## Citizen Information Service (CIS) Query and Caller Data 2024

# Overview

The eight regional Citizens Information Service companies around the country responded to **767,168** queries from the public in 2024. The ratio of *queries per caller* was **1.94** – that is, an average of close to two queries per caller per visit (or phone call).

In addition to responding to once-off queries, which range from the simple to highly complex, CISs provide a free advocacy service. Advocacy is a means of empowering and supporting people to reach a desired outcome and, where necessary, representing and negotiating on their behalf. The CIS advocacy service is casework-based, helping people who need support or non-legal representation to access rights and entitlements. The majority of this work involves supporting people to access a social welfare payment, redress a grievance with an employer, or secure a housing payment.

There were **1,517** new long-term advocacy cases created in 2024. Of those, the top three categories were Social Welfare – 1,164 (76.7%), Housing – 113 (7.4%) and Employment – 109 (7.2%).

The remainder of this report profiles the **767,168** non-casework queries that made up the bulk of the CIS work.

# Queries by Category

The most queried categories in 2024 (set out in Table 1 below) were Social Welfare, Housing, Health Local, Money and Tax, and Employment

# Table 1 – CIS Query Categories

| Query Category | Number of Queries | % of Total Queries |
| --- | --- | --- |
| Social Welfare | 346,054 | 45.1% |
| Housing | 85,148 | 11.1% |
| Health | 62,496 | 8.2% |
| Local | 55,086 | 7.2% |
| Money and Tax | 44,702 | 5.8% |
| Employment | 44,326 | 5.8% |
| Moving Country | 36,979 | 4.8% |
| Travel and Recreation | 19,534 | 2.6% |
| Justice | 18,705 | 2.4% |
| Birth, Family & Relationships | 16,358 | 2.1% |
| Education and Training | 13,802 | 1.8% |
| Consumer Affairs | 10,717 | 1.4% |
| Government in Ireland | 6,113 | 0.8% |
| Death and Bereavement | 5,657 | 0.7% |
| Environment | 1,477 | 0.2% |
| Covid 19 | 14 | 0.0% |
| Total | **767,168** | **100%** |

| Query Category | 2023 | 2024 | % Change |
| --- | --- | --- | --- |
| Social Welfare | 372,085 | 346,054 | -7.0% |
| Housing | 85,447 | 85,148 | -0.4% |
| Health | 58,529 | 62,496 | +6.8% |
| Local | 50,364 | 55,086 | +9.4% |
| Money and Tax | 48,112 | 44,702 | -7.1% |
| Employment | 47,288 | 44,326 | -6.3% |
| Moving Country | 37,367 | 36,979 | -1.0% |
| Travel and Recreation | 19,820 | 19,534 | -1.4% |
| Justice | 20,061 | 18,705 | -6.8% |
| Birth, Family and Relationships | 18,101 | 16,358 | -9.6% |
| Education and Training | 14,018 | 13,802 | -1.5% |
| Consumer Affairs | 11,733 | 10,717 | -8.7% |
| Government in Ireland | 4,885 | 6,113 | +25.1% |
| Death and Bereavement | 5,546 | 5,657 | +2.0% |
| Environment | 1,441 | 1,477 | +2.5% |
| Covid (removed as a category in Q1 2024) | 481 | 14 | -97.1% |
| Total | **795,278** | **767,168** | **-3.5%** |

# Table 2 – CIS Query Comparison 2023 & 2024

# Chart 1 – CIS Query Category Comparison 2023 & 2024

# The tables and narrative that follow provide additional data and insight into the top five categories recorded by CISs in 2024: Social Welfare, Housing, Health, Money and Tax, and Employment. (Although ‘Local’ queries feature in the top five recorded categories (above Money and Tax and Employment), ‘Local’ is a generic category that includes signposting and referral to local services with no breakdown of query type. It is not, therefore, included in the ‘top five’ query analysis.

# Social Welfare Queries 2024

In 2024, Citizens Information Services responded to **346,054** Social Welfare queries, representing 45.1% of all queries, down 7% on the previous year (372,085 queries).

**Query profile data relating to Social Welfare**

* 77.1% of queries were classified as **complex** (266,710).
* 66.1% of queries were classified as **advice/assistance** (228,870), of which 55.5% were ‘explored options’, 34.7% were ‘clarification of rules and eligibility’ (79,495), and 13.6% were ‘filled in form with caller’ (31,171).
* Of the remainder, 33.2% of queries were classified as **information** (114,722) and 0.7% as (non-casework) **advocacy** (2,462).
* 41.9% of interactions about Social Welfare took 11-20 minutes, followed by 33.6% taking 10 minutes and under.

**Caller profile data related to Social Welfare**

* 43.6% of callers with Social Welfare queries were in the 46-65 age group, 33.8% were in the 26-45 age group, and 20.0% were aged 66 and over.
* Nearly half (48.5%) of callers with queries relating to Extra Social Welfare Benefits were aged 66 and over.
* Almost 60% of callers with Disability & Illness queries came from the 46-65 age group and 36.4% from the 26-45 age group.
* Nearly 70% of callers with queries about carer’s payments were female.
* 59.4% of callers about Older and Retired People entitlements came from the 46-65 age group, with 36.0% aged 66 and over.
* 49.9% of people with queries relating to Unemployed People were aged between 26-45, followed by 42.0% aged 46–65.
* Of people who called with Social Welfare Appeals queries, 55.0% were aged 46–65.
* 57.3% of callers with Social Welfare queries were females, 34.8% were male, and couples/family members accounted for 7.3%.
* Where recorded, 76.9% of callers’ country of origin was Ireland, 14.1% were non-EU and 9.0% were EU.

# Table 3 – Social Welfare Queries 2024

|  |  |  |
| --- | --- | --- |
| **Social Welfare Query Breakdown** | **# of Queries** | **% Change since 2023** |
| **Total Social Welfare Queries** | **346,054** | **-7.0%** |
| Extra Social Welfare Benefits | **53,456** |  |
| * Fuel Allowance | 21,131 | -23.1% |
| * Household Benefits Package | 16,337 | -7.1% |
| * Free Travel (Travel Card, Companion Card, etc.) | 6,917 | -10.4% |
| * Living Alone Increase | 6,706 | -6.5% |
| * Telephone Support Allowance | 910 | -25.7% |
| * Cost of Living Increases | 709 | -39.8% |
| * Treatment Benefits | 436 | +21.1% |
| * Christmas Bonus | 310 | -29.6% |
| Disability and Illness | **53,159** |  |
| * Disability Allowance | 26,216 | -3.8% |
| * Illness Benefit | 12,888 | -10.9% |
| * Invalidity Pension | 10,304 | -9.5% |
| * Partial Capacity Benefit | 1,971 | -1.4% |
| * Injury Benefit | 724 | -8.6% |
| * Occupational Injuries Benefit Scheme | 533 | -7.3% |
| * Other Payment (Blind Pension/Other) | 523 | -16.5% |
| Older and Retired People | **48,031** |  |
| * State Pension/Contributory | 26,385 | -3.2% |
| * State Pension/Non-Contributory Pension | 11,570 | -1.5% |
| * Payment for people who retire at 65 | 3,204 | +1.9% |
| * Qualified Adults | 2,261 | -11.5% |
| * UK Pensions/Brexit | 2,093 | +0.8% |
| * Homemakers Scheme/Home Caring Periods Scheme | 1,758 | +476.4% |
| * EU/International Pensions | 760 | -9.9% |
| Carers | **37,101** |  |
| * Carer's Allowance | 22,466 | -5.7% |
| * Carer's Benefit | 4,316 | +1.5% |
| * Domiciliary Care Allowance (DCA) | 4,230 | -6.1% |
| * Carer's Support Grant (Respite Care Grant) | 3,665 | -0.8% |
| * Half-rate Carer's Allowance | 2,424 | -3.0% |
| Families and Children | **34,436** |  |
| * Working Family Payment (WFP) | 11,596 | -8.1% |
| * One Parent Family Payment (OFP) | 6,149 | -11.1% |
| * Child Benefit | 5,988 | +1.3% |
| * Back to School Clothing & Footwear Allowance | 2,531 | -13.0% |
| * Maternity/ Adoptive Benefit | 2,407 | -10.9% |
| * Increase for a Qualified Adult (IQA) | 1,985 | -28.5% |
| * Increase for a Qualified Child (IQC) | 1,355 | -22.4% |
| * Parent's Benefit | 1,070 | -7.4% |
| * Paternity Benefit | 644 | -15.8% |
| * Back to Work Family Dividend | 530 | -13.7% |
| * Health and Safety Benefit | 93 | -38.8% |
| * Deserted Wife's Benefit | 75 | -13.8% |
| * Deserted Wife's Allowance | 13 | -51.9% |
| Supplementary Welfare Schemes | **29,394** |  |
| * Basic Supplementary Welfare Allowance | 14,464 | -1.7% |
| * Additional Needs Payment | 11,545 | -14.5% |
| * Rent Supplement (RS) | 3,180 | -16.7% |
| * Diet/Heating Supplement | 190 | -9.1% |
| * Mortgage Interest Supplement (MIS) | 15 | -37.5% |
| Unemployed People | **28,948** |  |
| * Jobseeker's Allowance | 15,929 | -4.1% |
| * Jobseeker's Benefit | 8,883 | -5.0% |
| * Jobseeker's Transitional Payment | 1,929 | -13.7% |
| * Social Welfare Payments and Work | 1,802 | -8.8% |
| * Unemployed following self-employment | 405 | +7.4% |
| Social Welfare Miscellaneous | **18,677** |  |
| * Other | 5,635 | -11.8% |
| * Public Services Card | 3,447 | -20.7% |
| * Means Tests | 3,293 | -14.8% |
| * Habitual Residence Condition | 2,537 | -5.2% |
| * MyWelfare.ie | 1,657 | -5.6% |
| * Overpayments | 1,252 | +14.0% |
| * EU Contributions and Entitlements | 275 | -4.5% |
| * UK Entitlements Brexit | 267 | -25.8% |
| * Late Claims | 107 | +10.3% |
| * Social Welfare Inspectors | 102 | +9.7% |
| * Nominating agent to collect payments | 67 | N/A (new category, no 2023 data) |
| * EU/EEA/Switzerland | 24 | N/A (new category, no 2023 data) |
| * Insolvency Payments Scheme | 14 | +16.7% |
| Social Insurance (PRSI) | **18,455** |  |
| * PRSI Records/Paid Contributions | 8,085 | -4.3% |
| * PPS Number | 3,316 | 16.6% |
| * Credited Contributions | 1,753 | -11.5% |
| * Homemakers/Home Caring Periods Schemes | 1,298 | +0.4% |
| * Voluntary Contributions | 1,290 | -11.6% |
| * PRSI Classes | 1,230 | -3.6% |
| * Other | 673 | +5.3% |
| * Long-Term Carer Contributions | 614 | N/A (new category, no 2023 data) |
| * Employer PRSI | 196 | +0.5% |
| Appeals | **5,391** |  |
| * Disability Allowance | 1,874 | +4.1% |
| * Invalidity Pension | 818 | -18.4% |
| * Carer's Allowance/Benefit | 785 | -7.7% |
| * Other | 477 | -10.0% |
| * Jobseeker's Allowance | 405 | +35.9% |
| * Domiciliary Care Allowance | 233 | +4.5% |
| * Supplementary Welfare Allowance | 171 | +15.5% |
| * State Pension (Non-Contributory) | 135 | -19.6% |
| * One Parent Family Payment (OFP) | 91 | +49.2% |
| * State Pension (Contributory) | 77 | +2.7% |
| * Jobseeker's Benefit | 76 | +28.8% |
| * Child Benefit | 74 | +8.8% |
| * Illness Benefit | 71 | +20.3% |
| * Working Family Payment (WFP) | 63 | +5.0% |
| * Carer's Support Grant | 24 | 0.0% |
| * Widow/Widower/Civil Partner Pension | 17 | -5.6% |
| Death Related Benefits | **5,236** |  |
| * Widow/Widower/Surviving Civil Partner Pension (Contributory) | 3,122 | -2.0% |
| * Help with Funeral Costs | 749 | +10.8% |
| * Widow/Widower/Surviving Civil Partner Pension (Non-Contributory) | 620 | +19.5% |
| * Widow/Widower/Surviving Civil Partner Grant | 417 | +9.5% |
| * Guardian's Payment | 266 | +2.7% |
| * Special Funeral Grant (Occ. Injuries Scheme only) | 62 | +55.0% |
| Benefits Check | **5,056** | +16.4% |
| Activation Schemes, Education and Training | **4,998** |  |
| * Back to Education Allowance (BTEA) | 2,017 | -1.7% |
| * Back to Work Enterprise Allowance (BTWEA) | 1,041 | -6.3% |
| * Community Employment (CE) | 1,022 | -21.3% |
| * Tús | 205 | -24.4% |
| * JobPath - Seetec/Turas Nua | 133 | -15.8% |
| * Part-time Education Option (PTEO) | 130 | +21.5% |
| * Rural Social Scheme | 117 | +4.5% |
| * Short-Term Enterprise Allowance | 113 | -18.1% |
| * LAES (Local Area Employment Services) | 73 | -11.0% |
| * Part-Time Job Incentive Scheme (PTJI) | 62 | +55.0% |
| * JobsPlus | 42 | -14.3% |
| * Work Placement Experience Programme (WPEP) | 37 | +270.0% |
| * Gateway | 4 | -42.9% |
| * JobBridge/ First Steps - Youth Internship | 2 | -66.7% |
| Payments and Work | **3,120** | +13.2% |
| Farmers | **596** |  |
| * Farm Assist | 540 | -9.7% |
| * Other | 56 | -13.9% |

# Housing Queries 2024

In total there were **85,148** Housing queries, just very slightly less than the 2023 number. Housing queries made up 11.1% of total queries.

**Query profile data relating to Housing:**

* 79.1% of queries were classified as **complex** (67,318).
* 68.1% of queries were classified as **advice/assistance** (58,018), of those 61.9% were ‘explored options’, 30.4% were ‘clarification of rules and eligibility’ (17,624), and 14.3% were ‘filled in form with caller’ (8,282).
* 31.3% of queries were classified as **information** (26,644) and 0.6% as (non-casework) **advocacy** (486).
* 43.6% of housing query interactions lasted 11-20 minutes, 28.1% were 10 minutes and under and 23.1% were 21-40 minutes.

**Caller profile data relating to Housing:**

* 41.1% of callers with housing queries were aged 26-45, 34.2% were aged 46-65, and 21.9% were 66 and over.
* 52.3% callers enquiring about Local Authority and Social Housing were aged 26-45.
* Over half of callers with queries about Applying for Local Authority and Social Housing were aged 26-45, and one third were aged 46-65.
* 56.7% of callers with queries related to Housing Grants and Schemes and Home Energy Grants (SEAI) were 66 and over.
* Renting a Home (Private Rental Accommodation) queries came mostly from the 26-45s (48.2%), with 39.7% coming from the 46-65 age group.
* 53.4% of callers with homelessness issues came from the 26-45 age category and 52.1% of callers about emergency accommodation came from the same age group.
* 52.9% of callers with housing queries were female, 38.2% were male and 9.0% were couples/family members.
* Where recorded, 67.9% of callers’ country of origin was Ireland, 19.5% were non-EU and 12.5% were EU.

# Chart 2 – Age of Callers with Housing Queries

# Table 4 - Housing Queries 2024

|  |  |  |
| --- | --- | --- |
| Housing Query Breakdown | # of Queries | % Change since 2023 |
| Total Housing Queries | **85,148** | -0.4% |
| Local Authority and Social Housing | **43,087** |  |
| * Applying for Local Authority/Social Housing | 21,642 | +2.5% |
| * Housing Assistance Payment (HAP) | 10,316 | -8.7% |
| * Other | 2,863 | -9.7% |
| * Differential Rent | 1,292 | -20.6% |
| * Medical Priority | 1,004 | +43.4% |
| * Local Authority Transfers | 931 | +8.5% |
| * Standards/Repairs | 705 | -1.8% |
| * Choice Based Lettings | 697 | +45.8% |
| * Social Housing Waiting Lists | 694 | +62.5% |
| * Approved Housing Bodies (AHB) | 684 | +60.6% |
| * Rent Arrears/Rent Problems | 467 | -8.4% |
| * Tenant in situ (HAP/RAS) | 387 | +87.0% |
| * Notice/Eviction/Disputes | 352 | -21.1% |
| * Rental Accommodation Scheme (RAS) | 340 | -4.8% |
| * Tenant Purchase (Incremental Scheme) | 287 | -2.1% |
| * Anti-social behaviour | 282 | +14.2% |
| * Tenancy Succession | 100 | N/A (new category, no 2023 data) |
| * Traveller Accommodation | 35 | +191.7% |
| Housing Grants and Schemes | **13,809** | +0.9% |
| Renting a Home (Private Rental Accommodation) | **10,255** |  |
| * Notice/Eviction/Disputes | 2,397 | -22.4% |
| * RTB (Residential Tenancies Board) | 1,725 | -15.4% |
| * Tenants' Rights and Obligations | 1,530 | -14.6% |
| * Landlords' Rights & Obligations | 1,300 | -17.9% |
| * Rent Review | 867 | -24.1% |
| * Finding Accommodation | 586 | +11.0% |
| * Standards/Repairs | 484 | -20.9% |
| * Rent Arrears/Rent Problems | 393 | -29.6% |
| * Deposit Retention | 382 | -5.5% |
| * Licensee | 288 | -8.9% |
| * Cost Rental Housing | 156 | +140.0% |
| * Short-term rental lets | 101 | N/A (new category, no 2023 data) |
| * Non-Resident Landlords (Withholding Tax) | 25 | +177.8% |
| * Cost Rental – Tenant in situ scheme | 21 | N/A (new category, no 2023 data) |
| Home Energy Grants | **6,725** | +23.3% |
| Homelessness | **3,561** | +10.8% |
| Other | **3,443** | -10.4% |
| Buying/Owning a Home | **2,598** | +11.5% |
| Losing your Home | **414** | +7.3% |
| Emergency Accommodation | **353** | -0.3% |
| Building or Altering a Home | **232** | -31.4% |
| Management Companies (Apartment Blocks) | **168** | -15.2% |
| Equality/ Housing Discrimination | **95** | +1.1% |

# Health Queries 2024

There were 62,496 queries relating to Health (8.2% of total queries), a 6.8% increase on 2023.

**Query profile data relating to Health:**

* 66.8% of queries were categorised as **complex** (41,756).
* 58.8% of queries were **advice/assistance** queries (36,717), 54.0% of these were ‘explored options’ (19,834), 27.0% were ‘clarification of rules’ (9,894) and 17% were ‘filled in form with caller’.
* 40.9% of queries were **informatio**n (25,581), and 0.3% (non-casework) **advocacy** (198).
* 38.6% of health interactions took 10 minutes and under with 38.2% lasting for 11-20 minutes.

**Caller profile data relating to Health:**

* 36.4% of callers with health queries were aged 46-65, 30.7% 26-45, and 30.0% 66 and over.
* 34.2% of callers with Medical Card queries were 46-65, 32.4% 26-45, and 29.7% 66 and over.
* 45.4% of callers with queries on Fair deal and Home Care Package schemes were aged 46-65, followed by 42.4% aged 66 and over.
* 55.0% of callers were female, 36.5% male, 8.0% were couples/family members.
* Where recorded, 78.2% of callers’ country of origin was Ireland, 14.0% non-EU and 7.8% EU.

# Table 5 - Health Queries 2024

|  |  |  |
| --- | --- | --- |
| **Health Queries Breakdown** | **# of Queries** | **% Change since 2023** |
| **Total Health Queries** | **62,496** | **+6.8%** |
| Medical Card | 38,733 | +7.8% |
| Fair Deal & Home Care Package | 3,688 | -1.1% |
| GP Visit Card | 2,992 | N/A (new category, no 2023 data) |
| Other | 2,841 | -2.4% |
| Drugs Payments Scheme & Long-term Illness Scheme | 2,163 | +27.2% |
| GP Services | 2,146 | -45.1% |
| Health Services for Older People | 1,225 | +5.7% |
| Dental, Aural and Optical Health | 1,042 | +3.1% |
| Hospital Services | 1,037 | -10.0% |
| EU Healthcare | 984 | +5.7% |
| Care in your Community | 843 | -10.6% |
| Mental Health | 796 | -7.6% |
| Health Services for People with Disabilities | 783 | -13.2% |
| Legal Matters and Health | 489 | +13.5% |
| Health Insurance | 462 | +15.5% |
| Children's Health | 425 | +13.3% |
| Entitlement to Health Services | 370 | -4.6% |
| Health-Related Benefits and Entitlements | 287 | -14.1% |
| Cancer Services | 286 | +3.3% |
| Health Services Agencies | 188 | +8.7% |
| Alcohol and Drug Treatment Services | 132 | -4.2% |
| Women's Health | 105 | -31.8% |
| All other subcategories\* | 319 |  |

\* All-other subcategories includes Pharmacy Services, Emergency Health Services, How Health Services are Organised, Cross-Border Healthcare, Environmental Health, Blind Welfare Allowance, Blood and Organ Donation, Alternative Health.

# Money and Tax Queries 2024

In 2024 there were 44,702 Money and Tax queries (5.8% of total queries), a 7.1% fall on 2023.

**Query profile data relating to Money and Tax:**

* 81.7% of Money and Tax queries were categorised as **complex** (36,537).
* 67.4% of queries were categorised as **advice/assistance** (30,142), of those 56.4% were ‘explored options’ (17,004), 22.4% were ‘clarification of rules and eligibility’ (6,739) followed by 20.4% for ‘assisted with online access/application’ (6,160).
* 31.9% of queries were classified as **information** (14,253), and 0.7% as (non-casework) **advocacy** (307).
* 46.0% of interactions relating to Money and Tax lasted 11-20 minutes, 26.9% lasted 10 minutes and under and 21.9% lasted 21-40 minutes, highlighting the complexity of this query category.

# Chart 3 – Time spent with caller: money and tax queries

**Caller profile data relating to Money and Tax:**

* 38.8% of people with Money and Tax queries were aged 46-65, 33.9% aged 26-45 and 25.1% were aged 66 and over.
* 43.3% of callers with queries about Income Tax Credits and Reliefs were aged 26-45.
* The majority of callers with Income Tax queries came from the aged 46-65 age group (37.8%) followed by those aged 26-45 (33.4%), with 26.5% of queries coming from those aged 66 and over.
* 52.5% of Money and Tax callers were female, 39.6% of callers were male and 7.7% were couples/family members.
* Where recorded, 73.5% of callers’ country of origin was Ireland, 16.2% of callers’ country of origin was outside the EU and 10% originated from EU countries.

# Table 6 – Money and Tax Queries 2024

|  |  |  |
| --- | --- | --- |
| Money and Tax Queries Breakdown | # of Queries | % Change from 2023 |
| Total Money and Tax Queries | **44,702** | **-7.1%** |
| Income Tax Credits and Reliefs | **9,755** | -13.7% |
| Income Tax | **8,506** | -2.3% |
| Revenue Online | **6,636** | -6.4% |
| Other | **3,871** | -9.3% |
| Income Tax Refund | **3,294** | +2.2% |
| Capital Taxes | **2,396** | +4.2% |
| Pensions | **2,275** | -1.0% |
| Property Tax | **2,220** |  |
| * Local Property Tax (LPT) | 2,092 | -0.8% |
| * Vacant Homes Tax (VHT) | 93 | -59.7% |
| * Non-Principal Private Residence Charge (NPPR) | 35 | -16.7% |
| Debt | **1,079** |  |
| * Mortgage Arrears | 370 | -22.8% |
| * Utilities | 276 | -45.2% |
| * Banks | 163 | -24.9% |
| * Credit Unions | 91 | -2.2% |
| * Insolvency Arrangements | 54 | -19.4% |
| * Credit Card Debt | 48 | -30.4% |
| * Money Lenders | 30 | +7.1% |
| * The Insolvency Service of Ireland | 26 | -7.1% |
| * Debt Relief Notice (DRN) | 21 | -55.3% |
| Income Tax Credits/Reliefs for People with Disabilities | **991** | -4.3% |
| Financial Institutions | **826** | -1.2% |
| Wills | **728** | -2.7% |
| Duties and VAT | **488** | +3.6% |
| Insurance | **459** | -20.2% |
| Universal Social Charge (USC) | **332** | -25.9% |
| Loans and Credit | **267** | -10.4% |
| Moving Country and Taxation | **250** | -1.6% |
| Savings and Investments | **184** | -12.4% |
| Tax on Savings and Investments | **110** | +25.0% |
| All other subcategories\* | **35** | -38.6 |

\* All other subcategories above includes Consumer Protection Code, Mortgages and Water Charges.

# Employment Queries 2024

There were 44,326 queries relating to Employment (making up 5.8% of total queries), a 6.3% decrease on the previous year.

**Query profile data relating to Employment:**

* 84.1% of queries were categorised as **complex** (37,278).
* 66.5% of queries were **advice/assistance** (29,475). Of those 75.4% of queries were ‘explored options’ (22,216), followed by ‘clarification of rules and eligibility’ which made up 32.3% (9,530).
* 32.9% of employment queries involved providing **information** (14,574), and 0.6% involved (non-casework) **advocacy** (277).
* 45.9% of interactions with information staff about Employment lasted 11-20 minutes, 29.4% took 10 minutes and under and 20.7% lasted 21-40 minutes.

**Caller profile data relating to Employment:**

* 53.4% of callers with Employment queries were aged 26-45, followed by 39.1% aged 46-65.
* 55.9% of callers with queries on Employment Rights and Conditions were aged 26–45.
* 51.7% of callers with queries concerning Unemployment and Redundancy were aged 46–65.
* 60.4% of callers with queries about Self-employment were aged 26–45.
* 61.8% of callers querying Employment Rights and Conditions were female.
* Where recorded,74.3% of callers were from Ireland,14.9% of callers with employment queries came from a Non-EU country, 10.8% were from an EU country.

# Table 7 - Employment Queries 2024

|  |  |  |
| --- | --- | --- |
| Employment Query Breakdown | # Of Queries | % Change from 2023 |
| Total Employment Queries | **44,326** |  |
| Employment Rights and Conditions | **26,114** |  |
| * Contracts of Employment | 4,361 | -11.4% |
| * Leave and Holidays | 3,729 | -28.9% |
| * Other | 3,258 | -11.5% |
| * Sick Leave and Sick Pay Schemes | 2,953 | +6.7% |
| * Pay/Wages | 2,572 | -13.3% |
| * Dismissal (unfair, constructive etc.) | 2,093 | -8.0% |
| * Hours of Work | 1,291 | -9.0% |
| * Notice Period | 1,037 | -23.0% |
| * Carer's Leave | 813 | -2.9% |
| * Maternity Leave | 773 | -15.3% |
| * Public Holidays | 751 | N/A (new category, no 2023 data) |
| * Health and Safety | 721 | -3.6% |
| * Parent's Leave | 679 | +2.6% |
| * Parental Leave | 474 | -15.4% |
| * Paternity Leave | 202 | -8.6% |
| * Force Majeure Leave | 166 | +9.9% |
| * Garda Vetting | 128 | -4.5% |
| * Compassionate Leave | 101 | -10.6% |
| * Domestic Violence Leave | 8 | +166.7% |
| * Adoptive Leave | 4 | +100.0% |
| * Unemployment and Redundancy | 3,966 | -5.8% |
| * Self-employment | 3,721 | +8.6% |
| * WRC (Workplace Relations Commission) | 2,684 | -6.2% |
| * Grievance and Discipline Procedures | 1,639 | -8.8% |
| Equality in Work | **1,299** |  |
| * Bullying and Harassment | 502 | +1.2% |
| * Discrimination | 320 | -18.2% |
| * Other | 188 | -1.1% |
| * Pay and Conditions | 125 | -6.7% |
| * Reasonable Accommodation | 111 | +200.0% |
| * Victimisation | 53 | -5.4% |
| Starting Work and Changing Job | **1,128** | -6.6% |
| Finding Employment | **1,126** | +23.9% |
| Part-time Employment | **839** | -7.3% |
| Retirement | **561** | +8.7% |
| Employment and Disability | **438** | +7.1% |
| Employment Schemes/Placements | **424** | +9.3% |
| Migrant Workers | **344** | -5.0% |
| Appeals (Enforcement) | **43** | +30.3% |

# Conclusion

The data presented above represents the broad range of queries that came into CISs in 2024.

The top query categories are largely unchanged when compared to 2023, with Social Welfare remaining the most popular category by a large margin.

Although the overall number of queries is slightly down since 2023, the breakdown of the top five query categories tells us that a significant number of these queries are of a complex nature.

Additionally, the majority of queries within each of the top five categories are related to advice/assistance rather than information. On average, time spent with callers is increasing.

This demonstrates that the Citizens Information Centres in cities, towns and rural locations around Ireland are playing a crucial role in supporting people to navigate challenging and increasingly complex circumstances.