

Citizen Information Service (CIS) Query and Caller Data 2025

Overview

The eight regional Citizens Information Service companies around the country responded to **708,862** queries from the public in 2025. The ratio of *queries per caller* was **1.85** – that is, an average of close to two queries per caller per visit (or phone call).

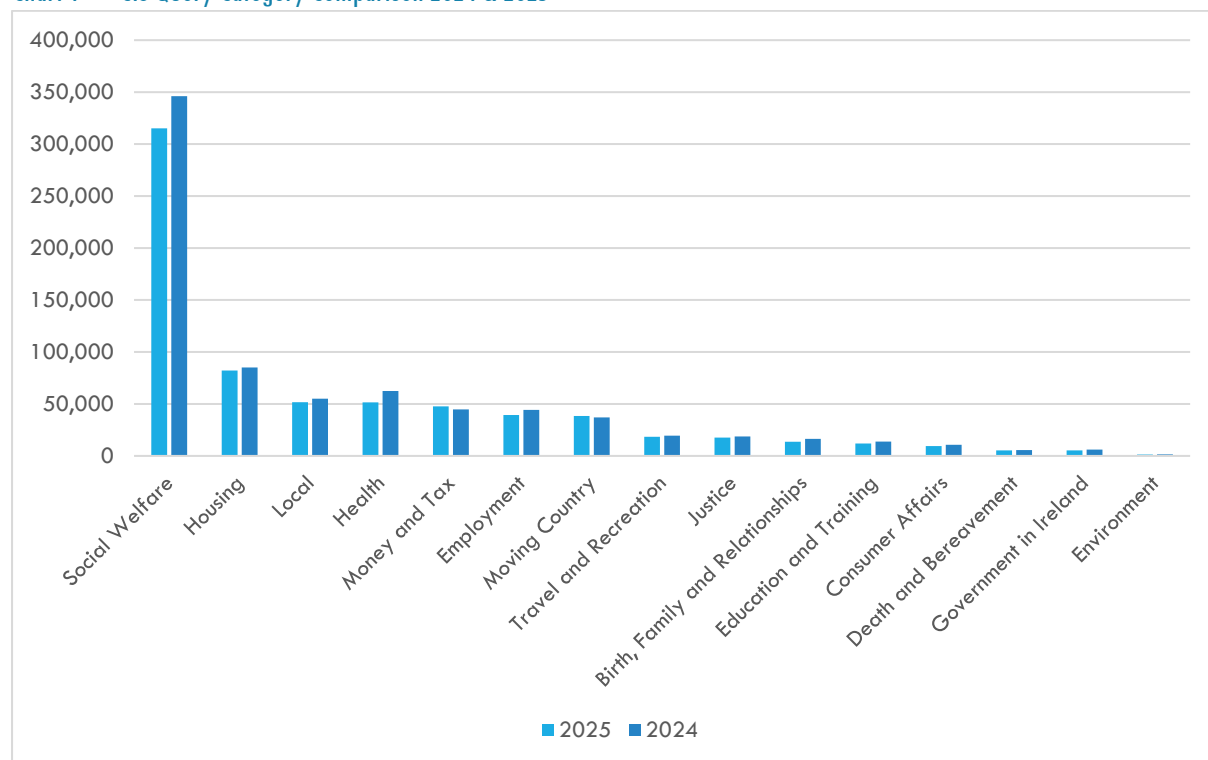
Queries by Category

The most queried categories in 2025 (set out in Table 1 below) were Social Welfare, Housing, Local, Health, Money and Tax, and Employment

Table 1 – CIS Query Categories

Top Level Category	# Queries	Prior Year	% Change	% Sub-Category
Social Welfare	315,200	346,054	-8.9%	44.5%
Housing	82,209	85,148	-3.5%	11.6%
Local	51,733	55,086	-6.1%	7.3%
Health	51,513	62,496	-17.6%	7.3%
Money and Tax	47,635	44,702	+6.6%	6.7%
Employment	39,265	44,326	-11.4%	5.5%
Moving Country	38,364	36,979	+3.7%	5.4%
Travel and Recreation	18,385	19,534	-5.9%	2.6%
Justice	17,691	18,705	-5.4%	2.5%
Birth, Family and Relationships	13,653	16,358	-16.5%	1.9%
Education and Training	11,975	13,802	-13.2%	1.7%
Consumer Affairs	9,459	10,717	-11.7%	1.3%
Death and Bereavement	5,310	5,657	-6.1%	0.7%
Government in Ireland	5,233	6,113	-14.4%	0.7%
Environment	1,237	1,477	-16.2%	0.2%
Total	708,862	767,168	-7.6%	100.0%

Chart 1 — CIS Query Category Comparison 2024 & 2025



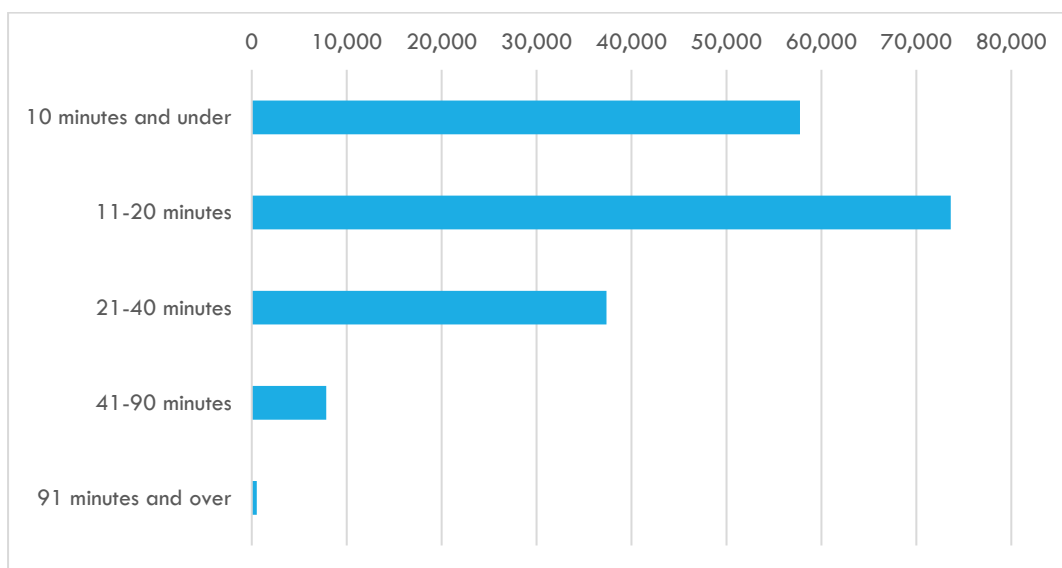
The tables and narrative that follow provide additional data and insight into the top five categories recorded by CISs in 2025: Social Welfare, Housing, Health, Money and Tax, and Employment. (Although 'Local' queries feature in the top five recorded categories (above Health, Money and Tax and Employment), '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 2025

In 2025, Citizens Information Services responded to **315,200** Social Welfare queries, representing 44.5% of all queries, down 8.9% on the previous year (346,054 queries).

Query profile data relating to Social Welfare

- 78.2% of queries were classified as **complex** (246,469).
- 72.1% of queries were classified as **advice/assistance** (227,314), of which 49.6% were 'clarification of rules and eligibility', 37.5% were 'explored options' (85,267), and 28.7% were 'providing basic information' (65,139).
- Of the remainder, 26.2% of queries were classified as **information** (82,699) and 1.7% were classed as **advocacy** (5,187).
- 41.6% of interactions about Social Welfare took 11-20 minutes, followed by 32.6% taking 10 minutes and under.



Caller profile data related to Social Welfare

- 45.3% of callers with Social Welfare queries were in the 46-65 age group, 32% were in the 26-45 age group, and 20.0% were aged 66 and over.
- Nearly half (49.8%) 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 34.6% from the 26-45 age group.
- Nearly 70% of callers with queries about carer's payments were female.
- Over 60% of callers about Older and Retired People entitlements came from the 46-65 age group, with 35.5% aged 66 and over.

- 47.8% of people with queries relating to Unemployed People were aged between 26-45, followed by 44% aged 46–65.
- Of people who called with Social Welfare Appeals queries, 56% were aged 46–65.
- 56.7% of callers with Social Welfare queries were females, 34.7% were male, and couples/family members accounted for 7.7%.
- Where recorded, 76.5% of callers' country of origin was Ireland, 14.7% were non-EU and 8.8% were EU.

Table 3 – Social Welfare Queries 2025

Social Welfare Query Breakdown	# of Queries	% Change since 2024
Total Social Welfare Queries	315,200	-8.9%
Disability and Illness	47,358	-10.9%
• Disability Allowance	22,986	-12.3%
• Illness Benefit	12,183	-5.5%
• Invalidity Pension	8,939	-13.2%
• Partial Capacity Benefit	1,712	-13.1%
• Injury Benefit	620	-14.4%
• Occupational Injuries Benefit Scheme	459	-13.9%
• Other Payment (Blind Pension/Other)	459	-12.2%
Extra Social Welfare Benefits	44,745	-16.3%
• Fuel Allowance	18,264	-13.6%
• Household Benefits Package	13,835	-15.3%
• Free Travel (Travel Card, Companion Card, etc)	5,817	-15.9%
• Living Alone Increase	5,551	-17.2%
• Telephone Support Allowance	574	-36.9%
• Treatment Benefits	355	-18.6%
• Christmas Bonus	203	-34.5%
• Cost of Living Increases	146	-79.4%
Older and Retired People	43,296	-9.9%
• State Pension/Contributory	22,581	-14.4%
• State Pension/Non-Contributory Pension	10,523	-9.0%
• Payment for people who retire at 65	2,976	-7.1%
• UK Pensions/Brexit	2,686	28.3%
• Qualified Adults	2,019	-10.7%
• Homemakers Scheme/HomeCaring Periods Scheme	1,768	0.6%
• EU/International Pensions	743	-2.2%
Carers	37,362	+0.7%
• Carer's Allowance	22,481	0.1%
• Carer's Benefit	4,379	1.5%
• Domiciliary Care Allowance (DCA)	4,071	-3.8%
• Carer's Support Grant (Respite Care Grant)	4,006	9.3%
• Half-rate Carer's Allowance	2,425	0.0%
Families and Children	30,633	-11.0%
• Working Family Payment (WFP)	10,485	-9.6%
• One Parent Family Payment (OFP)	5,544	-9.8%

• Child Benefit	5,381	-10.1%
• Back to School Clothing & Footwear Allowance (BTSCFA)	2,215	-12.5%
• Maternity/ Adoptive Benefit	1,985	-17.5%
• Increase for a Qualified Adult (IQA)	1,680	-15.4%
• Child Support Payment (Formerly IQC)	1,222	-9.8%
• Parent's Benefit	879	-17.9%
• Paternity Benefit	569	-11.6%
• Back to Work Family Dividend	488	-7.9%
• Health and Safety Benefit	100	7.5%
• Deserted Wife's Benefit	66	-12.0%
• Deserted Wife's Allowance	19	46.2%
Supplementary Welfare Schemes	28,411	-3.3%
• Basic Supplementary Welfare Allowance	13,249	-8.4%
• Additional Needs Payment	11,652	0.9%
• Rent Supplement (RS)	3,282	3.2%
• Diet/Heating Supplement	180	-5.3%
• Humanitarian Assistance Scheme	38	-
• Mortgage Interest Supplement (MIS)	10	-33.3%
Unemployed People	27,142	-6.2%
• Jobseeker's Allowance	14,496	-9.0%
• Jobseeker's Benefit	8,101	-8.8%
• Jobseeker's Transitional Payment	1,523	-15.5%
• Social Welfare Payments and Work	1,319	-31.6%
• Jobseeker's Pay-Related Benefit	1,264	-
• Unemployed following self-employment	439	+8.4%
Social Welfare Miscellaneous	17,329	-7.2%
• Other	5,823	3.3%
• Public Services Card	3,103	-10.0%
• Habitual Residence Condition	2,371	-6.5%
• Means Tests	2,175	-34.0%
• MyWelfare.ie	1,911	15.3%
• Overpayments	1,107	-11.6%
• UK Entitlements/Brexit	214	-19.9%
• Nominating agent to collect SW payments	199	197.0%
• EU Contributions and Entitlements	186	-32.4%
• SW Inspectors	126	23.5%
• Late Claims	81	-24.3%
• EU/EEA/Switzerland	24	0.0%
• Insolvency Payments Scheme	9	-35.7%
Social Insurance (PRSI)	16,281	-11.8%
• PRSI Records/Paid Contributions	7,231	-10.6%
• PPS Number	2,792	-15.8%
• Credited Contributions	1,486	-15.2%
• Homemakers/Home Caring Periods Schemes	1,273	-1.9%
• Voluntary Contributions	1,249	-3.2%

• PRSI Classes	1,083	-12.0%
• Other	601	-10.7%
• Long-Term Carer Contributions	383	-37.6%
• Employer PRSI	182	-7.1%
• Jobs Plus	1	-
Benefits Check	5,943	+17.5%
Appeals	4,918	-8.8%
• Disability Allowance	1,672	-10.8%
• Carer's Allowance/Benefit	898	14.4%
• Invalidity Pension	724	-11.5%
• Other	412	-13.6%
• Jobseeker's Allowance	321	-20.7%
• Domiciliary Care Allowance	222	-4.7%
• Supplementary Welfare Allowance	134	-21.6%
• State Pension (Non-Contributory)	118	-12.6%
• Illness Benefit	80	12.7%
• Jobseeker's Benefit	67	-11.8%
• Child Benefit	64	-13.5%
• One Parent Family Payment (OFP)	52	-42.9%
• Working Family Payment (WFP)	51	-19.0%
• State Pension (Contributory)	47	-39.0%
• Carer's Support Grant	41	70.8%
• Bereaved Partner's Pension	14	-17.6%
• Parents' Benefit	1	-
Death Related Benefits	4,710	-10.0%
• Bereaved Partner's (Contributory) Pension	2,920	-6.5%
• Help with Funeral Costs	618	-17.5%
• Bereaved Partner's (Non-Contributory) Pension	516	-16.8%
• Bereaved Parent Grant	372	-10.8%
• Guardian's Payment	214	-19.5%
• Special Funeral Grant (Occ. Injuries Scheme only)	70	12.9%
Activation Schemes, Education and Training	4,319	-13.6%
• Back to Education Allowance (BTEA)	1,689	-16.3%
• Community Employment (CE)	921	-9.9%
• Back to Work Enterprise Allowance (BTWEA)	916	-12.0%
• Tús	196	-4.4%
• Part-time Education Option (PTEO)	110	-15.4%
• Short-Term Enterprise Allowance	98	-13.3%
• JobPath - Seetec/Turas Nua	91	-31.6%
• Rural Social Scheme	84	-28.2%
• LAES (Local Area Employment Services)	71	-2.7%
• Work Placement Experience Programme (WPEP)	47	27.0%
• JobsPlus	43	2.4%
• Part-Time Job Incentive Scheme (PTJI)	40	-35.5%
• Gateway	8	100.0%

• JobBridge/ First Steps - Youth Internship	4	100.0%
• NES (National Employment Service)	1	-
Payments and Work	2,310	-26.0%
Farmers	443	-25.7%
• Farm Assist	391	-27.6%
• Other	52	-7.1%

Housing Queries 2025

In total, there were **82,209** Housing queries, a decrease of 3.5%. Housing queries made up 11.6% of total queries in 2025.

Query profile data relating to Housing:

- 79.9% of queries were classified as **complex** (66,656).
- 73.5% of queries were classified as **advice/assistance** (60,443); of those, 43% were 'clarifying rules and eligibility', 38.4% were 'exploring options' (23,189), and 29.5% were 'providing information' (17,848).
- 24.8% of queries were classified as **information** (20,413) and 1.7% were classed as advocacy.
- 42.3% of housing query interactions lasted 11-20 minutes, 27% were 10 minutes and under, and 25.2% were 21-40 minutes.

Caller profile data relating to Housing:

- 36.8% of callers with Housing queries were aged 26-45, 36.4% were aged 46-65, and 24.1% were 66 and over.
- 48.5% of 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 over one third were aged 46-65.
- 61% 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 at nearly the same level from 46-65s and 26-45s (43.7% and 42.5%).
- 51.2% of callers with Homelessness issues came from the 26-45 age category and 52.4% of callers about emergency accommodation came from the same age group.
- 51.8% of callers with Housing queries were female, 38.8% were male, and 9.3% were couples/family members.
- Where recorded, 67.4% of callers' country of origin was Ireland, 20.8% were non-EU and 11.9% were EU.

Table 4 - Housing Queries 2025

Housing Query Breakdown	# of Queries	% Change since 2024
Total Housing Queries	82,209	-3.5%
Local Authority and Social Housing	42,061	-2.4%
• Applying for Local Authority/Social Housing	21,331	-1.4%
• Housing Assistance Payment (HAP)	9,072	-12.1%
• Other	2,857	-0.2%
• Differential Rent	1,246	-3.6%
• Medical Priority	1,145	14.0%
• Choice Based Lettings	989	41.9%
• LA Transfers	876	-5.9%
• Social Housing Waiting Lists	846	21.9%
• Approved Housing Bodies (AHBs)	776	13.5%
• Standards/Repairs	705	0.0%
• Rent Arrears/Rent Problems	467	0.0%
• Tenant in situ (HAP/RAS)	346	-10.6%
• Notice/Eviction/Disputes	329	-6.5%
• Rental Accommodation Scheme (RAS)	303	-10.9%

• Tenant Purchase (Incremental Scheme)	267	-7.0%
• Anti-social behaviour	258	-8.5%
• Tenancy Succession	189	89.0%
• Traveller Accommodation	59	68.6%
Housing Grants and Schemes*	12,808	-7.2%
• Housing Aid for Older People	6,062	443.7%
• Housing Adaptation Grant for People with a Disability	4,073	408.5%
• Other	1,477	276.8%
• Mobility Aid Grant Scheme	893	515.9%
• Vacant Property Refurbishment Grant	303	-
Renting a Home (Private Rental Accommodation)	8,947	- 12.8%
• Notice/Eviction/Disputes	2,158	-10.0%
• RTB (Residential Tenancies Board)	1,436	-16.8%
• Tenants' Rights and Obligations	1,295	-15.4%
• Landlords' Rights & Obligations	1,250	-3.8%
• Rent Review	696	-19.7%
• Finding Accommodation	559	-4.6%
• Standards/Repairs	339	-30.0%
• Rent Arrears/Rent Problems	335	-14.8%
• Deposit Retention	260	-31.9%
• Licensee	248	-13.9%
• Cost Rental Housing	198	+140.0%
• Short-term rental lets	80	-20.8%
• Non-Resident Landlords (Withholding Tax)	13	-48%
• Cost Rental – Tenant in situ scheme	80	+281
Home Energy Grants	7,108	5.7%
Homelessness	3,700	3.9%
Other	3,350	-2.7%
Buying/Owning a Home	2,527	-2.4%%
Planning Permission	478	+12.2%
Losing your Home	396	-4.3%
Emergency Accommodation	355	+0.6%
Building or Altering a Home	261	+12.5%
Management Companies (Apartment Blocks)	157	-6.5%
Equality/ Housing Discrimination	61	=35.8%

*Housing grants and schemes subcategories were only added in Q4 2024, so there is not a full year to compare the query levels with.

Health Queries 2025

There were 51,513 queries relating to Health (7.3% of total queries), a 17.6% decrease on 2024 query levels.

Query profile data relating to Health:

- 68.3% of queries were categorised as **complex** (35,174).
- 63.9% of queries were **advice/assistance** queries (32,921); 39.1% of these were 'clarification of rules' (12,865), 35.4% were 'explored options' (11,640) and 30.4% were 'provided basic information' (10,011).
- 35.1% of queries were **information** (18,054), and 1.0% (non-casework) **advocacy** (538).
- 37.6% of Health interactions took 11-20 minutes, with 37.3% lasting for 10 minutes and under.

Caller profile data relating to Health:

- 37.4% of callers with Health queries were aged 46-65, 31.4% over 66, and 28.2% were 26-45.
- 36.6% of callers with Medical Card queries were 46-65, 31.1% 26-45, and 28.6% 66 and over.
- 53% of callers with queries on Fair deal and Home Care Package schemes were aged 66 and over, followed by 38% aged 46-65.
- 53.5% of callers were female, 37% male, and 8.5% were couples/family members.
- Where recorded, 76.8% of callers' country of origin was Ireland, 15.1% non-EU and 8.1% EU.

Table 5 - Health Queries 2025

Health Queries Breakdown	# of Queries	% Change since 2024
Total Health Queries	51,513	-17.6%
Medical Card	28,749	-25.8%
Fair Deal & Home Care Package	3,503	-5.0%
GP Visit Card	3,230	+8.0%
Other	2,606	-8.3%
Drugs Payments Scheme & Long-term Illness Scheme	1,903	-12.0%
GP Services	1,865	-13.1%
Health Services for Older People	1,100	-10.2%
Hospital Services	959	-7.5%
Care in your Community	872	+3.4%
Dental, Aural and Optical Health	821	-21.2%
EU Healthcare	764	-22.4%
Health Services for People with Disabilities	720	-8.0%
Mental Health	683	-14.2%
Legal Matters and Health	598	+22.3%
Health Insurance	397	-14.1%
Children's Health	374	-12.0%
Cross-Border Healthcare	371	+762.8%
Cancer Services	334	+16.8%
Entitlement to Health Services	306	-17.3%
Health-Related Benefits and Entitlements	283	-1.4%
Health Services Agencies	194	+3.2%
Women's Health	166	+58.1%
Alcohol and Drug Treatment Services	133	+0.8%

Aids and Appliances	129	-19.4%
Pharmacy Services	109	+26.7%
Blind Welfare Allowance	106	+657.1%
All other subcategories*	238	

* All-other subcategories include How Health Services are Organised, Blood and Organ Donation, Environmental Health, Alternative Health.

Money and Tax Queries 2025

In 2025 there were 47,635 Money and Tax queries (6.6% of total queries), an increase of 7.3%.

Query profile data relating to Money and Tax:

- 82.8% of Money and Tax queries were categorised as **complex** (39,450).
- 75.5% of queries were categorised as **advice/assistance** (35,971); of those, 33.5% were 'clarification of rules and eligibility' (12,040), 31.8% were 'explored options' (11,423), followed by 30.3% for 'provided basic information' (10,894).
- 22.8% of queries were classified as **information** (10,856), and 1.7% as (non-casework) **advocacy** (808).

Caller profile data relating to Money and Tax:

- 39.2% of people with Money and Tax queries were aged 46-65, 30.5% were aged 66 and over, and those aged 26-45 and 28.2%.
- 38.4% of callers with queries about Income Tax Credits and Reliefs were aged 26-45, and 37.8% were 46-65.
- The majority of callers with Income Tax queries came from the aged 46-65 age group (36.8%), followed by those aged 66 and over (33.7%), with 27.6% of queries coming from those aged 26-45.
- 51.5% of Money and Tax callers were female, 40% of callers were male, and 8.2% were couples/family members.
- Where recorded, 75.5% of callers' country of origin was Ireland, 15.6% of callers' country of origin was outside the EU, and 8.8% originated from EU countries.

Table 6 — Money and Tax Queries 2025

Money and Tax Queries Breakdown	# of Queries	% Change from 2024
Total Money and Tax Queries	47,635	+6.6%
Income Tax Credits and Reliefs	9,413	-3.5%
Income Tax	8,987	+5.7%
Revenue Online	7,135	+7.5%
Property Tax	4,754	+114.1%
• Local Property Tax (LPT)	4,651	+122.3%
• Vacant Homes Tax (VHT)	83	-10.8%
• Non-Principal Private Residence Charge (NPPR)	20	-42.9%
Other	3,610	-6.7%
Income Tax Refund	3,286	-0.2%
Pensions	2,629	+15.6%
Capital Taxes	2,226	-7.1%
Income Tax Credits/Reliefs for People with Disabilities	1,048	+5.8%
Debt	942	-12.7%
• Mortgage Arrears	301	-18.6%
• Utilities	254	-8.0%
• Banks	158	-3.1%
• Credit Unions	76	-16.5%
• Insolvency Arrangements	52	-3.7%
• Credit Card Debt	44	-8.3%
• The Insolvency Service of Ireland	20	-23.1%
• Money Lenders	19	-36.7%
• Debt Relief Notice (DRN)	18	-14.3%
Financial Institutions	822	-0.5%
Wills	817	+12.2%
Insurance	444	-3.3%
Duties and VAT	378	-22.5%
Universal Social Charge (USC)	309	-6.9%
Loans and Credit	250	-6.4%
Moving Country and Taxation	207	-17.2%
Savings and Investments	198	+7.6%
Tax on Savings and Investments	130	+18.2%
All other subcategories*	50	

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

Employment Queries 2025

There were 39,265 queries relating to Employment (making up 5.5% of total queries), a 11.4% decrease on the previous year.

Query profile data relating to Employment:

- 84.5% of queries were categorised as **complex** (33,165).
- 73.2% of queries were **advice/assistance** (28,738). Of those, 46.9% of queries were 'explored options' (13,487), followed by 'clarification of rules and eligibility', which made up 43.5% (12,501).
- 26% of employment queries involved providing **information** (10,199), and 0.8% in **advocacy** (328).
- 47% of interactions with information staff about Employment lasted 11-20 minutes, 27.5% took 10 minutes or under and 21.3% lasted 21-40 minutes.

Caller profile data relating to Employment:

- 49.9% of callers with Employment queries were aged 26-45, followed by 42.5% aged 46-65.
- 51.6% of callers with queries on Employment Rights and Conditions were aged 26–45 and 41.8% were 46-65.
- 53.1% of callers with queries concerning Unemployment and Redundancy were aged 46–65.
- 57.4% of callers with queries about Self-employment were aged 26–45.
- 62.1% of callers querying Employment Rights and Conditions were female.
- Where recorded, 74.4% of callers were from Ireland, 15.7% of callers with employment queries came from a Non-EU country, and 9.9% were from an EU country.

Table 7 - Employment Queries 2025

Employment Query Breakdown	# Of Queries	% Change from 2024
Total Employment Queries	39,265	-11.4%
Employment Rights and Conditions	22,379	-14.3%
• Contracts of Employment	3,728	-14.5%
• Leave and Holidays	3,014	-19.2%
• Other	2,910	-10.7%
• Sick Leave and Sick Pay Schemes	2,547	-13.7%
• Pay/Wages	2,048	-20.4%
• Dismissal (unfair, constructive, etc.)	1,991	-4.9%
• Hours of Work	993	-23.1%
• Notice Period	966	-6.8%
• Carer's Leave	828	+1.8%
• Public Holidays	783	+4.3%
• Maternity Leave	633	-18.1%
• Parent's Leave	501	-26.2%
• Health and Safety	500	-30.7%
• Parental Leave	436	-8.0%
• Paternity Leave	176	-12.9%
• Force Majeure Leave	127	-23.5%
• Garda Vetting	100	-21.9%
• Compassionate Leave	82	-18.8%
• Domestic Violence Leave	10	+25.0%
• Adoptive Leave	6	+50.0%
Unemployment and Redundancy	3,671	-7.4%
Self-employment	3,237	-13.0%
WRC (Workplace Relations Commission)	2,542	-6.2%
Grievance and Discipline Procedures	1,687	+2.9%
Equality in Work	1,202	-7.5%
• Bullying and Harassment	487	-3.0%
• Discrimination	298	-6.9%
• Other	172	-8.5%
• Pay and Conditions	101	-19.2%
• Reasonable Accommodation	101	-9.0%
• Victimisation	43	-18.9%
Finding Employment	1,190	+5.7%
Starting Work and Changing Job	991	-12.1%
Part-time Employment	748	-10.8%
Retirement	594	+5.9%
Employment	378	-10.8%
Employment and Disability	374	-14.6%
Migrant Workers	235	-31.7%

Conclusion

The data presented above represents the broad range of queries that came into CIS in 2025.

The top query categories are largely unchanged when compared to 2024, with Social Welfare remaining the most popular category by a large margin. 'Local' queries became the third most queried.

Although the overall number of queries is slightly down since 2024, 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.