Citizens Information Board
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CITIZENS INFORMATION SERVICES

Q3 Statistical Report 2026



Citizens Information Services (CIS) Caller and Query

Statistical Summary

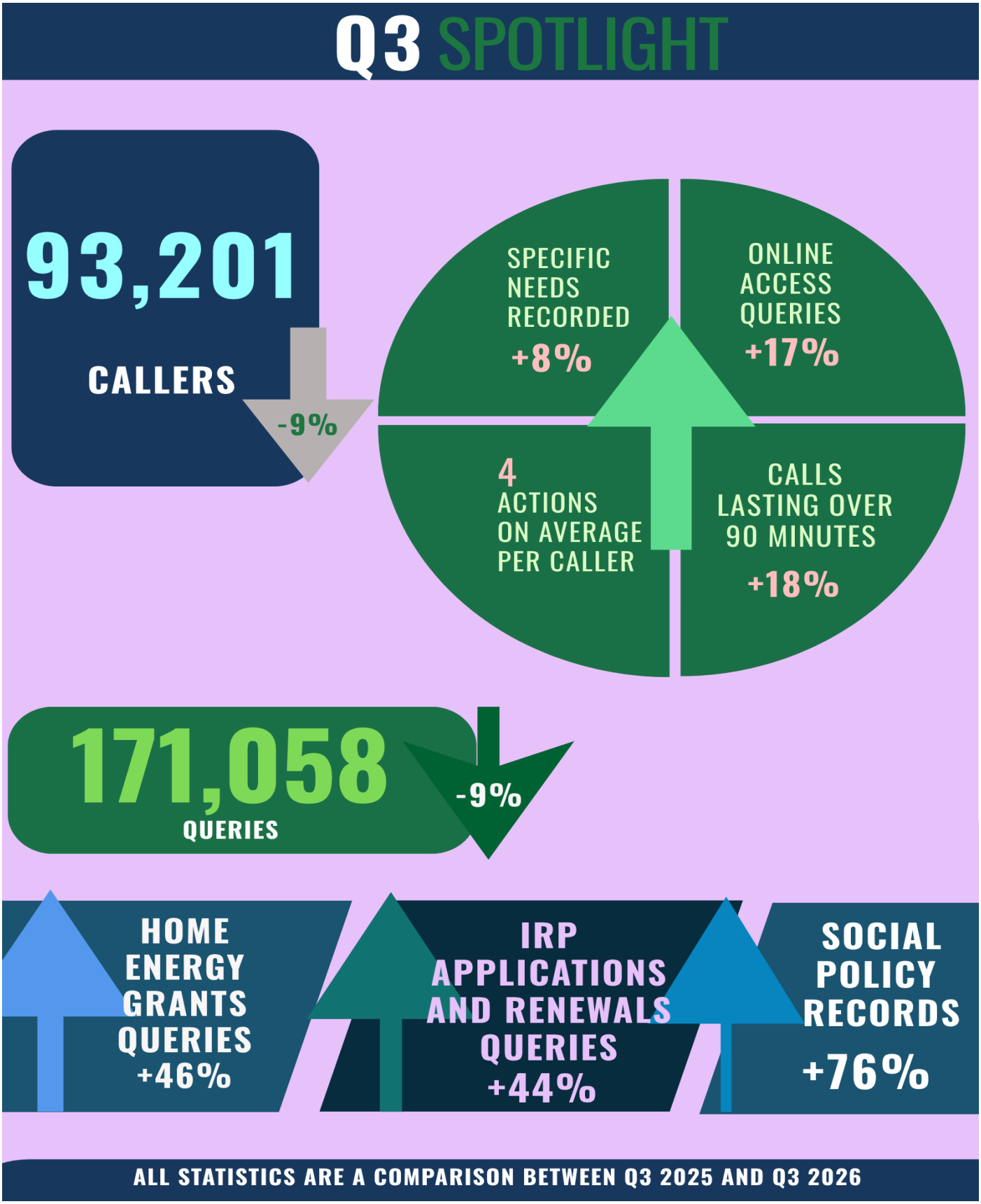
July to September (Q3) 2026

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 **14**
Section 6: Health **17**
Section 7: Other Query Areas **20**
Appendix **22**

Section 1: Overview and Trends

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



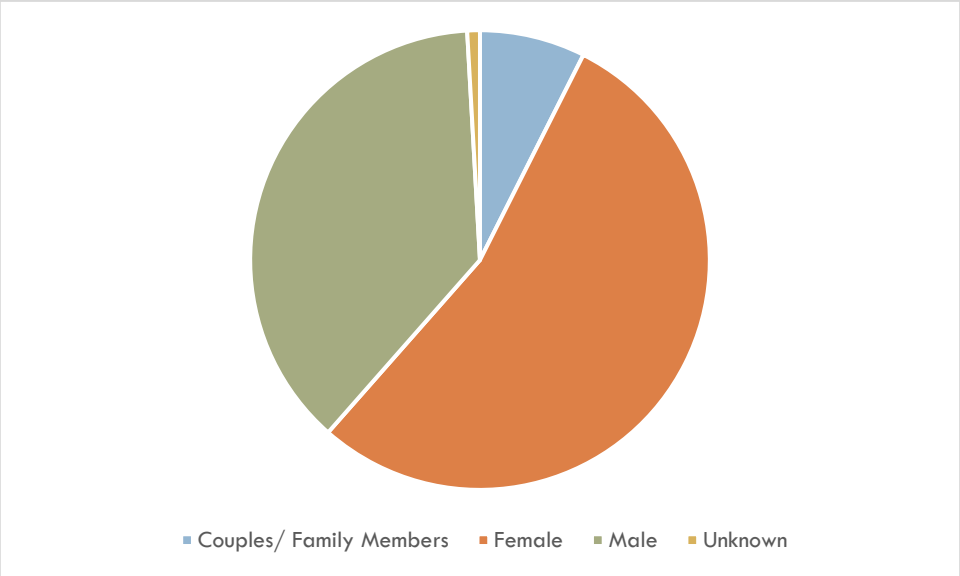
Section 2: Caller Summary

There were **93,201** callers to CIS nationally during Q3 2026, a decrease of 8.7% on the same period last year (102,062).

Gender Profile

Most callers were female (54.1%); males made up 37.6%, a small increase from 37.4% in Q3 2025. Couples and Family Members made up 7.4%, an increase from 7.1%.

Figure 1 – Caller gender profile

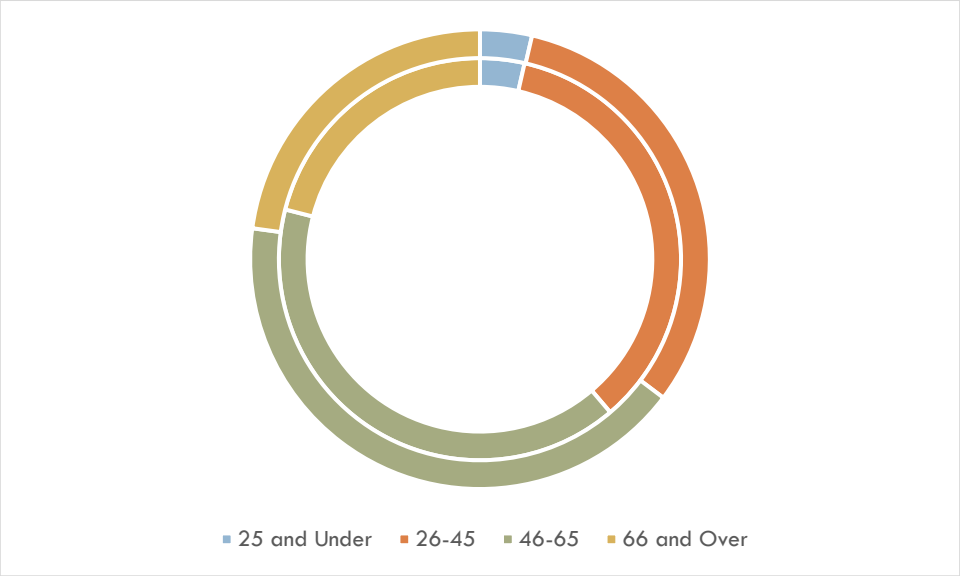


Age Profile

Age information was available for 83% of callers (77,245 individuals), up from 68% in Q3 2025, as the field became mandatory in the data reporting system in January 2026. As a result, all age groups increased in number (bar the 26-45 age group, which decreased by 0.4%), but these numbers do not necessarily reflect a true increase.

The proportion of callers aged 26-45 dropped by 3.5%, while the over-66s group increased by 1.9%. The 46-65s group was the largest proportion of callers and increased by 1.7%. The graph below compares Q3 2025 (centre ring) and Q3 2026 (outer ring).

Figure 2 – Caller age profile



Mode of Contact

In-person callers accounted for 73.1% of interactions, of which 92.7% were drop-in (63,165 callers), and 7.3% were by appointment (4,985 callers). Although the number of in-person callers decreased by 5.8%, the proportion of callers grew by 2.2% compared to the same quarter in 2025. The number of letter/email callers decreased by 8.0%, and the number of telephone callers decreased by 16.3%.

Figure 3 – Caller mode of contact

Caller Type	Q3 2025	Q3 2026
Letter/ Email	2,356	2,167
In-person	72,367	68,150
Telephone	27,339	22,884

Country of Origin

Country of Origin was recorded for 86.5% of callers (80,623 of 93,201 callers). The chart below divides the recorded country of origin into areas of origin. Where country of origin was recorded, the large majority (73.2%) came from Ireland (59,012 callers), with non-EU callers representing 19.9% (16,011) of callers and a further 7.0% with a European Union (excluding Ireland) country of origin (5,600 callers).

Figure 4: Area of origin

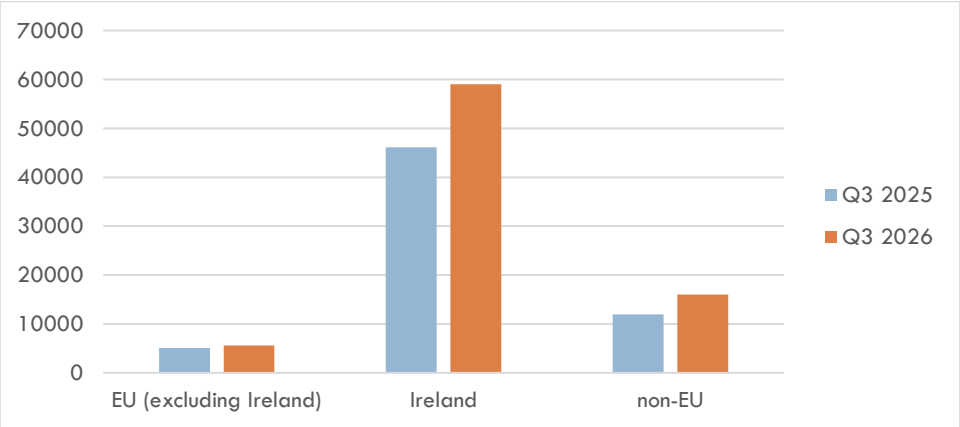


Figure 5: Top 5 countries of origin of callers (excluding Ireland)

	Country of Origin	Number of callers	% of callers
1	Nigeria	2,623	3.3%
2	Ukraine	2,282	2.8%
3	Poland	1,790	2.2%
4	Bangladesh	1,323	1.6%
5	Great Britain	1,217	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	Somalia	Nigeria	Nigeria	Great Britain
2	Nigeria	Ukraine	Ukraine	Ukraine
3	Ukraine	Poland	Poland	USA
4	Afghanistan	Bangladesh	Great Britain	Nigeria
5	Poland	Somalia	Bangladesh	Lithuania

Specific Needs Identified

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

In Q3 2026, 19.7% of callers (18,323 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 2.2% in callers who were identified as having specific needs, with an overall increase of 8.3% in total specific needs compared to Q3 2025. Callers with specific needs can often have more than one, with an average of 1.5 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 17.4% compared to the same quarter last year. Similarly, callers with specific needs relating to homelessness (+22.4%), challenging behaviour (+22.5%), and neurodivergence (+78.9%) all increased.

Figure 7: Specific needs breakdown

Specific Needs	Q3 2026	% Change Q3 '25 – Q3 '26
Language	6,683	-6.3%
Online access issues/ digital literacy	5,160	**+17.4%**
Distressed client	3,696	**+1.9%**
Literacy/ Numeracy (including dyslexia/dyscalculia)	2,898	**+7.5%**
Other	1,672	**+67.5%**
Disability - Physical	1,497	**+9.4%**
Mental Health	1,119	**+10.2%**
Accompanied/ supported by another person	1,055	**+3.7%**
Disability - Sensory (hearing, vision, speech issues)	637	**+12.7%**
Homeless	568	**+22.4%**
Challenging behaviour	447	**+22.5%**
Transport/Access Difficulties	370	**+22.1%**
Disability - Intellectual	293	-12.8%
Neurodivergence (includes autism)	288	**+78.9%**
Domestic Violence	220	**+2.8%**

Neurological (including Acquired Brain Injury)	220	**+18.3%**
Addiction	165	**+51.4%**
Dementia/Alzheimer's	103	**+77.6%**
Total	**27,091**	**+8.3%**

Time Spent

77% of queries were resolved within 20 minutes. There was an increase of 18% in calls lasting 91 minutes and over.

- **38.5% of callers spend 10 minutes or less with information providers**
- **38.7% of callers spent 11-20 minutes with an information provider**
- **18.6% of callers were with an information provider for 21-40 minutes**
- **3.9% of callers spent 41-90 minutes with an information provider.**
- **In a small proportion of cases, interactions lasted for over 90 minutes (0.3%).**

Figure 8: Time spent with information provider

Time spent	Q3 2025	Q3 2026	% Change
10 minutes and under	41,097	35,898	-12.7%
11-20 minutes	38,979	36,063	-7.5%
21-40 minutes	18,066	17,293	-4.3%
41-90 mins	3,688	3,673	-0.4%
91 mins and over	232	274	**+18.1%**

Most Frequent Queries (payments/schemes) by Time Spent

The table below indicates the complexity of queries relating to various payments and schemes, as measured by time spent with information providers. For callers who spent over 40 minutes, there was an average of 8 actions carried out by an information provider.

Figure 9: Top payments/schemes by time spent

	10 minutes and under	11-20 minutes	21-40 minutes	41 -90 minutes	91 minutes and over
1	Medical Card	Medical Card	Applying for Local Authority/Social Housing	Applying for Local Authority/Social Housing	Carer's Allowance
2	Fuel Allowance	Applying for Local Authority/Social Housing	Disability Allowance	Disability Allowance	Medical Card
3	Carer's Allowance	Disability Allowance	Medical Card	Carer's Allowance	Disability Allowance

Section 3: Query Summary

Services dealt with **171,058** queries during Q3 2026, a decrease of 9.4% on the same period in 2025

Almost 44% of queries were related to Social Welfare rights and entitlements. Housing queries accounted for 12.8%, and Health made up 7.2% of queries. Government in Ireland queries increased by 5.5%, MyGovID queries increased by 19.3% (891 queries).

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

Top Level Category	# Queries	% of all Queries Q3, '26	% Query Change Q3 '25–Q3 '26
Social Welfare	74,886	43.8%	-11.6%
Housing	21,860	12.8%	**+0.6%**
Local	12,438	7.3%	-8.8%
Health	12,253	7.2%	-11.2%
Moving Country	10,057	5.9%	**+1.6%**
Money and Tax	9,827	5.7%	-20.4%
Employment	8,455	4.9%	-16.3%
Justice	4,747	2.8%	-1.9%
Travel and Recreation	4,694	2.7%	**1.6%**
Birth, Family and Relationships	3,393	2.0%	-9.0%
Education and Training	3,052	1.8%	-21.0%
Consumer Affairs	2,419	1.4%	**+0.5%**
Government in Ireland	1,527	0.9%	**+5.5%**
Death and Bereavement	1,170	0.7%	-17.5%
Environment	279	0.2%	-14.7%
Total	**171,058**	100.0%	-9.4%

Figure 11 – Query number increases/decreases by main category (%) compared with Q3 2025

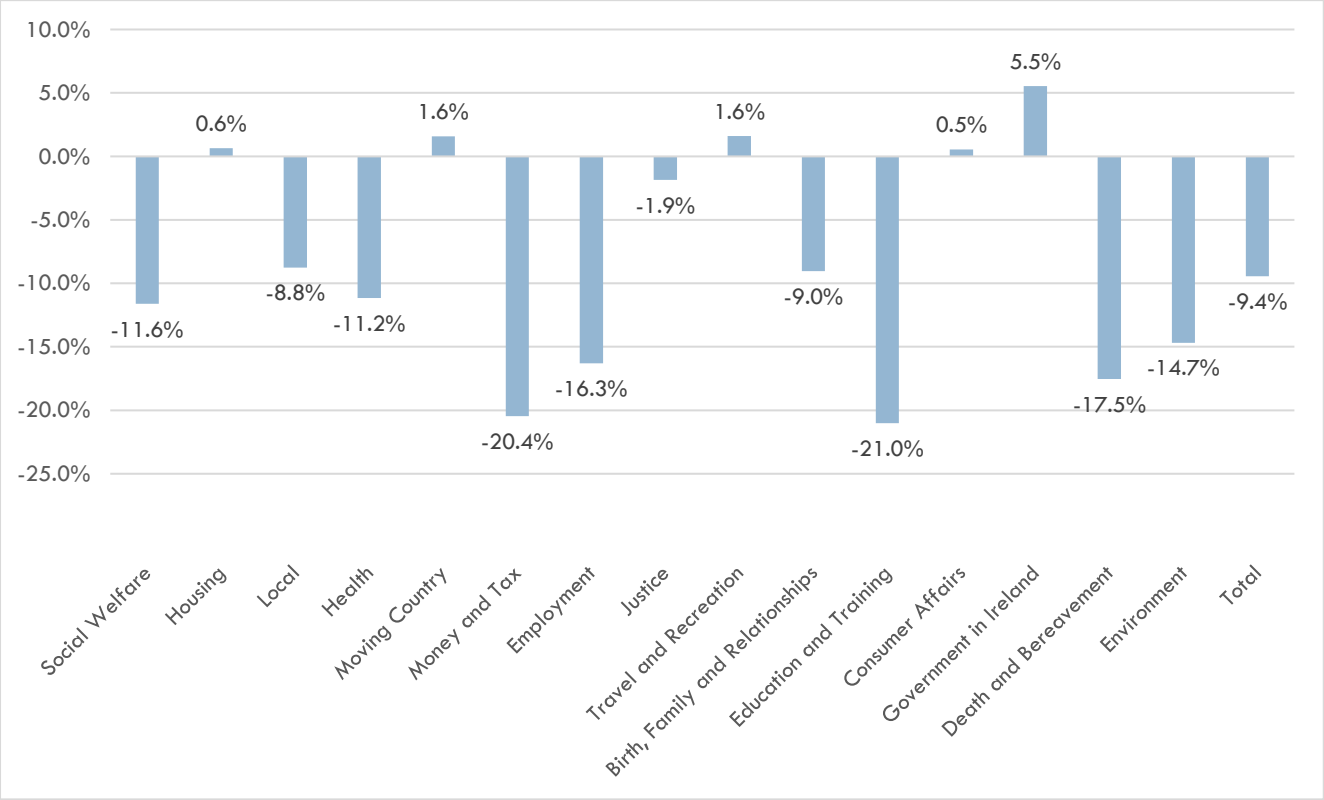


Figure 12 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 3 2026. Medical card made up 3.8% of all queries. The ten payments and schemes listed made up over one quarter (25.9%) of all queries this quarter. Household Benefits Package queries increased by 1.5% in this quarter.

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

	Single Payment/ Scheme	Number of Queries	% Change
1	**Medical Card**	6,573	-13.9%
2	**Applying for Local Authority/Social Housing**	5,638	-1.7%
3	**Fuel Allowance**	5,535	-5.1%
4	**Disability Allowance**	5,478	-9.9%
5	**Carer's Allowance**	5,114	-11.7%
6	**State Pension/ Contributory**	4,892	-14.9%
7	**Household Benefits Package**	4,001	**+1.5%**
8	**Jobseeker's Allowance**	3,468	-15.7%
9	**Basic Supplementary Welfare Allowance**	3,010	-15.7%
10	**Illness Benefit**	2,667	-17.1%

Section 4: Social Welfare

Social welfare was the most queried area, representing 43.8% of all queries. Social Welfare (SW) queries (74,887) declined by 11.6%.

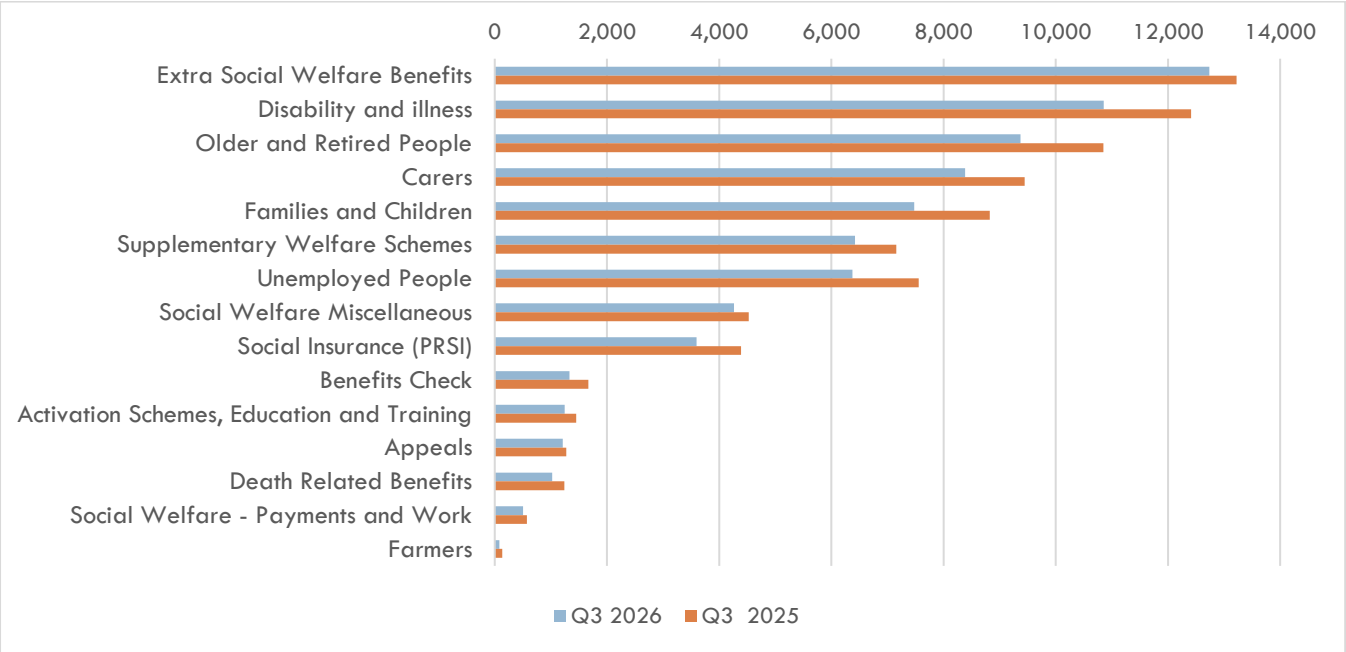
Figure 13 – Social welfare queries by second-level category

Social Welfare Subcategories	% of overall SW queries	% change from Q3 2025
Extra Social Welfare Benefits	17.0%	-3.7%
Disability and illness	14.5%	-12.5%
Older and Retired People	12.5%	-13.6%
Carers	11.2%	-11.3%
Families and Children	10.0%	-15.2%
Supplementary Welfare Schemes	8.6%	-10.3%
Unemployed People	8.5%	-15.6%
Social Welfare Miscellaneous	5.7%	-5.8%
Social Insurance (PRSI)	4.8%	-18.1%
Benefits Check	1.8%	-20.2%
Activation Schemes, Education and Training	1.7%	-14.3%
Appeals	1.6%	-4.9%
Death-Related Benefits	1.4%	-17.5%
Social Welfare - Payments and Work	0.7%	-12.4%
Farmers	0.1%	-39.1%

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 Q3 2025 and Q3 2026.

Figure 14 – Social welfare payment and schemes query comparison

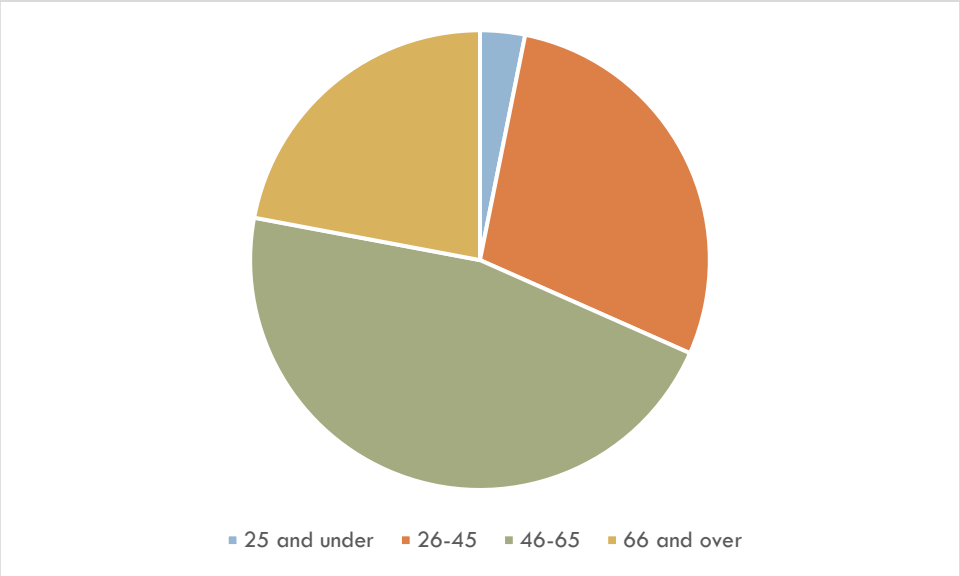


Caller profile data relating to Social Welfare

Age

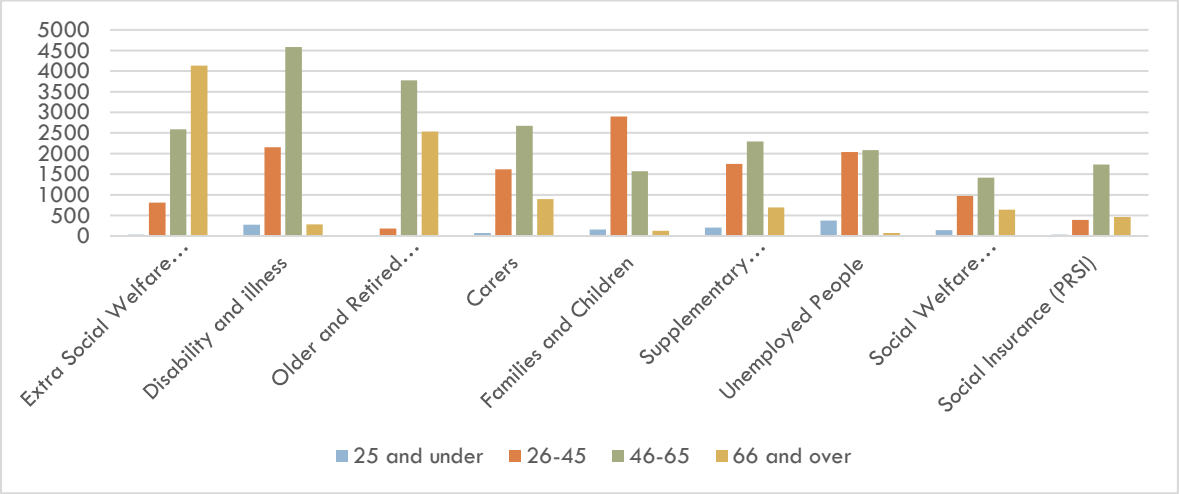
Age was recorded for 86.3% of all callers with Social Welfare queries. The chart below demonstrates that where age was recorded, over 45% of callers with social welfare queries were aged between 46 and 65 years, 28.5% were aged 26 – 45, and 22% were aged 66 and over.

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 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



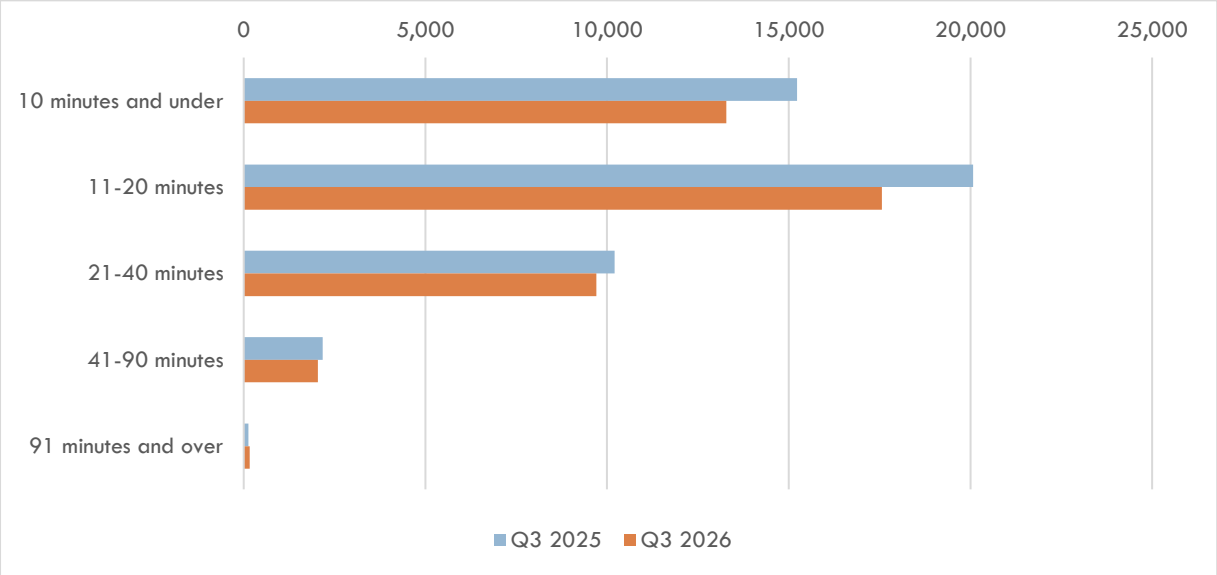
Gender

Overall, 55.6% of queries relating to Social Welfare came from women, followed by 35.1% from men and 8.2% were from couples/families.

Length of Interaction

Of all Social Welfare interactions, 41.1% lasted 11-20 minutes, followed by 31.1% at 10 minutes and under and 22.7% that lasted 21-40 minutes. 5.2% of callers had interactions with information providers that lasted over 41 minutes.

Figure 17 - Time spent for social welfare callers Q3 2025 compared to Q3 2026



Country of Origin

Country of Origin was recorded for 89.8% 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 - 15.7%**
- **EU (excluding Ireland) – 7.5%**

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.

- **78.6% of Social Welfare queries were Advice/Assistance**
- **20.6% were Information queries**
- **0.9% were Advocacy**

During Q3 2026, information providers carried out, on average, four actions to support callers with their Social Welfare callers. In total, they carried out 181,682 actions for the 42,755 Social Welfare callers.

Section 5: Housing

Housing remains the second-highest category, representing 12.8% of all queries. The number of queries **increased by 0.6%** when compared to the same quarter in 2025. Queries about housing grants and schemes, home energy grants (SEAI) continued to grow, as did emergency accommodation, and losing your home, although these were from a low base.

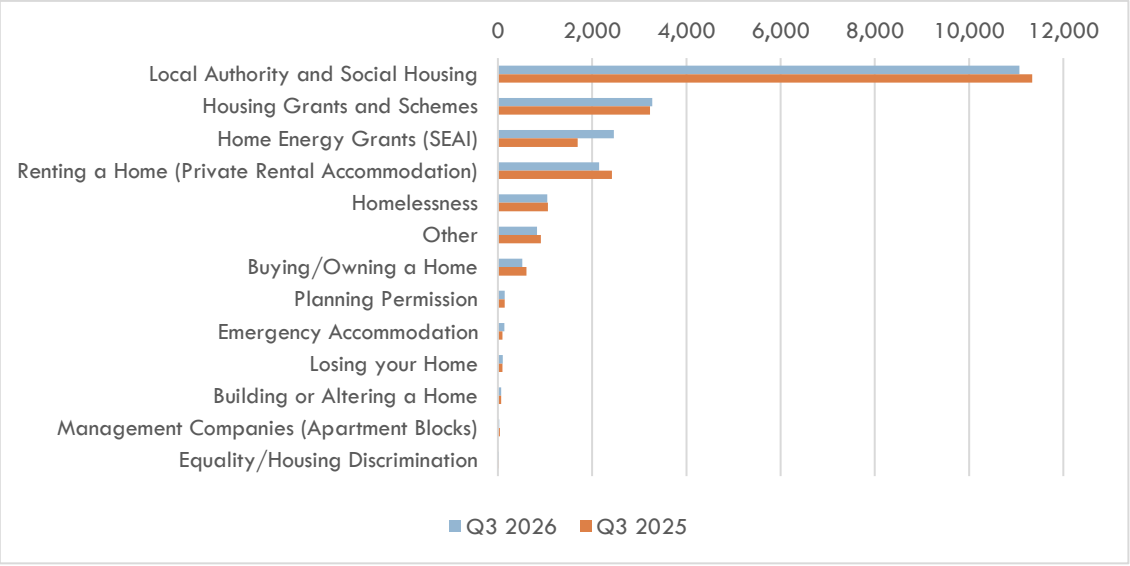
Figure 18: Housing queries by second level category

Housing Subcategories	% of overall Housing queries	% change from Q3, 2025
Local Authority and Social Housing	50.6%	-2.4%
Housing Grants and Schemes	15.0%	**+1.5%**
Home Energy Grants (SEAI)	11.3%	**+45.7%**
Renting a Home (Private Rental Accommodation)	9.8%	-11.3%
Homelessness	4.8%	-1.2%
Other	3.8%	-8.9%
Buying/Owning a Home	2.4%	-14.2%
Planning Permission	0.7%	-0.7%
Emergency Accommodation	0.6%	**+40.8%**
Losing your Home	0.5%	**+12.8%**
Building or Altering a Home	0.3%	-2.9%
Management Companies (Apartment Blocks)	0.1%	-29.3%
Equality/Housing Discrimination	0.1%	**+33.3%**

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

The chart below compares the level of queries for the top housing payments and schemes. 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, 27% were aged 66 years and over, up from 24% in Q3 2025.

Figure 20 - Age breakdown of callers with Housing queries

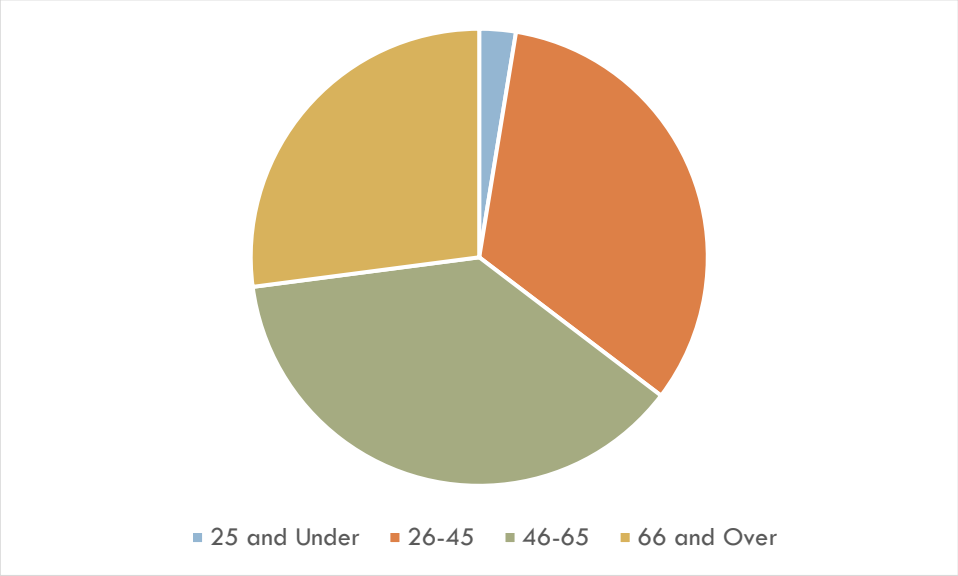
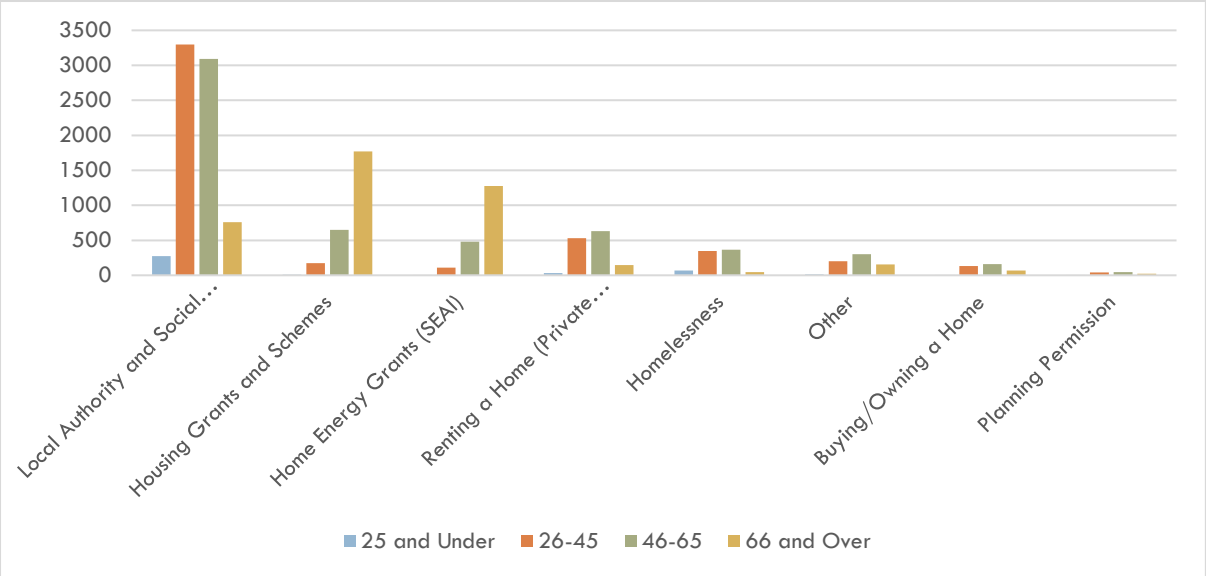


Figure 21 - Age breakdown of callers with Housing queries by second level category



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.

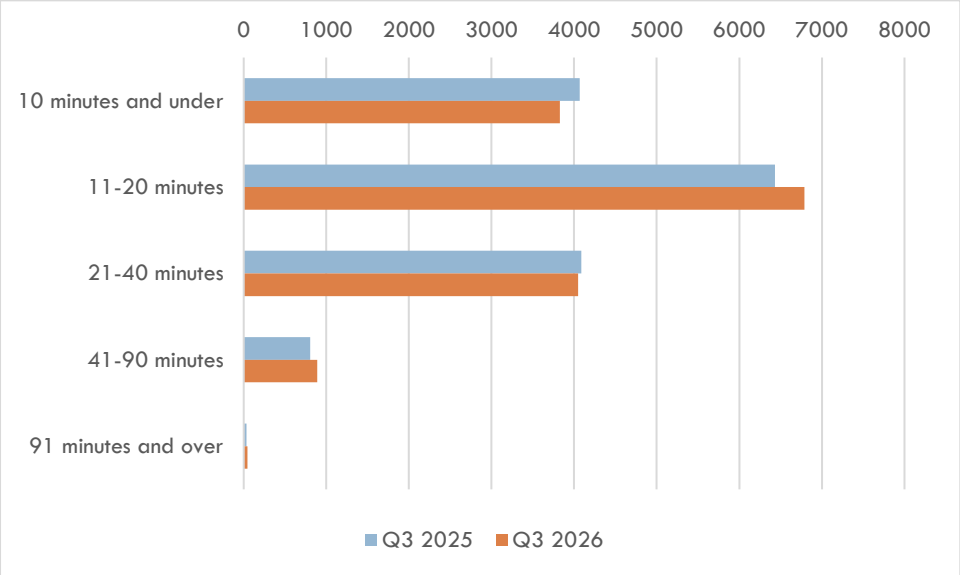
Gender

Overall, most Housing queries (51.3%) came from women, followed by 38.7% from men and couples/family members made up 9.7%.

Length of Interaction

Of the interactions related to Housing, 43.5% of them lasted 11-20 minutes, 26% lasted 21-40 minutes, and 24.5% lasted 10 minutes and under. Most calls related to housing lasted longer compared with Q3 2025; the largest increase was calls lasting 41-90 minutes, which increased by 10%.

Figure 22 - Time spent for Housing callers Q3 2025 compared to Q3 2026



Country of Origin

Country of origin of the caller was recorded for 87.4% of housing queries. Non-EU and EU (excluding Ireland) callers now account for almost 34% of callers with housing queries. The percentage breakdown is as follows:

- **Ireland – 66.3%**
- **Non-EU – 23.9%**
- **EU (excluding Ireland) – 9.8%**

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.

- **81.2% of Housing queries were Advice/Assistance**
- **18.1% were classed as Information queries**
- **0.7% were classed as Advocacy**

For each of the 15,597 Housing callers during Q3 2026, Information Officers carried out an average of 3.4 actions. There were 53,307 actions in total for Housing callers.

Section 6: Health

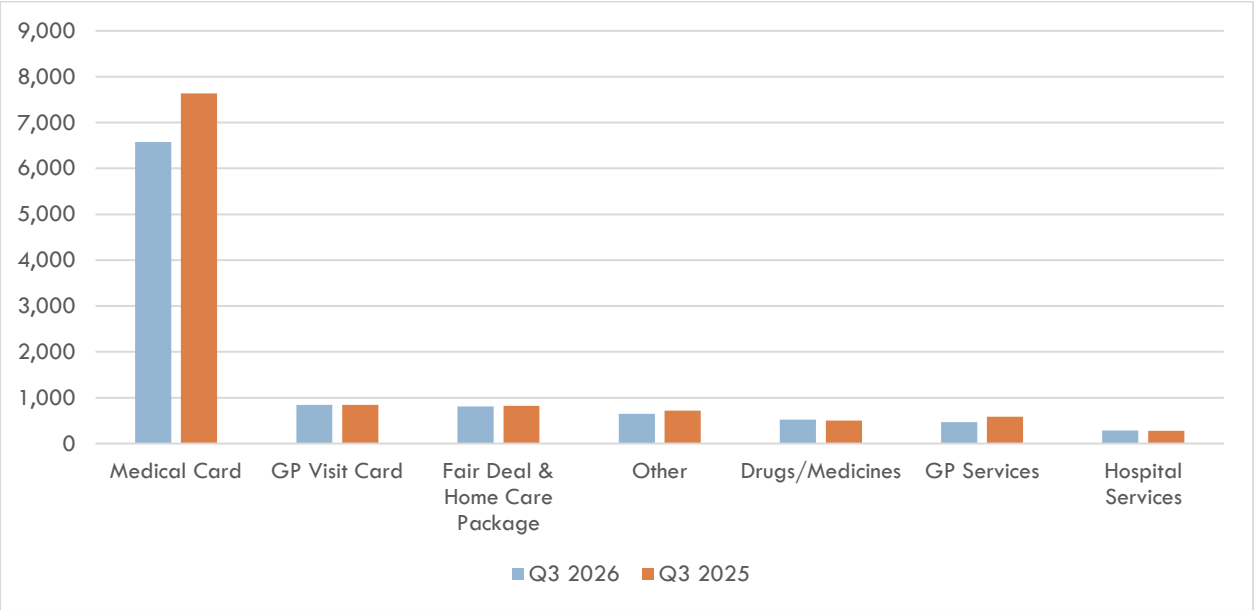
Health queries made up 7.2% of all queries, and decreased by 11.2% compared to the same period in 2025.

Figure 23: Health queries by second level category

Health Subcategories	% of Health Subcategory	% change from Q3, 2025
Medical Card	53.6%	-13.9%
GP Visit Card	6.9%	**+0.0%**
Fair Deal & Home Care Package	6.6%	-1.7%
Other	5.3%	-9.9%
Drugs/Medicines	4.3%	**+4.4%**
GP Services	3.8%	-20.9%
Hospital Services	2.3%	**+1.1%**
Health Services for Older People	2.0%	-17.2%
Care in your Community	1.9%	**+3.7%**
EU Healthcare	1.8%	-1.4%
Mental Health	1.6%	**+6.4%**
Health Services for People with Disabilities	1.4%	-5.7%
Dental, Aural and Optical Health	1.3%	-34.0%
Legal Matters and Health	1.2%	-8.0%
Cross-Border Healthcare	0.8%	**+3.2%**
Children's Health	0.8%	**+2.2%**
Health Insurance	0.7%	-22.1%
Entitlement to Health Services	0.7%	-6.7%
Health-Related Benefits and Entitlements	0.6%	-2.7%
Cancer Services	0.6%	-39.0%
Pharmacy services	0.3%	**+17.1%**
Aids and Appliances	0.3%	-15.2%
Alcohol and Drug Treatment Services	0.3%	-19.0%
Health Service Agencies	0.3%	-35.4%
Blind Welfare Allowance	0.2%	-13.8%
Women's Health	0.2%	-59.0%
How Health Services are Organised	0.2%	-25.0%
Emergency Health Services	0.2%	-40.6%
Environmental Health	0.1%	**+133.3%**
Alternative Health	0.0%	**+50.0%**
Blood and Organ Donation	0.0%	-80.0%

The chart below shows a comparison of the level of queries for the top health payments and schemes in Q3 2025 and Q3 2026.

Figure 24: Health payment and schemes query comparison



Caller profile data relating to Health queries

Age

Age was recorded for 87.5% of all callers with Health queries. Those aged 46 – 65, and 66 and over, made up 73% of callers with Health queries.

Figure 25: Age Breakdown of Health callers

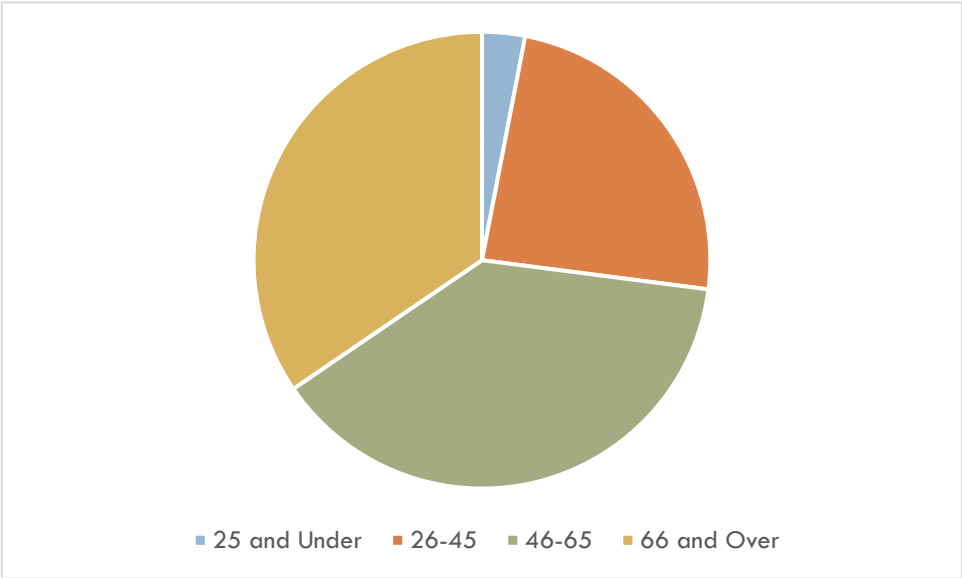
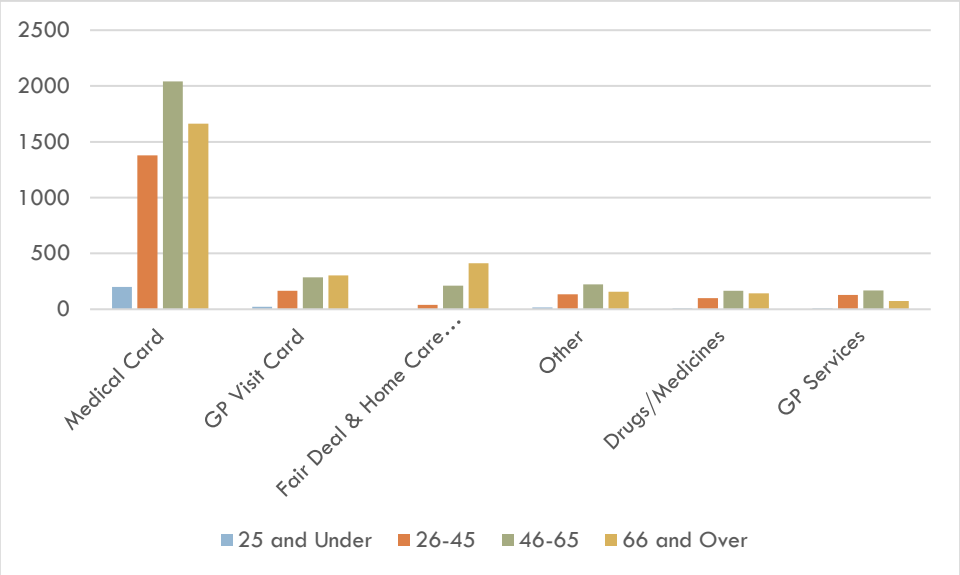


Figure 26: Age Breakdown of callers with Health queries, by second level category



Gender

Overall, as in other categories, most Health queries (52.6%) came from females, followed by 37.2% from males. Couples and family members made up 9% of callers.

Country of Origin

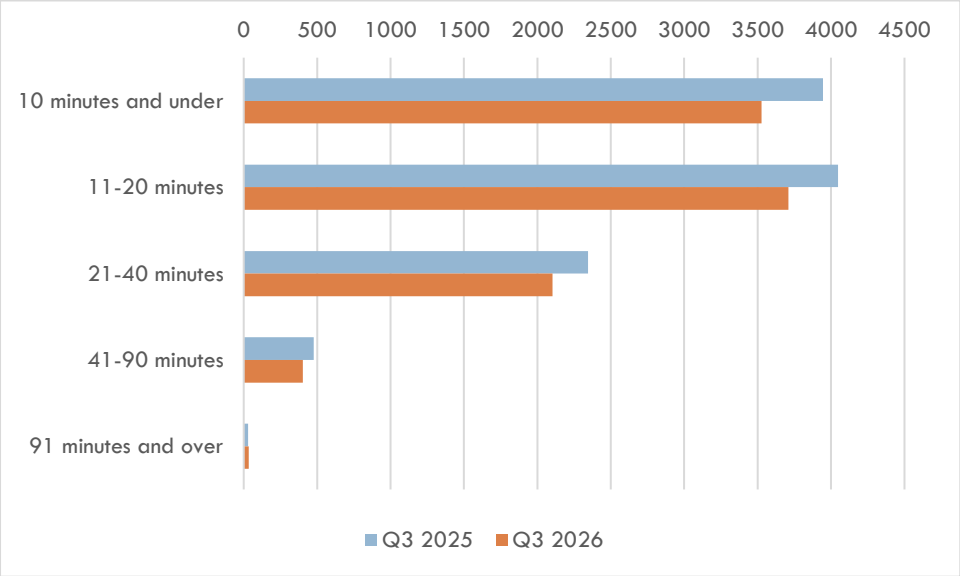
Where recorded, 78.2% of callers with Health queries indicated Ireland as their country of origin. Country of origin was recorded for 89.1% of callers with health queries.

- **Ireland – 78.2%**
- **Non-EU - 15.9%,**
- **EU (excluding Ireland) – 5.9%.**

Length of Interaction

36.1% of interactions with callers lasted 10 minutes or less, 38% of Health interactions lasted 11-20 minutes, and 21.5% took 21-40 minutes.

Figure 27: Time spent for Health callers



Service Provided/ Actions

For each Health caller during Q3 2026, information providers performed an average of 3 actions (2.76). For the 9,777 Health callers, there were 26,961 actions.

- **68.9% of health queries were Advice/Assistance**
- **30.8% were Information queries**
  0.3% 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 Q3, 2025 and Q3, 2026. The numbers in brackets are the number of queries in Q3 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 12,438 (compared with 13,631 for Q3, 2025)

Moving Country

Queries categorised as Moving Country increased by 1.6% (10,057) and made up 5.9% 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 Q3, 2025
Irish Citizenship	2,591	-6.2%
Irish Residence Permit Applications and Renewals	2,062	**+44.0%**
Immigration Service Delivery (ISD)	551	**+45.8%**
Asylum Seekers and Refugees	531	**+10.4%**
Asylum Seekers and Refugees-Ukrainian	512	**+0.4%**

Money and Tax

Queries about Money and Tax decreased by 20.4% (9,827) and made up 5.7% 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 Q3, 2025
Income Tax	1,979	-27.5%
Revenue online	1,838	-7.8%
Income Tax Credits and Reliefs	1,813	-25.5%
Other	802	-20.5%
Income Tax Refund	684	-15.9%

Employment

Queries on Employment decreased by 16.3% (8,455) and made up 4.9% of all queries.

Figure 30: Employment top five second-level categories

Employment second-level category	Number of queries	Percentage change from Q3, 2025
Employment Rights & Conditions	4.575	-18.4%
Unemployment & Redundancy	736	-23.3%
Self-employment	662	-21.2%
Enforcement & Redress	589	-12.1%
Grievance and Discipline Procedures	431	-2.5%

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 (Q3 '26)	% Change
Justice	**4,747**	**-1.9%**
Legal aid and Advice	2,135	-3.4%
Other	641	-6.3%
Travel and Recreation	**4,694**	**+1.6%**
Motoring	1,889	-5.3%
Passports	1,442	+5.0%
Birth, Family and Relationships	**3,393**	**-9.0%**
Separation and Divorce	984	-5.2%
Other	389	-6.0%
Education and Training	**3,052**	**-21.0%**
Third- Level Education	1,458	-21.0%
Other	356	-12.3%
Consumer Affairs	**2,419**	**+0.5%**
Consumer Protection	539	+1.7%
Energy/ Utilities Services	468	+0.9%
Government in Ireland	**1,527**	**+5.5%**
MyGovID	891	+19.3%
Other	161	-5.3%
Death and Bereavement	**1,170**	**-17.5%**
The Deceased's Estate	320	-21.8%
After Death	244	-0.8%

Appendix –Breakdown of top query areas by third level category

Appendix Figure 1 – Social Welfare Query Breakdown

Third level category breakdown (second level category in bold)	# of Queries	% of Subcategory	% Change
Extra Social Welfare Benefits		**17.0%**	
Fuel Allowance	5,535	43.4%	-5.1%
Household Benefits Package	4,001	31.4%	**+1.5%**
Living Alone Increase	1,485	11.7%	-6.8%
Free Travel (Travel Card, Companion Card, etc)	1,390	10.9%	-10.9%
Telephone Support Allowance	193	1.5%	**+25.3%**
Treatment Benefits	102	0.8%	+3.0%
Cost of Living Increases	24	0.2%	-7.7%
Christmas Bonus	9	0.1%	-50.0%
Total	**12,739**	**100%**	**-3.7%**
Disability and Illness		**14.5%**	
Disability Allowance	5,478	50.5%	-9.9%
Illness Benefit	2,667	24.6%	-17.1%
Invalidity Pension	1,969	18.1%	-13.5%
Partial Capacity Benefit	366	3.4%	-18.8%
Injury Benefit	163	1.5%	-0.6%
Other Payment (Blind Pension/ Other)	115	1.1%	0.0%
Occupational Injuries Benefit Scheme	98	0.9%	-8.4%
Total	**10,856**	**100%**	**-12.5%**
Older and Retired People		**12.5%**	
State Pension/Contributory	4,892	52.2%	-14.9%
State Pension/Non Contributory Pension	2,361	25.2%	-13.4%
Payment for people who retire at 65	731	7.8%	-4.4%
Homemakers Scheme/HomeCaring Periods Scheme	431	4.6%	-7.3%
Qualified Adults	424	4.5%	-15.4%
UK Pensions/Brexit	384	4.1%	-12.7%
EU/International Pensions	150	1.6%	-26.5%
Total	**9,373**	**100%**	**-13.6%**
Carers		**11.2%**	
Carer's Allowance	5,114	61.0%	-11.7%
Domiciliary Care Allowance (DCA)	944	11.3%	-4.3%
Carer's Benefit	935	11.2%	-12.9%
Carer's Support Grant (Respite Care Grant)	790	9.4%	-13.6%
Half-rate Carer's Allowance	601	7.2%	-12.1%
Total	**8,384**	**100%**	-11.7%
Families and Children		**10.0%**	
Working Family Payment (WFP)	2,302	30.8%	-18.6%
Child Benefit	1,392	18.6%	-8.9%
Back to School Clothing & Footwear Allowance (BTSCFA)	1,274	17.0%	3.3%
One Parent Family Payment (OFP)	1,109	14.8%	-23.6%
Maternity/ Adoptive Benefit	369	4.9%	-23.4%
Increase for a Qualified Adult (IQA)	301	4.0%	-32.1%
Child Support Payment (Formerly IQC)	298	4.0%	-7.7%
Parent's Benefit	174	2.3%	-20.9%
Paternity Benefit	117	1.6%	-14.0%
Back to Work Family Dividend	105	1.4%	-18.6%
Health and Safety Benefit	22	0.3%	-29.0%
Deserted Wife's Benefit	12	0.2%	-25.0%
Deserted Wife's Allowance	3	0.0%	50.0%
Total	**7,478**	**100%**	**-15.2%**
Supplementary Welfare Schemes		**8.6%**	

Basic Supplementary Welfare Allowance	3,010	46.9%	-15.7%
Additional Needs Payment	2,423	37.7%	-7.4%
Rent Supplement (RS)	932	14.5%	5.4%
Diet/Heating Supplement	41	0.6%	-31.7%
Mortgage Interest Supplement (MIS)	7	0.1%	250.0%
Emergency Response Payment	6	0.1%	-76.0%
Total	**6,419**	**100%**	-0.6%
Unemployed People		**8.5%**	
Jobseeker's Allowance	3,468	54.4%	-15.7%
Jobseeker's Benefit	1,139	17.9%	-44.1%
Jobseeker's Pay-Related Benefit	1,031	16.2%	102.2%
Jobseeker's Transitional Payment	396	6.2%	-9.4%
Social Welfare Payments and Work	264	4.1%	-27.3%
Unemployed following self-employment	79	1.2%	-18.6%
Total	**6,377**	**100%**	**-15.6%**
Social Welfare Miscellaneous		**5.7%**	
Other	1,306	30.6%	-7.4%
MyWelfare.ie	682	16.0%	38.3%
Public Services Card	622	14.6%	-25.0%
Means Tests	595	14.0%	-0.5%
Habitual Residence Condition	544	12.8%	-20.0%
Overpayments	322	7.5%	8.1%
EU Contributions and Entitlements	52	1.2%	15.6%
Nominating agent to collect SW payments	52	1.2%	-7.1%
Late Claims	31	0.7%	40.9%
UK Entitlements/Brexit	26	0.6%	-36.6%
SW Inspectors	25	0.6%	-45.7%
EU/EEA/Switzerland	5	0.1%	-16.7%
Insolvency Payments Scheme	3	0.1%	50.0%
Total	**4,265**	**100%**	**-5.8%**
Social Insurance (PRSI)		**4.8%**	
PRSI Records/Paid Contributions	1,665	46.3%	-13.8%
PPS Number	459	12.8%	-40.7%
Homemakers Scheme/HomeCaring Periods Scheme	371	10.3%	8.5%
Credited Contributions	345	9.6%	-14.0%
Voluntary Contributions	255	7.1%	-31.6%
PRSI Classes	241	6.7%	-18.3%
Other	130	3.6%	-6.5%
Long-Term Carer Contributions	84	2.3%	-8.7%
Employer's PRSI	48	1.3%	6.7%
Jobs Plus	1	0.0%	
Total	**3,599**	**100%**	**-18.1%**
Benefits Check		**1.8%**	
Benefits Check	1,332		
Total	**1,332**	**100%**	**-20.2%**
Activation Schemes, Education and Training		**1.7%**	
Back to Education Allowance (BTEA)	534	42.9%	-24.1%
Community Employment (CE)	273	21.9%	2.6%
Back to Work Enterprise Allowance (BTWEA)	193	15.5%	-24.0%
Tús	88	7.1%	57.1%
Part-time Education Option (PTEO)	40	3.2%	2.6%
Short-Term Enterprise Allowance	34	2.7%	100.0%
LAES (Local Area Employment Services)	33	2.7%	57.1%
Work Placement Experience Programme (WPEP)	18	1.4%	50.0%
Rural Social Scheme	16	1.3%	-20.0%
JobsPlus	10	0.8%	0.0%

NES (National Employment Service)	3	0.2%	
Part-Time Job Incentive Scheme (PTJI)	3	0.2%	-80.0%
Total	**1,245**	**10%**	**-21.1%**
Appeals		**1.6%**	
Disability Allowance	514	42.4%	19.8%
Carer's Allowance/Benefit	217	17.9%	-8.8%
Invalidity Pension	96	7.9%	-51.3%
Other	94	7.7%	-7.8%
Jobseeker's Allowance	77	6.3%	-18.1%
Supplementary Welfare Allowance	40	3.3%	8.1%
Domiciliary Care Allowance	33	2.7%	-31.3%
State Pension (Non-Contributory)	24	2.0%	20.0%
Jobseeker's Benefit	21	1.7%	23.5%
Working Family Payment (WFP)	20	1.6%	53.8%
One Parent Family Payment (OFP)	19	1.6%	35.7%
Child Benefit	13	1.1%	-31.6%
Carer's Support Grant	12	1.0%	-20.0%
Illness Benefit	11	0.9%	-42.1%
Bereaved Partner's Pension	10	0.8%	400.0%
State Pension (Contributory)	10	0.8%	-9.1%
Parent's Benefit	2	0.2%	-
Total	**1,213**	**100%**	**-4.9%**
Death-Related Benefits		**1.4%**	
Bereaved Partner's (Contributory) Pension	657	64.2%	-16.8%
Help with Funeral Costs	130	12.7%	-9.7%
Bereaved Partner's (Non-Contributory) Pension	120	11.7%	-21.6%
Bereaved Parent Grant	65	6.3%	-26.1%
Guardian's Payment	34	3.3%	-27.7%
Special Funeral Grant (Occ. Injuries Scheme only)	18	1.8%	-5.3%
Total	**1,024**	**100%**	**-17.5%**
Payments and Work		**0.7%**	
Payments and Work	502		**-12.4%**
Total	**502**	**100%**	
Farmers		**0.1%**	
Farm Assist	75	92.6%	-37.5%
Other	6	7.4%	**-53.8%**
Total	**81**	**100%**	**-39.1%**
Total	**74,887**		

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		**50.6%**	
Applying for Local Authority/Social Housing	5,638	50.9%	-1.7%
Housing Assistance Payment (HAP)	2,040	18.4%	-16.3%
Other	762	6.9%	**+4.4%**
Differential Rent	364	3.3%	**+7.1%**
Medical Priority	358	3.2%	**+12.9%**
Choice Based Lettings	337	3.0%	**+13.9%**
Social Housing Waiting Lists	332	3.0%	**+16.1%**
LA Transfers	261	2.4%	**+5.7%**
Approved Housing Bodies (AHBs)	228	2.1%	**+23.9%**
Standards/Repairs	141	1.3%	-7.8%
Rent Arrears/Rent Problems	128	1.2%	**+4.1%**
Rental Accommodation Scheme (RAS)	112	1.0%	**+43.6%**
Notice/Eviction/Disputes	97	0.9%	**+7.8%**
Tenant in situ (HAP/RAS)	72	0.7%	-25.0%
Anti-social behaviour	69	0.6%	-17.9%
Tenancy Succession	59	0.5%	15.7%
Tenant Purchase (Incremental Scheme)	55	0.5%	-26.7%
Traveller Accommodation	14	0.1%	-26.3%
Total	**11,067**	**100%**	**-0.1%**
Housing Grants and Schemes		**15.0%**	
Housing Aid for Older People	1,642	50.2%	**+6.8%**
Housing Adaptation Grant for People with a Disability	999	30.5%	-2.4%
Mobility Aid Grant Scheme	268	8.2%	**+16.5%**
Other	201	6.1%	-32.1%
Vacant Property Refurbishment Grant	160	4.9%	15.9%
Defective Concrete Blocks Scheme	3	0.1%	
Total	**3,273**	**100%**	**+1.5%**
Home Energy Grants (SEAI)		**11.3%**	
Free Energy Upgrades (Warmer Homes Scheme)	1,565	63.5%	**+26.9%**
Individual Energy Upgrades	573	23.3%	**+143.8%**
Complete Home Energy Upgrades (one-stop shop services)	325	13.2%	**+46.4%**
Total	**2,463**	**100%**	**+9.8%**
Renting a Home (Private Rental Accommodation)		**9.8%**	
Notice/Eviction/Disputes	527	24.5%	-11.6%
RTB (Residential Tenancies Board)	369	17.2%	-4.4%
Landlords Rights & Obligations	288	13.4%	-15.5%
Tenants Rights and Obligations	282	13.1%	-14.5%
Finding Accommodation	161	7.5%	-5.3%
Rent Review	119	5.5%	-34.3%
Rent Arrears/Rent Problems	99	4.6%	**+30.3%**
Licensee	84	3.9%	**+18.3%**
Standards/Repairs	72	3.3%	-20.0%
Deposit Retention	65	3.0%	-26.1%
Cost Rental Housing	46	2.1%	17.9%
Short-term rental lets	27	1.3%	-12.9%
Cost Rental - Tenant in Situ Scheme	11	0.5%	-47.6%
Total	**2,150**	**100%**	**-11.3%**
Homelessness		**4.8%**	
Homelessness	1,049		
Total	**1,049**	**100%**	**-1.2%**

Other		**3.8%**	
Other	830		
Total	**830**	**100%**	**-8.9%**
Buying/Owning a Home		**2.4%**	
Buying/ Owning a Home	519		
Total	**519**	**100%**	**-14.2%**
Planning Permission		**0.7%**	
Planning Permission	144		
Total	**144**	**100%**	**-0.7%**
Emergency Accommodation		**0.6%**	
Emergency Accommodation	138		
Total	**138**	**100%**	**+40.8%**
Losing your Home		**0.5%**	
Losing your Home	106		
Total	**106**	**100%**	**-11.7%**
Building or Altering a Home		**0.3%**	
Building or Altering a Home	68		
Total	**68**	**100%**	**-2.9%**
Management Companies (Apartment Blocks)		**0.1%**	
Management Companies (Apartment Blocks)	29		
Total	**29**	**100%**	**-29.3%**
Equality/ Housing Discrimination		**0.1%**	
Equality/ Housing Discrimination	24		
Total	**24**	**100%**	**+33.3%**
Total	**21,860**		