



Citizens **Information** Board
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CITIZENS INFORMATION PHONE SERVICE Statistical Report 2025



Citizens Information Phone Service (CIPS) - Query data

Statistical Summary 2025

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for 2025 (1st January – 31^s December 2025).

Mode of contact

CIPS answered 111,472 calls during 2025. A further 1,792 interactions were by webchat with 240 enquiries coming in via social media: a total of **113,504**.

Table 1: Mode of contact

Mode of contact	Number of callers	% of callers
Telephone	111,472	98.2%
Webchats	1,792	1.6%
Social Media Enquiries	240	0.2%
Total	113,504	100%

Calls by main category

Of the total calls categorised, 41% were related to **Social Welfare**, followed by **Employment** at 14% and then **Housing** at 10%.

Table 2: Main category of calls

Main Call Category	No. of categorised calls	% of all categorised calls	2024 –2025 % Change
Social Welfare	26,291	41.3%	-2.7%
Employment	8,970	14.1%	-23.8%
Housing	6,382	10.0%	-12.3%
Money and Tax	6,014	9.5%	+9.2%
Moving Country	4,108	6.5%	-17.8%
Health	2,539	4.0%	-27.2%
Justice	2,040	3.2%	-11.7%
Consumer Affairs	1,744	2.7%	-32.6%
Birth Family and Relationship	1,386	2.2%	-27.9%
Travel and Recreation	1,177	1.9%	-38.8%
Local	961	1.5%	-46.8%
Education and Training	895	1.4%	-30.1%
Death and Bereavement	463	0.7%	-43.5%
Government in Ireland	253	0.4%	-59.6%
Ukraine	235	0.4%	-33.8%
Environment	139	0.2%	-44.2%
Covid-19	12	0.0%	-91.4%
Total of categorised calls	63,609		-14.3%

Caller Sub-Category Breakdown

The following tables provide a more detailed breakdown of call numbers for the five most queried categories. Social Welfare, Employment, Housing, Money & Tax and Moving Country accounted for 80% of all categorised calls.

Social Welfare callers by sub-category

CIPS answered **26,291** calls relating to **Social Welfare** issues in 2025 - that is, 41% of all callers and the highest area of enquiry. The sub-categories with the highest calls were Disability and Illness, Other, Carers and Claiming a Social Welfare Payment, which accounted for 36% of the calls.

Table 3: Social welfare call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Disability and Illness	4,148	15.8%
Other	2,947	11.2%
Carers	2,808	10.7%
Claiming a Social Welfare Payment	2,558	9.7%
Families and Children	2,344	8.9%
Older and Retired People	2,256	8.6%
Extra Social Welfare Benefits	1,441	5.5%
Unemployed People Jobseekers Benefit	1,399	5.3%
Unemployed People Job Seekers Allowance	1,275	4.8%
Supplementary Welfare Schemes	910	3.5%
Social Insurance (PRSI)	834	3.2%
Means Test for Social Welfare Payments	828	3.1%
Social Welfare Payments and Work	550	2.1%
Social Assistance Payments	391	1.5%
Unemployed People	328	1.2%
Death Related Benefits	281	1.1%
Back to Education	234	0.9%
Social Welfare Miscellaneous	217	0.8%
Rent Supplement	159	0.6%
Activation Schemes Education and Training	130	0.5%
Appeals	128	0.5%
Farmers	54	0.2%
State Pension	52	0.2%
Mortgage Interest Supplement (MIS)	19	0.1%
Total	26,291	

Employment callers by sub-category

CIPS answered **8,970** calls relating to **Employment** in 2025 - that is, 14% of all calls which were categorised and represents the 2nd highest subject matter area. The sub-category, Employment Rights and Conditions was, by far, the most significant area of concern at 81.3% of all Employment-related calls.

Table 4: Employment call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Employment Rights and Conditions	7,294	81.3%
Unemployment and Redundancy	533	5.9%
Other	510	5.7%
Self-Employment	142	1.6%
Employment and Disability	110	1.2%
Employment Schemes and Internship	97	1.1%
Starting Work and Changing Job	61	0.7%
Equality in Work	53	0.6%
Migrant Workers	41	0.5%
Part Time Employment	40	0.4%
Enforcement and Redress	30	0.3%
Retirement	30	0.3%
Types of Employment	28	0.3%
Appeals (Enforcement)	1	0.0%
Total	8,970	

Housing callers by sub-category

CIPS answered **6,381** calls relating to Housing issues during 2025 - that is, 10% of all caller queries that were categorised. The sub-categories of Local Authority and Social Housing, Housing Grants and Schemes and Renting a Home accounted for over 73% of all Housing-related calls.

Table 5: Housing call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Local Authority and Social Housing	1789	28.0%
Housing Grants and Schemes	1456	22.8%
Renting a Home	1434	22.5%
Other	906	14.2%
Buying a Home	242	3.8%
Homelessness	210	3.3%
Planning Permission	157	2.5%
Building or Altering a Home	71	1.1%
Losing your Home	64	1.0%
Emergency Accommodation	53	0.8%
Total	6,381	

Money & Tax callers by sub-category

CIPS answered **6,012** calls relating to **Money & Tax** issues during 2025 - that is, 9% of all subject categorised callers, with most of these calls relating to *Income Tax Credits and Reliefs*, *Income Tax*, *Other* and *Capital Tax* queries, these account for 70% of the calls.

Table 6: Money & Tax call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Income Tax Credits and Reliefs	1,457	24%
Income Tax	1,165	19%
Other	957	16%
Capital Taxes	616	10%
Property Taxes	408	7%
Housing taxes and reliefs	266	4%
Pensions	225	4%
Tax Credits and Reliefs for People with Disabilities	219	4%
Duties and VAT	104	2%
Moving Country and Taxation	93	2%
Wills	93	2%
Financial Institutions	92	2%
Insurance	78	1%
Debt	62	1%
Auto-enrolment - Pension	50	1%
Tax on Savings and Investments	40	1%
Loans and Credit	38	1%
Savings and Investments	35	1%
Universal Social Charge (USC)	10	0.2%
Consumer Protection Code and Mortgages	4	0.1%
Total	6,012	

Moving Country callers by sub-category

CIPS answered **4,105** calls relating to **Moving Country** during 2025 - that is, 6% of all categorised callers, with Irish Citizenship, Immigration Service Delivery, and Moving to Ireland queries being the most popular topics within this category.

Table 7: Moving Country call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Irish Citizenship	1,244	30%
Immigration Service Delivery (ISD)	911	22%
Moving to Ireland	535	13%
Other	405	10%
Immigration Office	343	8%
Visa	297	7%
Moving Abroad	123	3%
Family Reunification	91	2%
Asylum Seekers and Refugees	90	2%
Leave to Remain	66	2%
Total	4,105	

Calls by Sub-category - Top Five areas.

This table provides a breakdown of the five most queried sub-categories during 2025, with Employment Rights and Conditions receiving the highest level of calls - followed by various Social Welfare topics. These 5 query areas make up 31% of all call categories.

Table 8: Most queried sub-categories

Call Category	Call sub-category	Number of categorised calls	% of all categorised calls
Employment	Employment Rights and Conditions	7,294	11%
Social Welfare	Disability and Illness	4,148	7%
Social Welfare	Other	2,947	5%
Social Welfare	Carers	2,808	4%
Social Welfare	Claiming a Social Welfare Payment	2,558	4%
	Total	19,755	31%

Social Policy Feedback

CIPS identifies repeated social policy issues – those that recur over multiple calls – usually regarding access to a social or public service. Staff in CIPS are well-placed to identify these recurring issues, given the volume of calls received. For each of these, CIPS offers a brief narrative – a summary of the issue faced by a given caller – that they consider illustrative of a wider concern. This is known as a social policy return (SPR). The social policy returns sent into CIB do not therefore represent the number of times a particular policy or access issue has surfaced overall but rather provides us with brief ‘lived experience’ examples of what the issues are and how they impact people. These SPRs thus provide CIB with useful insights, enabling us to ‘get behind’ the call statistics.

In 2025, CIPS submitted 714 social policy returns to CIB. Table 9 provides an indication of the key areas posing difficulties for callers. Over 87% of identified social policy issues related to Moving Country, Social Welfare, Money and Tax, Housing, Health.

Table 9: Social policy returns by category

Main Caller Category	Number of social policy returns	% of social policy returns
Moving Country	194	27%
Social Welfare	184	26%
Money and Tax	119	17%
Housing	74	10%
Health	52	7%
Others	91	13%
Total	714	100%