# **Citizens Information Phone Service (CIPS) – Query Data**

# **Statistical Summary Quarter 1 2025**

The following is a summary of the Citizens Information Phone Service (CIPS) query data for Quarter 1, 2025 (1st January – 31st March).

### Mode of contact

CIPS answered **33,903** calls during Q1 2025. A further 592 interactions were by web chat[[1]](#footnote-1) with 98 queries coming in via social media: a total of 34,593.

Table 1: Mode of contact

|  |  |  |
| --- | --- | --- |
| Mode of contact | Number of callers | % of callers |
| Telephone | 33,903 | 98.0% |
| Web Chat | 592 | 1.7% |
| Social Media Enquiries | 98 | 0.3% |
| Total | **34,593** | **100%** |

## Calls by main category

Of the total calls categorised, 35.7% were related to *Social Welfare*, followed by *Employment* at 17.7% and then *Housing* at 9.7%.

Table 2: Main category of calls

|  |  |  |  |
| --- | --- | --- | --- |
| Main query category | No. of categorised calls | % of categorised calls | Proportional change from Q1 ‘24 |
| Social Welfare | 5,170 | 35.7% | -0.4% |
| Employment | 2,564 | 17.7% | +2.0% |
| Housing | 1,400 | 9.7% | +0.8% |
| Money and Tax | 1,361 | 9.4% | +1.9% |
| Moving Country | 1,055 | 7.3% | +0.1% |
| Health | 625 | 4.3% | -0.4% |
| Justice | 507 | 3.5% | +0.5% |
| Consumer Affairs | 440 | 3.0% | +0.4% |
| Birth Family & Relationship | 358 | 2.5% | No change |
| Travel and Recreation | 329 | 2.3% | -0.5% |
| Education and Training | 197 | 1.4% | No change |
| Local | 172 | 1.2% | +2.0% |
| Death and Bereavement | 140 | 1.0% | -0.2% |
| Ukraine | 84 | 0.6% | -0.2% |
| Government in Ireland | 44 | 0.3% | +0.7% |
| Environment | 22 | 0.2% | -0.2% |
| Total of categorised calls | **14,468** |  |  |

## Query sub-categories

The following tables provide a more detailed breakdown of call numbers and percentages for the five most queried main categories: *Social Welfare, Employment, Housing, Money & Tax* and *Moving Country*. These five main categories accounted for 79.8% of all categorised calls.

### Social Welfare calls by sub-category

CIPS categorised **5,170** calls as relating to **Social Welfare**, that is 35.7% of all categorised calls and the highest area of enquiry.

Of these, the sub-category *Disability & Illness* was the most queried, followed by *Older & Retired People*, *Claiming a Social Welfare Payment* and *Carers*.

Table 3: Social welfare call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Disability and Illness | 781 | 15.1% |
| Older and Retired People | 591 | 11.4% |
| Claiming a Social Welfare Payment | 546 | 10.6% |
| Carers | 541 | 10.5% |
| Families and Children | 461 | 8.9% |
| Other | 364 | 7.0% |
| Extra Social Welfare Benefits | 286 | 5.5% |
| Unemployed People Jobseekers Benefit | 250 | 4.8% |
| Supplementary Welfare Schemes | 238 | 4.6% |
| Unemployed People Jobseekers Allowance | 232 | 4.5% |
| Social Insurance (PRSI) | 223 | 4.3% |
| Means Test for Social Welfare Payments | 190 | 3.7% |
| Social Welfare Payments and Work | 118 | 2.3% |
| Rent Supplement | 59 | 1.1% |
| Social Assistance Payments | 56 | 1.1% |
| Social Welfare Miscellaneous | 54 | 1.0% |
| Activation Schemes Education and Training | 49 | 0.9% |
| Death Related Benefits | 48 | 0.9% |
| Back to Education | 24 | 0.5% |
| Unemployed People | 21 | 0.4% |
| Appeals | 18 | 0.3% |
| Farmers | 15 | 0.3% |
| Mortgage Interest Supplement (MIS) | 5 | 0.1% |
| Total | **5,170** |  |

### Employment calls by sub-category

CIPS categorised **2,564** calls as relating to **Employment,** that is 17.7% of all categorised calls. The sub-category, *Employment Rights & Conditions* was easily the most significant topic, accounting for 85.9% of categorised employment-related calls, followed by *Unemployment & Redundancy* at 5.2%.

Table 4: Employment call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Employment Rights and Conditions | 2,202 | 85.9% |
| Unemployment and Redundancy | 134 | 5.2% |
| Other | 68 | 2.7% |
| Self-Employment | 51 | 2.0% |
| Employment Schemes and Internship | 32 | 1.2% |
| Employment and Disability | 19 | 0.7% |
| Part Time Employment | 17 | 0.7% |
| Starting Work and Changing Job | 15 | 0.6% |
| Migrant Workers | 9 | 0.4% |
| Types of Employment | 7 | 0.3% |
| Enforcement and Redress | 6 | 0.2% |
| Equality in Work | 4 | 0.2% |
| Total | **2,564** |  |

### Housing calls by sub-category

CIPS categorised **1,400** calls as relating to **Housing,** that is 9.7% of all categorised calls. The sub-categories of *Local Authority & Social Housing, Housing Grants & Schemes* and *Renting a Home* accounted for75.7% of all categorised housing calls.

Table 5: Housing call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Local Authority and Social Housing | 393 | 28.1% |
| Housing Grants and Schemes | 378 | 26.9% |
| Renting a Home | 289 | 20.7% |
| Other | 165 | 11.8% |
| Buying a Home | 63 | 4.5% |
| Homelessness | 47 | 3.4% |
| Planning Permission | 30 | 2.1% |
| Losing your Home | 17 | 1.2% |
| Building or Altering a Home | 13 | 0.9% |
| Emergency Accommodation | 5 | 0.4% |
| Total | **1,400** |  |

### Money & Tax calls by sub-category

CIPS categorised **1,361** calls as relating to **Money & Tax** issues, that is 9.4% of all categorised calls. The sub-categories of *Income Tax Credits & Reliefs, Income Tax* and *Capital Taxes* accounted for 65.1% of all categorised money & tax calls.

Table 6: Money & Tax call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Income Tax Credits and Reliefs | 468 | 34.3% |
| Income Tax | 274 | 20.1% |
| Capital Taxes | 145 | 10.6% |
| Other | 129 | 9.5% |
| Housing taxes and reliefs | 60 | 4.4% |
| Tax Credits/Reliefs for People w. Disabilities | 44 | 3.2% |
| Property Taxes | 38 | 2.8% |
| Duties and VAT | 31 | 2.3% |
| Financial Institutions | 31 | 2.3% |
| Pensions | 29 | 2.1% |
| Moving Country and Taxation | 27 | 2.0% |
| Wills | 27 | 2.0% |
| Savings and Investments | 13 | 1.0% |
| Debt | 12 | 0.9% |
| Insurance | 12 | 0.9% |
| Loans and Credit | 11 | 0.8% |
| Tax on Savings and Investments | 6 | 0.4% |
| Universal Social Charge (USC) | 3 | 0.2% |
| Consumer Protection Code and Mortgages | 1 | 0.1% |
| Total | **1,361** |  |

### Moving Country calls by sub-category

CIPS categorised **1,055** calls as relating to **Moving Country**,that is 7.3% of all categorised calls. The sub-categories of *Irish Citizenship, GNIB Applications & Renewals* and *Moving to Ireland* accounted for 65.8% of all categorised moving country calls.

Table 7: Moving Country call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Irish Citizenship | 351 | 33.2% |
| GNIB Applications and Renewals | 218 | 20.6% |
| Moving to Ireland | 129 | 12.0% |
| Other | 92 | 8.7% |
| Visa | 92 | 8.7% |
| Immigration Office | 75 | 7.1% |
| Moving Abroad | 34 | 3.2% |
| Family Reunification | 22 | 2.1% |
| Asylum Seekers and Refugees | 21 | 2.0% |
| Leave to Remain | 21 | 2.0% |
| Total | **1,055** |  |

Calls by sub-category - five most queried areas

Table 8 shows the top five most queried sub-categories. The sub-category of E*mployment Rights & Conditions* accounted for the highest level of categorised calls - followed by four *social welfare* topics.

Table 8: Most queried sub-categories

|  |  |  |  |
| --- | --- | --- | --- |
| Call category | Call sub-category | No. of categorised calls | % of categorised calls |
| Employment | Employment Rights & Conditions | 2,202 | 15.2% |
| Social Welfare | Disability and Illness | 781 | 5.4% |
| Social Welfare | Older and Retired People | 591 | 4.1% |
| Social Welfare | Claiming a Social Welfare Payment | 546 | 3.8% |
| Social Welfare | Carers | 541 | 3.7% |
| Total | | **4,661** | **32.2%** |

## 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 Q1 2025, CIPS information staff made 162 social policy returns to CIB. Table 9 provides an indication of the key areas posing difficulties for callers. Over 88% of identified social policy issues related to *Social Welfare, Moving Country, Money & Tax, Housing* and *Health.*

Table 9: Social policy returns by category

|  |  |  |
| --- | --- | --- |
| Main caller category | Number of social policy returns | % of social policy returns |
| Social Welfare | 42 | 25.9% |
| Moving Country | 40 | 24.7% |
| Money & Tax | 30 | 18.5% |
| Housing | 18 | 11.1% |
| Health | 13 | 8.0% |
| Others | 19 | 11.7% |
| Total social policy returns | **162** |  |

1. The webchat facility is intended for the Deaf community and others who cannot use or access a telephone. [↑](#footnote-ref-1)