



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

CITIZENS INFORMATION SERVICES

Q2 Statistical Report 2026



Citizens Information Services (CIS) Caller and Query

Statistical Summary

April to June (Q2) 2026

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Section 1: Overview and Trends

This statistical summary of CIS callers (clients) and queries focuses on Quarter 2 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.

Q2 SPOTLIGHT

90,526

CALLERS

-4%

SPECIFIC
NEEDS
RECORDED
+10%

4

ACTIONS ON
AVERAGE FOR
A CALLER

QUERIES WHICH
REQUIRED A
SECOND VISIT*
15%

ADVICE/
ASSISTANCE
SERVICES
+6%

168,285

QUERIES

-2%

**HOUSING
QUERIES
+10%**

**FUEL
ALLOWANCE
QUERIES
+19%**

**HOMELESSNESS
QUERIES
+26%**

*RETURN VISIT WAS RECORDED FOR 67.2% OF CALLERS

ALL STATISTICS ARE A COMPARISON BETWEEN Q2 2025 AND Q2 2026

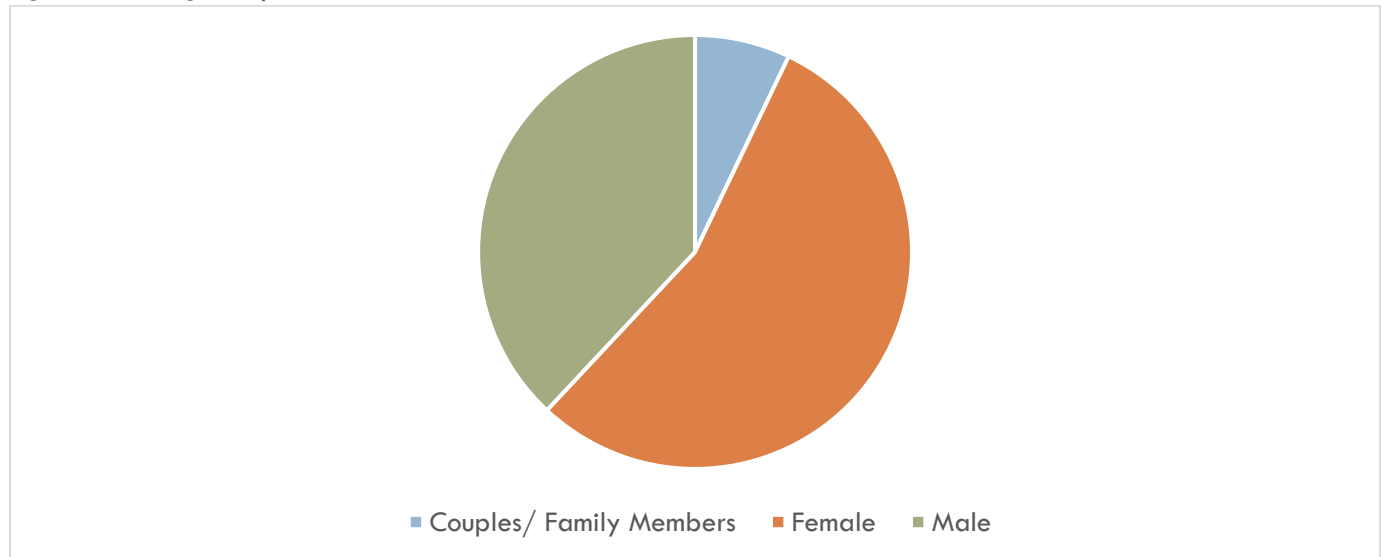
Section 2: Caller Summary

There were **90,526** callers to CIS nationally during Q2 2026, a decrease of 4.1% on the same period last year (94,372).

Gender Profile

Most callers were female (54.3%); males made up 37.7%. The number of couples/family members increased by 2.4%.

Figure 1 – Caller gender profile

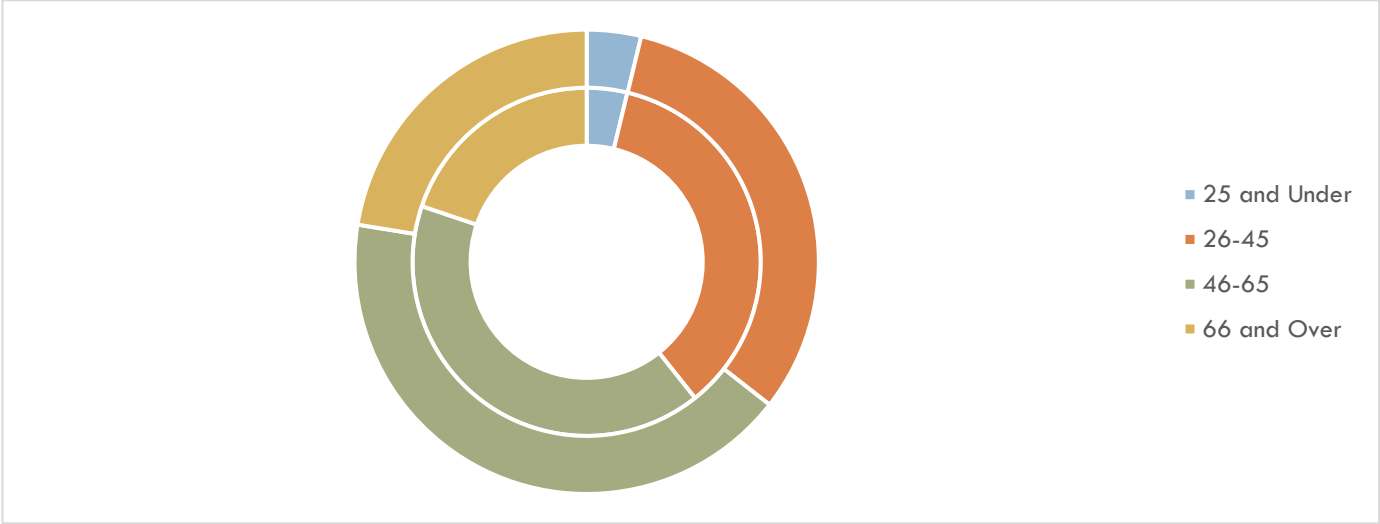


Age Profile

Age information was available for 83% of callers (75,097 individuals), up from 69% in Q2 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 3.7%, while the over-66s group increased by 2.6%. The 46-65s group was the largest proportion of callers and increased by 1.1%. The graph below compares Q2 2026 (centre ring) and Q2 2026 (outer ring).

Figure 2 – Caller age profile



Mode of Contact

In-person callers accounted for 72.6% of interactions, of which 92.5% were drop-in (60,802 callers), and 7.5% were by appointment (4,945 callers). Although the number of in-person callers remained the same, the proportion of callers grew by 3% compared to the same quarter in 2025. The number of letter/email callers decreased by 22.2%, and the number of telephone callers decreased by 12.5%.

Figure 3 – Caller mode of contact

Caller Type	Q2 2025	Q2 2026
Letter/ Email	2,650	2,062
In-person	65,763	65,747
Telephone	25,959	22,717

Country of Origin

Country of Origin was recorded for 86% of callers (77,843 of 90,526 callers). The chart below divides the recorded country of origin into areas of origin. Where country of origin was recorded, the large majority (73.8%) came from Ireland (57,483 callers), with non-EU callers representing 19.1% (14,838) of callers and a further 7.1% with a European Union (excluding Ireland) country of origin (5,522 callers).

Figure 4: Area of origin

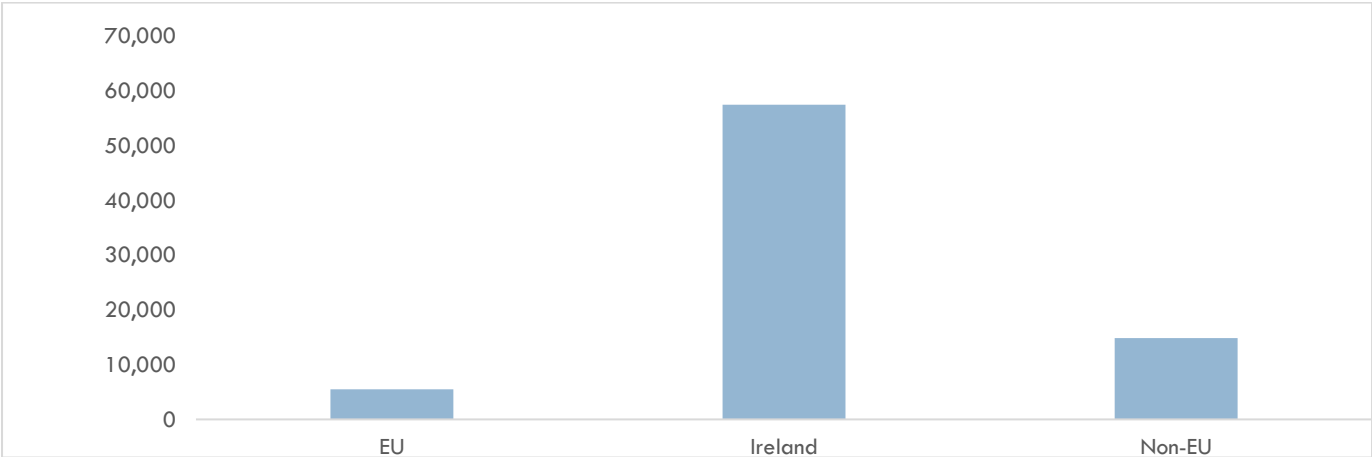


Figure 5: Top 5 countries of origin of callers (excluding Ireland)

	Country of Origin	Number of callers	% of callers
1	Nigeria	2,169	2.8%
2	Ukraine	2,125	2.7%
3	Poland	1,902	2.4%
4	Great Britain	1,238	1.6%
5	Bangladesh	1,193	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	Nigeria	Great Britain
2	Somalia	Ukraine	Poland	Ukraine
3	Afghanistan	Poland	Ukraine	Poland
4	Nigeria	Bangladesh	Great Britain	USA
5	Poland	Somalia	Romania	Nigeria

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 Q2 2026, 18.5% of callers (16,701 people) were identified by information providers as having specific needs affecting callers' access to public services, which will typically involve additional CIS support.

This represents an increase of over 3.2% in callers identified as having specific needs compared to Q2 2025. Callers with specific needs can often have more than one, with an average of 1.4 specific needs across these callers.

Language continues to be the leading specific need seen by CIS. Problems with online access and digital literacy increased by 21% compared to the same quarter last year. Similarly, callers with specific needs relating to homelessness (+30%), challenging behaviour (+20%), and neurodivergence (+43%) all increased.

Interactions with clients who had specific needs lasted longer compared to where there were no specific needs identified. Three-quarters (77.5%) of the interactions with callers who had specific needs took between 11 and 40 minutes. This compares with 56.7% of the interactions with all callers.

Figure 7: Specific needs breakdown

Specific Needs	Q2 2026	% Change Q2 '25 - Q2 '26
Language	6,294	+0.4%
Online access issues/ digital literacy	4,459	+20.8%
Distressed client	3,341	+1.6%
Literacy/ Numeracy (including dyslexia/dyscalculia)	2,595	+5.4%
Other	1,426	+67.4%
Disability - Physical	1,282	+12.5%
Mental Health	1,081	+7.8%
Accompanied/ supported by another person	998	+1.8%
Disability - Sensory (hearing, vision, speech issues)	544	+9.0%
Homeless	496	+30.2%
Challenging behaviour	398	+20.6%
Transport/Access Difficulties	328	+32.8%

Disability - Intellectual	298	+8.8%
Neurodivergence (includes autism)	255	+43.3%
Neurological (including Acquired Brain Injury)	185	+6.3%
Domestic Violence	183	+6.4%
Addiction	133	+13.7%
Dementia/Alzheimer's	64	-22.0%
Total	24,360	10.0%

Time Spent

78% of queries were resolved within 20 minutes, and only interactions between 21 and 40 minutes increased slightly.

- 39.3% of callers spent 10 minutes or less with information providers
- 38.5% of callers spent 11-20 minutes with an information provider
- 18.2% of callers were with an information provider for 21-40 minutes, a small increase of 0.6% compared to Q2 2025.
- 3.7% of callers spent 41-90 minutes with information providers.
- In a small proportion of cases, interactions lasted for over 90 minutes (0.3%).

Figure 8: Time spent with information provider

Time spent	Q2 2025	Q2 2026	% Change
10 minutes and under	38,431	35,592	-7.4%
11-20 minutes	35,564	34,883	-1.9%
21-40 minutes	16,355	16,455	+0.6%
41-90 mins	3,490	3,322	-4.8%
91 mins and over	532	274	-48.5%

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. For callers who spent 91 minutes and over, there was an average of 5.8 queries dealt with.

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	Applying for Local Authority/Social Housing	Applying for Local Authority/Social Housing	GP Visit Card
2	Carer's Allowance	Medical Card	State Pension/Contributory	Disability Allowance	Dental, Aural and Optical Health
3	Disability Allowance	Disability Allowance	Disability Allowance	Carer's Allowance	Medical Card

Section 3: Query Summary

Services dealt with **168,285** queries during Q2 2026, a small decrease of 2.1% 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 Health made up 7.4% of queries. Housing queries increased by 10% compared to the same period last year, and Health increased by 1.4%.

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

Top Level Category	# Queries	% of all Queries Q2, '26	% Query Change Q2 '25–Q2 '26
Social Welfare	73,473	43.7%	-3.6%
Housing	22,084	13.1%	+10.4%
Health	12,467	7.4%	+1.4%
Local	12,303	7.3%	-3.9%
Money and Tax	9,728	5.8%	-1.7%
Moving Country	9,014	5.4%	-5.6%
Employment	8,657	5.1%	-12.2%
Travel and Recreation	4,601	2.7%	-9.7%
Justice	4,566	2.7%	+1.8%
Birth, Family and Relationships	3,158	1.9%	-5.6%
Education and Training	2,809	1.7%	-7.9%
Consumer Affairs	2,292	1.4%	-4.5%
Death and Bereavement	1,430	0.8%	+9.5%
Government in Ireland	1,407	0.8%	+14.2%
Environment	296	0.2%	-5.1%
Total	168,285	100.0%	-2.1%

Figure 11 – Query number increases/decreases by main category (%) compared with Q2 2025

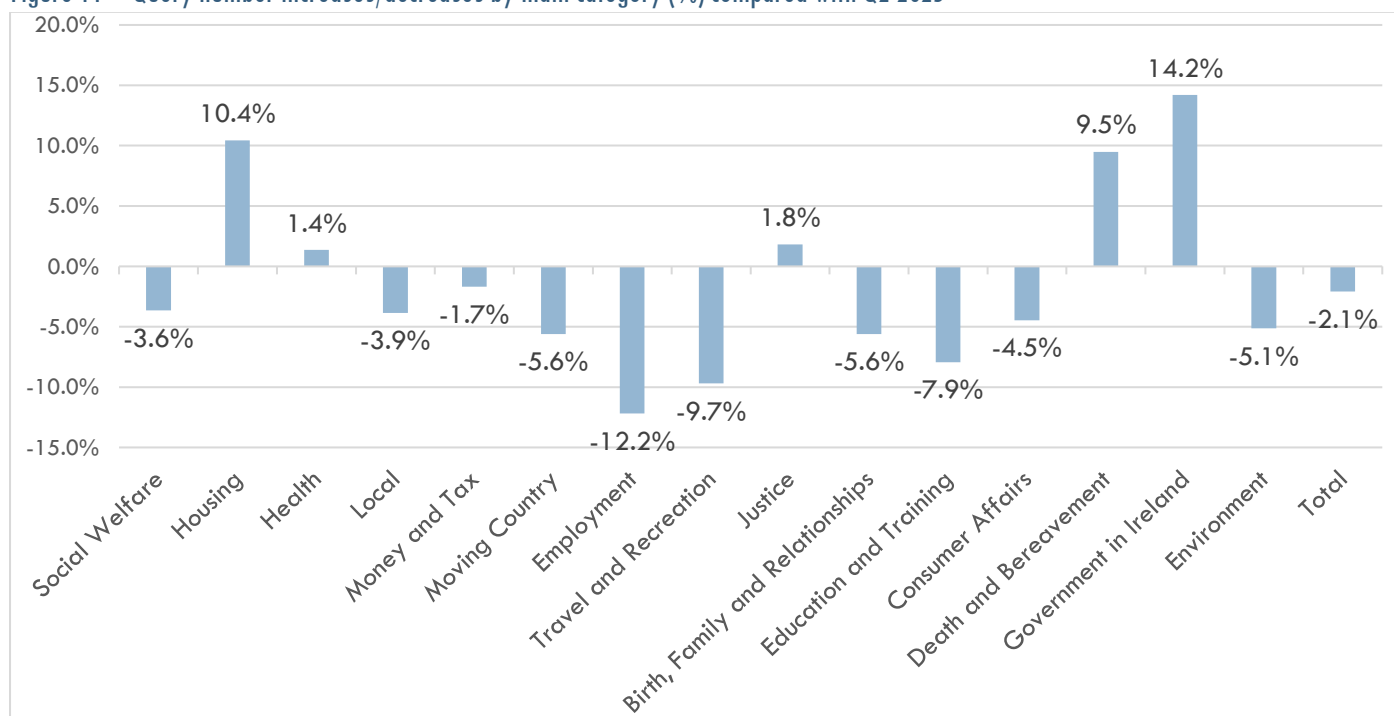


Figure 12 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 2 2026. Medical card made up 3.8% of all queries. The ten payments and schemes listed made up over one quarter (25.9%) of all queries this quarter.

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

	Single Payment/ Scheme	Number of Queries	% Change
1	Medical Card	6,343	-6.7%
2	Disability Allowance	5,546	-1.3%
3	Carer's Allowance	5,259	-8.7%
4	Applying for Local Authority/Social Housing	5,109	-5.1%
5	State Pension/ Contributory	5,077	-8.33%
6	Jobseeker's Allowance	3,561	-1.4%
7	Fuel Allowance	3,445	+19.4%
8	Basic Supplementary Welfare Allowance	3,205	-0.6%
9	Household Benefits Package	3,169	+3.8%
10	Illness Benefit	2,833	-7.8%

Section 4: Social Welfare

Social welfare was the most queried area, representing 43.7% of all queries. The number of Social Welfare (SW) queries (73,473) declined by 3.6%. Extra Social Welfare Benefits increased overall by almost 8%. This includes an increase of 19% in Fuel Allowance queries, Living Alone Increase (+10%) and Household Benefits Package (+4%).

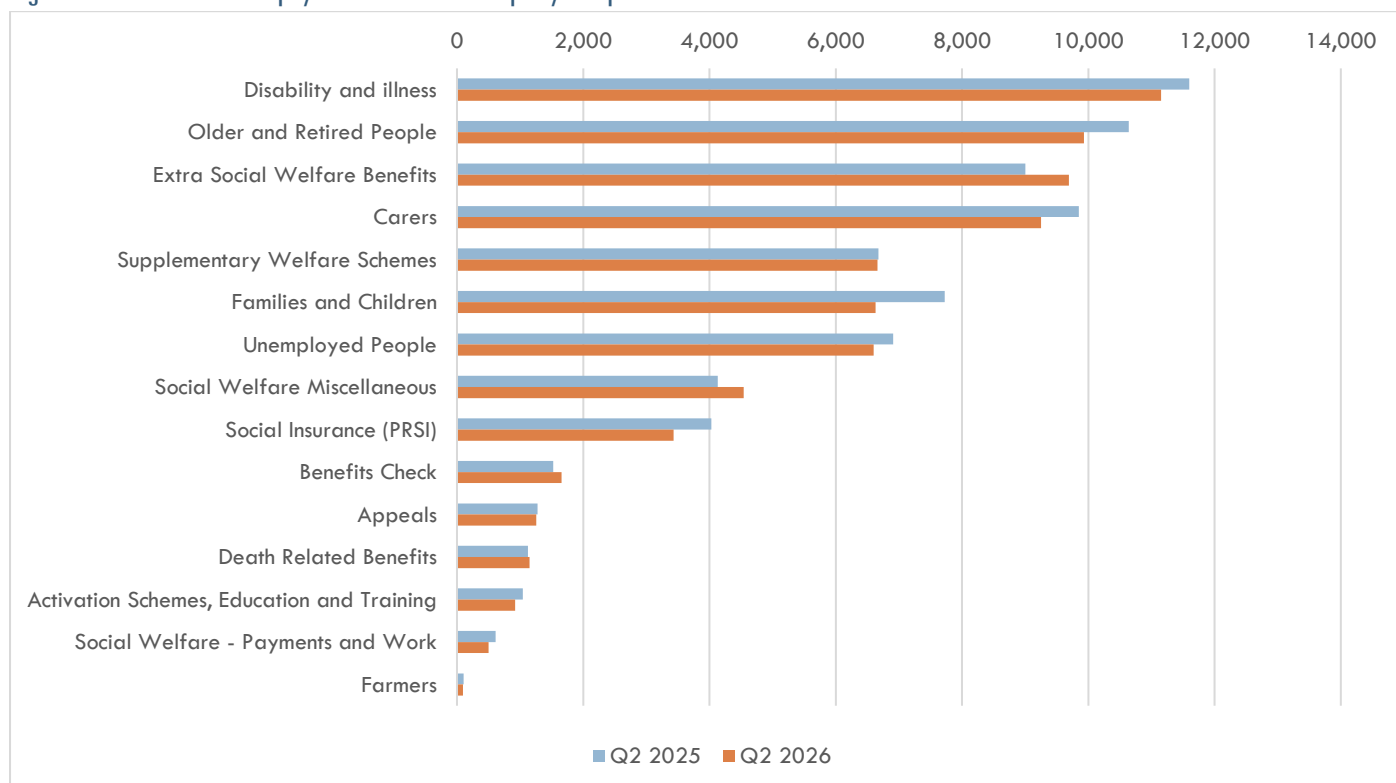
Figure 13 –Social welfare queries by second-level category

Social Welfare Subcategories	% of overall SW queries	% change from Q2 2025
Disability and illness	15.2%	-3.8%
Older and Retired People	13.5%	-6.7%
Extra Social Welfare Benefits	13.2%	+7.7%
Carers	12.6%	-6.1%
Supplementary Welfare Schemes	9.1%	-0.2%
Families and Children	9.0%	-14.2%
Unemployed People	9.0%	-4.5%
Social Welfare Miscellaneous	6.2%	+9.9%
Social Insurance (PRSI)	4.7%	-14.9%
Benefits Check	2.3%	+8.6%
Appeals	1.7%	-1.7%
Death Related Benefits	1.6%	+2.5%
Activation Schemes, Education and Training	1.3%	-11.8%
Social Welfare - Payments and Work	0.7%	-17.9%
Farmers	0.1%	-6.8%

For a more detailed (third level) breakdown of social welfare query types and trends, see [Appendix Figure 1](#)

The chart below compares the numbers of queries about specific social welfare payments and schemes between Q2 2025 and Q2 2026.

Figure 14 – Social welfare payment and schemes query comparison

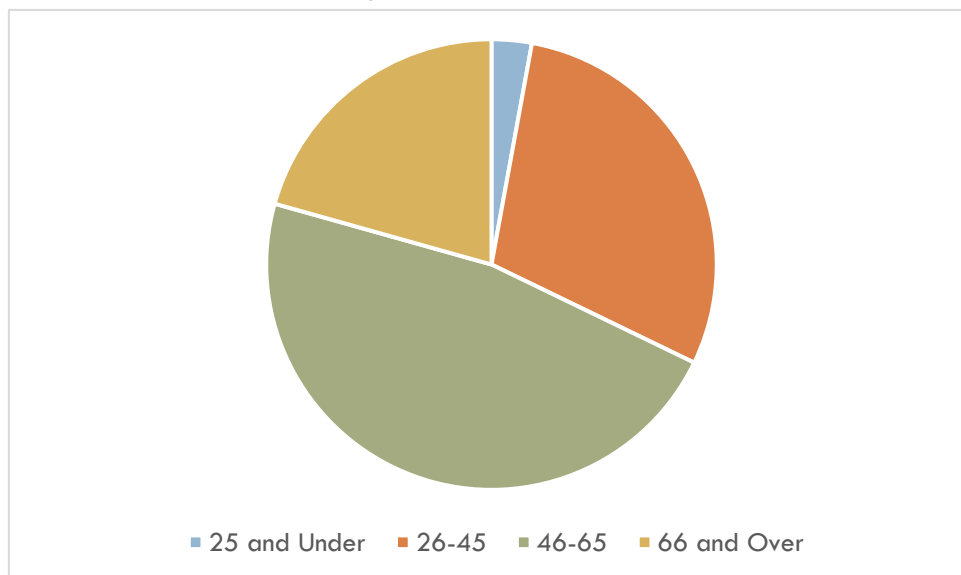


Caller profile data relating to Social Welfare

Age

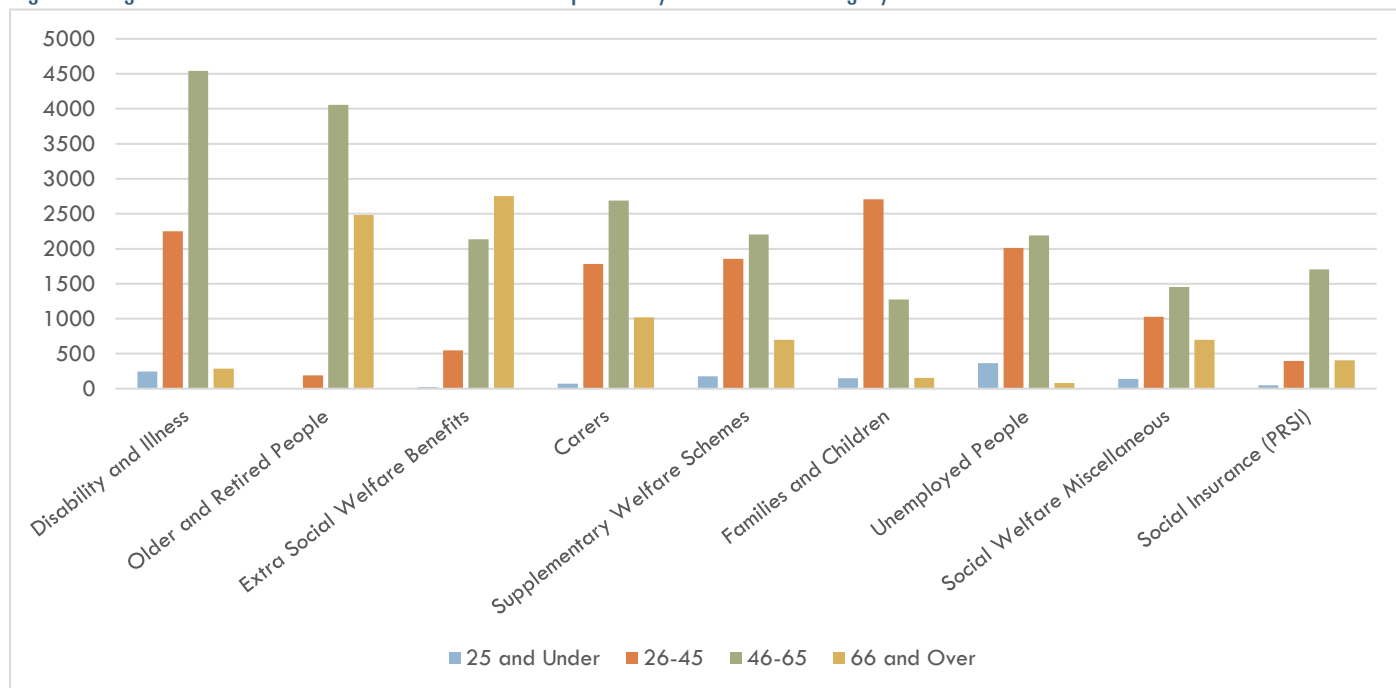
Age was recorded for 86.5% of all callers with social welfare queries. The chart below demonstrates that where age was recorded, almost half of callers with social welfare queries were aged between 46 and 65 years, 29% were aged 26 – 45, and 20.7% were aged 66 and over.

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. Meanwhile, over half of the callers with queries about Extra Social Welfare Benefits (including Fuel Allowance, Household Benefits, and Living Alone Increase) were aged 66 and over.

Figure 16 Age breakdown of callers with Social Welfare queries by second level category



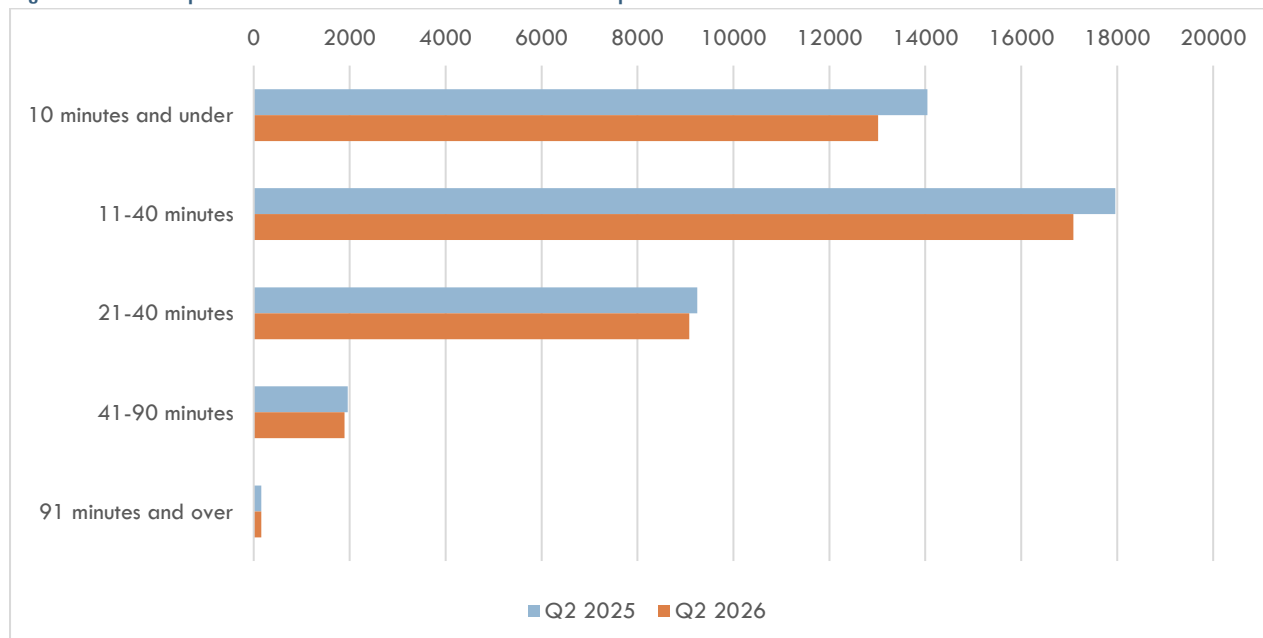
Gender

Overall, 55.9% of queries relating to Social Welfare came from women, followed by 35.3% from men and 7.8% were from couples/families.

Length of Interaction

Of all Social Welfare interactions, 41.4% lasted 11-20 minutes, followed by 31.6% at 10 minutes and under and 22% that lasted 21-40 minutes. 5% of callers had interactions with information providers that lasted over 41 minutes.

Figure 17 - Time spent for social welfare callers Q2 2025 compared to Q2 2026



Country of Origin

Country of Origin was recorded for 89.3% of Social Welfare callers. Most callers who had queries about Social Welfare indicated their country of origin was Ireland. Where country of origin was recorded, the breakdown for social welfare callers was:

- **Ireland – 76.8%**
- **Non-EU - 15.4%**
- **EU (excluding Ireland) – 7.9%**

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.

- **76.6% of Social Welfare queries were Advice/Assistance**
- **22.5% were Information queries**
- **0.9% were Advocacy**

During Q2 2026, information providers carried out, on average, four actions to support callers with their Social Welfare queries. Of the 41,236 Social Welfare callers, and across all the Advice/Assistance, Information, and Advocacy actions, 89.4% received basic information (36,870), 78.9% of callers received clarification on rules and eligibility (32,548), and 47.7% of callers received information on application process (19,658).

Section 5: Housing

Housing continues to be the second highest category, representing 13.1% of all queries. The number of queries **increased by 10.4%** when compared to the same quarter in 2025. Continued growth was observed in queries about housing grants and schemes, home energy grants (SEAI), and homelessness and losing your home.

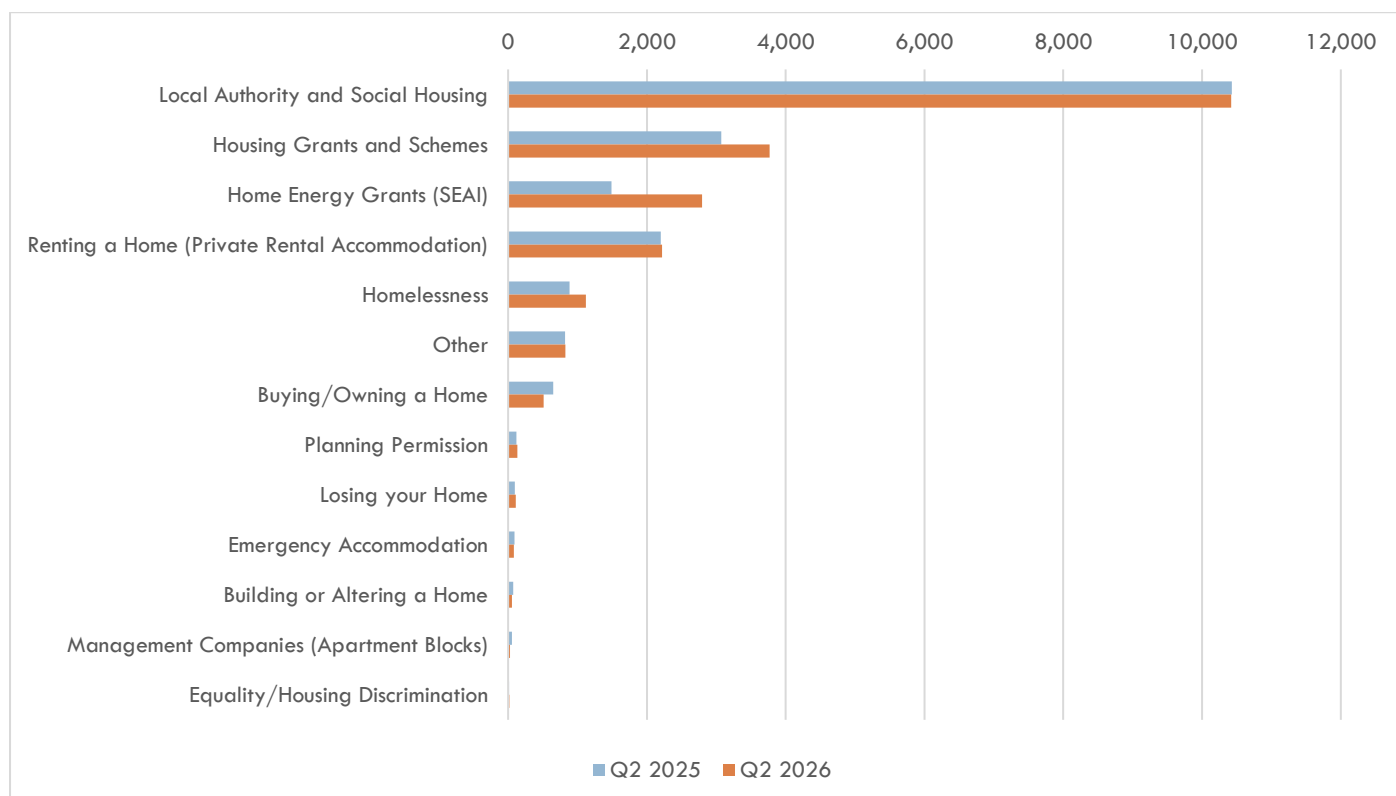
Figure 18: Housing queries by second level category

Housing Subcategories	% of overall Housing queries	% change from Q2, 2025
Local Authority and Social Housing	47.2%	-0.1%
Housing Grants and Schemes	17.1%	+22.8%
Home Energy Grants (SEAI)	12.6%	+87.4%
Renting a Home (Private Rental Accommodation)	10.1%	+0.8%
Homelessness	5.1%	+26.2%
Other	3.7%	+0.6%
Buying/Owning a Home	2.3%	-21.3%
Planning Permission	0.6%	+13.6%
Losing your Home	0.5%	+14.4%
Emergency Accommodation	0.4%	-11.7%
Building or Altering a Home	0.2%	-25.4%
Management Companies (Apartment Blocks)	0.1%	-53.6%
Equality/Housing Discrimination	0.1%	+38.5%

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

Age was recorded for 86% of all callers with housing queries. Of these, 28% were aged 66 years and over.

Figure 20 - Age breakdown of callers with Housing queries

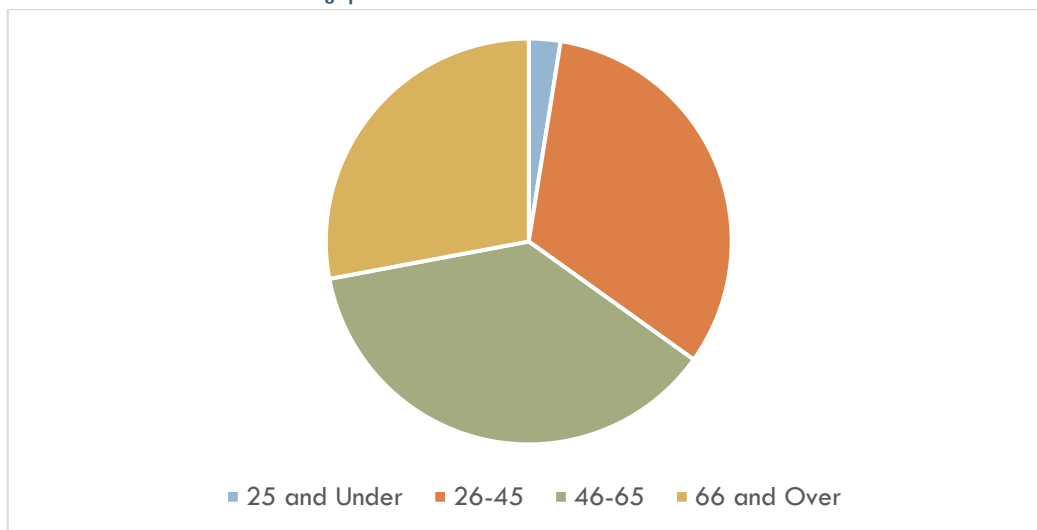
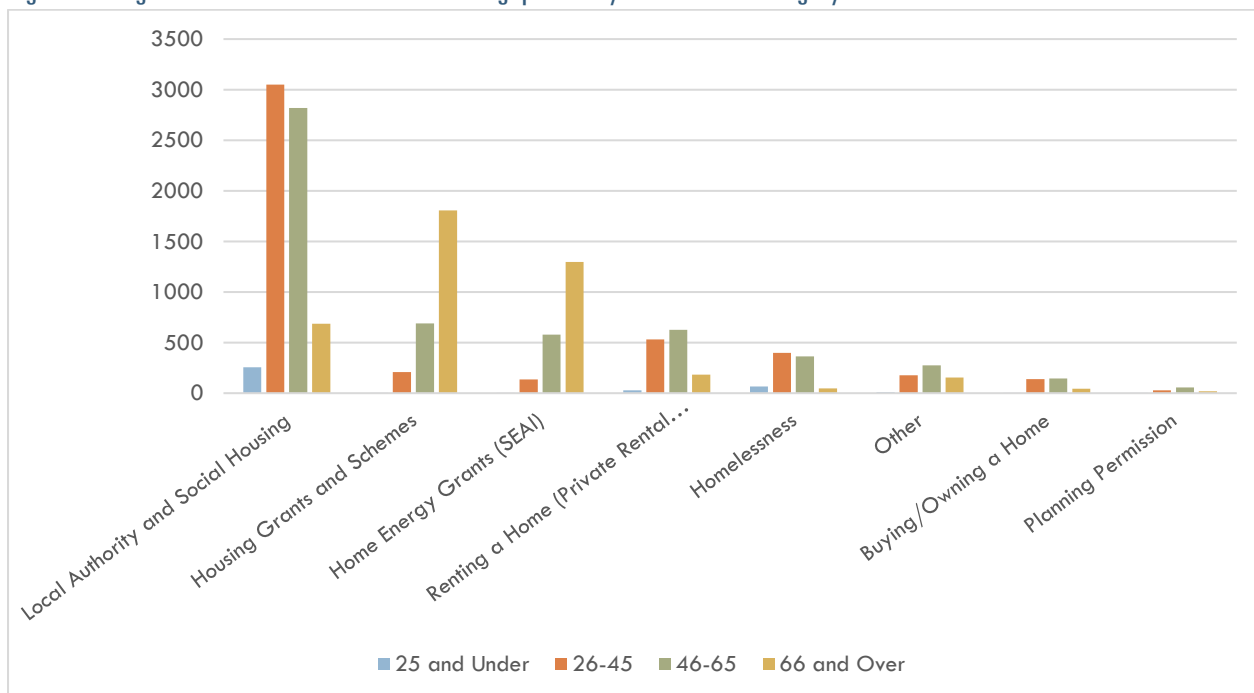


Figure 21 - Age breakdown of callers with Housing queries by second level category



People aged 66 and over had more queries about housing grants and schemes and home energy grants than younger age cohorts. Those aged between 26 and 45 years had the most queries on local authority and social housing.

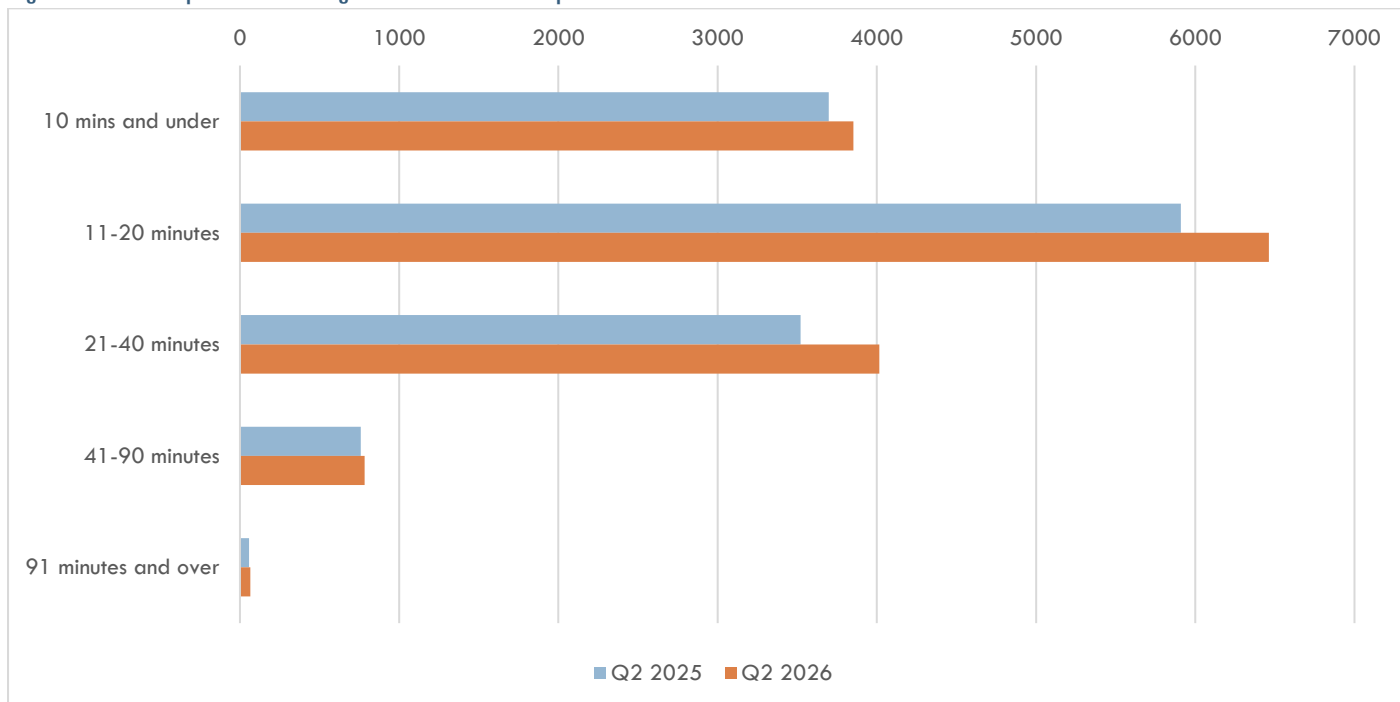
Gender

Overall, most Housing queries (51.5%) came from women, followed by 38.5% from men and couples/family members made up 9.8%.

Length of Interaction

Of the interactions related to Housing, 42.6% of them lasted 11-20 minutes, 26.5% lasted 21-40 minutes, and 25.4% lasted 10 minutes and under. All lengths of interactions for callers with housing queries increased; the largest was the 21-40 minutes, which increased by 14%.

Figure 22 - Time spent for Housing callers Q2 2025 compared to Q2 2026



Country of Origin

Country of origin of the caller was recorded for 86.3% of housing queries. Non-EU and EU (excluding Ireland) callers now account for 32% of callers with housing queries. The percentage breakdown is as follows:

- **Ireland – 68.2%**
- **Non-EU – 21.6%**
- **EU (excluding Ireland) – 10.2%**

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.

- **78.5% of Housing queries were Advice/Assistance**
- **20.9% were classed as Information queries**
- **0.6% were classed as Advocacy**

For each of the 15,179 Housing callers during Q2 2026, information officers performed an average of 3.3 actions.

Across all Advice/Assistance, Information, and Advocacy actions, 74.6% of callers received basic information (11,318), 55.2% of callers received clarification on rules and eligibility (8,385), 37.4% of callers explored possible entitlements (5,678), and 37.1% were assisted with the application process (5,628).

Section 6: Health

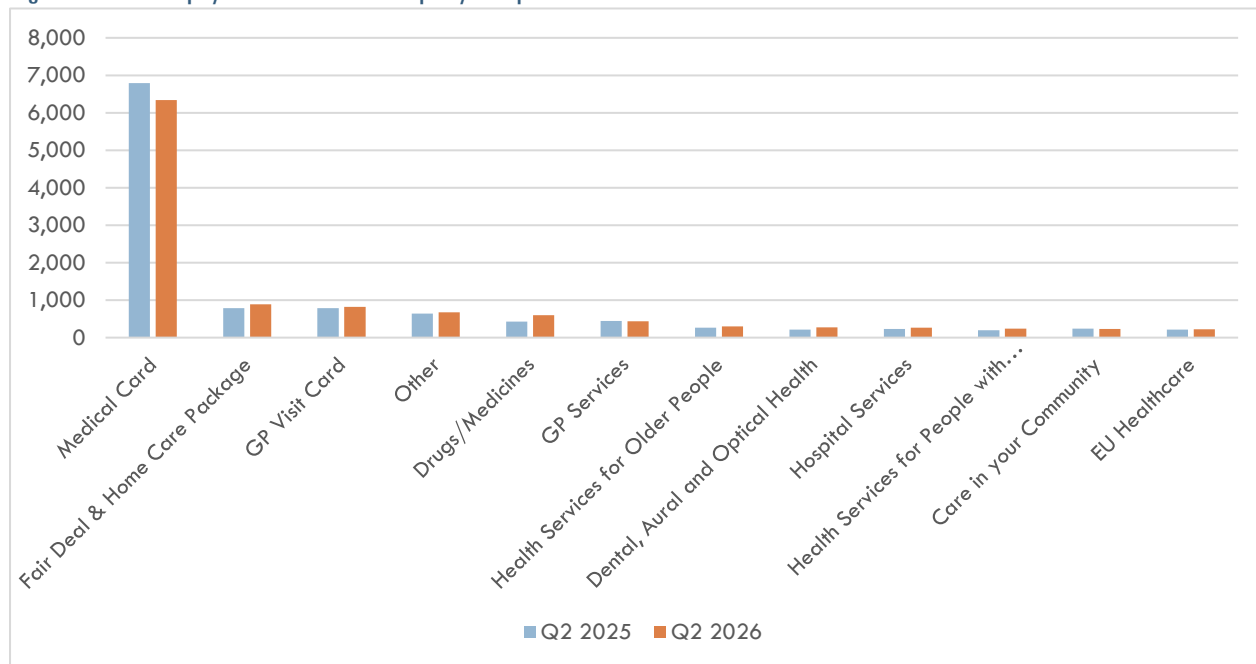
Health queries made up 7.4% of all queries, and they increased by 1.4%.

Figure 23: Health queries by second level category

Health Subcategories	% of Health Subcategory	% change from Q2, 2025
Medical Card	50.9%	-6.7%
Fair Deal & Home Care Package	7.1%	+12.2%
GP Visit Card	6.6%	+4.8%
Other	5.4%	+5.2%
Drugs/Medicines	4.8%	+38.7%
GP Services	3.5%	-0.2%
Health Services for Older People	2.4%	+12.1%
Dental, Aural and Optical Health	2.2%	+25.0%
Hospital Services	2.1%	+12.5%
Health Services for People with Disabilities	1.9%	+21.5%
Care in your Community	1.9%	-1.7%
EU Healthcare	1.8%	+0.9%
Mental Health	1.6%	+25.0%
Legal Matters and Health	1.5%	+27.3%
Cross-Border Healthcare	0.9%	+31.7%
Health Insurance	0.8%	+36.8%
Entitlement to Health Services	0.7%	+1.1%
Cancer Services	0.7%	+3.6%
Children's Health	0.6%	-12.2%
Health Service Agencies	0.4%	-5.4%
Pharmacy services	0.4%	+183.3%
Health-Related Benefits and Entitlements	0.4%	-30.0%
Aids and Appliances	0.3%	+31.0%
Blind Welfare Allowance	0.3%	+33.3%
Women's Health	0.2%	-29.5%
Alcohol and Drug Treatment Services	0.2%	+4.3%
How Health Services are Organised	0.2%	+15.0%
Emergency Health Services	0.2%	-4.3%
Blood and Organ Donation	0.0%	-50.0%
Environmental Health	0.0%	-57.1%
Alternative Health	0.0%	0.0%

The chart below shows a comparison of the level of queries for the top health payments and schemes in Q2 2025 and Q2 2026.

Figure 24: Health payment and schemes query comparison



Caller profile data relating to Health queries

Age

Age was recorded for 86% of all callers with health queries. Those aged 46 – 65, and 66 and over, made up 72% of callers with health queries.

Figure 25: Age Breakdown of Health callers

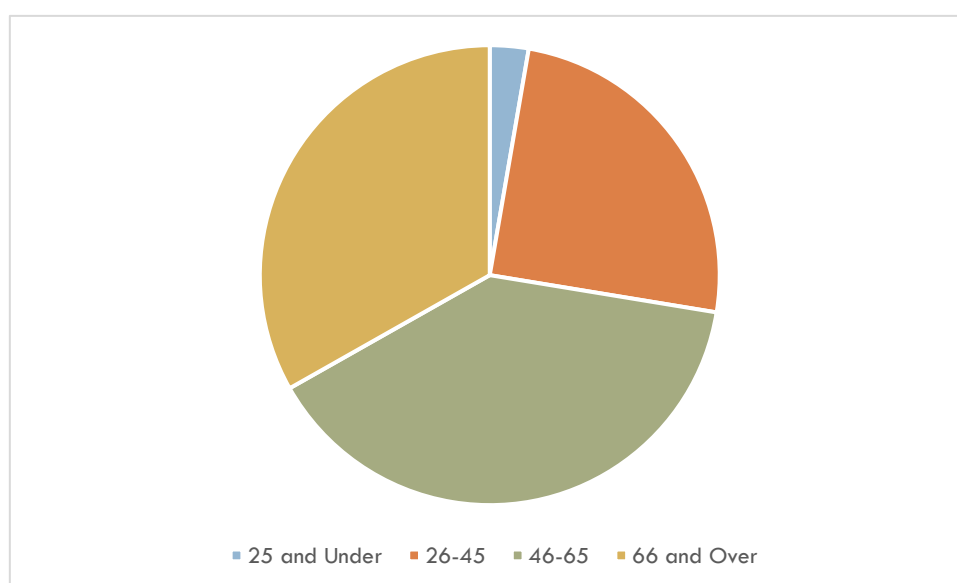
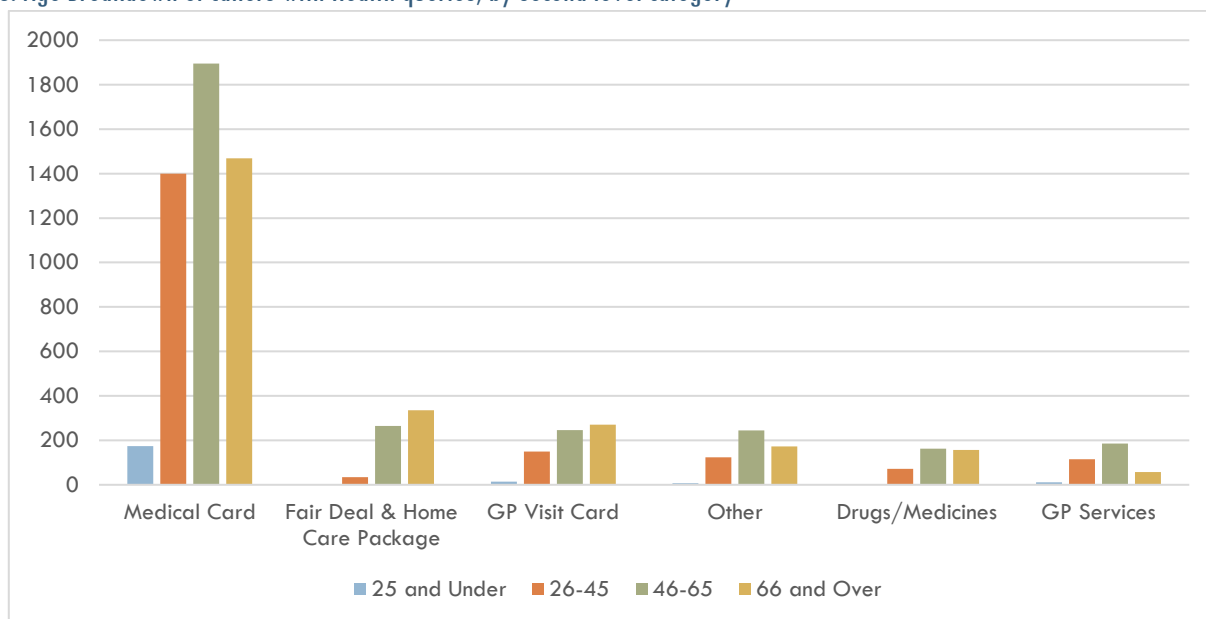


Figure 26: Age Breakdown of callers with Health queries, by second level category



Gender

Overall, as in other categories, most health queries (53.8%) came from females, followed by 36.1% from males. Couples and family members made up 8.6% of callers.

Country of Origin

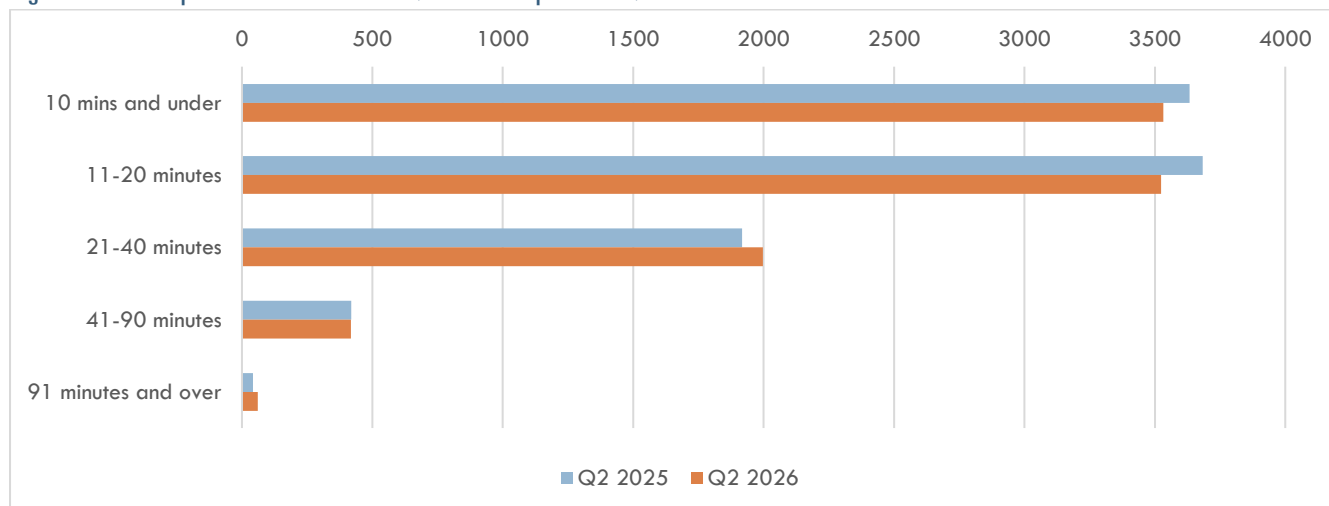
Below, we can see that, where recorded, 78% of callers with health queries indicated Ireland as their country of origin. Country of origin was recorded for 87.9% of callers with health queries.

- **Ireland – 78.1%**
- **Non-EU - 15.8%,**
- **EU (excluding Ireland) – 6.1%.**

Length of Interaction

37.1% of interactions with callers lasted 10 minutes or less, 37% of health interactions lasted 11-20 minutes, and 21% took 21-40 minutes. Both calls over 21-40 minutes and 91 minutes and over increased by 4.1% and 45.2%, respectively.

Figure 27: Time spent for Health callers Q2 2025 compared to Q2 2026



Service Provided/ Actions

For each health callers during Q2 2026, information providers performed an average of 3 actions (2.75).

Of the 9,532 health callers, 67.2% of them received basic information (6,406), 39.6% of callers were provided with clarifications on rules and eligibility (3,779), and 27.8% of them had the application process explained to them (2,653).

- **65.8% of health queries were Advice/Assistance**
- **33.8% were Information queries**
- **0.4% were Advocacy**

Section 7: Other Query Areas

This section presents an overview of the query categories not already profiled in detail above or in the appendix. The query comparisons, as throughout this report, are between Q2, 2025 and Q2, 2026. The numbers in brackets are the number of queries in Q2 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 12,303 (compared with 12,796 for Q2, 2025)

Money and Tax

Queries about Money and Tax decreased by 1.7% (9,728) and made up 5.8% of all queries.

Figure 28: Money and Tax top five second-level categories

Money and Tax second-level categories	Number of queries	Percentage change from Q2, 2025
Income Tax Credits and Reliefs	1,845	-8.4%
Income Tax	1,816	-3.5%
Revenue online	1,799	+12.4%
Other	910	+3.8%
Income Tax Refund	693	+4.2%

Moving Country

Queries categorised as Moving Country decreased by 5.6% (9,014) and made up 5.4% 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 Q2, 2025
Irish Citizenship	2,266	-16.3%
Irish Residence Permit Applications and Renewals	1,828	+17.0%
Visa	536	-25.0%
EU Treaty Rights	491	+19.8%
Asylum Seekers and Refugees	458	-2.8%

Employment

Queries on Employment decreased by 12.2% (8,657) and made up 5.1% of all queries.

Figure 30: Employment top five second-level categories

Employment second-level category	Number of queries	Percentage change from Q2, 2025
Employment Rights & Conditions	4,823	-13.2%
Unemployment & Redundancy	784	-16.6%
Self-employment	691	-15.1%
Enforcement & Redress	600	0.0%
Grievance and Discipline Procedures	398	-10.8%

Other Areas

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

Figure 31: Other Payment/Schemes categories Breakdown

Payment/Scheme	Query Numbers (Q2 '26)	% Change
Travel and Recreation		-9.7%
Motoring	1,916	-13.1%
Passports	1,407	-6.8%
Justice		+1.8%
Legal aid and Advice	2,053	-1.6%
Other	686	-0.3%
Birth, Family and Relationships		-5.6%
Separation and Divorce	945	-3.6%
Other	368	-9.4%
Education and Training		-7.9%
Third- Level Education	1,475	+0.1%
Other	380	-11.0%
Consumer Affairs		-4.5%
Consumer Protection	507	-7.3%
Energy/ Utilities Services	494	+3.6%
Death and Bereavement		+9.5%
The Deceased's Estate	362	-3.2%
After Death	254	+2.4%
Government in Ireland		+14.2%
MyGovID	820	+41.1%
Other	139	-24.9%

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		15.2%	
Disability Allowance	5,546	49.7%	-1.3%
Illness Benefit	2,833	25.4%	-7.8%
Invalidity Pension	2,044	18.3%	-5.8%
Partial Capacity Benefit	415	3.7%	+7.2%
Injury Benefit	137	1.2%	+0.7%
Other Payment (Blind Pension/ Other)	92	0.8%	-22.0%
Occupational Injuries Benefit Scheme	88	0.8%	-11.1%
Total	11,155	100%	-3.8%
Older and Retired People		13.5%	
State Pension Contributory	5,077	51.1%	-8.3%
State Pension Non-Contributory	2,637	26.6%	-0.5%
Payment for people who retire at 65	758	7.6%	+0.1%
Homemakers Scheme/Home-Caring Periods Scheme	458	4.6%	+7.0%
Qualified Adults	443	4.5%	-17.0%
UK Pensions/Brexit	391	3.9%	-32.8%
EU/ International Pensions	166	1.7%	+7.8%
Total	9,930	100%	-6.7%
Extra Social Welfare Benefits		13.2%	
Fuel Allowance	3,445	35.5%	+19.4%
Household Benefits Package	3,169	32.7%	+3.8%
Free Travel (Travel Card, Companion Card, etc)	1,401	14.5%	-10.7%
Living Alone Increase	1,357	14.0%	+9.7%
Telephone Support Allowance	214	2.2%	+52.9%
Treatment Benefits	86	0.9%	-1.1%
Cost of Living Increases	14	0.1%	-39.1%
Christmas Bonus	6	0.1%	0.0%
Total	9,692	100%	+7.7%
Carers		12.6%	
Carer's Allowance	5,259	56.9%	-8.7%
Carer's Support Grant (Respite Care Grant)	1,376	14.9%	+4.5%
Domiciliary Care Allowance (DCA)	1,003	10.8%	-9.7%
Carer's Benefit	974	10.5%	-9.7%
Half-rate Carer's Allowance	638	6.9%	+10.4%
Total	9,250	100%	-6.1%
Supplementary Welfare Schemes		9.1%	
Basic Supplementary Welfare Allowance	3,205	48.1%	-0.6%
Additional Needs Payment	2,578	38.7%	-3.4%
Rent Supplement (RS)	838	12.6%	+12.9%
Diet/Heating Supplement	36	0.5%	-2.7%
Humanitarian Assistance	5	0.1%	-
Total	6,662	100%	-0.2%
Families and Children		9.0%	
Working Family Payment (WFP)	2,166	32.7%	-13.7%
Child Benefit	1,155	17.4%	-4.9%
One Parent Family Payment (OFP)	1,112	16.8%	-21.5%
Back to School Clothing & Footwear Allowance	726	10.9%	-9.6%
Maternity/ Adoptive Benefit	421	6.3%	-20.6%
Increase for a Qualified Adult (IQA)	375	5.7%	-14.0%
Child Support Payment (formerly IQC)	270	4.1%	-3.2%
Parent's Benefit	162	2.4%	-32.2%

Paternity Benefit	116	1.7%	-17.1%
Back to Work Family Dividend	110	1.7%	-6.0%
Health and Safety Benefit	10	0.2%	-58.3%
Deserted Wife's Benefit	5	0.1%	-54.5%
Deserted Wife's Allowance	4	0.1%	-33.3%
Total	6,632	100%	-14.2%
Unemployed People		9.0%	
Jobseeker's Allowance	3,561	54.0%	-1.4%
Jobseeker's Benefit	1,279	19.4%	-47.6%
Jobseeker's Pay-Related Benefit	1,002	15.2%	-
Jobseeker's Transitional	345	5.2%	-13.1%
Social Welfare Payments and Work	316	4.8%	-8.1%
Unemployed following self-employment	97	1.5%	-16.4%
Total	6,600	100%	-4.5%
Social Welfare Miscellaneous		6.2%	
Other	1,484	32.7%	+17.4%
Public Services Card	707	15.6%	-19.7%
MyWelfare.ie	688	15.1%	+48.9%
Habitual Residence Condition	547	12.0%	-0.7%
Means Tests	516	11.4%	+1.6%
Overpayments	411	9.0%	+59.3%
Nominating agent to collect SW payments	56	1.2%	+55.6%
EU Contributions and Entitlements	39	0.9%	-33.9%
Late Claims	33	0.7%	+73.7%
UK Entitlements /Brexit	30	0.7%	-46.4%
SW Inspectors	23	0.5%	-28.1%
EU/EEA/Switzerland	6	0.1%	+20.0%
Insolvency Payments Scheme	2	0.0%	0.0%
Total	4,542	100%	+9.9%
Social Insurance (PRSI)		4.7%	
PRSI Records/Paid Contributions	1,618	47.2%	-10.8%
PPS Number	427	12.4%	-42.1%
Homemakers Scheme/HomeCaring Periods Scheme	357	10.4%	+16.3%
PRSI Classes	253	7.4%	+2.8%
Credited Contributions	250	7.3%	-33.0%
Voluntary Contributions	240	7.0%	-9.8%
Other	134	3.9%	-7.6%
Long-Term Carer Contributions	109	3.2%	+16.0%
Employer's PRSI	43	1.3%	-8.5%
Total	3,431	100%	-14.9%
Benefits Check		2.3%	
Benefits Check	1,658		
Total	1,658	100%	+8.6%
Appeals		1.7%	
Disability Allowance	409	32.6%	-2.4%
Carer's Allowance/Benefit	239	19.1%	+2.1%
Other	149	11.9%	+46.1%
Invalidity Pension	120	9.6%	-39.4%
Jobseeker's Allowance	113	9.0%	+46.8%
Domiciliary Care Allowance	47	3.7%	-35.6%
Supplementary Welfare Allowance	38	3.0%	+31.0%
Child Benefit	22	1.8%	+100.0%
Jobseeker's Benefit	19	1.5%	-13.6%
One Parent Family Payment (OFP)	19	1.5%	+58.3%
Working Family Payment (WFP)	18	1.4%	+5.9%
State Pension (Non-Contributory)	17	1.4%	-55.3%

Carer's Support Grant	15	1.2%	+87.5%
Illness Benefit	12	1.0%	-45.5%
State Pension (Contributory)	11	0.9%	0.0%
Bereaved Partner's Pension	6	0.5%	+100.0%
Total	1,254	100%	-1.7%
Death-Related Benefits		1.6%	
Bereaved Partner's Pension (Contributory)	713	61.9%	+0.8%
Help with Funeral Costs	182	15.8%	+16.7%
Bereaved Partner's Pension (Non-Contributory)	109	9.5%	-8.4%
Bereaved Parent Grant	75	6.5%	+2.7%
Guardian's Payment	49	4.3%	-2.0%
Special Funeral Grant (Occ. Injuries Scheme only)	23	2.0%	+27.8%
Total	1,151	100%	+2.5%
Activation Schemes, Education and Training		1.3%	
Back to Education Allowance (BTEA)	377	41.0%	0.0%
Community Employment (CE)	208	22.6%	-9.2%
Back to Work Enterprise Allowance (BTWEA)	183	19.9%	-23.1%
Tús	45	4.9%	-10.0%
Short-Term Enterprise Allowance	22	2.4%	-24.1%
Part-time Education Option (PTEO)	21	2.3%	-27.6%
LAES (Local Area Employment Services)	16	1.7%	+23.1%
Rural Social Scheme	15	1.6%	-28.6%
Work Placement Experience Programme (WPEP)	11	1.2%	-38.9%
Part-Time Job Incentive Scheme (PTJI)	10	1.1%	+150.0%
JobsPlus	7	0.8%	0.0%
NES (National Employment Service)	4	0.4%	-
Total	919	100%	-11.8%
Payments and Work		0.7%	
Payments and Work	501		-17.9%
Total	501	100%	
Farmers		0.1%	
Farm Assist	85	88.5%	-10.5%
Other	11	11.5%	+37.5%
Total	96	100%	-6.8%
Total	73,473		

Appendix Figure 2 – Housing Queries Breakdown

Third level category breakdown (second level category in bold)	# of Queries	% of Subcategory	% Change
Local Authority and Social Housing		47.2%	
Applying for Local Authority/Social Housing	5,109	49.0%	-5.1%
Housing Assistance Payment (HAP)	2,140	20.5%	-3.6%
Other	665	6.4%	-9.6%
Differential Rent	378	3.6%	+40.0%
Medical Priority	352	3.4%	+33.3%
Choice Based Lettings	259	2.5%	+14.6%
Social Housing Waiting Lists	250	2.4%	+33.7%
Approved Housing Bodies (AHBs)	240	2.3%	+25.7%
LA Transfers	229	2.2%	+6.5%
Rent Arrears/Rent Problems	157	1.5%	+25.6%
Standards/Repairs	150	1.4%	-17.1%
Notice/Eviction/Disputes	121	1.2%	+45.8%
Anti-social behaviour	78	0.7%	+50.0%
Tenant Purchase (Incremental Scheme)	77	0.7%	+13.2%
Tenant in situ (HAP/RAS)	75	0.7%	-23.5%
Rental Accommodation Scheme (RAS)	66	0.6%	-7.0%
Tenancy Succession	66	0.6%	+34.7%
Traveller Accommodation	8	0.1%	-11.1%
Total	10,420	100%	-0.1%
Housing Grants and Schemes		17.1%	
Housing Aid for Older People	1,841	48.8%	+29.6%
Housing Adaptation for People with a Disability	1,182	31.4%	+19.9%
Mobility Aid Grant Scheme	320	8.5%	+55.3%
Other	286	7.6%	-37.6%
Vacant Property Refurbishment Grant	140	3.7%	-
Total	3,769	100%	+22.8%
Home Energy Grants (SEAI)		12.6%	
Free Energy Upgrades (Warmer Homes Scheme)	1,717	61.5%	+60.8%
Individual Energy Upgrades	685	24.5%	+239.1%
Complete Home Energy Upgrades	391	14.0%	+77.7%
Total	2,793	100%	+87.4%
Renting a Home (Private Rental Accommodation)		10.1%	
Notice/Eviction/Disputes	555	25.0%	+9.7%
RTB (Residential Tenancies Board)	360	16.2%	+7.1%
Tenants' Rights & Obligations	359	16.2%	+2.3%
Landlords' Rights and Obligations	272	12.3%	-9.6%
Finding Accommodation	147	6.6%	+9.7%
Rent Review	109	4.9%	-44.7%
Rent Arrears/Rent Problems	103	4.6%	+15.7%
Licensee	87	3.9%	+47.5%
Standards/Repairs	80	3.6%	+42.9%
Cost Rental Housing	66	3.0%	+17.9%
Deposit Retention	58	2.6%	-21.6%
Short-term rental lets	17	0.8%	+13.3%
Cost Rental – Tenant in situ scheme	6	0.3%	-71.4%
Non-Resident Landlords (Withholding Tax)	1	0.0%	-85.7%
Total	2,220	100%	+0.8%
Homelessness		5.1%	
Homelessness	1,119		
Total	1,119	100%	+26.2%
Other		3.7%	

Other	827		
Total	827	100%	+0.6%
Buying/Owning a Home		2.3%	
Buying/ Owning a Home	511		
Total	511	100%	-21.3%
Planning Permission		0.6%	
Planning Permission	134		
Total	134	100%	+13.6%
Losing your Home		0.5%	
Losing your Home	111		
Total	111	100%	+14.4%
Emergency Accommodation		0.4%	
Emergency Accommodation	83		
Total	83	100%	-11.7%
Building or Altering a Home		0.2%	
Building or Altering a Home	53		
Total	53	100%	-25.4%
Management Companies (Apartment Blocks)		0.1%	
Management Companies (Apartment Blocks)	26		
Total	26	100%	-53.6%
Equality/ Housing Discrimination		0.1%	
Equality/ Housing Discrimination	18		
Total	18	100%	+38.5%
Total	22,084		