

Citizens Information Services (CIS) - Caller/Query Data

Statistical Summary Quarter 3 2024

Caller Summary

There were **101,610** callers to CISs nationally during Q3, 2024, a slight (1.8%) decrease on Q3, 2023 (103,478 callers).

Gender Profile

Female callers made up 55.9% of callers. From Q3, 2023 the caller category 'Couples' was expanded to 'Couples/Family Members', which is likely to explain the proportionate increase in this category.

Table 1 – Caller Gender Profile

Caller Profile	Number of Callers	% of Callers	% Change Q3 '23–Q3 '24
Female	56,789	55.9%	-5.4%
Male	37,601	37.0%	-1.5%
Couples/ Family Members	6,691	6.6%	+37.19%
Unknown	529	0.5%	+37.8%

Age Profile

Age was recorded for 69.3% (70,389) of callers. People aged 26-45 contacted CISs most frequently, closely followed by people aged 46-65.

Table 2 – Caller Age Profile

Caller Age Range	Number of Callers	% of Callers	% Change Q3 '23–Q3 '24
26-45	27,294	38.8%	-2.3%
46-65	27,144	38.6%	+0.5%
66 and over	13,524	19.2%	+2.4%
25 and under	2,427	3.5%	-0.3%

Mode of contact

In-person (personal) callers accounted for 67.2% of interactions, of which 93.1% were drop-in (63,617 callers) and 6.9% were by appointment (4,699 callers). Telephone interactions accounted for 29.9% of callers, with 2.9% contacting the CIS by letter or email.

Table 3 – Caller Mode of Contact

Caller Type	Number of Callers	% of Callers	% Change Q3 '23–Q3 '24
In-person	68,316	67.2%	+6.7%
Telephone	30,374	29.9%	-16.3%
Letter/Email	2,920	2.9%	-7.1%

Country of Origin

Country of Origin was recorded for 62.2% of callers (63,218 of 101,610 callers). The large majority (74.5%) of those came from Ireland (47,072 callers), with non-EU callers representing 17.5% (11,068) of callers where country of origin was recorded and a further 8.0% with a European Union (excluding Ireland) country of origin (5,078 callers).

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

	Country of Origin	Number of callers
1	Ukraine	1,821
2	Poland	1,741
3	Nigeria	1,435
4	United Kingdom	1,014
5	Romania	811

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	Nigeria	Ukraine	Ukraine	Ukraine
3	Poland	Nigeria	Nigeria	Poland
4	Afghanistan	Romania	United Kingdom	Lithuania
5	Romania	Bangladesh	Romania	USA

Access Difficulties Identified

In Q3 2024, 15.0% of callers (15,225 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 2.1% increase in callers identified as having specific needs.

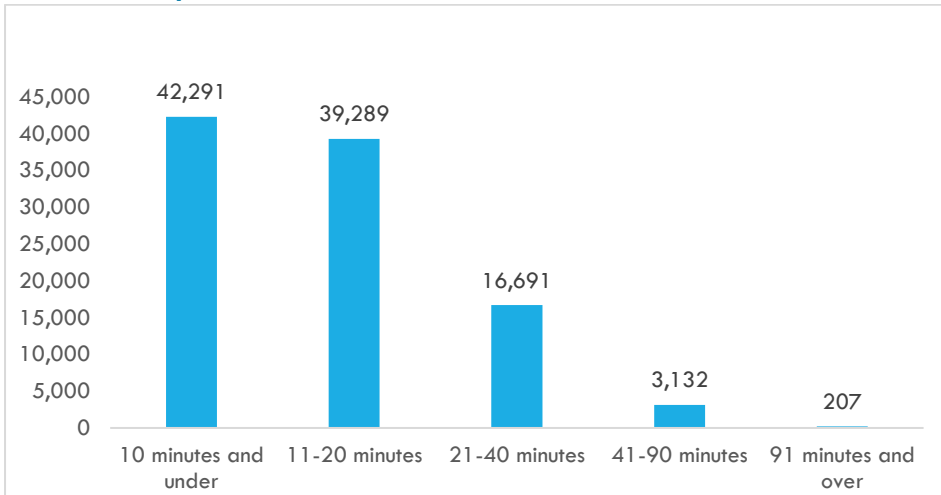
Table 6: Specific Needs Comparison

Specific Needs	Q3 2023	Q3 2024	% Change
Language	6,013	6,312	+4.97%
Distressed Client	3,218	3,194	-0.75%
Literacy	1,971	2,114	+7.26%
Digital Literacy	1,592	1,904	+19.60%
No online/ IT Access	1,405	1,560	+11.03%
Physical	1,033	1,025	-0.77%
Mental Health	932	986	-5.79%
Accompanied/supported by family member/ friend/representative	957	958	+0.10%
Other	510	525	+2.94%
Homeless	264	359	+35.98%

Duration of Interactions with Information Staff

Over forty percent of people (41.6%) who contacted CISs spent 10 minutes and under with information staff. This compares with 38.7% of callers who spent 11-20 minutes with information staff, 16.4% spending 21-40 minutes, and 3.1% who spent 41-90 minutes - or in a small number of cases over 90 minutes - with information staff.

Chart 1: Time spent with information staff



Compared to the same period last year, the proportion of callers who interacted with information staff for 10 minutes or less fell by 9.5%. Interactions of between 11-20 minutes were up 4% and those lasting 21-40 minutes increased by 7.2%. Interactions lasting 41-90 minutes were up by 5.2% and those queries taking 91 minutes and over to deal with were up 21.8%. This speaks to the increasing complexity of queries and the rise in additional needs (see Table 6).

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	Carer's Allowance
11-20 minutes	State Pension/Contributory	Disability Allowance	Fuel Allowance
21-40 minutes	Disability Allowance	Applying for Local Authority/Social Housing	State Pension/Contributory
41-90 minutes	Disability Allowance	Medical Card	Applying for Local Authority/Social Housing
91 minutes and over	Disability Allowance	Carer's Allowance	Medical Card

Query Summary

Services dealt with **197,215** queries during Q3 2024, a decrease of 4.4% on the same period in 2023: slightly fewer queries with a higher level of complexity. The caller to query ratio declined slightly from 1.99 to 1.94. Over 45% of queries were related to social welfare rights and entitlements. Housing queries accounted for

11.2% and Health for 8% of queries. Table 8, below, sets out the number of queries received across 'parent' category areas in Quarter 3 2024. Table 9 provides a breakdown of the most queried single payments, schemes or entitlements with the highest number of queries overall in Quarter 3 2024.

Table 8 - Query Profile by 'parent' category

Query Category	# of Queries	% of all Queries	% Change Q3, 2023-Q3, 2024
Social Welfare	90,281	45.8%	-6.5%
Housing	22,045	11.2%	-0.7%
Health	15,807	8.0%	+6.8%
Local	13,957	7.1%	+4.5%
Employment	10,877	5.5%	-7.9%
Money and Tax	10,490	5.3%	-6.8%
Moving Country	9,737	4.9%	-2.9%
Travel and Recreation	5,027	2.6%	-2.0%
Justice	4,655	2.4%	-14.8%
Birth, Family and Relationships	4,338	2.2%	-7.4%
Education and Training	4,232	2.2%	-14.1%
Consumer Affairs	2,690	1.4%	-4.7%
Death and Bereavement	1,372	0.7%	+0.5%
Government in Ireland	1,363	0.7%	-8.3%
Environment	344	0.2%	+1.5%
	197,215	100%	

Table 9 – Top Ten (i.e. most queried) Payments or Schemes, Q3 2024

	Single Payment or Scheme	# of Queries	% of Top Ten Queries
1	Medical Card	9,724	17.1%
2	Disability Allowance	6,744	11.9%
3	Fuel Allowance	6,556	11.5%
4	State Pension Contributory	6,272	11.2%
5	Applying for Local Authority/Social Housing	5,794	10.2%
6	Carer's Allowance	5,658	9.9%
7	Household Benefits Package	4,411	7.8%
8	Jobseeker's Allowance	4,226	7.4%
9	Basic Supplementary Welfare Allowance	3,802	6.7%
10	Housing Grants and Schemes	3,652	6.4%

Social Welfare Queries

Social Welfare queries were the highest query area, representing 45.8% of all queries compared with 46.8% for the same quarter in 2023.

Extra Social Welfare Benefits; Disability and Illness; Older and Retired People; and Families and Children were the most queried sub-categories and accounted for 55.3% of all social welfare queries.

- **Extra Social Welfare Benefits** was the highest sub-category under Social Welfare with 14,705 queries; there was a 7.8% decrease in query numbers in this area.
 - Fuel Allowance declined by 8.5% (6,556).
 - Household Benefits Package dropped by 5% (4,411).
 - Free Travel (Travel Card, Companion Card, etc) declined by 15.7% (1762).
- **Disability and Illness** queries fell by 9.2% (13,540).
 - Disability Allowance decreased by 4.5% (6,744).
 - Illness Benefits dropped by 16.3% (3,219).
 - Invalidity Pension dropped by 10.8% (2,638).
- **Older and Retired People** queries remained at a similar level (11,794).
 - State Pension/ Contributory decreased by 6.8% (6,272).
 - State Pension/ Non-Contributory Pension decreased by 2.5% (2,821).
 - Payment for people who retire at 65 queries increased by 18.8% (827).
- **Families and Children** decreased by 9.7% (9,877).
 - Working Family Payment (WFP) decreased by 10.6% (3,039).
 - One Parent Family payment (OFP) decreased by 9.6% (1,617).
 - Child Benefit declined by 2.2% (1,519).
 - Back to School Clothing and Footwear allowance decreased by 9% (1,476).
- **Carers queries** decreased by 4.3% (9,178).
 - Carer's Allowance decreased by 3.2% (5,658).
 - Domiciliary Care Allowance (DCA) decreased by 10.3% (1,063).
 - Carer's Benefit decreased by 5.5% (1,029).
- **Supplementary welfare schemes** decreased by 9.7% (7,717).
 - Basic Supplementary Welfare Allowance declined by 1.3% (3,802).
 - Additional Needs Payment decreased by 16.6% (3,045).
 - Rent Supplement decreased by 17.1% (809).

Caller profile data relating to Social Welfare

- 42.8% of callers for Social Welfare were aged 46-65, 34% were aged 26-45 and 20.3% were 66 and over.
- The 66-and-over age group accounted for nearly 50% of people asking about Extra Social Welfare Benefits, followed by 46-65 (35.0%).
- Of those who called about Disability and Illness, 56.3% were aged 46-65, followed by 37.4% aged 26-45.
- 60.3% of calls relating to Older and Retired People came from the 46-65 age group.
- 67.9% of calls about Families and Children came from the 26-45 age group.
- Carers calls came mostly from the 46-65 age group (45%), followed by the 26-45 age group (39.2%).
- People enquiring about Supplementary Welfare schemes came almost equally from the 26-45 (42%), and the 46-65 age cohort (40.4%).

Table 10 – Social Welfare Query Breakdown

Social Welfare Sub-Category Breakdown	# of Queries	% of Social Welfare Sub-category
Extra Social Welfare Benefits		16.3%
<i>Fuel Allowance</i>	6,556	44.6%
<i>Household Benefits Package</i>	4,411	30.0%
<i>Free Travel (Travel Card, Companion Card, etc.)</i>	1,762	12.0%
<i>Living Alone Increase</i>	1,579	10.7%
<i>Telephone Support Allowance</i>	247	1.7%
<i>Treatment Benefits</i>	99	0.7%
<i>Christmas Bonus</i>	26	0.2%
<i>Cost of Living Increases</i>	25	0.2%
Total	14,705	100%
Disability and Illness		15.0%
<i>Disability Allowance</i>	6,744	49.8%
<i>Illness Benefit</i>	3,219	23.8%
<i>Invalidity Pension</i>	2,638	19.5%
<i>Partial Capacity Benefit</i>	498	3.7%
<i>Injury Benefit</i>	167	1.2%
<i>Other Payment (Blind Pension/Other)</i>	147	1.1%
<i>Occupational Injuries Benefit Scheme</i>	127	1.0%
Total	13,540	100%
Older and Retired People		13.1%
State Pension/Contributory	6,272	53.2%
State Pension/Non-Contributory Pension	2,821	23.9%
Payment for people who retire at 65	827	7.0%
Qualified Adults	594	5.0%
UK Pensions/Brexit	593	5.0%
Homemakers Scheme/HomeCaring Periods Scheme	475	4.0%
EU/International Pensions	212	1.8%
Total	11,794	100%
Families and Children		10.9%
<i>Working Family Payment (WFP)</i>	3,039	30.8%
<i>One Parent Family Payment (OFP)</i>	1,617	16.4%
<i>Child Benefit</i>	1,519	15.4%
<i>Back to School Clothing & Footwear Allowance (BTSCFA)</i>	1,476	14.9%
<i>Maternity/ Adoptive Benefit</i>	653	6.6%
<i>Increase for a Qualified Adult (IQA)</i>	497	5.0%
<i>Increase for a Qualified Child (IQC)</i>	379	3.8%
<i>Parent's Benefit</i>	302	3.0%

<i>Paternity Benefit</i>	194	2.0%
<i>Back to Work Family Dividend</i>	147	1.5%
<i>Health and Safety Benefit</i>	31	0.3%
<i>Deserted Wife's Benefit</i>	20	0.2%
<i>Deserted Wife's Allowance</i>	3	0.0%
Total	9,877	100%
Carers		10.2%
<i>Carer's Allowance</i>	5,658	61.7%
<i>Domiciliary Care Allowance (DCA)</i>	1,063	11.6%
<i>Carer's Benefit</i>	1,029	11.2%
<i>Carer's Support Grant (Respite Care Grant)</i>	820	8.9%
<i>Half-rate Carer's Allowance</i>	608	6.6%
Total	9,178	100%
Supplementary Welfare Schemes		8.6%
<i>Basic Supplementary Welfare Allowance</i>	3,802	49.3%
<i>Additional Needs Payment</i>	3,045	39.5%
<i>Rent Supplement (RS)</i>	809	10.5%
<i>Diet/Heating Supplement</i>	58	0.8%
<i>Mortgage Interest Supplement (MIS)</i>	3	0.0%
Total	7,717	100%
Unemployed People		8.4%
<i>Jobseeker's Allowance</i>	4,226	55.8%
<i>Jobseeker's Benefit</i>	2,282	30.2%
<i>Jobseeker's Transitional Payment</i>	513	6.8%
<i>Social Welfare Payments and Work</i>	461	6.1%
<i>Unemployed following self-employment</i>	87	1.2%
Total	7,569	100%
Social Insurance (PRSI)		5.3%
<i>PRSI Records/Paid Contributions</i>	2,107	44.1%
<i>PPS Number</i>	899	18.8%
<i>Credited Contributions</i>	413	8.6%
<i>Homemakers Scheme/HomeCaring Periods Scheme</i>	349	7.3%
<i>Voluntary Contributions</i>	332	6.9%
<i>PRSI Classes</i>	301	6.3%
<i>Long-Term Carer Contributions</i>	176	3.7%
<i>Other</i>	167	3.5%
<i>Employer PRSI</i>	38	0.8%
Total	4,782	100%
Social Welfare Miscellaneous		5.2%
<i>Other</i>	1,408	30.1%
<i>Public Services Card</i>	852	18.2%
<i>Means Tests</i>	765	16.4%
<i>Habitual Residence Condition</i>	661	14.2%
<i>MyWelfare.ie</i>	418	9.0%

<i>Overpayments</i>	330	7.1%
<i>EU Contributions and Entitlements</i>	82	1.8%
<i>UK Entitlements Brexit</i>	74	1.6%
<i>Late Claims</i>	26	0.6%
<i>Nominating agent to collect SW payments</i>	24	0.5%
<i>SW Inspectors</i>	21	0.5%
<i>EU/EEA/Switzerland</i>	7	0.2%
<i>Insolvency Payments Scheme</i>	4	0.1%
Total	4,672	100%
Activation Schemes, Education and Training		1.8%
<i>Back to Education Allowance (BTEA)</i>	793	50.0%
<i>Back to Work Enterprise Allowance (BTWEA)</i>	280	17.7%
<i>Community Employment (CE)</i>	262	16.5%
<i>Tús</i>	58	3.7%
<i>Part-time Education Option (PTEO)</i>	46	2.9%
<i>Short-Term Enterprise Allowance</i>	35	2.2%
<i>JobPath - Seetec/Turas Nua</i>	27	1.7%
<i>LAES (Local Area Employment Services)</i>	25	1.6%
<i>Rural Social Scheme</i>	21	1.3%
<i>Part-Time Job Incentive Scheme (PTJI)</i>	18	1.1%
<i>JobsPlus</i>	13	0.8%
<i>Work Placement Experience Programme (WPEP)</i>	6	0.4%
<i>JobBridge/ First Steps - Youth Internship</i>	2	0.1%
Total	1,585	100.0%
Appeals		1.6%
<i>Disability Allowance</i>	527	37.3%
<i>Invalidity Pension</i>	199	14.1%
<i>Carer's Allowance/Benefit</i>	184	13.0%
<i>Other</i>	119	8.4%
<i>Jobseeker's Allowance</i>	117	8.3%
<i>Domiciliary Care Allowance</i>	63	4.5%
<i>Supplementary Welfare Allowance</i>	54	3.8%
<i>State Pension (Non-Contributory)</i>	33	2.3%
<i>State Pension (Contributory)</i>	22	1.6%
<i>Working Family Payment (WFP)</i>	19	1.4%
<i>Jobseeker's Benefit</i>	18	1.3%
<i>Child Benefit</i>	16	1.1%
<i>Jobseeker's Benefit</i>	18	1.3%
<i>Illness Benefit</i>	15	1.1%
<i>One Parent Family Payment (OFP)</i>	13	1.0%
<i>Carer's Support Grant</i>	11	0.8%
<i>Widow/Widower/surviving Civil Partner Pension</i>	2	0.1%
Total	1,412	100%

Death Related Benefits		1.5%
<i>Widow, Widower or Surviving Civil Partner's (Contributory) Pension</i>	781	58.3%
<i>Help with Funeral Costs</i>	188	14.0%
<i>Widow's, Widower's or Surviving Civil Partner's (Non-Contributory) Pension</i>	173	12.9%
<i>Widow/Widower/Surviving Civil Partner Grant</i>	110	8.2%
<i>Guardian's Payment</i>	78	5.8%
<i>Special Funeral Grant (Occupational Injuries Scheme only)</i>	9	0.7%
Total	1,339	100%
Benefits Check		1.4%
<i>Social Welfare - Benefits Check</i>	1,227	
Total	1,227	100%
Payments and Work		0.9%
<i>Social Welfare - Payments and Work</i>	755	
Total	755	100%
Farmers		0.1%
<i>Farm Assist</i>	118	91.50%
<i>Other</i>	11	8.50%
Total	129	100%
Total Social Welfare Queries	90,281	

Housing Query Trends in Q3 2024

Table 11 sets out the **Housing** query dataset for Quarter 3, 2024. Housing is the second highest category, representing 11.2% of all queries. Housing queries remained at a similar level to the same period last year (22,045).

- Local Authority and Social Housing queries declined by 2.1% (11,365).
- Applying for local authority/social housing queries were consistent with Q3 2023 (5,794).
- Housing Assistance Payments (HAP) queries decreased by 10.1% (2,684)
- Differential Rent queries decreased by 29.9% (303).
- Housing Grants and Schemes queries increased by 8.8% (3,652).
- Home Energy Grants (SEAI) queries increased by 32.4% (1,633).
- Renting a Home (Private Rental Accommodation) decreased by 17.5% (2,515).
- Notice/Eviction/Disputes queries decreased by 23.3% (572).
- RTB (Residential Tenancies Board) decreased by 19% (410).
- Tenants' Rights and Obligations decreased by 13.9% (377).
- Landlords' Rights and Obligations decreased by 18.4% (345).
- Rent review decreased by 38.1% (216).
- Homelessness queries increased by 12.6% (949).
- Buying/Owning a Home queries increased by 8% (635).

Caller profile data relating to Housing

- 40.3% of callers who contacted CISs about Housing were aged 26-45, 34.4% were aged 46-65 and 22.4% were aged 66 and over.
- 51.8% of calls about local authority and social housing came from the 26-45 age group.
- 57.8% of all calls relating to Housing Grants and schemes originated from people aged 66 and over.
- 48% of all calls relating to Renting a Home (Private Rental Accommodation) came from the 26-45 age group; 40% came from the 46-65s.

Table 11 – Housing Queries Breakdown, Q3 2024

Housing Sub-category Breakdown	# of Queries	% of Housing Sub-category
Local Authority and Social Housing		51.6%
<i>Applying for Local Authority/Social Housing</i>	5,794	51.0%
<i>Housing Assistance Payment (HAP)</i>	2,684	23.6%
<i>Other</i>	725	6.4%
<i>Differential Rent</i>	303	2.7%
<i>Medical Priority</i>	292	2.6%
<i>LA Transfers</i>	254	2.2%
<i>Social Housing Waiting Lists</i>	200	1.8%
<i>Choice Based Lettings</i>	183	1.6%
<i>Standards/Repairs</i>	174	1.5%
<i>Approved Housing Bodies (AHB)</i>	164	1.4%
<i>Rent Arrears/Rent Problems</i>	115	1.0%
<i>Rental Accommodation Scheme (RAS)</i>	95	0.8%
<i>Tenant Purchase (Incremental Scheme)</i>	87	0.8%
<i>Tenant in situ (HAP/RAS)</i>	82	0.7%
<i>Anti-social behaviour</i>	81	0.7%
<i>Notice/Eviction/Disputes</i>	81	0.7%
<i>Tenancy Succession</i>	42	0.4%
<i>Traveller Accommodation</i>	9	0.0%
Total	11,365	100%
Housing Grants and Schemes		16.6%
<i>Housing Grants and Schemes</i>	3,652	
Total	3,652	100%
Renting a Home (Private Rental Accommodation)		11.4%
<i>Notice/Eviction/Disputes</i>	572	22.7%
<i>RTB (Residential Tenancies Board)</i>	410	16.3%
<i>Tenants' Rights and Obligations</i>	377	15.0%
<i>Landlords' Rights & Obligations</i>	345	13.7%
<i>Rent Review</i>	216	8.6%
<i>Finding Accommodation</i>	175	7.0%
<i>Standards/Repairs</i>	106	4.2%
<i>Rent Arrears/Rent Problems</i>	103	4.1%
<i>Deposit Retention</i>	79	3.1%
<i>Licensee</i>	54	2.2%
<i>Short-term rental lets</i>	34	1.4%
<i>Cost Rental – Cost Rental Housing</i>	27	1.0%
<i>Cost Rental – Tenant in situ scheme</i>	11	0.4%
<i>Non-Resident Landlords (Withholding Tax)</i>	6	0.2%
Total	2,515	100%
Home Energy Grants (SEAI)		7.4%
<i>Home Energy Grants</i>	1,633	
Total	1,633	100%
Homelessness		4.3%
<i>Homelessness</i>	949	
Total	949	100%
Other		3.8%
<i>Other</i>	841	
Total	841	100%

Buying/Owning a Home			2.9%
<i>Buying/ Owning a Home</i>		635	
Total		635	100%
Planning Permission			0.6%
<i>Planning Permission</i>		125	
Total		125	100%
Losing your Home			0.5%
<i>Losing your Home</i>		104	
Total		104	100%
All other subcategories			1.0%
<i>All other sub-categories*</i>		226	
Total		226	100%
Total Housing Queries		22,045	

* This includes Emergency Accommodation (99); Building or Altering a Home (59); Management Companies - Apartment Blocks (41); and Equality/Housing Discrimination (27).

Health Query Trends in Q3 2024

Table 12 sets out the **Health** query dataset for Quarter 3, 2024. Health queries increased by 6.8% between Q3 2023 and Q3 2024 (15,807).

- Medical Card queries continue to be the most queried sub-category under health and account for over 60% of queries (9,724).
- Fair Deal & Home Care Package queries increased by 7.6% (939).
- GP Visit Card, a new sub-category that was introduced, accounted for 5.1% of queries (806).
- Drugs/Medicines queries increased by 18.5% (565).
- GP Services decreased by 50.9% (522).

Caller profile statistics relating to Health

(age was recorded for 73.4% of health callers).

- 36.5% of Health callers came from the 46-65 age group. 31.8% came from 26-45 and 28.4% were aged 66 and over.
- 34.7% of callers who mentioned Medical cards are 46-65, 33.9% from 26-45, 27.6% came from 66 and Over.
- 47.8% of Fair Deal and Home Care Packages calls came from the 46-65, followed by the 66 and Over (39.8%).
- 39.8% of calls stood at 28.6%.

Table 12 - Health Query Breakdown

Health Sub-category Breakdown	# of Queries	% of Health categories
Medical Card		61.5%
<i>Medical Card</i>	9,724	
Total	9,724	100%
Fair Deal & Home Care Package		5.9%
<i>Fair Deal & Home Care Package</i>	939	
Total	939	100%
GP Visit Card		5.1%
<i>GP Visit Card</i>	806	
Total	806	
Other		4.5%
<i>Other</i>	716	
Total	716	100%
Drugs/Medicine		3.6%
<i>Drugs Payments Scheme</i>	376	
<i>Long-term Illness Scheme</i>	189	
Total	565	100%
GP Services		3.3%
<i>Other</i>	522	
Total	522	100%
Health Services for Older People		1.9%
<i>Health Services for Older People</i>	305	
Total	305	100%
Dental, Aural and Optical Health		1.8%
<i>Dental, Aural and Optical Health</i>	283	
Total	283	100%
Hospital Services		1.7%
<i>Hospital Services</i>	270	
Total	270	100%
EU Healthcare		1.7%
<i>EU Healthcare</i>	269	
Total	269	100%
Care in your Community		1.5%
<i>Care in your Community</i>	235	
Total	235	100%
Mental Health		1.2%
<i>Mental Health</i>	194	
Total	194	100%
Health Services for People with Disabilities		1.1%
<i>Health Services for People with Disabilities</i>	176	
Total	176	100%
Legal Matters and Health		0.8%
<i>Legal Matters and Health</i>	124	
Total	124	100%

Children's Health		0.7%
<i>Children's Health</i>	109	
Total	109	100%
Health Insurance		0.7%
<i>Health Insurance</i>	106	
Total	106	100%
Entitlement to Health Services		0.7%
<i>Entitlement to Health Services</i>	100	
Total	100	100%
All other subcategories		2.3%
<i>All other sub-categories*</i>	364	100%
Total	364	100%
Total Health Queries	15,807	100%

* This includes Cancer Services (75), Health-Related Benefits and Entitlements (73), Health Service Agencies (47), Alcohol and Drug Treatment Services (36), Aids and Appliances (33), Pharmacy Services (28), Emergency Health Services (21), How Health Services are Organized (20), Women's Health (20), Environmental Health (8), Blood and Organ Donation (2), and Alternative Health (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 Q3, 2023 and Q3, 2024. The numbers in brackets are the number of queries in Q3, 2024.

Employment queries declined by 7.9% (10,887).

- Employment Rights and Conditions queries decreased by 12.1% (6,359).
- The number of queries relating to Contracts of Employment decreased by 14.2% (1,116).
- Queries relating to Leave and Holidays decreased by 30.4% (898).
- Sick Leave and Sick Pay Scheme queries declined by 5.2% (682).
- Unemployment and Redundancy queries increased by 14.2% (1,024).
- Self-employment queries increased by 2.7% (937).

Money and Tax queries decreased by 6.8% (10,490).

- Income Tax Credits and Reliefs queries decreased by 14.3% (2,135).
- Income Tax queries increased by 3.9% (2,061).
- Revenue Online queries decreased by 13.1% (1,649).
- Income Tax refund queries increased by 9.6% (676).

Moving Country queries decreased by 2.9% (9,737).

- Irish Citizenship queries decreased by 23.2% (2,966).
- Visa queries increased by 1.1% (857).
- Irish Residence Permit (IRP) Applications and Renewals increased by 8.2% (764).
- Asylum Seekers/Refugees- Ukrainian queries increased by 4.5% (679).
- Queries relating to Asylum Seekers and Refugees queries increased by 76.3% (492).

Travel and Recreation queries declined by 2% (5,027).

- Queries relating to Motoring remained steady (1,818).
- Passport queries remained at a continuous level (1,657).
- Transport and Disability decreased by 19.1% (296).

Justice queries declined by 14.8% (4,655).

- Legal Aid and Advice queries declined by 19.1% (2,211).
- Civil Law queries declined by 20.0% (387).

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 Q3, 2023 and Q3, 2024 unless otherwise specified.

Birth, Family and Relationships queries declined by 7.5% (4,338).

- Separation and Divorce are down 3.1% (1,283).
- Maintenance queries declined by 18.5% (551).
- Custody and Access queries dropped by 17.5% (378).
- Problems in Marriages and Relationships queries decreased by 16.7% (319).

Education and Training queries declined by 14.1% (4,232 queries).

- Queries relating to Third-Level Education declined by 18.4% (1,955).
- Vocational Education and Training queries increased by 15.3% (665).

Consumer Affairs queries dropped by 4.7% (2,690).

- Energy/ Utilities Services queries declined by 8.3% (534).
- Queries relating to consumer protection decreased by 24.9% (531).
- Motoring queries increased by 42.4% (336).

Government in Ireland queries remained at a steady level (1,372).

- MyGovID queries increased by 10.9% (558).

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

- The Deceased's Estate queries declined by 6.2% (422).
- Before Death queries dropped by 20.3% (260)