

CITIZENS INFORMATION PHONE SERVICE

Q1 Statistical Report 2026



Citizens Information Phone Service (CIPS) – Query data

Statistical Summary Quarter Q1 2026

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) query data for Quarter 1 2026 (1st January 2026 – 31st March 2026).

Caller - Mode of Contact

CIPS answered 28,419 calls during Q1 2026. A further 327 interactions were by webchat with 67 coming in via social media: a total of **28,813**.

Table 1: Mode of contact

Mode of contact	Number of callers	% of callers
Telephone	28,419	98.6%
Webchats	327	1.1%
Social Media Enquiries	67	0.2%
Total	28,813	100%

Calls by main category

Of the total calls categorised, 41% were related to **Social Welfare**, followed by **Employment** at 13% and then **Housing** at 12%.

Table 2: Main category of calls

Main Call Category	No. of categorised calls	% of all categorised calls	Q4 '24 – Q4 '25 % Change
Social Welfare	8,043	40.9%	36%
Employment	2,626	13.3%	2%
Housing	2,318	11.8%	40%
Money and Tax	1,744	8.9%	22%
Moving Country	1,096	5.6%	4%
Health	903	4.6%	31%
Justice	710	3.6%	29%
Consumer Affairs	579	2.9%	24%
Birth Family and Relationship	458	2.3%	22%
Local	362	1.8%	52%
Travel and Recreation	334	1.7%	1%
Education and Training	196	1.0%	-1%
Death and Bereavement	145	0.7%	3%
Ukraine	60	0.3%	-42%
Government in Ireland	47	0.2%	6%
Environment	45	0.2%	50%
Covid-19	1	0.01%	0%
Total of categorised calls	19,667	100%	

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 80.5% of all categorised calls.

Social Welfare callers by sub-category

CIPS categorised 8,043 calls relating to Social Welfare, that is, 41% of all callers and the highest area of enquiry. Of these, the sub-category Disability and Illness was the most queried, Claiming a Social Welfare Payment followed by Other, Carers, and Families and Children.

Table 3: Social welfare call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Disability and Illness	1,315	16.3%
Other	1,073	13.3%
Claiming a Social Welfare Payment	1,001	12.4%
Carers	745	9.3%
Families and Children	551	6.8%
Extra Social Welfare Benefits	442	5.5%
Older and Retired People	430	5.3%
Unemployed People-Jobseeker's Benefit	386	4.8%
State Pension	337	4.2%
Unemployed People-Jobseeker's Allowance	335	4.2%
Social Insurance (PRSI)	303	3.8%
Supplementary Welfare Schemes	224	2.8%
Means Test for Social Welfare Payments	212	2.6%
Social Welfare Payments and Work	206	2.6%
Social Assistance Payments	168	2.1%
Death Related Benefits	91	1.1%
Unemployed People	60	0.7%
Social Welfare Miscellaneous	46	0.6%
Appeals	31	0.4%
Back to Education	26	0.3%
Activation Schemes Education and Training	23	0.3%
Rent Supplement	18	0.2%
Mortgage Interest Supplement (MIS)	12	0.1%
Farmers	8	0.1%
Total	8,043	

Employment callers by sub-category

CIPS answered **2,626** calls relating to **Employment** that is, 13.3% of all calls. This represents the 2nd highest subject matter area. The sub-category, Employment Rights and Conditions is the most significant, accounting for 78.4% of all Employment calls.

Table 4: Employment call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Employment Rights and Conditions	2,059	78.4%
Unemployment and Redundancy	176	6.7%
Other	150	5.7%
Self-Employment	52	2.0%
Employment and Disability	40	1.5%
Equality in Work	37	1.4%
Enforcement and Redress	23	0.9%
Migrant Workers	19	0.7%
Part Time Employment	17	0.6%
Employment Schemes and Internship	15	0.6%
Starting Work and Changing Job	16	0.6%
Types of Employment	12	0.5%
Retirement	8	0.3%
Appeals (Enforcement)	2	0.1%
Total	2,626	

Housing callers by sub-category

CIPS answered **2,318** calls relating to Housing that is, 11.8% of all subject categorised callers, with most of these calls relating to Local Authority and Social Housing, Housing Grants and Schemes & Renting a Home, which represents 76.5% of all Housing calls.

Table 5: Housing call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Local Authority and Social Housing	687	29.6%
Housing Grants and Schemes	573	24.7%
Renting a Home	514	22.2%
Other	285	12.3%
Buying a Home	77	3.3%
Homelessness	60	2.5%
Planning Permission	36	1.6%
Building or Altering a Home	35	1.5%
Losing your Home	26	1.1%
Emergency Accommodation	25	1.1%
Total	2,318	

Money & Tax callers by sub-category

CIPS answered **1,744** calls relating to **Money & Tax** issues this quarter - that is, 8.9% of all caller queries that were categorised. The sub-categories of *Income Tax Credits and Reliefs*, *Income Tax*, *Other & Capital Taxes* accounted for 73.3% of all Money & Tax related calls.

Table 6: Money and Tax call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Income Tax Credits and Reliefs	475	27.2%
Income Tax	384	22.0%
Other	316	18.1%
Capital Taxes	103	5.9%
Tax Credits and Reliefs for People with Disabilities	80	4.6%
Property Taxes	71	4.0%
Pensions	65	3.7%
Moving Country and Taxation	39	2.2%
Housing taxes and reliefs	35	2.0%
Loans and Credit	27	1.5%
Auto-enrolment - Pension	23	1.3%
Duties and VAT	22	1.3%
Insurance	20	1.1%
Debt	19	1.1%
Financial Institutions	17	1.0%
Tax on Savings and Investments	15	0.9%
Wills	15	0.9%
Savings and Investments	13	0.7%
Universal Social Charge (USC)	5	0.3%
Total	1,744	

Moving Country callers by sub-category

CIPS answered **1,096** calls relating to **Moving Country** during this quarter - that is, 5.6% of all categorised callers, with Irish Citizenship, Immigration Service Delivery (ISD) Applications and Renewals, Moving to Ireland and *Other* being the most popular topics and these accounted for 75% of all Moving Country calls.

Table 7: Moving Country call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Irish Citizenship	318	28.9%
Immigration Service Delivery (ISD)	257	23.4%
Moving to Ireland	135	12.3%
Other	115	10.5%
Immigration Office	112	10.1%
Visa	69	6.3%
Leave to Remain	27	2.5%
Moving Abroad	26	2.4%
Asylum Seekers and Refugees	19	1.7%
Family Reunification	18	1.6%
Total	1,096	

Calls by Sub-category - Top Five areas.

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q1 2026, with Employment Rights and Conditions receiving the highest level of calls - followed by four **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 callers	% of all categorised calls
Employment	Employment Rights and Conditions	2,059	10%
Social Welfare	Disability and Illness	1,315	7%
Social Welfare	Other	1,073	5%
Social Welfare	Claiming a Social Welfare Payment	1,001	5%
Social Welfare	Carers	745	4%
	Total	6,193	100%

Social Policy Feedback

In addition to collecting data on callers' queries, CIPS Information Officers also identify 'Social Policy Returns' (SPRs) - that is, instances that are indicative of a wider policy or administrative concern that is impacting on the caller ability to access a social or public service. These SPRs provide CIB with useful, anonymised case study material that can 'get behind' the statistics and demonstrate how policy (and the administration of policy) can impact on peoples' lives. Staff in CIPS, the national phone service are well-placed to identify and record these issues, many of which will arise repeatedly and will have a significant impact on callers.

In Q1 2026, CIPS recorded **758** Social Policy Returns and 52 case studies. The table below provides data on the key areas where Information Officers identified difficulties for callers during this quarter, 86.9% of calls are related to Social Welfare, Money & Tax, Moving Country, Housing & Employment concerns.

Table 9: Social policy returns by category

Main Caller Category	Number of social policy returns	% of social policy returns
Social Welfare	279	36.8%
Money and Tax	134	17.7%
Moving Country	126	16.6%
Housing	79	10.4%
Employment	41	5.4%
Other	99	13.1%
Total	758	100%