staff.

The medical card was the top query for shorter interactions. Disability Allowance was a consistent query topic across all time categories.

Table 8: 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	State Pension/ Contributory	State Pension/ Contributory	Applying for Local Authority/Social Housing	Disability Allowance
2	Carer's Allowance	Medical Card	Applying for Local Authority/Social Housing	Disability Allowance	Medical Card
3	Disability Allowance	Disability Allowance	Disability Allowance	Medical Card	Basic Supplementary Welfare Allowance

Section 3: Query summary

Services dealt with **195,395** queries during Q1 2025, a decrease of 5.4% on the same period in 2024. The caller to query ratio remained the same at 1.95 queries per caller per visit.

Around 45% of queries were related to social welfare rights and entitlements. Housing accounted for 11.6% and health for 7.3% of queries. Immigration related queries (categorised as 'Moving Country') are rising, representing 5.5% of all queries and an 8.9% rise since Q1 last year.

Table 9 below shows the number of queries received across main category areas in Quarter 1 2025.

Table 9 - Query Profile by 'parent' category

Query Category	Number of Queries	% of all Queries	% Change 1 '24–Q1 '25
Social Welfare	87,634	44.9%	-3.5%
Housing	22,635	11.6%	-2.8%
Health	14,160	7.3%	-16.8%
Local	13,816	7.1%	-5.5%
Money and Tax	12,864	6.6%	-6.4%
Employment	11,217	5.7%	-9.6%
Moving Country	10,769	5.5%	+8.9%
Travel and Recreation	5,324	2.7%	+2.3%
Justice	4,722	2.4%	-4.8%
Birth, Family and Relationships	4,010	2.1%	-13.2%
Education and Training	2,677	1.4%	-10.1%
Consumer Affairs	2,527	1.3%	-15.6%
Death and Bereavement	1,363	0.7%	-12.8%
Government in Ireland	1,321	0.7%	-20.7%
Environment	356	0.2%	-20.4%
	196,395	100%	

Table 10 highlights the most queried payments and schemes. The top queries tend to remain the same, but the order often changes. This is with exception of medical card, which is usually the most queried area, making up 4.2% of all queries this quarter.

Table 10 – Top Ten (i.e. most queried) Payments or Schemes

	Single Payment or Scheme	Number of Queries	% of Total Queries
1	Medical Card	8,179	4.2%
2	State Pension /Contributory	6,805	3.5%
3	Disability Allowance	6,413	3.3%
4	Carer's Allowance	6,113	3.1%
5	Applying for Local Authority/Social Housing	5,606	2.9%
6	Fuel Allowance	4,704	2.4%
7	Additional Needs Payments	4,141	2.1%
8	Household Benefits Package	3,752	1.9%
9	Jobseeker's Allowance	3,712	1.9%
10	Basic Supplementary Welfare Allowance	3,517	1.8%

Social Welfare

Social welfare queries were the highest query area, representing around 45% of all queries. While most areas saw a decrease compared to Q1 2024 in line with the overall decrease in queries, some payments or schemes recorded an increase. These are highlighted in bold.

'Disability and Illness' queries decreased by 6.5%.

- Disability Allowance queries decreased by 7.0%.
- Illness Benefit queries decreased by 6.2%.
- Invalidity Pension queries decreased by 16.4%.

'Older and Retired People' queries decreased by 3.9%.

- State Pension/Contributory decreased by 13.6%.
- State Pension/Non-Contributory decreased by 8.2%.
- **UK Pensions/ Brexit queries increased by 140.5%.**

'Extra Social Welfare Benefits' queries decreased by 6.5%.

- **Fuel allowance queries increased by 3.9%.**
- Household Benefits Package queries decreased by 12.3%.
- Free Travel (Travel Card, Companion Card, etc.) queries decreased by 4.7%.
- Living Alone Increase queries decreased by 10.0%.

'Carers' queries increased by 2.6%.

- **Carer's Allowance queries increased by 0.8%.**
- **Carer's Benefit increased by 8.4%.**
- Domiciliary Care Allowance queries decreased by 3.6%.
- **Carer's Support Grant (Respite Care Grant) increased by 20.0%.**

'Supplementary Welfare Schemes' increased by 13.1%.

- **Additional Needs Payment queries increased by 36.9%.**
- Basic Supplementary Welfare Allowance queries decreased by 4.6%.
- **Rent Supplement queries increased by 7.5%.**

'Families and Children' queries decreased by 6.5%.

- Working Family Payment (WFP) decreased by 5.4%.
- One Parent Family Payment (OFP) queries decreased by 7.2%.

- Child Benefit queries decreased slightly by 7.3%.

'Unemployed People' queries decreased by 14.0%.

- Jobseeker's Allowance queries decreased by 13.3%.
- Jobseekers' Benefit queries decreased by 5.9%.
- Jobseeker's Transitional Payment decreased by 27.5%.
- Social Welfare Payments and Work decreased by 41.1%
- Unemployed following self-employment decreased by 23.4%.

'Social Welfare Miscellaneous' queries increased by 5.3%.

- **Other queries increased by 53.8%.**
- Public Services Card queries decreased by 19.6%.

'Social Insurance (PRSI)' queries decreased by 6.8%

- PRSI Records/ Paid Contributions decreased by 7.9%.
- PPS Number queries decreased by 12.6%.
- Credited contributions queries decreased by 20.4%.
- **Homemakers Scheme/ HomeCaring Periods Scheme queries increased by 19.9%.**

'Death Related Benefits' queries decreased by 6.9%.

- Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension queries decreased by 9.8%.

'Appeals' queries increased by 4.6%.

- **Disability Allowance appeals queries increased by 8.5%.**
- **Carer's Allowance/Benefit appeals queries increased by 30.7%.**

'Benefits Check' queries had the same number of queries in Q1 2024 and Q1 2025.

'Activation Schemes, Education and Training' queries decreased by 13.4%.

- Back to Education Allowance (BTEA) queries decreased by 16.9%.
- Back to Work Enterprise Allowance (BTWEA) decreased by 7.0%.
- Community Employment (CE) decreased by 14.1%.

'Payments and Work' queries increased by 5.4%.

Queries related to 'Farmers' decreased by 45.5%.

- Farmer Assistance queries decreased by 48.4%.

Caller profile data relating to Social Welfare

- 46.9% of callers for social welfare were aged 46-65, 32.0% were aged 26-45, 18.9% were 66 and over, 2.3% were 25 and under.
- Of those who enquired about 'Disability and Illness', 58.2% were aged 46-65, followed by 35.9% aged 26-45.
- 63.2% of calls relating to 'Older and Retired People' came from the 46-65 age group, followed by people aged 66 and over who accounted for 32.1%.
- The 66-and-over age group accounted for nearly 58% of people asking about 'Extra Social Welfare Benefits', followed by 46-65 (39.7%).
- Carers' queries came mostly from the 46-65 age group (47.4%), followed by the 26-45 age group which accounted for 38.5%.

- People enquiring about 'Supplementary Welfare Schemes' came almost equally from the 46-65 (44%), and the 26-45 age cohort (37.2%).
- 68.3% of calls about Families and Children came from the 26-45 age group.
- 57.2% of enquiries relating to social welfare came from females, followed by 34.6% who were males.
- 42.0% of interactions about social welfare lasted 11-20 minutes, followed by 33.4% which were 10 minutes and under, then 20.4% lasting 21-40 minutes.
- In the case of 77.7% of people with a social welfare enquiry, their country of origin was Ireland; Non-EU callers followed with 13.9%; lastly EU (excluding Ireland) which was 8.4%.

Table 11 — Social Welfare Query Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Disability and Illness		15.2%
Disability Allowance	6,413	48.0%
Illness Benefit	3,311	24.8%
Invalidity Pension	2,637	19.7%
Partial Capacity Benefit	539	4.0%
Injury Benefit	182	1.4%
Occupational Injuries Benefit Scheme	154	1.2%
Other Payment (Blind Pension/Other)	122	0.9%
Total	13,358	100%
Older and Retired People		15.2%
State Pension/Contributory	6,805	51.2%
State Pension/Non-Contributory Pension	2,995	22.5%
UK Pensions/Brexit	1,296	9.8%
Payment for people who retire at 65	947	7.1%
Qualified Adults	558	4.2%
Homemakers Scheme/HomeCaring Periods Scheme	478	3.6%
EU/International Pensions	215	1.6%
Total	13,294	100%
Extra Social Welfare Benefits		13.5%
Fuel Allowance	4,704	39.9%
Household Benefits Package	3,752	31.8%
Free Travel (Travel Card, Companion Card, etc.)	1,624	13.8%
Living Alone Increase	1,463	12.4%
Telephone Support Allowance	124	1.1%
Treatment Benefits	77	0.7%
Cost of Living Increases	53	0.5%
Christmas Bonus	4	1.0%
Total	11,801	100%
Carers		11.5%
Carer's Allowance	6,113	60.5%
Carer's Benefit	1,349	13.3%
Domiciliary Care Allowance (DCA)	1,033	10.2%
Carer's Support Grant (Respite Care Grant)	991	9.8%
Half-rate Carer's Allowance	627	6.2%
Total	10,113	100%
Supplementary Welfare Schemes		9.8%
Additional Needs Payment	4,141	38.8%
Basic Supplementary Welfare Allowance	3,517	41.1%
Rent Supplement (RS)	861	10.1%
Diet/Heating Supplement	36	0.4%
Mortgage Interest Supplement (MIS)	2	0.0%
Total	8,557	100%
Families and Children		9.2%
Working Family Payment (WFP)	2,900	36.0%

One Parent Family Payment (OFP)	1,596	19.8%
Child Benefit	1,404	17.4%
Maternity/ Adoptive Benefit	628	7.8%
Increase for a Qualified Adult (IQA))	479	5.9%
Increase for a Qualified Child (IQC)	332	4.1%
Parent's Benefit	286	3.6%
Paternity Benefit	176	2.2%
Back to Work Family Dividend	121	1.5%
Back to School Clothing & Footwear Allowance (BTSCFA)	85	1.1%
Health and Safety Benefit	27	0.3%
Deserted Wife's Benefit	24	0.3%
Deserted Wife's Allowance	8	0.1%
Total	8,066	100%
Unemployed People		7.8%
Jobseeker's Allowance	3,712	54.1%
Jobseeker's Benefit	2,354	34.3%
Jobseeker's Transitional Payment	363	5.3%
Social Welfare Payments and Work	330	4.8%
Unemployed following self-employment	108	1.6%
Total	6,867	100%
Social Welfare Miscellaneous		5.7%
Other	1,969	39.2%
Public Services Card	816	16.2%
Habitual Residence Condition	611	12.2%
Means Tests	598	11.9%
MyWelfare.ie	522	10.4%
Overpayments	276	5.5%
UK Entitlements /Brexit	84	1.7%
Nominating agent to collect SW payments	64	1.3%
EU Contributions and Entitlements	41	0.8%
SW Inspectors	22	0.4%
Late Claims	15	0.3%
EU/EEA/Switzerland	7	0.1%
Insolvency Payments Scheme	4	0.1%
Total	5,029	100%
Social Insurance (PRSI)		5.4%
PRSI Records/Paid Contributions	2,127	44.7%
PPS Number	778	16.3%
Credited Contributions	426	8.9%
Homemakers Scheme/HomeCaring Periods Scheme	373	7.8%
Voluntary Contributions	368	7.7%
PRSI Classes	333	7.0%
Other	207	4.4%
Long-Term Carer Contributions	98	2.1%
Employer's PRSI	54	1.1%
Total	4,764	100%

Death Related Benefits		1.5%
Bereaved Partner's Pension (Contributory)	817	61.0%
Help with Funeral Costs	181	13.5%
Bereaved Partner's Pension (Non-Contributory)	137	10.2%
Bereaved Partner Grant	126	9.4%
Guardian's Payment	63	4.7%
Special Funeral Grant (Occ. Injuries Scheme only)	16	1.2%
Total	1,340	100%
Appeals		1.5%
Disability Allowance	446	31.6%
Carer's Allowance/Benefit	230	17.7%
Invalidity Pension	196	15.1%
Other	114	8.8%
Jobseeker's Allowance	77	5.9%
Domiciliary Care Allowance	50	3.9%
Supplementary Welfare Allowance	40	3.1%
State Pension (Non-Contributory)	39	3.0%
Illness Benefit	29	2.2%
Jobseeker's Benefit	20	1.5%
Child Benefit	15	1.2%
State Pension (Contributory)	12	0.9%
One Parent Family Payment (OFP)	11	0.9%
Working Family Payment (WFP)	10	0.8%
Carer's Support Grant	5	0.4%
Widow/Widower/Surviving Civil Partner Pension	3	0.2%
Total	1,297	100%
Benefits Check		1.9%
Benefits Check	1,255	
Total	1,255	100%
Activation Schemes, Education and Training		1.2%
Back to Education Allowance (BTEA)	310	29.2%
Back to Work Enterprise Allowance (BTWEA)	266	25.0%
Community Employment (CE)	257	24.2%
Tús	59	5.6%
Short-Term Enterprise Allowance	33	3.1%
JobPath - Seetec/Turas Nua	29	2.7%
LAES (Local Area Employment Services)	24	2.3%
Part-time Education Option (PTEO)	22	2.1%
Rural Social Scheme	20	1.9%
JobsPlus	15	1.4%
Part-Time Job Incentive Scheme (PTJI)	15	1.4%
Work Placement Experience Programme (WPEP)	8	0.8%
JobBridge/ First Steps – Youth Internship	3	0.3%
Gateway	2	0.2%
Total	1,063	100%
Payments and Work		0.8%

Payments and Work	721	
Total	721	100%
Farmers		0.1%
Farm Assist	95	87.2%
Other	14	12.8%
Total	109	100%
Total Social Welfare Queries		87,634

Housing

Table 12 sets out the housing query dataset for Quarter 1, 2025. Housing is the second highest category, representing 11.6% of all queries. Housing queries slightly decreased by 2.8% when compared to the same quarter in 2024.

‘Local Authority and Social Housing’ queries decreased by 2.7%.

- Applying for Local Authority/Social Housing queries decreased by 3.0%.
- Housing Assistance Payment queries decreased by 8.7%.
- **Differential Rent increased slightly by 0.7%.**
- **Medical Priority increased by 13.4%.**

‘Housing Grants and Schemes’ queries decreased by 2.9%. This category had the addition of four sub-categories:

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

‘Renting a Home (Private Rental Accommodation)’ queries decreased by 19.3%.

- Notice/Eviction/Disputes decreased by 17.6%.
- RTB (Residential Tenancies Board) queries decreased by 21.4%.
- Tenants’ Rights and Obligation queries decreased by 21.4%.
- Landlords Rights and Obligations decreased by 5.6%.
- Rent Review queries decreased by 31.4%.

‘Home Energy Grants (SEAI)’ queries increased by 20.4%.

‘Homelessness’ queries decreased by 4.6%.

‘Buying/ Owning a Home’ queries increased by 5.8%.

‘Planning Permission’ queries increased by 24.3%.

‘Losing your Home’ queries decreased slightly by 0.8%.

‘Emergency Accommodation’ queries decreased by 10.3%.

‘Building or Altering a Home’ queries increased by 15.6%.

Caller profile data relating to Housing

- 75% of people with enquiries about housing were aged 26-65, compared with 22.5% of callers aged 66 and over.
- 48.3% of calls about ‘Local Authority and Social Housing’ came from the 26-45 age group, followed by 39.7% who were 46-65.
- 57.8% of all calls relating to ‘Housing Grants and Schemes’ come from people aged 66 and over.
- 43.7% of all calls relating to ‘Renting a Home (Private Rental Accommodation)’ came from the 46-65 age group; 42.7% came from the 26-45s.
- 52.7% of calls came from females, followed by 38.5% who were males, couples/ family members called at 8.6%, with the remaining being unknown gender at 0.2%.
- 43.2% of interactions with an information provider relating to housing lasted 11-20 minutes, 27.7% lasted 10 minutes and under, followed by 23.9% of calls which lasted 21-40 minutes.
- 69.3% of caller’s country of origin was Ireland, followed by 18.9% who were non-EU and 11.8% which were EU (excluding Ireland).

Table 12 – Housing Queries Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Local Authority and Social Housing		49.9%
Applying for Local Authority/Social Housing	5,606	49.7%
Housing Assistance Payment (HAP)	2,538	22.5%
Other	804	7.1%
Differential Rent	406	3.6%
Medical Priority	288	2.6%
LA Transfers	238	2.1%
Choice Based Lettings	223	2.0%
Approved Housing Bodies (AHBs)	208	1.8%
Social Housing Waiting Lists	202	1.8%
Standards/Repairs	199	1.8%
Rent Arrears/Rent Problems	129	1.1%
Tenant in situ (HAP/RAS)	87	0.8%
Tenant Purchase (Incremental Scheme)	80	0.7%
Rental Accommodation Scheme (RAS)	79	0.7%
Anti-social behaviour	69	0.6%
Notice/Eviction/Disputes	64	0.4%
Tenancy Succession	48	0.4%
Traveller Accommodation	20	0.2%
Total	11,288	100%
Housing Grants and Schemes		16.4%
Housing Aid for Older People	1,785	48.1%
Housing Adaption for People with Disability	1,130	30.4%
Other	529	14.2%
Mobility Aid Grant Scheme	270	7.3%
Total	3,714	100%
Renting a Home (Private Rental Accommodation)		10.6%
Notice/Eviction/Disputes	599	25.0%
RTB (Residential Tenancies Board)	409	17.0%
Tenants' Rights and Obligations	346	14.4%
Landlords' Rights & Obligations	318	13.3%
Rent Review	181	7.5%
Finding Accommodation	139	5.8%
Standards/Repairs	105	4.4%
Rent Arrears/Rent Problems	101	4.2%
Deposit Retention	57	4.2%
Licensee	50	2.1%
Cost Rental Housing	49	2.0%
Cost Rental – Tenant in situ scheme	25	1.0%
Short-term rental lets	19	0.8%
Non-Resident Landlords (Withholding Tax)	2	0.1%
Total	2,400	100%
Home Energy Grants (SEAI)		9.7%
Free Energy Upgrades (Warmer Homes Scheme)	1,566	71.3%
Individual Energy Upgrades	338	15.4%
Complete Home Energy Upgrades	293	13.3%
Total	2,197	100%
Other		4.2%
Other	944	
Total	944	100%
Homelessness		4.0%

Homelessness	895	
Total	895	100%
Buying/Owning a Home		3.3%
Buying/ Owning a Home	750	
Total	750	100%
Planning Permission		0.6%
Planning Permission	128	
Total	128	100%
Losing your Home		0.5%
Losing your Home	118	
Total	118	100%
Emergency Accommodation		0.3%
Emergency Accommodation	78	
Total	78	100%
Building or Altering a Home		0.3%
Building or Altering a Home	74	
Total	74	100%
Management Companies (Apartment Blocks)		0.1%
Management Companies (Apartment Blocks)	29	
Total	29	100%
Equality/ Housing Discrimination		0.1%
Equality/ Housing Discrimination	20	
Total	20	100%
Total Housing Queries		22,635

Health Query Trends

Table 13 sets out the health query dataset for Quarter 1 2025. **Health queries increased by 3.7%.**

- ‘Medical Card’ queries continue to be the most queried sub-category under health and account for around 60% of queries.
- ‘GP Visit Card’ was a sub-category that was only introduced in the beginning of 2024 and is now the second most queried area under health.
- **‘Fair Deal & Home Care Package’ queries increased by 6.0%.**
- **‘Drugs/Medicines’ queries increased by 28.2%.**
- ‘GP services’ decreased by 46.8%. (It is likely that this is related to the new sub-category of GP Visit Card)

Caller profile data relating to Health

- 38.3% of health callers came from the 46-65 age group, 29.3% were aged 26-45 and 29.2% were aged 66 and over.
- 36.6% of callers with Medical Card queries were aged 46-65, 31.1% were aged 26-45, and 28.3% were aged 66+.
- 42.4% of callers enquiring about GP services were aged 46-65, followed by 26-45s who accounted for 40.0%.
- 45.2% of ‘Fair Deal and Home Care Packages’ calls came from people aged 66 and over, followed by those aged 46-65, who made up 44.9%.
- 54.6% of people with health-related queries were female and 36.7% male.
- 39.1% of interactions lasted 10 minutes and under, 37.0% were 11-20 minutes and 19.6% were 21-40 minutes.
- 78.4% of callers in this category named Ireland as their country of origin, 14.1% of callers’ country of origin was non-EU and 7.5% were from the EU (excluding Ireland).

Table 13 - Health Query Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Medical Card	8,179	57.8%
Fair Deal & Home Care Package	975	6.9%
GP Visit Card	892	6.3%
Other	675	4.8%
Drugs/ Medicine	491	3.5%
-Drugs Payments Scheme	335	
-Long-term Illness Scheme	156	
GP Services	458	3.2%
Health Services for Older People	276	2.0%
Hospital Services	245	1.7%
EU Healthcare Mental Health	220	1.6%
Dental, Aural and Optical Health	203	1.4%
Care in your Community	201	1.4%
Mental Health	196	1.4%
Health Services for People with Disabilities	194	1.4%
Legal Matters and Health	169	1.2%
Health Insurance	112	0.8%
Children’s Health	110	0.8%
Cross-Border Healthcare	106	0.8%

All other subcategories		3.5%
All other subcategories*	458	
Total Health Queries		14,651

* 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).

Section 4: Quarter-on-Quarter Comparison^{1 2}

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

The query comparisons are between Q1, 2024 and Q1, 2025. The numbers in brackets are the number of queries in Q1, 2025.

Although ‘Local’ queries feature in the top five recorded categories (above Money and Tax and Employment). ‘Local’ is a generic category that includes signposting and referral to local services with no breakdown of query type. It is not, therefore, included in the ‘top five’ query analysis.

Local queries decreased by 5.5% (13,816 queries).

Money and Tax queries decreased by 6.4% (12,864).

- Income tax credits and reliefs queries decreased by 11% (2,964).
- Income tax queries decreased by 10.4% (2,359).
- **Revenue online queries increased by 0.5% (2,045).**
- Income tax refund queries decreased by 11.6% (1,136).
- **Pension queries increased by 20.5% (723).**
- Capital taxes queries decreased by 14.0% (564).

Employment queries decreased by 9.7% (11,217).

- Employment rights and conditions queries decreased by 10.3% (6,676).
- The number of queries relating to contracts of employment decreased by 14.0% (1,019).
- Queries relating to leave and holidays decreased by 23.5% (872).
- Sick leave and sick pay scheme queries decreased by 12.0% (783).
- Unemployment and redundancy queries decreased by 10.7% (998).
- Self-employment queries decreased by 0.9% (984).
- Enforcement and redress queries decreased by 4.6% (692).

Moving Country queries increased by 8.9% (10,769).

- Irish citizenship queries decreased by 12.5% (3,056).
- **Irish Residence Permit (IRP) applications and renewal more than doubled (from 695 to 1,636).**
- **Visa queries increased by 6.4% (958).**
- **Asylum Seekers/Refugees- Ukrainian queries increased by 23.8% (624).**
- **Queries relating to asylum-seekers and refugees queries increased by 34.3% (501).**

Travel and Recreation queries increased slightly by 2.3% (5,324).

- **Queries relating to motoring increased by 13.7% (2,323).**
- **Passport queries increased by 3.6% (1,727).**

¹ 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.

² The percentage changes captured in this report reflect comparisons between Q1, 2024 and Q1, 2025 unless otherwise specified.

- Transport and disability decreased by 22.1% (251).

Justice queries decreased by 10.1% (4,722).

- Legal aid and advice queries decreased by 15.4% (2,112).
- **Civil law queries increased by 2.3% (444).**

Birth, Family and Relationships queries decreased by 13.2% (4,010).

- Separation and divorce queries decreased by 4.1% (1,275).
- Maintenance queries decreased by 21.0% (467).
- Custody and access queries decreased by 14.6% (344).
- Problems in marriages and relationships queries decreased by 18.4% (270).
- Domestic violence queries calls decreased by 19.5% (252).

Education and Training queries decreased by 10.1% (2,677 queries).

- Queries relating to third-level education decreased by 9.9% (1,090).
- Vocational education and training queries decreased by 0.7% (438).

Consumer Affairs queries decreased by 15.6% (2,527).

- Queries relating to consumer protection decreased by 5.9% (586).
- Energy/utilities services queries decreased by 14.1% (492).

Death and Bereavement queries decreased by 12.8% (1,363).

- The deceased's estate queries increased by 12.0% (417).
- After death queries decreased by 7.5% (247).
- Money matters after a death queries decreased by 23.8% (246).

Government in Ireland queries decreased by 20.7% (1,321).

- MyGovID queries increased by 21.1% (598).
- FOI queries decreased by 33.7% (124).

Environment queries decreased by 20.4% (356 queries).