



Citizens **Information** Board
information · advice · advocacy

CITIZENS INFORMATION SERVICES

Q1 Statistical Report 2026



Citizens Information Services (CIS) Caller and Query

Statistical Summary

January to March (Q1) 2026

Table of Contents

Section 1: Overview and Trends 3

Section 2: Caller Summary 4

Section 3: Query Summary 8

Section 4: Social Welfare 10

Section 5: Housing..... 13

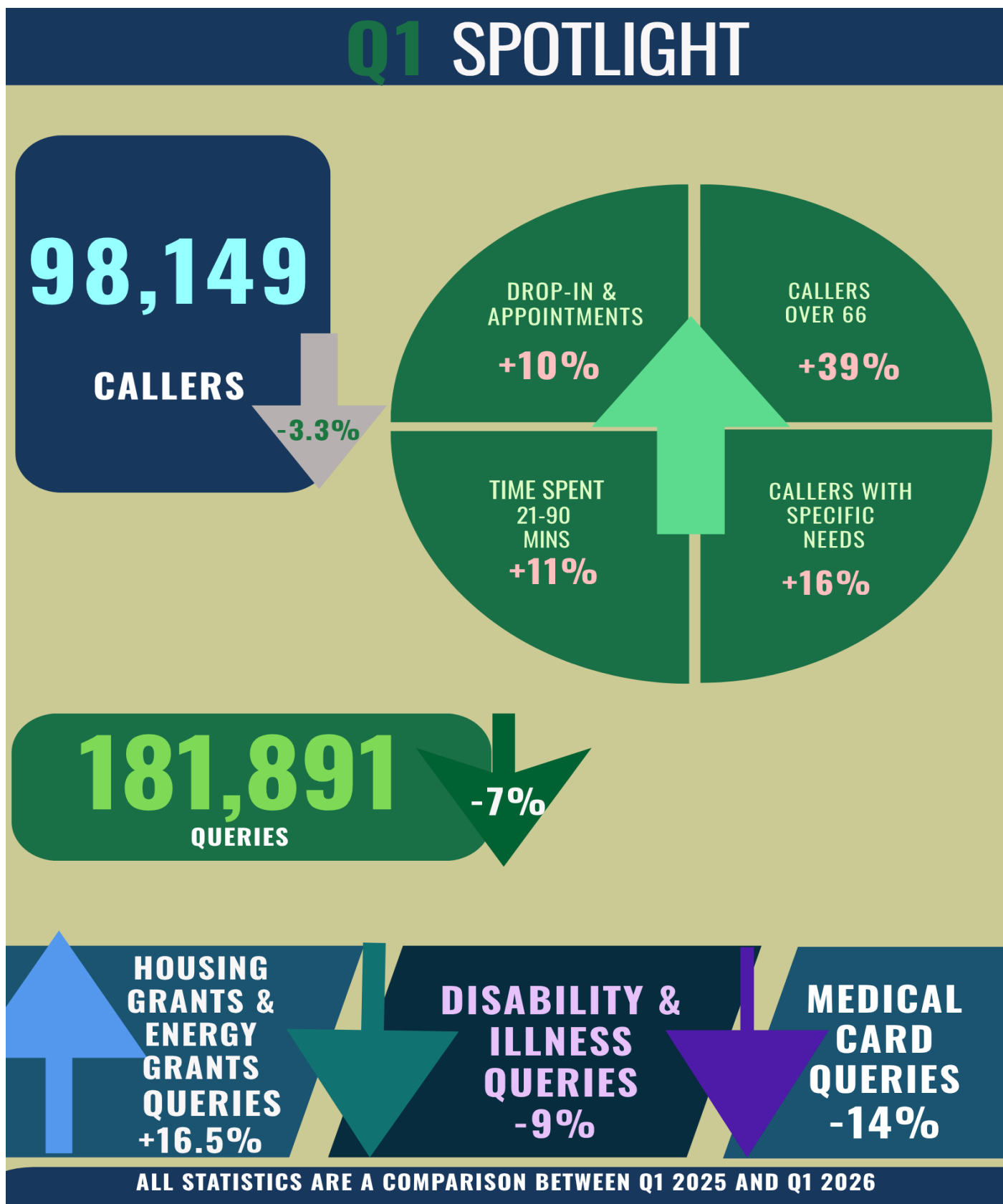
Section 6: Money and Tax..... 16

Section 7: Other Query Areas 19

Appendix 22

Section 1: Overview and Trends

This statistical summary of CIS callers (clients) and queries focuses on Quarter 1 2026, compared with the same period in 2025. 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.



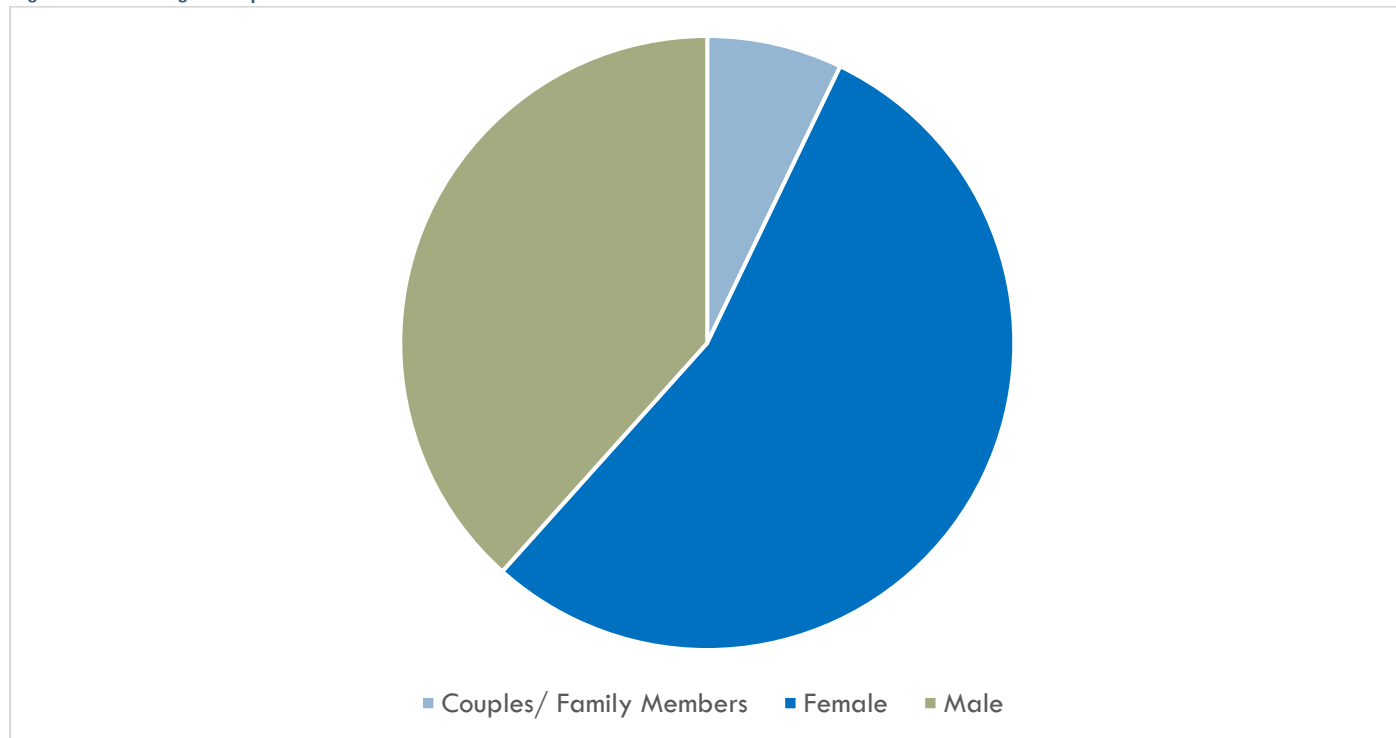
Section 2: Caller Summary

There were **98,149** callers to CIS nationally during Q1, 2026, a decrease of 3.3% on the same period last year (101,462).

Gender Profile

The majority of callers were female (53.8%); males made up 37.8%. The number of couples/family members increased by 5.6%.

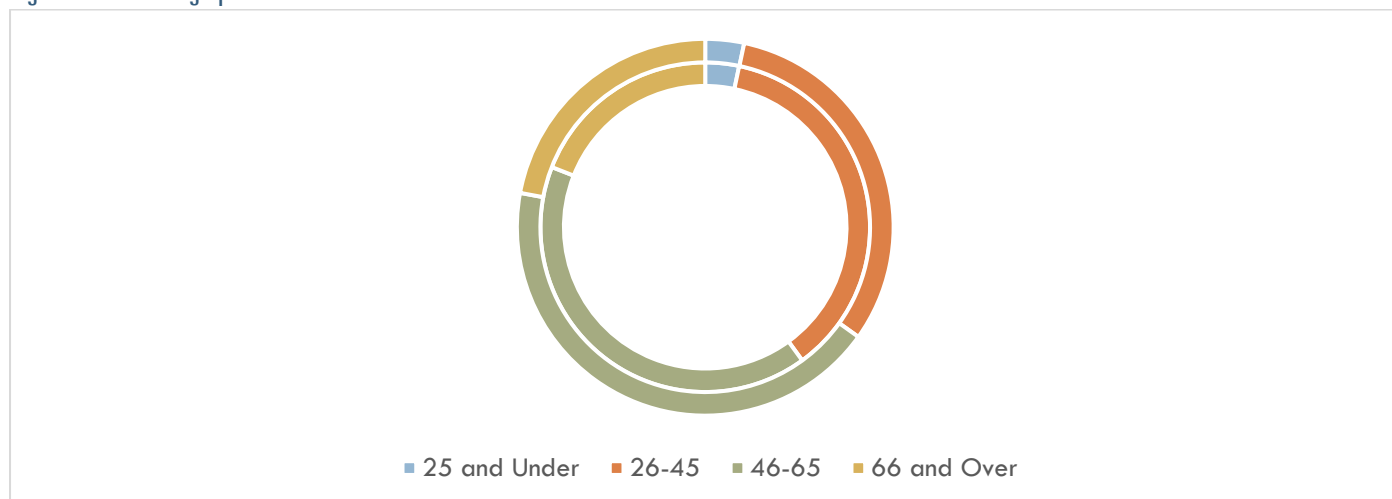
Figure 1 – Caller gender profile



Age Profile

Age information was available for 83% of callers (81,421 individuals), up from 67% in Q1 2025. Because of this, all age groups increased in number, but these numbers do not necessarily reflect the true increase. The proportion of callers aged 26-45 dropped by over 5%, while the over-66s group increased by 3%. The 46-65s group was the largest proportion and increased by 2%. The graph below compares Q1 2025 (centre ring) and Q1 2026 (outer ring).

Figure 2 — Caller age profile



Mode of Contact

In-person callers accounted for 71% of interactions, of which 92% were drop-in (63,829 callers), and 8% were by appointment (5,518 callers). There was an increase of 9.6% for the number of appointments and an increase of 1.6% for the number of drop-in callers. The number of letter/email callers decreased by 26.6%, and the number of telephone callers decreased by 13.1%.

Figure 3 — Caller mode of contact

Caller Type	Q1 2025	Q1 2026
Letter/ Email	3,257	2,390
In-person	67,810	69,347
Telephone	30,395	26,412

Country of Origin

Country of Origin was recorded for 85.8% of callers (84,165 of 98,149 callers). The chart below divides the recorded country of origin into areas of origin. The large majority (73.5%) came from Ireland (61,847 callers), with non-EU callers representing 18.6% (15,634) of callers – where country of origin was recorded – and a further 8% with a European Union (excluding Ireland) country of origin (6,684 callers).

Figure 4: Area of origin

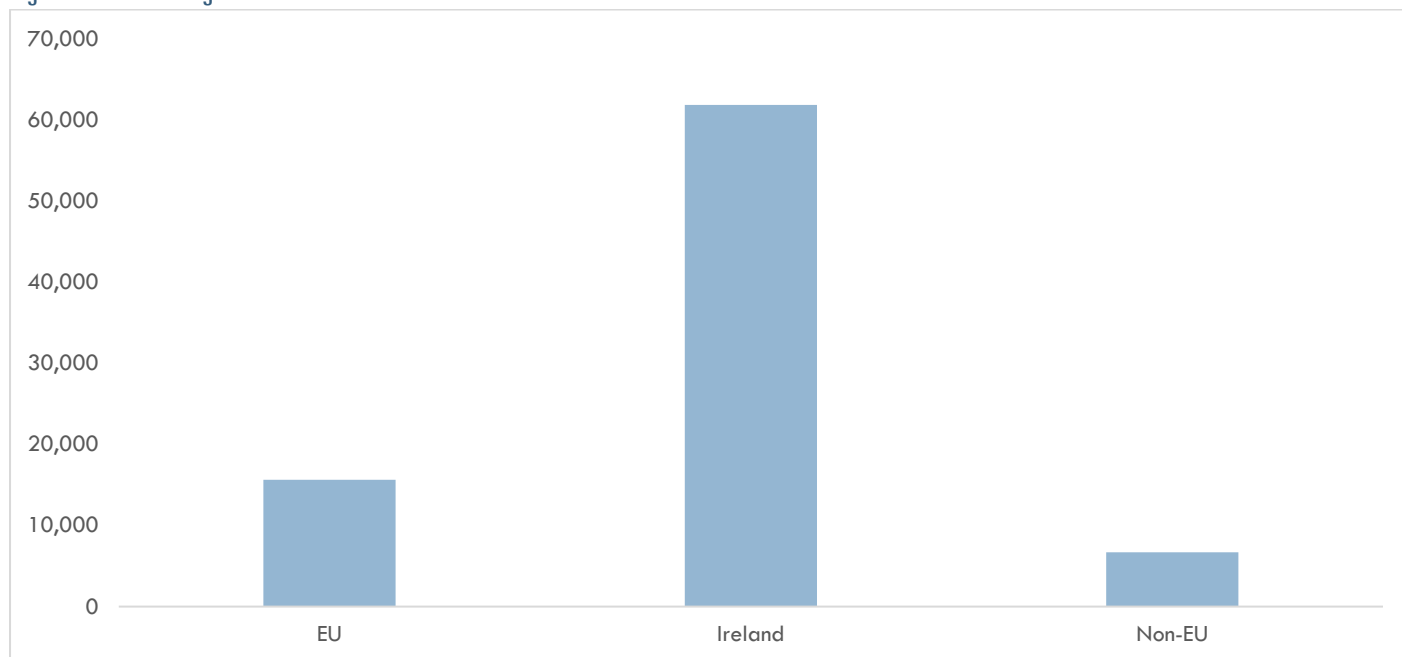


Figure 5: Top 5 countries of origin of callers (excluding Ireland)

	Country of Origin	Number of callers	% of callers
1	Nigeria	2,467	2.9%
2	Ukraine	2,263	2.7%
3	Poland	2,220	2.6%
4	Great Britain	1,313	1.6%
5	Romania	1,200	1.4%

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

Specific Needs Identified

Specific needs are recorded by information providers 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 Q1 2026, 18.4% of callers (18,091 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 10.6% in callers identified as having specific needs compared to Q1 2025. Callers with specific needs can often have more than one, with an average of 2.4 specific needs across these callers

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

Interactions with clients who had specific needs lasted longer compared to where there were no specific needs identified. Three-quarters (76.2%) of the interactions with callers who had specific needs took between 11 and 40 minutes. This compares with 57.3% of the interactions with all callers.

Figure 7: Specific needs breakdown

Specific Needs	Q1 2026	% Change Q1 '25-Q1 '26
Language	7193	+12.5%
Online access	4666	+19.9%
Distressed client	3686	+11.4%
Literacy	2747	+14.9%
Other	1466	+144.3%
Physical Disability	1248	+6.0%
Mental Health	1117	+11.8%
Accompanied by another person	939	+5.5%
Sensory Disability	571	+6.9%
Homeless	482	+32.8%
Challenging Behaviour	479	+61.3%

Time Spent

Although 77% of queries were resolved within 20 minutes, longer interactions with information providers, particularly of over 21 minutes, are becoming more common.

- **38.7% of callers spent 10 minutes or less with information providers**
- **38.5% of callers spent 11-20 minutes with an information provider**
- **18.8% of callers were with an information provider for 21-40 minutes, an increase of 11% compared to Q1 2025.**
- **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 (0.2%).**

Figure 8: Time spent with information provider

Time spent	Q1 2025	Q1 2026	% Change
10 minutes and under	42,270	38,018	-10.1%
11-20 minutes	38,950	37,800	-3.0%
21-40 minutes	16,692	18,452	+10.5%
41-90 mins	3,337	3,672	+10.0%
91 mins and over	213	207	-2.8%

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 providers.

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	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	Carer's Allowance
3	Disability Allowance	Disability Allowance	Medical Card	Medical Card	Basic Supplementary Welfare Allowance

Section 3: Query Summary

Services dealt with **181,891** queries during Q1 2026, a decrease of 7% on the same period in 2025

Almost 44% of queries were related to social welfare rights and entitlements. Housing queries accounted for 13.1%, and Money and Tax made up 7.4% of queries. Health - which is usually in the top three most queried areas - dropped to the fifth most queried.

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

Top Level Category	# Queries	% of all Queries Q1, '26	% Query Change Q1 '25–Q1 '26
Social Welfare	79,081	43.5%	-9.8%
Housing	23,752	13.1%	4.9%
Money and Tax	13,372	7.4%	3.9%
Local	13,110	7.2%	-5.1%
Health	13,005	7.1%	-8.2%
Employment	9,959	5.5%	-11.2%
Moving Country	9,673	5.3%	-10.2%
Justice	4,538	2.5%	-3.9%
Travel and Recreation	4,389	2.4%	-17.6%
Birth, Family and Relationships	3,287	1.8%	-18.0%
Consumer Affairs	2,432	1.3%	-3.8%
Education and Training	2,304	1.3%	-13.9%
Government in Ireland	1,369	0.8%	3.6%
Death and Bereavement	1,344	0.7%	-1.4%
Environment	276	0.2%	-22.5%
Total	181,891	100.0%	-6.9%

Figure 11 – Query number increases/decreases by main category (%) compared with Q1, 2025

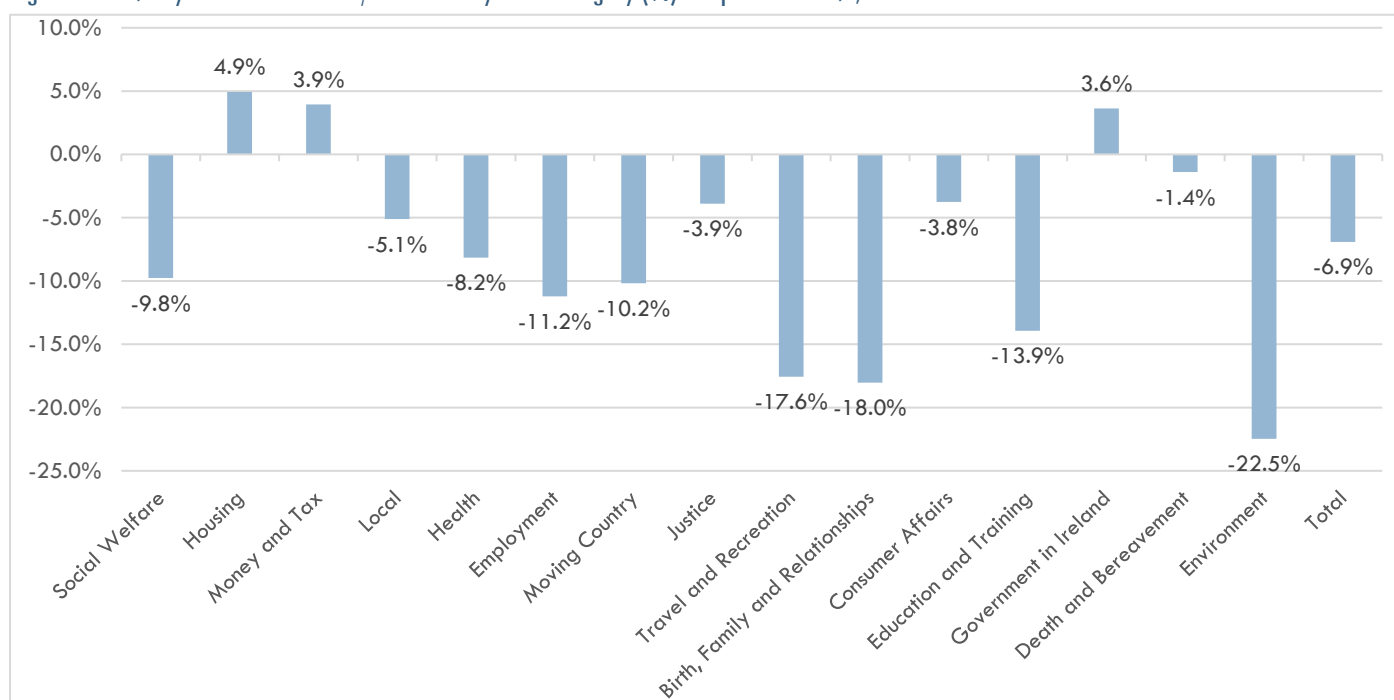


Figure 12 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 1 2026. Medical card made up 4% of all queries. The ten payments and schemes listed made up over one quarter (26.5%) of all queries this quarter.

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

	Single Payment/ Scheme	Number of Queries	% Change
1	Medical Card	7,065	-13.6%
2	State Pension/ Contributory	6,058	-11.0%
3	Disability Allowance	5,828	-9.1%
4	Applying for Local Authority/Social Housing	5,590	-0.3%
5	Carer's Allowance	5,274	-13.7%
6	Fuel Allowance	4,837	+2.8%
7	Household Benefits Package	3,683	-1.8%
8	Jobseeker's Allowance	3,450	-7.1%
9	Illness Benefit	3,191	-3.6%
10	Basic Supplementary Welfare Allowance	3,165	-10.0%

Section 4: Social Welfare

Social welfare was the most queried area, representing 43.5% of all queries. The number of social welfare queries (79,081) declined by 10%.

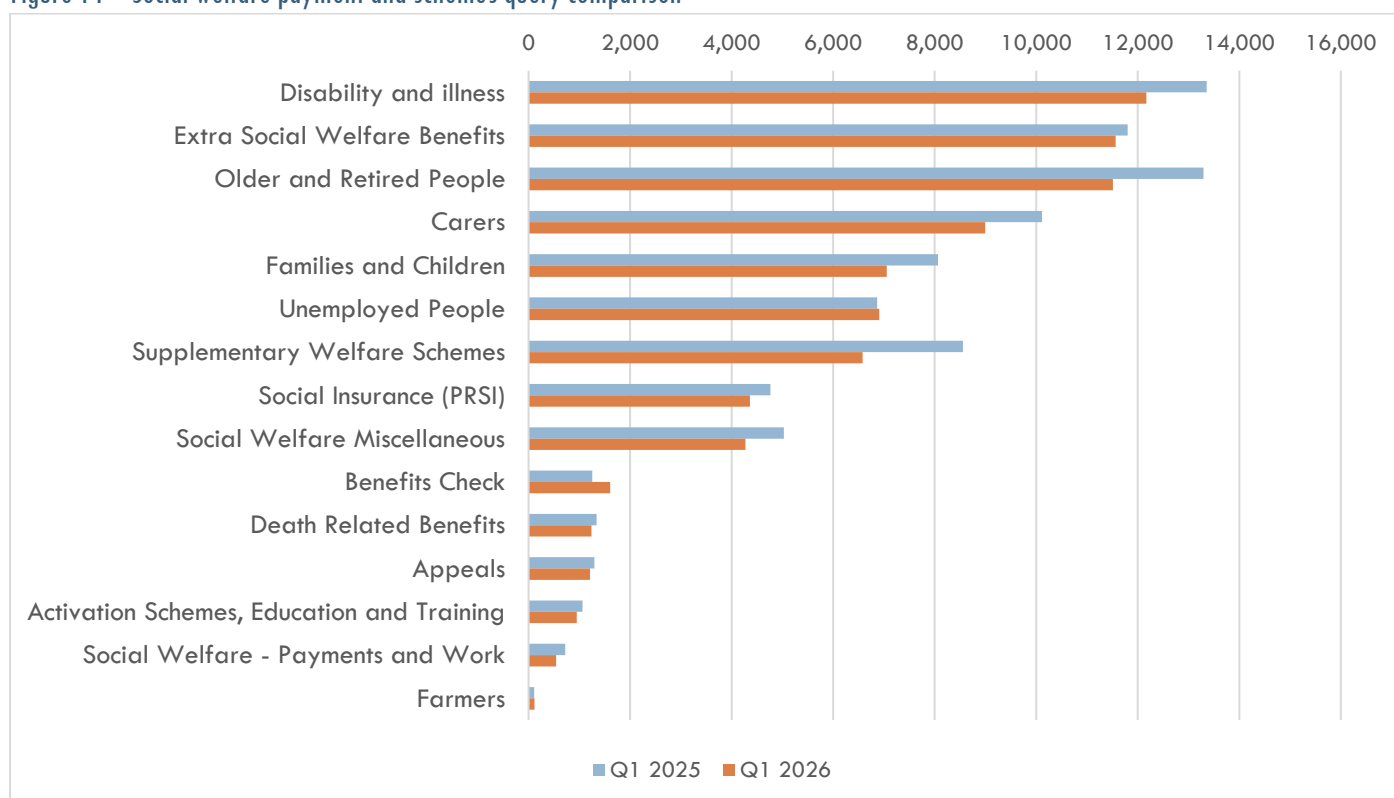
Figure 13 –Social welfare queries by second-level category

Social Welfare Subcategories	% of overall SW queries	% change from Q1 2025
Disability and Illness	15.4%	-8.9%
Extra Social Welfare Benefits	14.6%	-2.0%
Older and Retired People	14.6%	-13.4%
Carers	11.4%	-11.0%
Families and Children	8.9%	-12.5%
Unemployed People	8.7%	0.6%
Supplementary Welfare Schemes	8.3%	-23.1%
Social Insurance (PRSI)	5.5%	-8.5%
Social Welfare Miscellaneous	5.4%	-15.0%
Benefits Check	2.0%	28.1%
Death Related Benefits	1.6%	-7.6%
Appeals	1.5%	-6.6%
Activation Schemes, Education and Training	1.2%	-10.8%
Social Welfare - Payments and Work	0.7%	-24.7%
Farmers	0.1%	6.4%

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 Q1 2025 and Q1 2026.

Figure 14 – Social welfare payment and schemes query comparison

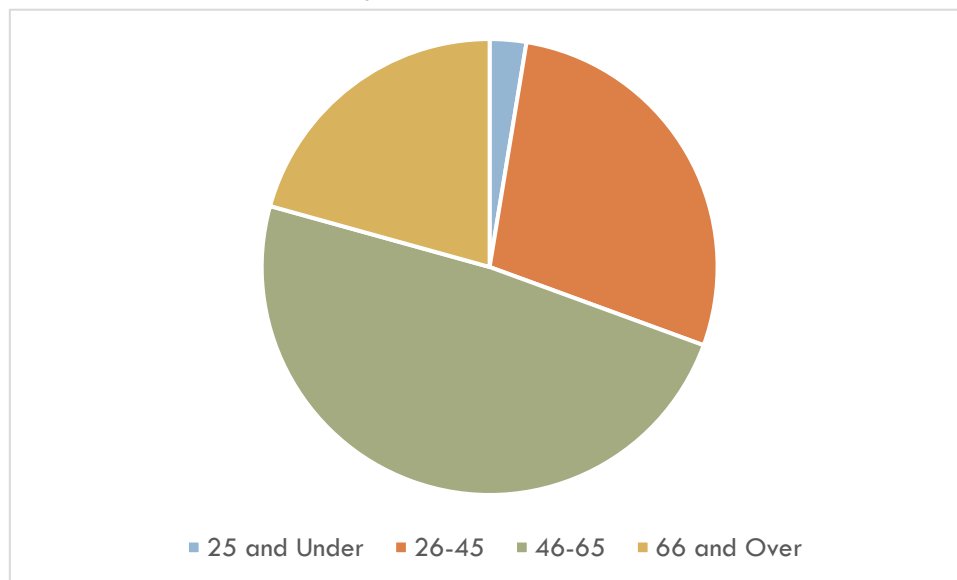


Caller profile data relating to Social Welfare

Age

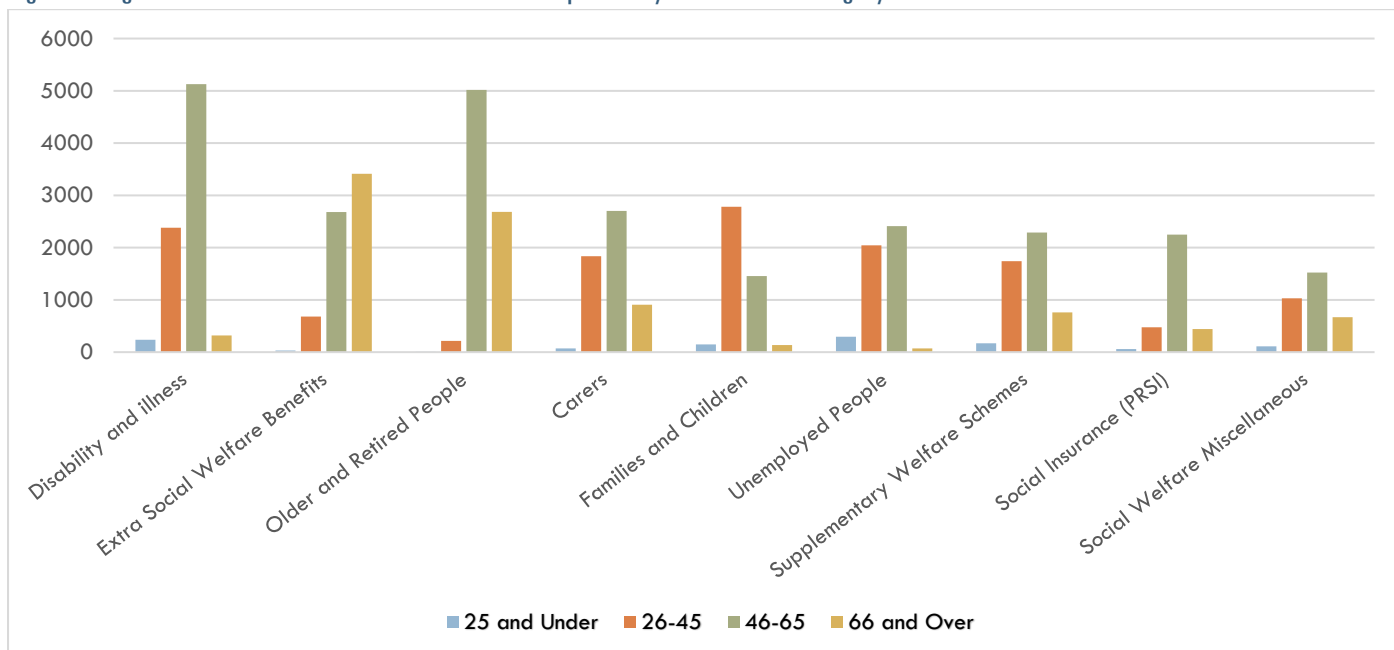
The chart below demonstrates that almost half of callers with social welfare queries were aged between 46 and 65 years, 28% were aged 26 – 45, and 21% were aged 66 and over, where age was recorded for 87% of all callers.

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 with enquiries across all social welfare topics, that changes to 26 to 45-year-olds for queries about Families and Children and Activation Schemes, Education and Training. Meanwhile, 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



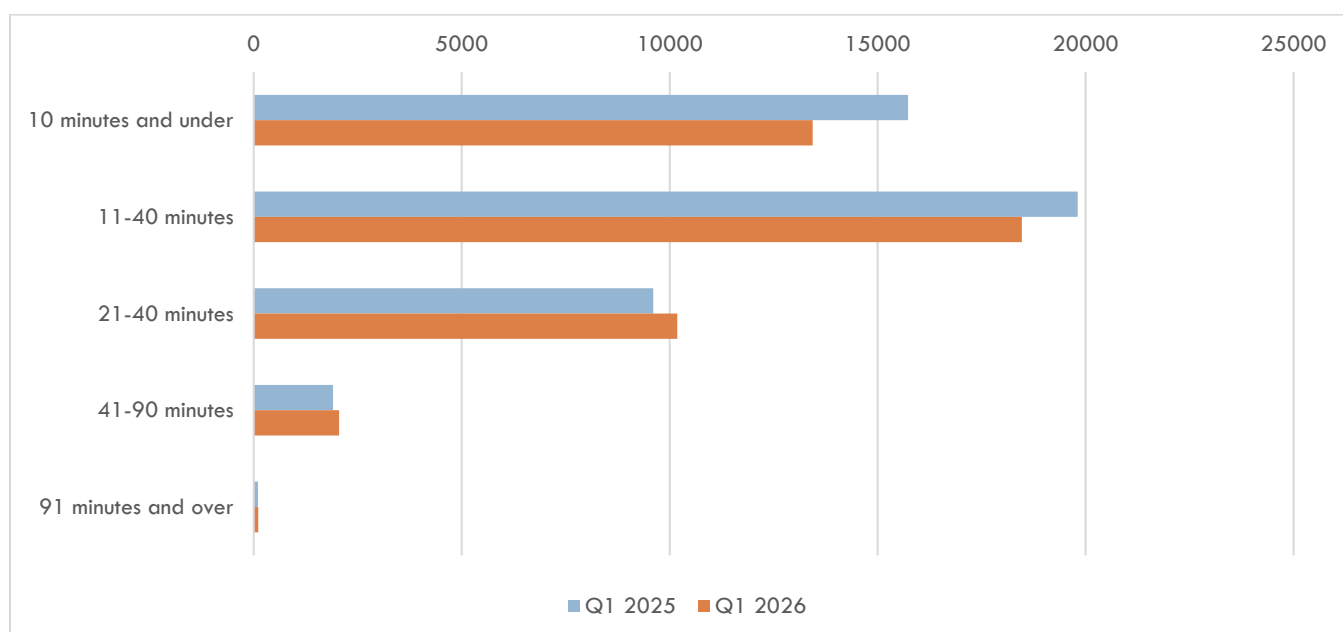
Gender

Overall, 55.3% of queries relating to social welfare came from women, followed by 35.5% from men and 7.9% were from couples/families.

Length of Interaction

Of all Social Welfare interactions, 41.7% lasted 11-20 minutes, followed by 30.4% at 10 minutes and 23% that lasted 21-40 minutes. 5% of callers had interactions with CIS staff that lasted over 41 minutes.

Figure 17 - Time spent versus social welfare callers Q1 2025 versus Q1 2026



Country of Origin

Country of Origin was recorded for 89.4% of Social Welfare callers. Most callers who had queries about Social Welfare indicated their country of origin was Ireland. The breakdown of these were:

- **Ireland – 77.3%**
- **Non-EU - 14.1%,**
- **EU (excluding Ireland) – 8.6%.**
-

Service Provided/ Actions

Type of service provided covers the actions the information providers carried out to support clients. These are categorised as Advice/Assistance, Information, and Advocacy.

- **78.2% of social welfare queries were Advice/Assistance**
- **21.0% were classed as Information queries**
- **0.8% were classed as Advocacy**

During Q1 2026, information providers carried out, on average, four actions to support callers with their Social Welfare queries. Of the 44,251 Social Welfare callers, 89.2% received basic information (39,500), 80.9% of callers received clarification on rules and eligibility (35,804), and 47.8% of callers received information on application process (21,173).

Section 5: Housing

Housing continues to be the second highest category, representing 13.1% of all queries. The number of queries increased by 4.9% when compared to the same quarter in 2025; notably, housing grants and schemes and home energy grants (SEAI) increased by 17%, and homelessness queries increased by 21%.

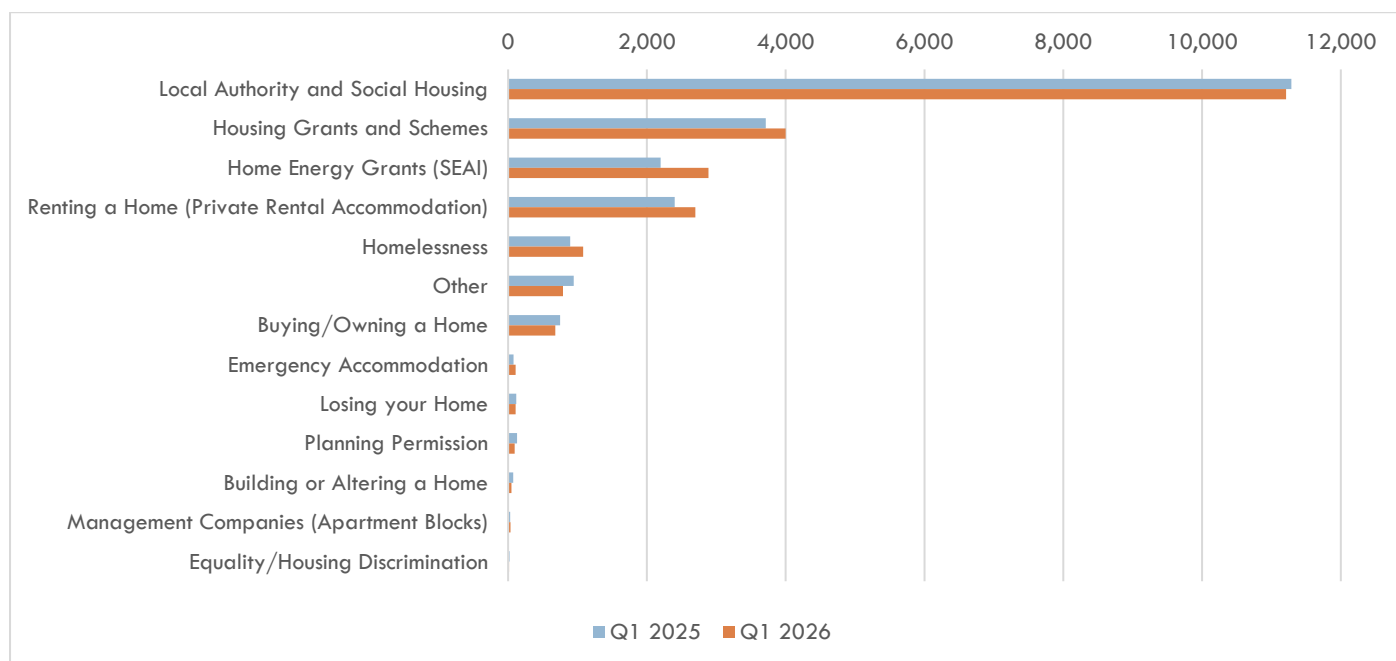
Figure 18: Housing queries by second level category

Housing Subcategories	% of overall housing queries	% change from Q1, 2025
Local Authority and Social Housing	47.2%	-0.7%
Housing Grants and Schemes	16.8%	7.6%
Home Energy Grants (SEAI)	12.2%	31.4%
Renting a Home (Private Rental Accommodation)	11.4%	12.4%
Homelessness	4.6%	20.9%
Other	3.3%	-16.2%
Buying/Owning a Home	2.9%	-9.2%
Emergency Accommodation	0.5%	39.7%
Losing your Home	0.5%	-9.3%
Planning Permission	0.4%	-25.8%
Building or Altering a Home	0.2%	-36.5%
Management Companies (Apartment Blocks)	0.1%	20.7%
Equality/Housing Discrimination	0.1%	-35.0%

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. 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

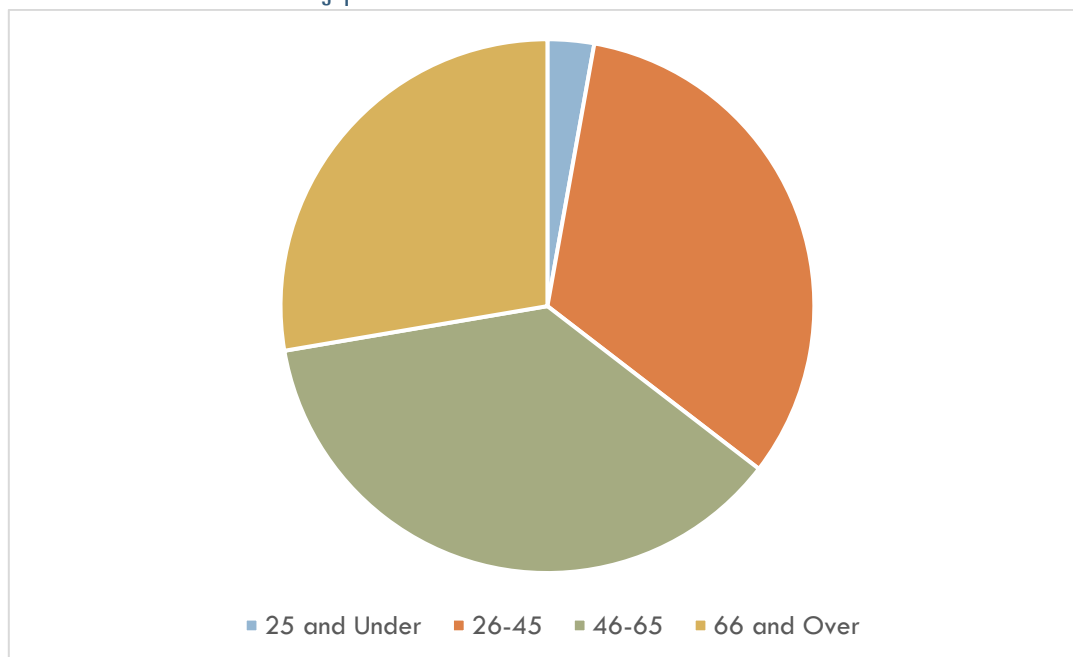
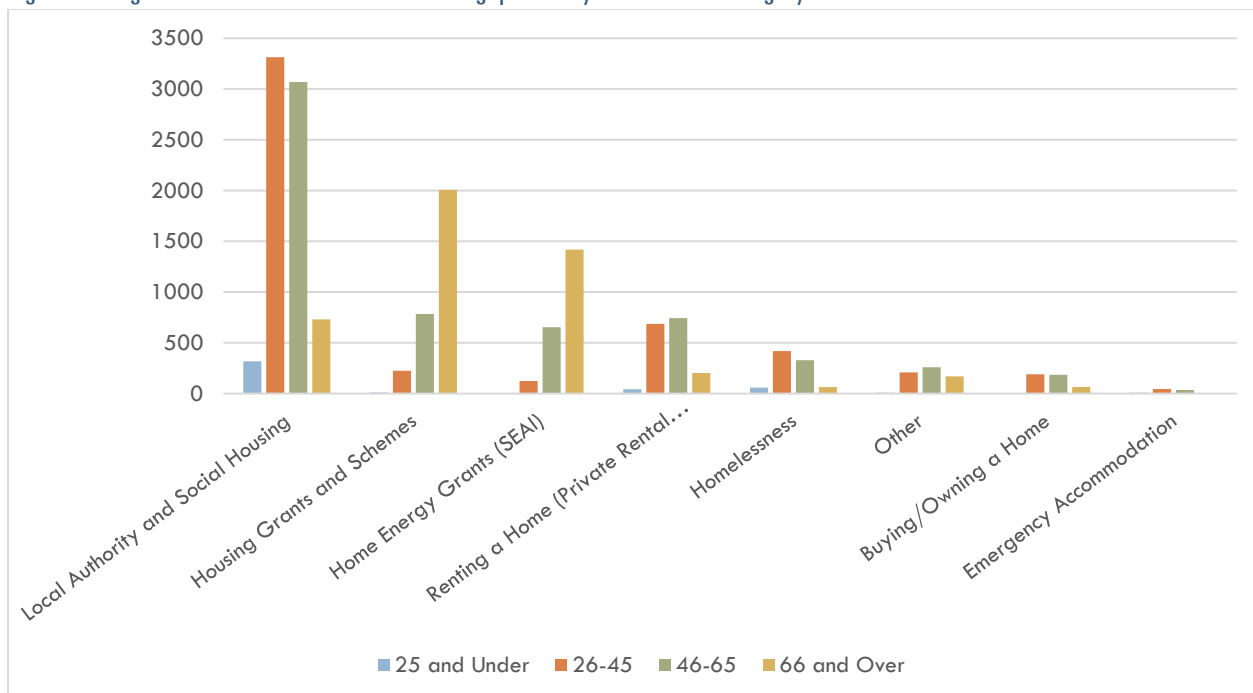


Figure 21 - Age breakdown of callers with housing queries by second level category



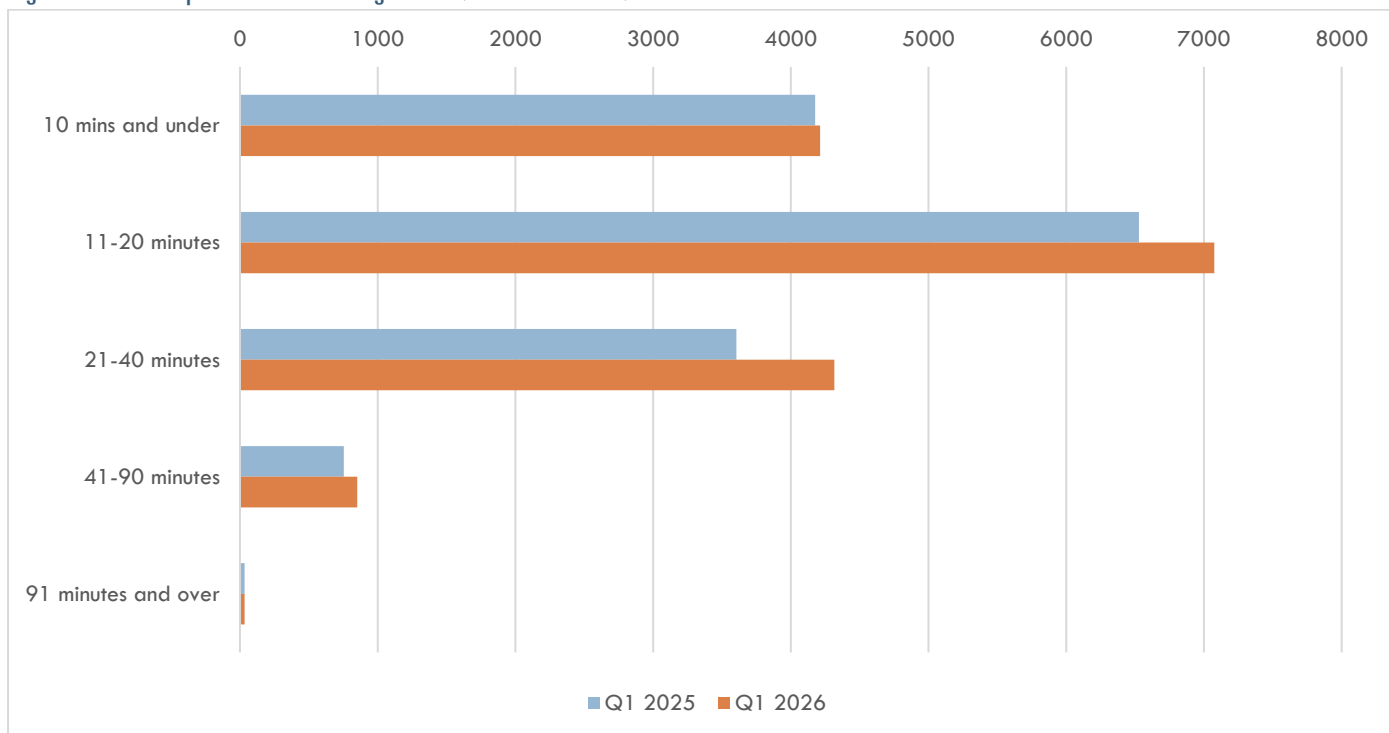
Gender

Overall, most housing queries (51.8%) came from women, followed by 38.3% from men. The number of couples/family members with housing queries grew by 20.6%. Males were the most frequent callers in Emergency Accommodation and Homelessness.

Length of Interaction

Of the interactions related to housing, 42.9% of them lasted 11-20 minutes, 26.2% lasted 21-40 minutes, and 25.5% lasted 10 minutes and under.

Figure 22 - Time spent versus housing caller Q1 2025 versus Q1 2026



Country of Origin

Country of origin of the caller was recorded for 87.1% of housing queries, and breaks down as follows:

- **Ireland – 69.3%**
- **Non-EU – 20.2%**
- **EU (excluding Ireland) – 10.6%**

Service Provided/ Actions

For each Housing caller during Q1 2026, information officers performed on average 3 actions. 73% of callers received basic information (12,055 of 16,489 callers), 56% of callers received clarification on rules and eligibility (9,283 of 16,489 callers), 37% of callers received information on application process.

- **79.3% of social welfare queries were Advice/Assistance**
- **20.0% were classed as Information queries**
- **0.7% were classed as Advocacy**

Section 6: Money and Tax

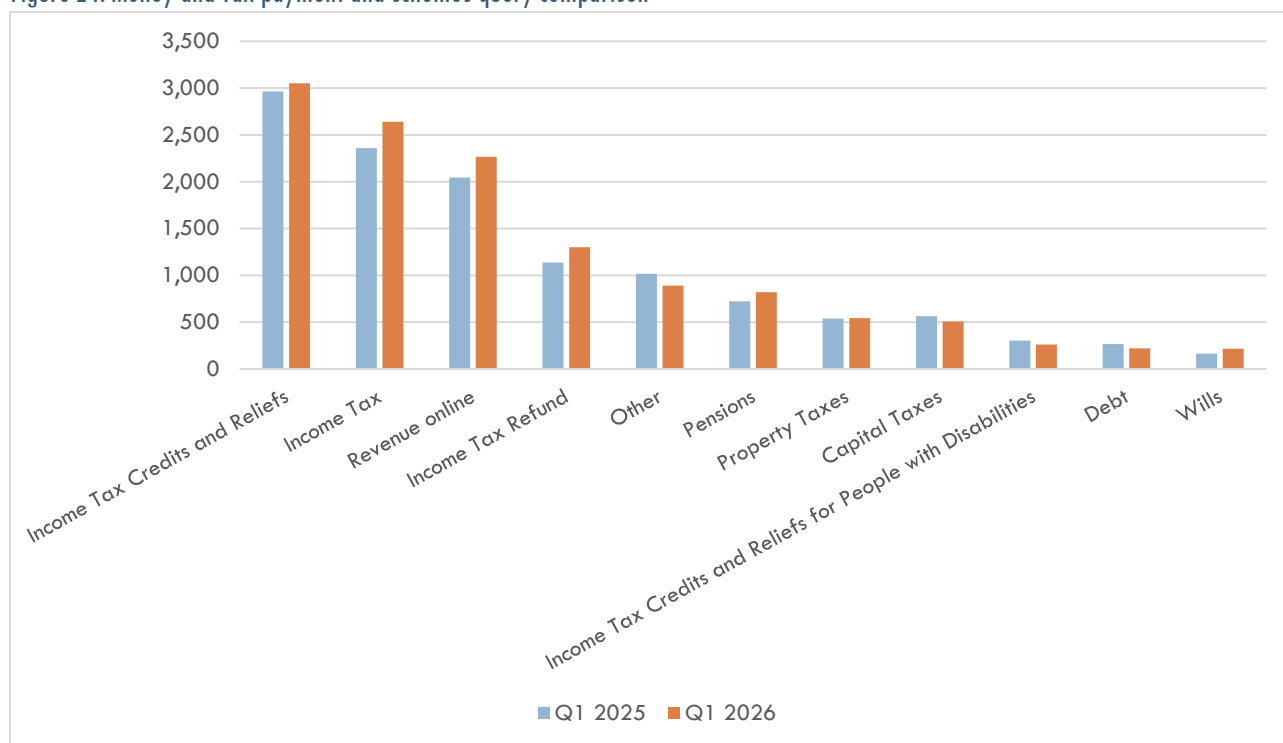
Money and Tax queries made up 7.4% of all queries. Money and Tax queries increased by 3.9%.

Figure 23: Money and Tax queries by second level category

Subcategory Breakdown	% of Subcategory	% Change
Income Tax Credits and Reliefs	22.8%	3.0%
Income Tax	19.8%	12.0%
Revenue online	17.0%	10.9%
Income Tax Refund	9.7%	14.4%
Other	6.7%	-12.5%
Pensions	6.1%	13.6%
Property Taxes	4.1%	0.7%
Capital Taxes	3.8%	-9.9%
Income Tax Credits and Reliefs for People with Disabilities	2.0%	-14.1%
Debt	1.7%	-17.2%
Wills	1.6%	32.5%
Financial Institutions	1.5%	-5.1%
Duties and VAT	0.8%	-3.6%
Insurance	0.7%	-31.2%
Universal Social Charge (USC)	0.6%	-26.0%
Savings and Investments	0.4%	4.3%
Moving Country and Taxation	0.3%	-28.1%
Loans and Credit	0.3%	-40.6%
Tax on Savings and Investments	0.2%	-12.9%
Consumer Protection Code and Mortgages	0.1%	25.0%
Water Charges	0.0%	-75.0%

The chart below shows a comparison of the level of queries for the top money and tax payments and schemes in Q1 2025 and Q1 2026.

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

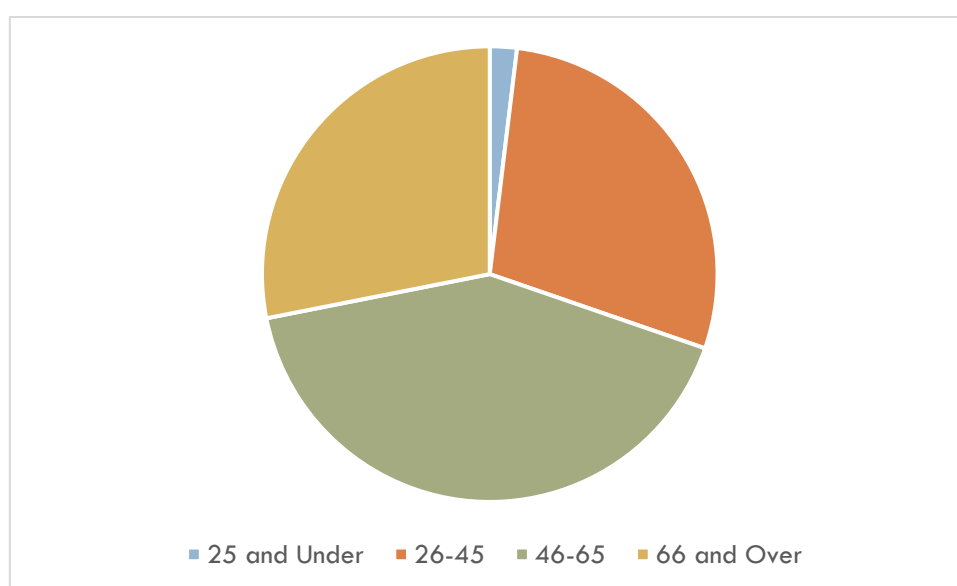
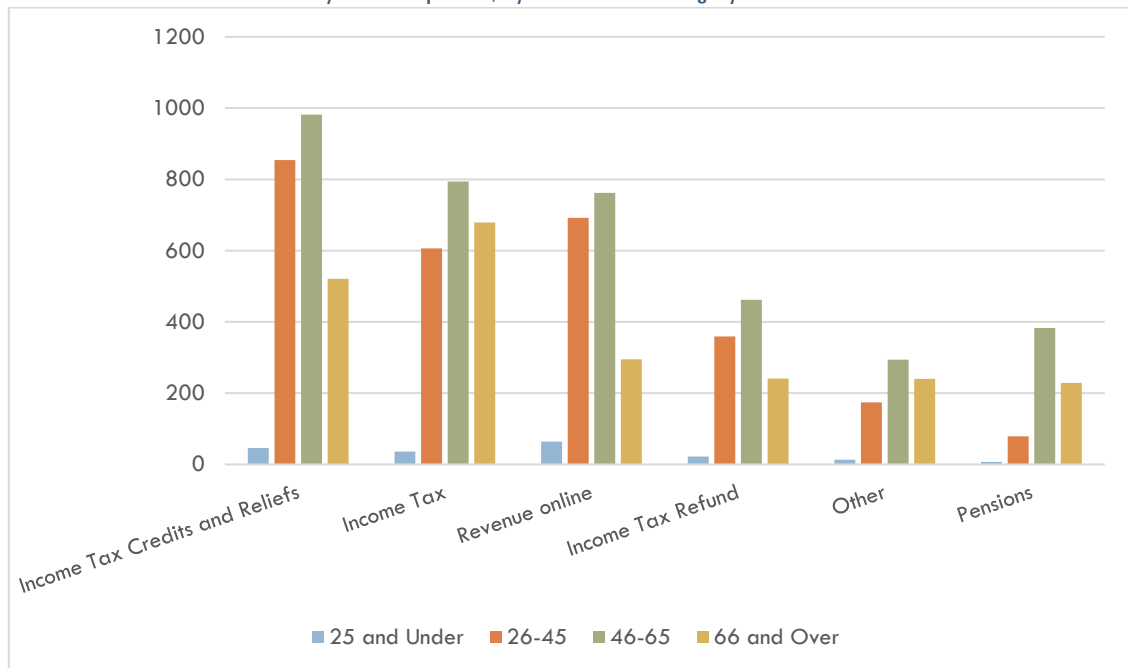


Figure 26: Age Breakdown of callers with money and tax queries, by second level category



Gender

Overall, as in other categories, most money and tax queries (50.9%) came from females, followed by 39.2% from males. Couples and family members made up 9.5% of callers with money and tax queries.

Country of Origin

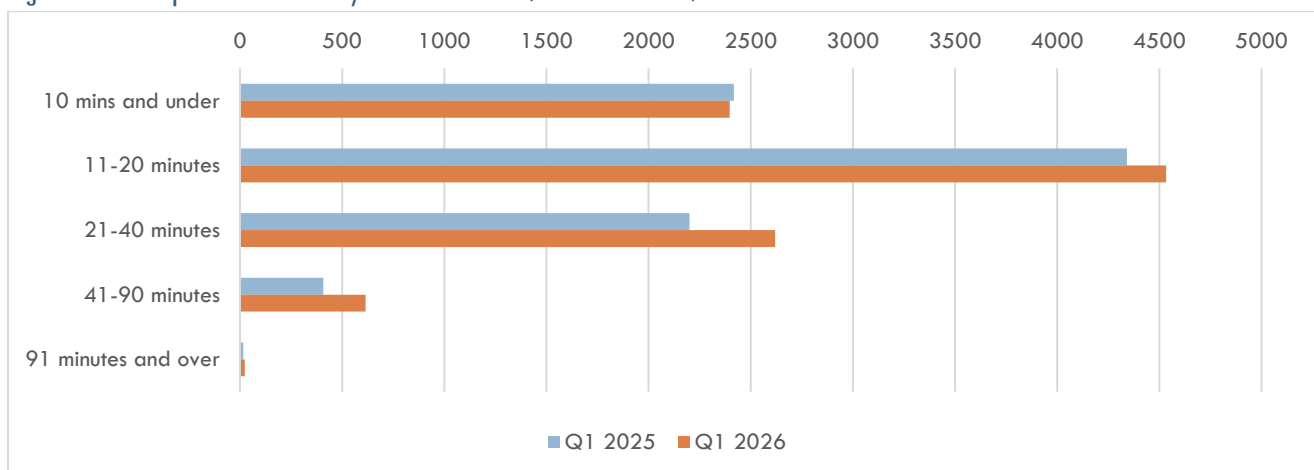
Below we can see that, where recorded, over 70% of callers with money and tax queries indicated Ireland as their country of origin. Country of origin was recorded for 90.3% of callers with money and tax queries.

- **Ireland – 70.4%**
- **Non-EU - 20.1%,**
- **EU (excluding Ireland) – 9.5%.**

Length of Interaction

23.5% of interactions with callers lasted 10 minutes or less. Similar to the same period last year, more than 44% of money and tax interactions lasted 11-20 minutes and 25.7% took 21-40 minutes.

Figure 27 Time spent versus money and tax callers Q1 2025 versus Q1 2026



Service Provided/ Actions

For each Money & Tax caller during Q1 2026, Information Officers performed on average 3 actions (2.7). Of the 10,187 Money & Tax callers, 64.1% of callers received basic information (6,532), 42.1% of callers were provided with clarifications on rules and eligibility (4,292), and 31.2% of callers were assisted with online applications (3,181).

- **82.3% of social welfare queries were Advice/Assistance**
- **16.8% were classed as Information queries**
- **0.8% were classed as Advocacy**

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 Q1, 2025 and Q1, 2026. The numbers in brackets are the number of queries in Q1, 2026.

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 13,110 (compared with 13,816 for Q1, 2025)

Health

Queries about health decreased by 8.2% (13,005) and made up 7.1% of all queries.

Figure 28: Health top five second-level categories

Health second level category	Number of queries	Percentage change from Q1, 2025
Medical card	7,065	-13.6%
Fair Deal & Home Care Package	885	-9.2%
GP Visit Card	869	-2.6%
Other	668	-1.0%
Drugs/ Medicines	497	+1.2%

Employment

Queries on employment decreased by 11.2% (9,959) and made up 5.5% of all queries.

Figure 30: Employment second-level categories

Employment second level category	Number of queries	Percentage change from Q1, 2025
Employment Rights & Conditions	5,793	-13.2%
Unemployment & Redundancy	839	-15.9%
Self-employment	812	-17.5%
Enforcement & Redress	628	-9.2%
Grievance & Discipline Procedures	418	-6.7%

Moving Country

Queries categorised as Moving Country decreased by 10.2% (9,673) and made up 5.3% of all queries. This category includes all immigration queries.

Figure 29: Moving country top five second-level categories

Moving Country second level category	Number of queries	Percentage change from Q1, 2025
Irish Citizenship	2,969	-2.8%
Irish Residence Permit Applications and Renewals	1,613	-1.4%
Visa	590	-38.4%
Asylum Seekers/ Refugees - Ukrainian	505	-19.1%
Other	453	-11.2%

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. One of the least-queried categories overall - 'Government in Ireland' are the only category showing an overall increase.

Figure 31: Other Payment/Schemes categories Breakdown

Payment/Scheme		Query Numbers (Q1 '26)	% Change
Justice			-3.9%
Legal Aid and Advice	1,988		-5.9%
Other	642		-18.3%
Travel and Recreation			-17.6%
Motoring	1,765		-24.0%
Passports	1,486		-14.0%
Birth, Family and Relationships			-18.0%
Separation and Divorce	1,043		-18.2%
Maintenance	421		-9.9%
Consumer Affairs			-3.8%
Energy/Utilities Services	527		+7.1%
Consumer Protection	468		-20.1%
Education and Training			-13.9%
Third- Level Education	956		-12.3%
Other	330		-11.8%
Government in Ireland			+3.6%
MyGovID	749		+25.3%
Other	153		-40.9%
Death and Bereavement			-1.4%
The Deceased's Estate	364		-12.7%
After Death	285		+15.4%

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
Disability and Illness		15.4%	
Disability Allowance	5,828	47.9%	-9.1%
Illness Benefit	3,191	26.2%	-3.6%
Invalidity Pension	2,313	19.0%	-12.3%
Partial Capacity Benefit	475	3.9%	-11.9%
Injury Benefit Christmas Bonus	164	1.3%	-9.9%
Occupational Injuries Benefit Scheme	115	0.9%	-25.3%
Other Payment (Blind Pension/ Other)	85	0.7%	-30.3%
Total	12,171	100%	-8.9%
Extra Social Welfare Benefits		14.6%	
Fuel Allowance	4,837	41.8%	+2.8%
Household Benefits Package	3,683	31.8%	-1.8%
Living Alone Increase	1,428	12.3%	-2.4%
Free Travel (Travel Card, Companion Card, etc)	1,318	11.4%	-18.8%
Telephone Support Allowance	147	1.3%	-18.5%
Treatment Benefits	123	1.1%	+59.7%
Cost of Living Increases	18	0.2%	-66.0%
Christmas Bonus	10	0.1%	+150.0%
Total	11,564	100%	-2.0%
Older and Retired People		14.6%	
State Pension Contributory	6,058	52.6%	-11.0%
State Pension Non-Contributory	2,735	23.8%	-8.7%
Payment for people who retire at 65	874	7.6%	-7.7%
UK Pensions/Brexit	629	5.5%	-51.5%
Homemakers Scheme/Home-Caring Periods Scheme	535	4.6%	+11.9%
Qualified Adults	490	4.3%	-12.2%
EU/ International Pensions	190	1.7%	-11.6%
Total	11,511	100%	-13.4%
Carers		11.4%	
Carer's Allowance	5,274	58.6%	-13.7%
Carer's Benefit	1,118	12.4%	-17.1%
Domiciliary Care Allowance (DCA)	1,018	11.3%	-1.5%
Carer's Support Grant (Respite Care Grant)	975	10.8%	-1.6%
Half-rate Carer's Allowance	611	6.8%	-2.6%
Total	8,996	100%	-11.0%
Families and Children		9.0%	
Working Family Payment (WFP)	2,494	35.4%	-14.0%
One Parent Family Payment (OFP)	1,293	18.3%	-19.0%
Child Benefit	1,241	17.6%	-11.6%
Increase for a Qualified Adult (IQA)	526	7.5%	+9.8%
Maternity/ Adoptive Benefit	498	7.1%	-20.7%
Child Support Payment (formerly IQC)	381	5.4%	+14.8%
Parent's Benefit	232	3.3%	-18.9%
Paternity Benefit	136	1.9%	-22.7%
Back to School Clothing & Footwear Allowance	112	1.6%	+31.8%
Back to Work Family Dividend	107	1.5%	-11.6%
Health and Safety Benefit	24	0.3%	-11.1%
Deserted Wife's Allowance	6	0.1%	-25.0%
Deserted Wife's Benefit	5	0.1%	-72.9%
Total	7,055	100%	-12.5%
Unemployed People		8.7%	

Jobseeker's Allowance	3,450	49.9%	-7.1%
Jobseeker's Benefit	1,517	22.0%	-35.6%
Jobseeker's Pay-Related Benefit	1,085	15.7%	-
Jobseeker's Transitional	420	6.1%	+15.7%
Social Welfare Payments and Work	324	4.7%	-1.8%
Unemployed following self-employment	112	1.6%	+3.7%
Total	6,908	100%	+0.6%
Supplementary Welfare Schemes		8.3%	
Basic Supplementary Welfare Allowance	3,165	48.1%	-10.0%
Additional Needs Payment	2,521	38.3%	-39.1%
Rent Supplement (RS)	828	12.6%	-3.8%
Diet/Heating Supplement	38	0.6%	+5.6%
Humanitarian Assistance	26	0.4%	-
Mortgage Interest Supplement (MIS)	2	0.0%	0.0%
Total	6,580	100%	-4.8%
Social Insurance (PRSI)		5.5%	
PRSI Records/Paid Contributions	2,220	50.9%	+4.4%
PPS Number	458	10.5%	-41.1%
Homemakers Scheme/HomeCaring Periods Scheme	395	9.1%	+5.9%
Credited Contributions	359	8.2%	-15.7%
Voluntary Contributions	333	7.6%	-9.5%
PRSI Classes	277	6.4%	-16.8%
Other	139	3.2%	-32.9%
Long-Term Carer Contributions	119	2.7%	+21.4%
Employer's PRSI	58	1.3%	+7.4%
Jobs Plus	1	0.0%	-
Total	4,359	100%	-8.5%
Social Welfare Miscellaneous		5.4%	
Other	1,053	24.6%	-46.5%
Public Services Card	733	17.2%	-10.2%
Means Tests	653	15.3%	+9.2%
MyWelfare.ie	643	15.0%	+23.2%
Habitual Residence Condition	555	13.0%	-9.2%
Overpayments	393	9.2%	+42.4%
UK Entitlements /Brexit	68	1.6%	-19.0%
Nominating agent to collect SW payments	66	1.5%	+3.1%
SW Inspectors	43	1.0%	+95.5%
EU Contributions and Entitlements	36	0.8%	-12.2%
Late Claims	22	0.5%	+46.7%
EU/EEA/Switzerland	7	0.2%	0.0%
Insolvency Payments Scheme	1	0.0%	-75.0%
Total	4,273	100%	-15.0%
Benefits Check		2.0%	
Benefits Check	1,608		
Total	1,608	100%	+28.1%
Death Related Benefits		1.6%	
Bereaved Partner's Pension (Contributory)	729	58.9%	-10.8%
Help with Funeral Costs	229	18.5%	+26.5%
Bereaved Partner's Pension (Non-Contributory)	135	10.9%	-1.5%
Bereaved Partner's Grant	84	6.8%	-33.3%
Guardian's Payment	48	3.9%	-23.8%
Special Funeral Grant (Occ. Injuries Scheme only)	13	1.1%	-18.8%
Total	1,238	100%	-7.6%
Appeals		1.5%	
Disability Allowance	411	33.9%	-7.8%
Carer's Allowance/Benefit	230	19.0%	0.0%

Invalidity Pension	138	11.4%	-29.6%
Jobseeker's Allowance	104	8.6%	+35.1%
Other	102	8.4%	-10.5%
Domiciliary Care Allowance	49	4.0%	-2.0%
Supplementary Welfare Allowance	40	3.3%	0.0%
One Parent Family Payment (OFP)	21	1.7%	+90.9%
Jobseeker's Benefit	17	1.4%	-15.0%
State Pension (Contributory)	16	1.3%	+33.3%
Carer's Support Grant	15	1.2%	+200.0%
Illness Benefit	15	1.2%	-48.3%
State Pension (Non-Contributory)	15	1.2%	-61.5%
Working Family Payment (WFP)	14	1.2%	+40.0%
Bereaved Partner's Pension	10	0.8%	+233.3%
Child Benefit	10	0.8%	-33.3%
Parent's Benefit	4	0.3%	-
Total	1,211	100%	+1.5%
Activation Schemes, Education and Training		1.2%	
Back to Education Allowance (BTEA)	277	29.2%	-10.6%
Community Employment (CE)	255	26.9%	-0.8%
Back to Work Enterprise Allowance (BTWEA)	231	24.4%	-13.2%
Tús	59	6.2%	-0.0%
Short-Term Enterprise Allowance	42	4.4%	+27.3%
Rural Social Scheme	22	2.3%	+10.0%
Part-time Education Option (PTEO)	20	2.1%	-9.1%
LAES (Local Area Employment Services)	14	1.5%	-41.7%
Work Placement Experience Programme (WPEP)	12	1.3%	+50.0%
JobsPlus	6	0.6%	-60.0%
Part-Time Job Incentive Scheme (PTJI)	6	0.6%	-60.0%
NES (National Employment Service)	4	0.4%	-
Total	948	100%	-10.8%
Payments and Work		0.7%	
Payments and Work	543		-24.7%
Total	543	100%	
Farmers		0.1%	
Farm Assist	109	94.0%	+14.7%
Other	7	6.0%	-50.0%
Total	116	100%	+6.4%
Total	79,081		

Appendix Figure 2 – Housing Queries Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory	% Change
Local Authority and Social Housing		47.2%	
Applying for Local Authority/Social Housing	5,590	49.9%	-0.3%
Housing Assistance Payment (HAP)	2,238	20.0%	-11.8%
Other	696	6.2%	-13.4%
Differential Rent	377	3.4%	-7.1%
Medical Priority	366	3.3%	+27.1%
Choice Based Lettings	307	2.7%	+37.7%
Approved Housing Bodies (AHBs)	279	2.5%	+34.1%
Social Housing Waiting Lists	265	2.4%	+31.2%
LA Transfers	256	2.3%	+7.6%
Standards/Repairs	202	1.8%	+1.5%
Rent Arrears/Rent Problems	131	1.2%	+1.6%
Notice/Eviction/Disputes	123	1.1%	+92.2%
Tenant in situ (HAP/RAS)	96	0.9%	+10.3%
Rental Accommodation Scheme (RAS)	87	0.8%	+10.1%
Tenancy Succession	67	0.6%	+39.6%
Tenant Purchase (Incremental Scheme)	62	0.6%	-22.5%
Anti-social behaviour	59	0.5%	-14.5%
Traveller Accommodation	10	0.1%	-50.0%
Total	11,211	100%	-0.7%
Housing Grants and Schemes		16.8%	
Housing Aid for Older People	2,066	51.7%	+15.7%
Housing Adaption for People with Disability	1,109	27.7%	-1.9%
Mobility Aid Grant Scheme	298	7.5%	+10.4%
Other	289	7.2%	-45.4%
Vacant Property Refurbishment Grant	236	5.9%	-
Total	3,998	100%	+7.6%
Home Energy Grants (SEAI)		12.2%	
Free Energy Upgrades (Warmer Homes Scheme)	1,780	61.7%	+13.7%
Individual Energy Upgrades	644	22.3%	+90.5%
Complete Home Energy Upgrades	462	16.0%	+57.7%
Total	2,886	100%	+31.4%
Renting a Home (Private Rental Accommodation)		11.4%	
Notice/Eviction/Disputes	695	25.8%	+16.0%
RTB (Residential Tenancies Board)	455	16.9%	+11.2%
Tenants' Rights & Obligations	401	14.9%	+15.9%
Landlords' Rights and Obligations	369	13.7%	+16.0%
Rent Review	171	6.3%	-5.5%
Finding Accommodation	162	6.0%	+16.5%
Standards/Repairs	104	3.9%	-1.0%
Licensee	85	3.2%	+70.0%
Rent Arrears/Rent Problems	85	3.2%	-15.8%
Cost Rental Housing	74	2.7%	+51.0%
Deposit Retention	60	2.2%	+5.3%
Short-term rental lets	21	0.8%	+10.5%
Cost Rental – Tenant in situ scheme	13	0.5%	-48.0%
Non-Resident Landlords (Withholding Tax)	2	0.1%	0.0%
Total	2,697	100%	+12.4%
Homelessness		4.6%	
Homelessness	1,082		
Total	1,082	100%	+20.9%
Other		3.3%	
Other	791		

Total	791	100%	-16.2%
Buying/Owning a Home		2.9%	
Buying/ Owning a Home	681		
Total	681	100%	-9.2%
Emergency Accommodation		0.5%	
Emergency Accommodation	109		
Total	109	100%	+39.7%
Losing your Home		0.5%	
Losing your Home	107		
Total	107	100%	-9.3%
Planning Permission		0.4%	
Planning Permission	95		
Total	95	100%	-25.8%
Building or Altering a Home		0.2%	
Building or Altering a Home	47		
Total	47	100%	-36.5%
Management Companies (Apartment Blocks)		0.1%	
Management Companies (Apartment Blocks)	35		
Total	35	100%	+20.7%
Equality/ Housing Discrimination		0.1%	
Equality/ Housing Discrimination	13		
Total	13	100%	-35.0%
Total	23,752		

Appendix Figure 3 — Money& Tax Queries Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory	% Change
Income Tax Credits and Reliefs	3,052	22.8%	+3.0%
Income Tax	2,641	19.8%	+12.0%
Revenue online	2,267	17.0%	+10.9%
Income Tax Refund	1,300	9.7%	+14.4%
Other	890	6.7%	-12.5%
Pensions	821	6.1%	+13.6%
Private/ Occupational pensions	141	17.2%	-
Civil/public service pensions	46	5.6%	-
Auto-enrolment pension/MyFutureFund	34	4.1%	-
Property Taxes	543	4.1%	+0.7%
Local Property Tax (LPT)	533	98.2%	
Vacant Homes Tax (VHT)	8	1.5%	
Non-Principal Private Residence Charge (NPPR)	2	0.4%	
Capital Taxes	508	3.8%	-9.9%
Income Tax Credits and Reliefs for People with Disabilities	261	2.0%	-14.1%
Debt	221	1.7%	-17.2%
Utilities	65	29.4%	-8.5%
Mortgage Arrears	59	26.7%	-28.0%
Banks	36	16.3%	-16.3%
Credit Unions	15	6.8%	-28.6%
Money Lenders	11	5.0%	+57.1%
Debt Relief Notice (DRN)	10	4.5%	+100.0%
Insolvency Arrangements	10	4.5%	-50.0%
Credit Card Debt	8	3.6%	-27.3%
The Insolvency Service of Ireland	7	3.2%	0.0%
Wills	216	1.6%	32.5%
Financial Institutions	206	1.5%	-5.1%
Duties and VAT	107	0.8%	-3.6%
Insurance	95	0.7%	-31.2%
Universal Social Charge (USC)	74	0.6%	-26.0%
Savings and Investments	48	0.4%	+4.3%
Moving Country and Taxation	46	0.3%	-28.1%
Loans and Credit	38	0.3%	-40.6%
Tax on Savings and Investments	27	0.2%	-12.9%
Consumer Protection Code and Mortgages	10	0.1%	+25.0%
Water Charges	1	0.0%	-75.0%
Total	13,372		+3.9%