

Citizens Information Services (CIS) - Caller/Query Data

Statistical Summary Quarter 4 2024

Caller Summary

There were **88,104** callers to CISs nationally during Q4, 2024, a slight (3.2%) decrease on Q4, 2023 (91,046 callers).

Gender Profile

Female callers made up 55.1% of callers, this is an ongoing trend of females making up the majority of callers. It has fallen only slightly since the introduction of a couples/family members sub-category.

Table 1 – Caller Gender Profile

Caller Profile	Number of Callers	% of Callers	% Change Q4 '23–Q4 '24
Female	48,522	55.1%	-4.2%
Male	33,656	38.2%	-3.1%
Couples/ Family Members	5,181	5.9%	+0.5%
Unknown	745	0.9%	+43.3%

Age Profile

Age was recorded for 69.6% (61,300) of callers. People aged 46-65 contacted CISs most frequently, closely followed by people aged 26-45.

Table 2 – Caller Age Profile

Caller Age Range	Number of Callers	% of Callers	% Change Q4 '23–Q4 '24
46-65	23,501	38.3%	-1.4%
26-45	22,035	36.0%	-7.0%
66 and over	12,950	21.1%	-1.9%
25 and under	2,814	4.6%	+55.5%

Mode of contact

In-person (personal) callers accounted for 67.9% of interactions, of which 93.0% were drop-in (55,657 callers) and 7.0% were by appointment (4,161 callers).

Table 3 – Caller Mode of Contact

Caller Type	Number of Callers	% of Callers	% Change Q4 '23–Q4 '24
In-person	59,818	67.9%	+5.1%
Telephone	25,858	29.4%	-18.5%
Letter/Email	2,428	2.8%	+0.5%

Country of Origin

Country of Origin was recorded for 63.3% of callers (55,735 of 88,104 callers). The large majority (74.8%) of those came from Ireland (41,708 callers), with non-EU callers representing 17.2% (9,600) of callers where

country of origin was recorded and a further 7.9% with a European Union (excluding Ireland) country of origin (4,427 callers).

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

	Country of Origin	Number of callers
1	Poland	1,547
2	Ukraine	1,511
3	Nigeria	1,369
4	United Kingdom	879
5	Romania	733

Table 5: Country of Origin of callers who contacted CISs most by age cohort (excluding Ireland)

	Under 25	26-45	46-65	66 and over
1	Ukraine	Poland	Poland	United Kingdom
2	Poland	Ukraine	Nigeria	Ukraine
3	Afghanistan	Nigeria	Ukraine	Poland
4	Nigeria	Bangladesh	United Kingdom	Lithuania
5	Romania	Romania	Romania	USA

Specific Needs Identified

In Q4 2024, 15.3% of callers (13,464 people) were identified by information providers as having particular needs or encountering barriers to accessing services, including language, literacy, and online access issues. This represents a 3.2% increase from Q4 2023 in callers identified as having specific needs.

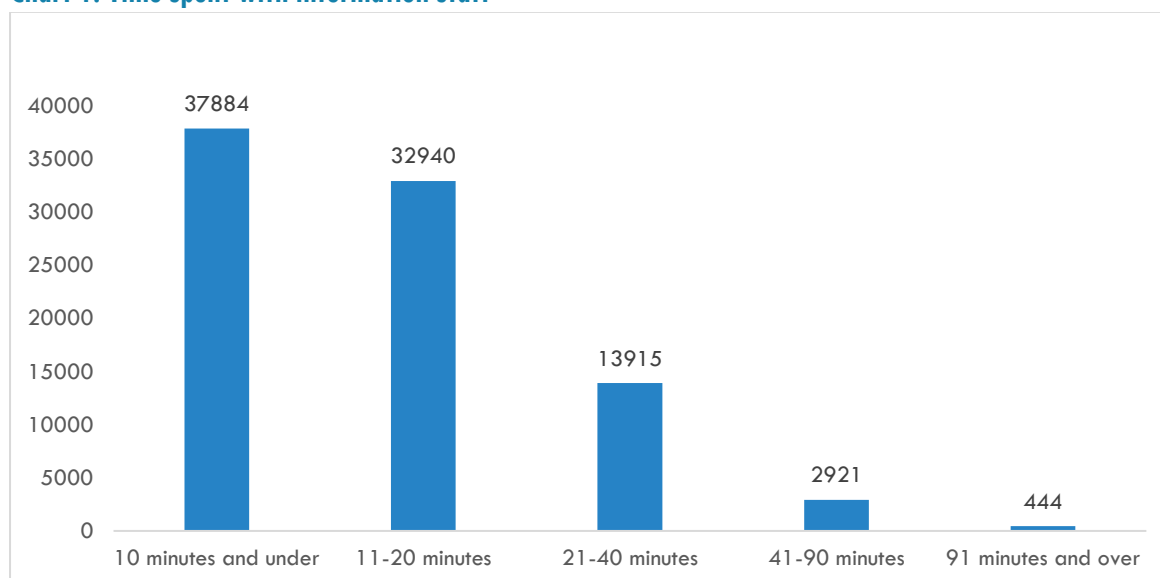
Table 6: Specific Needs Comparison

Specific Needs	Q4 2023	Q4 2024	% Change
Language	5,646	5,565	-1.4%
Distressed Client	2,857	2,683	-6.1%
Digital Literacy	1,458	2,011	+37.9%
Literacy	1,627	1,906	+17.1%
No online/ IT Access	1,184	1,514	+27.9%
Physical	865	852	-1.5%
Accompanied/supported by family member/ friend/representative	735	791	+7.6%
Mental Health	728	773	+6.2%
Other	394	471	+19.5%
Homeless	205	309	+50.7%

Duration of Interactions with Information Staff

Forty-three per cent of callers spent 10 minutes and under with information providers. This compares with 37.4% of callers who spent 11-20 minutes with an information provider, 15.8% spending 21-40 minutes, and 3.3% who spent 41-90 minutes - or in a small number of cases over 90 minutes. The number of interactions that lasted more than 90 minutes more than doubled between Q4 2023 and Q4 2024.

Chart 1: Time spent with information staff



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

Table 7 gives some indication of the complexity of queries relating to various payments and schemes, according to time spent with information staff.

Table 7: Top payments/ schemes by time spent

	1	2	3
10 minutes & under	Medical Card	Fuel Allowance	Disability Allowance
11-20 minutes	Medical Card	Fuel Allowance	State Pension/ Contributory
21-40 minutes	Medical Card	Disability Allowance	Applying for Local Authority/Social Housing
41-90 minutes	Applying for Local Authority/Social Housing	Disability Allowance	Medical Card
91 minutes and over	Medical Card	Fuel Allowance	GP Visit Card

Query Summary

Services dealt with **170,303** queries during Q4 2024, a small decrease of 3.2% on the same period in 2023. The caller to query ratio remained the same at 1.93 queries per caller per visit. Around 46% of queries were related to Social Welfare rights and entitlements. Housing queries accounted for 10.7% and Health for 8% of queries. Table 8, below, sets out the number of queries received across 'parent' category areas in Quarter 4 2024. Table 9 provides a breakdown of the most queried single payments, schemes or entitlements in Quarter 4 2024.

Table 8 - Query Profile by 'parent' category

Query Category	# of Queries	% of all Queries	% Change Q4, '23-Q4 '24
Social Welfare	78,229	45.9%	-7.1%
Housing	18,270	10.7%	+0.7%
Health	13,621	8.0%	+3.7%
Local	11,945	7.0%	+2.6%
Money and Tax	10,291	6.0%	-5.2%
Employment	9,825	5.8%	+1.1%
Moving Country	8,020	4.7%	+0.1%
Travel and Recreation	4,139	2.4%	+1.3%
Justice	4,081	2.4%	-4.8%
Birth, Family and Relationships	3,341	2.0%	-12.0%
Education and Training	3,011	1.8%	+11.6%
Consumer Affairs	2,405	1.4%	-10.8%
Government in Ireland	1,456	0.9%	+32.6%
Death and Bereavement	1,345	0.8%	+11.9%
Environment	324	0.2%	+1.3%
	170,303	100%	

Table 9 – Top Ten (i.e. most queried) Payments or Schemes, Q4 2024

	Single Payment or Scheme	# of Queries	% of Top Ten Queries
1	Medical Card	8,143	16.7%
2	Fuel Allowance	6,681	13.7%
3	Disability Allowance	5,748	11.8%
4	State Pension /Contributory	5,279	10.8%
5	Carer's Allowance	4,816	9.9%
6	Applying for Local Authority/Social Housing	4,804	9.9%
7	Household Benefits Package	3,789	7.8%
8	Jobseeker's Allowance	3,440	7.1%
9	Basic Supplementary Welfare Allowance	3,212	6.6%
10	Illness Benefit	2,817	5.8%

Social Welfare Queries

Social Welfare queries were the highest query area, representing around 46% of all queries. While most areas saw a decrease compared to Q3 2024 in line with the overall decrease in queries, some payments or schemes recorded an increase. These are highlighted in bold.

Extra Social Welfare Benefits queries decreased by 9.4% compared to Q3 2024.

- Fuel allowance queries decreased by 12.4%.
- Household Benefits Package queries decreased by 10.5%.
- Living Alone Increase queries decreased by 5.2%.
- **Free Travel (Travel Card, Companion Card, etc.) queries increased by 9.3%.**

Disability and Illness queries decreased by 7.2%.

- Disability Allowance queries decreased by 7.0%.
- Illness Benefit queries decreased by 7.9%.
- Invalidity Pension queries decreased by 10%.

Older and Retired People queries decreased only slightly (by 1.5%).

- State Pension/Contributory decreased by 5.4%.
- State Pension/Non-Contributory decreased by 3.2%.

Carers queries decreased by 5.7%.

- Carer's Allowance queries decreased by 8.3%.
- **Domiciliary Care Allowance queries increased by 5.1%.**

Families and Children queries decreased by 12.0%.

- Working Family Payment (WFP) decreased by 13.7%.
- **Child Benefit queries increased slightly by 1.0%.**
- One Parent Family Payment (OFP) queries decreased by 15.9%.

Supplementary Welfare Schemes decreased by 10.3%.

- Basic Supplementary Welfare Allowance queries decreased by 8.5%.
- Additional Needs Payment queries decreased by 16.4%.

Unemployed People queries decreased by 10.9%.

- Jobseeker's Allowance queries decreased by 8.2%.
- Jobseekers' Benefit queries decreased by 8.5%.

Social Welfare Miscellaneous queries decreased by 1.6%.

- Means Tests queries decreased by 14.2%.
- Public Services Card queries decreased by 25.7%.

Social Insurance (PRSI) queries decreased by 6.8%

- PRSI Records/ Paid Contributions decreased by 11.3%.
- PPS Number queries decreased by 23.3%.

Benefits Check queries increased by 9.0%.

Appeals queries increased by 8.8%.

- Disability Allowance appeals queries decreased by 5.6%.
- **Carer's Allowance/Benefit appeals queries increased by 15.8%.**

Death Related Benefits queries decreased by 10.2%.

- Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension queries decreased by 17.8%.

Activation Schemes, Education and Training queries decreased by 13.1%.

- Back to Education Allowance (BTEA) queries decreased by 8.6%.

Payments and Work queries increased by 3.5%.

Caller profile data relating to Social Welfare

- 42.4% of callers for Social Welfare were aged 46-65, 32.1% were aged 26-45 and 22.8% were 66 and over.
- The 66-and-over age group accounted for over 50% of people asking about Extra Social Welfare Benefits, followed by 46-65 (33.8%).
- Of those who enquired about Disability and Illness, 57.8% were aged 46-65, followed by 34.9% aged 26-45.
- 56.1% of calls relating to Older and Retired People came from the 46-65 age group, followed by people aged 66 and over who accounted for 39.7%.
- 67.6% of calls about Families and Children came from the 26-45 age group.
- Carers calls came mostly from the 46-65 age group (44.8%), followed by the 26-45 age group (39.1%).
- People enquiring about Supplementary Welfare schemes came almost equally from the 46-65 (41.9%), and the 26-45 age cohort (41.6%).
- 56.6% of enquiries relating to Social Welfare came from Females, followed by 33.5% who were Males.
- 41.4% of interactions about Social Welfare lasted 11-20 minutes, followed by 34.4% which were 10 minutes and under, then 19.8% lasting 21-40 minutes.
- In the case of 77.6% of people with a Social Welfare enquiry, their country of origin was Ireland, Non-EU callers followed with 13.9%, lastly EU (excluding Ireland) which was 8.5%.

Table 10 – Social Welfare Query Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Extra Social Welfare Benefits		19.3%
Fuel Allowance	6,681	44.2%
Household Benefits Package	3,789	25.1%
Living Alone Increase	1,963	13.0%
Free Travel (Travel Card, Companion Card, etc.)	1,628	10.8%
Cost of Living Increases	495	3.3%
Christmas Bonus	247	1.6%
Telephone Support Allowance	182	1.2%
Treatment Benefits	121	0.8%
Total	15,106	100%

Disability and Illness			14.7%
Disability Allowance	5,748		49.9%
Illness Benefit	2,817		24.5%
Invalidity Pension	2,129		18.5%
Partial Capacity Benefit	417		3.6%
Injury Benefit	162		1.4%
Occupational Injuries Benefit Scheme	127		1.1%
Other Payment (Blind Pension/Other)	118		1.0%
Total	11,518		100%
Older and Retired People			12.7%
State Pension/Contributory	5,279		53.1%
State Pension/Non Contributory Pension	2,509		25.2%
Payment for people who retire at 65	672		6.8%
Qualified Adults	482		4.9%
UK Pensions/Brexit	472		4.8%
Homemakers Scheme/HomeCaring Periods Scheme	383		3.9%
EU/International Pensions	142		1.4%
Total	9,939		100%
Carers			10.2%
Carer's Allowance	4,816		60.1%
Domiciliary Care Allowance (DCA)	983		12.3%
Carer's Benefit	943		11.8%
Carer's Support Grant (Respite Care Grant)	750		9.4%
Half-rate Carer's Allowance	517		6.5%
Total	8,009		100%
Families and Children			8.9%
Working Family Payment (WFP)	2,408		34.7%
Child Benefit	1,473		21.2%
One Parent Family Payment (OFP)	1,239		17.9%
Maternity/ Adoptive Benefit	504		7.3%
Increase for a Qualified Adult (IQA))	404		5.8%
Increase for a Qualified Child (IQC)	306		4.4%
Parent's Benefit	208		3.0%
Paternity Benefit	131		1.9%
Back to School Clothing & Footwear Allowance (BTSCFA)	119		1.7%
Back to Work Family Dividend	118		1.7%
Deserted Wife's Benefit	15		0.2%
Health and Safety Benefit	9		0.1%
Deserted Wife's Allowance	2		0.0%
Total	6,936		100%
Supplementary Welfare Schemes			8.4%
Basic Supplementary Welfare Allowance	3,212		48.6%
Additional Needs Payment	2,564		38.8%
Rent Supplement (RS)	780		11.8%

Diet/Heating Supplement	48	0.7%
Mortgage Interest Supplement (MIS)	2	0.0%
Total	6,606	100%
Unemployed People		7.8%
Jobseeker's Allowance	3,440	56.4%
Jobseeker's Benefit	1,867	30.6%
Jobseeker's Transitional Payment	363	6.0%
Social Welfare Payments and Work	358	5.9%
Unemployed following self-employment	74	1.2%
Total	6,102	100%
Social Welfare Miscellaneous		6.1%
Other	1,772	37.2%
Means Tests	789	16.6%
Public Services Card	688	14.4%
Habitual Residence Condition	576	12.1%
MyWelfare.ie	406	8.5%
Overpayments	314	6.6%
UK Entitlements /Brexit	67	1.4%
EU Contributions and Entitlements	58	1.2%
Nominating agent to collect SW payments	43	0.9%
SW Inspectors	26	0.6%
Late Claims	18	0.4%
EU/EEA/Switzerland	6	0.1%
Insolvency Payments Scheme	5	0.1%
Total	4,768	100%
Social Insurance (PRSI)		4.7%
PRSI Records/Paid Contributions	1,540	42.1%
PPS Number	627	17.2%
Credited Contributions	321	8.8%
Homemakers Scheme/HomeCaring Periods Scheme	295	8.1%
Voluntary Contributions	265	7.3%
PRSI Classes	262	7.2%
Other	153	4.2%
Long-Term Carer Contributions	133	3.6%
Employer's PRSI	60	1.6%
Total	3,656	100%
Benefits Check		1.9%
Benefits Check	1,470	
Total	1,470	100%
Appeals		1.6%
Disability Allowance	402	31.6%
Carer's Allowance/Benefit	213	16.8%
Invalidity Pension	190	14.9%
Other	142	11.2%

Jobseeker's Allowance	88	6.9%
Domiciliary Care Allowance	48	3.8%
Supplementary Welfare Allowance	41	3.2%
State Pension (Non-Contributory)	35	2.8%
One Parent Family Payment (OFP)	33	2.6%
Child Benefit	19	1.5%
State Pension (Contributory)	16	1.3%
Jobseeker's Benefit	15	1.2%
Working Family Payment (WFP)	14	1.1%
Illness Benefit	12	0.9%
Carer's Support Grant	2	0.2%
Widow/Widower/Surviving Civil Partner Pension	2	0.2%
Total	1,272	100%
Death Related Benefits		1.4%
Widow/Widower/Surviving Civil Partner's Pension (Contributory)	606	57.6%
Help with Funeral Costs	193	18.3%
Widow/Widower/Surviving Civil Partner Grant	94	8.9%
Widow/Widower/Surviving Civil Partner's Pension (Non-Contributory)	86	8.2%
Guardian's Payment	60	5.7%
Special Funeral Grant (Occ. Injuries Scheme only)	14	1.3%
Total	1,053	100%
Activation Schemes, Education and Training		1.2%
Back to Education Allowance (BTEA)	350	36.9%
Back to Work Enterprise Allowance (BTWEA)	210	22.1%
Community Employment (CE)	196	20.7%
Tús	47	5.0%
JobPath - Seetec/Turas Nua	25	2.6%
Part-time Education Option (PTEO)	25	2.6%
Part-Time Job Incentive Scheme (PTJI)	24	2.5%
Short-Term Enterprise Allowance	23	2.4%
Rural Social Scheme	20	2.1%
JobsPlus	12	1.3%
LAES (Local Area Employment Services)	12	1.3%
Work Placement Experience Programme (WPEP)	4	0.4%
Gateway	1	0.1%
Total	949	100%
Payments and Work		0.9%
Payments and Work	717	
Total	717	100%
Farmers		0.2%
Farm Assist	110	85.9%
Other	18	14.1%
Total	128	100%
Total Social Welfare Queries		78,229

Housing Query Trends in Q4 2024

Table 11 sets out the **Housing** query dataset for Quarter 4, 2024. Housing is the second highest category, representing 10.7% of all queries.

Local Authority and Social Housing queries remained at a similar level to Q4, 2023.

- **Applying for Local Authority/Social Housing queries increased by 8.0%.**
- Housing Assistance Payment queries decreased by 9.3%.

Housing Grants and Schemes had the addition of four sub-categories: Housing Aid for Older People, Housing Adaption Grant for People with a Disability, Mobility Aid Grant Scheme and Other. This category decreased by 3.4%.

Renting a Home (Private Rental Accommodation) queries decreased by 12.7%.

- Notice/Eviction/Disputes decreased by 22.3%.
- RTB (Residential Tenancies Board) queries decreased by 4.3%.
- Tenants Rights and Obligation queries decreased by 20.2%.

Home Energy Grants (SEAI) queries increased by 30%.

Homelessness queries increased by 20.5%.

Buying/ Owning a Home queries increased by 28.9%.

Caller profile data relating to Housing

- 39.5% of callers who contacted CISs about Housing were aged 26-45, 34.8% were aged 46-65 and 22.6% were aged 66 and over.
- 50.3% of calls about Local Authority and Social Housing came from the 26-45 age group, followed by 36.8% who were 46-65.
- 58.6% of all calls relating to Housing Grants and Schemes originated from people aged 66 and over.
- 45.4% of all calls relating to Renting a Home (Private Rental Accommodation) came from the 26-45 age group; 41.4% came from the 46-65s.
- 51.9% of calls came from Females, followed by 39.1% who were Males.
- 44.0% of interactions with an information provider relating to Housing lasted 11-20 minutes, 27.2% lasted 10 minutes and under, followed by 23.6% of calls which lasted 21-40 minutes.
- 66.4% of caller's country of origin was Ireland, followed by 21.4% who were non-EU and 12.2% which were EU (excluding Ireland).

Table 11 – Housing Queries Breakdown, Q4 2024

Subcategory Breakdown	# of Queries	% of Subcategory
Local Authority and Social Housing		51.0%
Applying for Local Authority/Social Housing	4,804	51.6%
Housing Assistance Payment (HAP)	2,178	23.4%
Other	636	6.8%
Differential Rent	241	2.6%
Medical Priority	207	2.2%
LA Transfers	189	2.0%
Social Housing Waiting Lists	183	2.0%
Choice Based Lettings	157	1.7%
Standards/Repairs	146	1.6%
Approved Housing Bodies (AHBs)	129	1.4%
Rent Arrears/Rent Problems	98	1.1%
Rental Accommodation Scheme (RAS)	73	0.8%
Tenant in situ (HAP/RAS)	68	0.7%
Notice/Eviction/Disputes	59	0.6%
Anti-social behaviour	55	0.6%
Tenant Purchase (Incremental Scheme)	41	0.4%
Tenancy Succession	40	0.4%
Traveller Accommodation	9	0.1%
Total	9,313	100%
Housing Grants and Schemes		14.7%
Housing Aid for Older People	1,115	41.5%
Housing Adaption for People with Disability	801	29.8%
Other	392	14.6%
Blank	231	8.6%
Mobility Aid Grant Scheme	145	5.4%
Total	2,684	100%
Renting a Home (Private Rental Accommodation)		11.8%
Notice/Eviction/Disputes	457	21.1%
RTB (Residential Tenancies Board)	375	17.3%
Tenants' Rights and Obligations	331	15.3%
Landlords' Rights & Obligations	287	13.3%
Rent Review	175	8.1%
Finding Accommodation	135	6.2%
Standards/Repairs	112	5.2%
Deposit Retention	94	4.4%
Rent Arrears/Rent Problems	77	3.6%
Licensee	55	2.5%
Cost Rental Housing	36	1.7%
Short-term rental lets	13	0.6%
Cost Rental – Tenant in situ scheme	10	0.5%
Non-Resident Landlords (Withholding Tax)	6	0.3%
Total	2,163	100%
Home Energy Grants (SEAI)		8.7%
Home Energy Grants	1,584	
Total	1,584	100%
Homelessness		4.4%
Homelessness	799	
Total	799	100%
Other		4.2%
Other	773	

Total	773	100%
Buying/Owning a Home		3.2%
Buying/ Owning a Home	581	
Total	581	100%
Losing your Home		0.5%
Losing your Home	90	
Total	90	100%
Planning Permission		0.5%
Planning Permission	90	
Total	90	100%
Emergency Accommodation		0.4%
Emergency Accommodation	74	
Total	74	100%
Building or Altering a Home		0.3%
Building or Altering a Home	55	
Total	55	100%
Management Companies (Apartment Blocks)		0.2%
Management Companies (Apartment Blocks)	36	
Total	36	100%
Equality/ Housing Discrimination		0.2%
Equality/ Housing Discrimination	28	
Total	28	100%
Total Housing Queries	18,270	

Health Query Trends in Q3 2024

Table 12 sets out the **Health** query dataset for Quarter 4, 2024. Health queries increased by 3.7%.

- Medical Card queries continue to be the most queried sub-category under health and account for around 60% of queries.
- Medical Card queries decreased by 3.1%.
- GP Visit Card was a sub-category that was only introduced in the beginning of 2024 and is now the second most queried area under Health.
- **Fair Deal & Home Care Package queries increased by 6.0%.**
- **Drugs/Medicines queries increased by 28.2%.**
- GP Services decreased by 46.8%. (It is likely that this is related to the new sub-category of 'GP Visit Card'.)

Caller profile data relating to Health

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

Table 12 - Health Query Breakdown

Subcategory Breakdown	# of Queries	% of Subcategory
Medical Card	8,143	59.8%
GP Visit Card	863	6.3%
Fair Deal & Home Care Package	795	5.8%
Other	636	4.7%
Drugs/ Medicine	482	3.5%
-Drugs Payments Scheme	320	
-Long-term Illness Scheme	162	
GP Services	461	3.4%
Health Services for Older People	268	2.0%
Dental, Aural and Optical Health	241	1.8%
Mental Health	193	1.4%
Care in your Community	189	1.4%
Dental, Aural and Optical Health	175	1.3%
EU Healthcare	164	1.2%
Health Services for People with Disabilities	156	1.2%
Health Insurance	134	1.0%
Legal Matters and Health	133	1.0%
All other subcategories		3.7%
All other subcategories*	488	
Total Health Queries	13,621	100%

* This includes Children's Health(98), Entitlements to Health Services (92), Cancer Services (76), Health-Related Benefits and Entitlements (72), Cross-Border Healthcare(43), Health Service Agencies (42), Alcohol and Drug Treatment Services (41), Pharmacy Services (29), Aids and Appliances (27), Women's Health (22), How Health Services are Organised (15), Blind Welfare Allowance (14), Emergency Health Services (13), Environmental Health (3), and Blood and Organ Donation (1).

Quarter-on-Quarter Comparison: what's new? ^{1 2}

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

The query comparisons are between Q4, 2023 and Q4, 2024. The numbers in brackets are the number of queries in Q4, 2024.

Money and Tax queries decreased by 5.2% (10,291).

- Income Tax Credits and Reliefs queries decreased by 5% (1,987).
- Income Tax queries decreased by 10.4% (1,977).
- Revenue Online queries decreased by 2.0% (1,425).
- Income Tax refund queries decreased by 10.6% (718).

Employment queries remained at a similar level (9,825).

- Employment Rights and Conditions queries decreased by 1.5% (5,723).
- The number of queries relating to Contracts of Employment decreased by 4.2% (957).
- Queries relating to Leave and Holidays decreased by 18.4% (826).
- **Sick Leave and Sick Pay Scheme queries increased by 8.9% (636).**
- **Unemployment and Redundancy queries increased by 4.2% (892).**
- **Self-employment queries increased by 11.8% (822).**

Moving Country queries remained at a similar level (8,020).

- Irish Citizenship queries decreased by 20.3% (2,375).
- **Irish Residence Permit (IRP) Applications and Renewal queries increased by 61.9% (868).**
- Visa queries decreased by 1.3% (857).
- **Asylum Seekers/Refugees- Ukrainian queries increased by 4.5% (679).**
- **Queries relating to Asylum Seekers and Refugees queries increased by 90.4% (434).**

Travel and Recreation queries increased slightly by 1.3% (4,139).

- **Queries relating to Motoring grew by 9.3 (1,837).**
- Passport queries remained the same (1,195).
- Transport and Disability decreased by 26.7% (296).

Justice queries declined by 4.8% (4,081).

- Legal Aid and Advice queries declined by 14.4% (1,789).
- Civil Law queries declined by 13.3% (352).

¹ Quarterly query trends are not necessarily indicative of trends for a full year's dataset – changes and patterns reflected from quarter to quarter may balance out over a year.

² The percentage changes captured in this report reflect comparisons between Q4, 2023 and Q4, 2024 unless otherwise specified.

Birth, Family and Relationships queries declined by 12% (3,341).

- Separation and Divorce queries are down 15.4% (954).
- Maintenance queries dropped by 23.6% (411).
- Custody and Access queries dropped by 11.9% (311).
- Domestic Violence queries calls decreased by 11.1% (240).
- Problems in Marriages and Relationships queries decreased by 17.2% (240).

Education and Training queries increased by 11.6% (3,011 queries).

- **Queries relating to Third-Level Education grew by 15% (1,259).**
- **Vocational Education and Training queries increased by 27.9% (481).**

Consumer Affairs queries dropped by 10.8% (2,405).

- Queries relating to Consumer Protection decreased by 13.1% (542).
- Energy/ Utilities Services queries declined by 30.8% (404).

Government in Ireland queries increased by 11.9% (1,345).

- **MyGovID queries increased by 12.4% (452).**
- **Elections and Referenda increased by 602.5% (281).**

Death and Bereavement queries declined by 8.3% (1,363).

- **The Deceased's Estate queries increased by 6.5% (346).**
- **Before Death queries increased by 27% (306).**