

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 chat¹ 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		

¹ The webchat facility is intended for the Deaf community and others who cannot use or access a telephone.

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 for 75.7% 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 *Employment 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	