

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

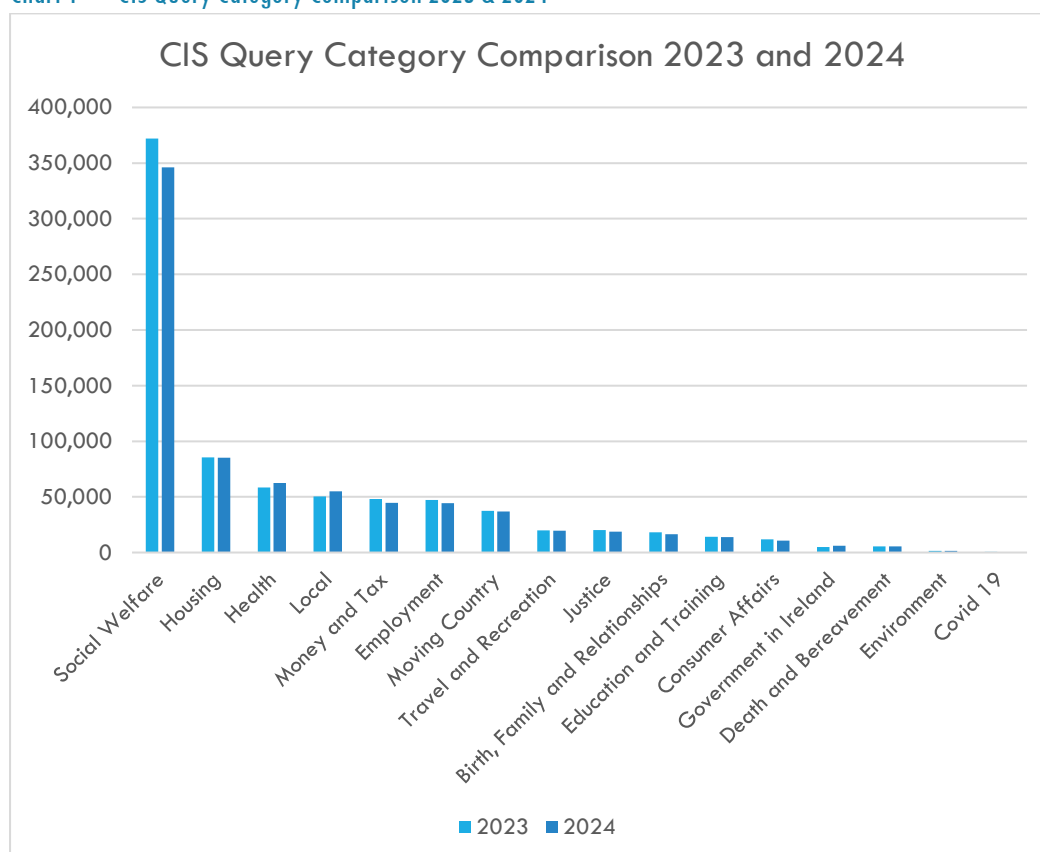
Table 1 – CIS Query Categories

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%

Table 2 – CIS Query Comparison 2023 & 2024

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%

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

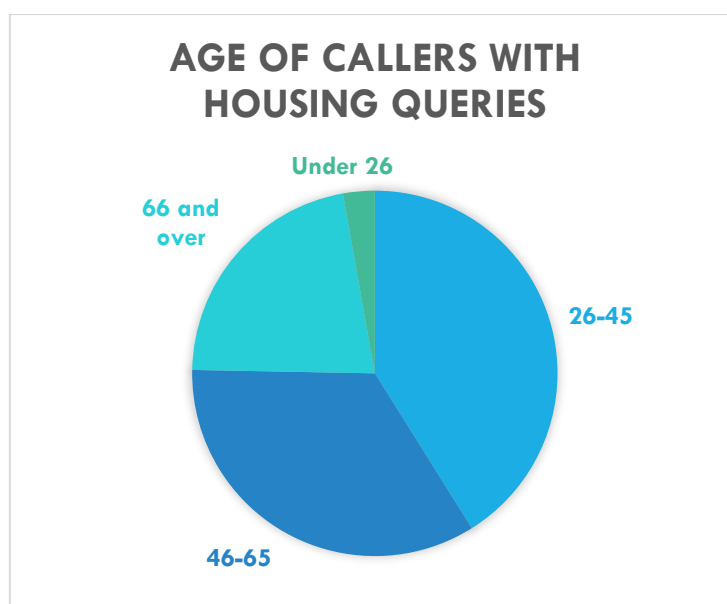


Table 4 - Housing Queries 2024

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 **information** (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.

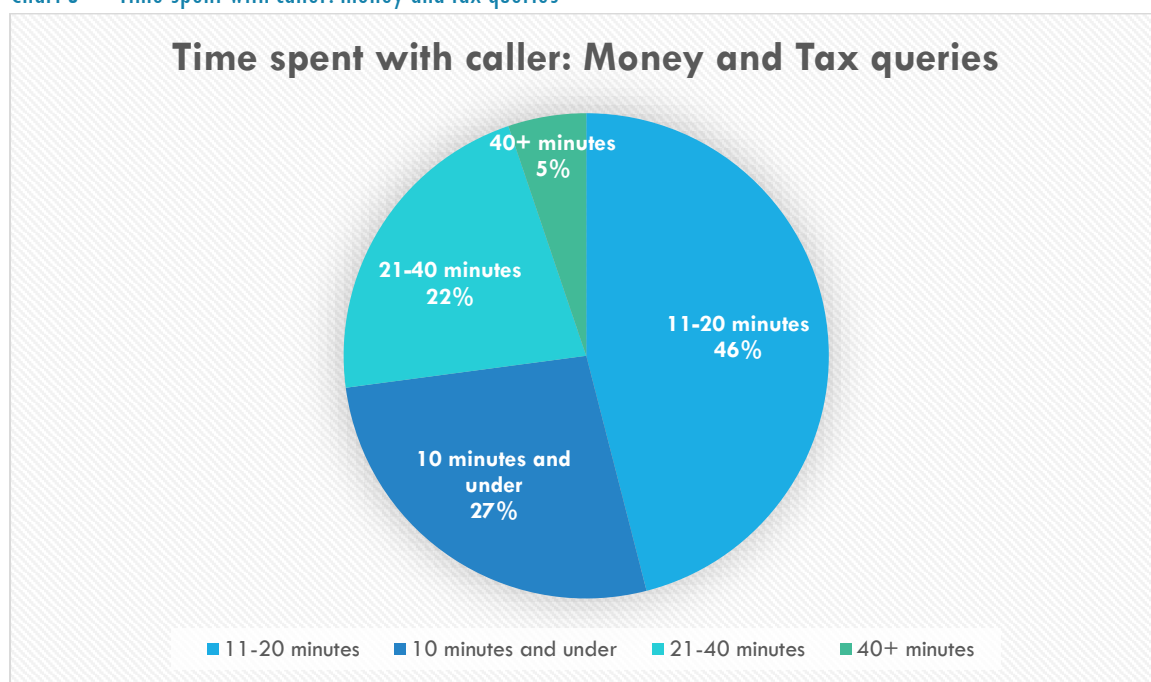
Money and Tax Queries 2024

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.