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

# **Statistical Summary Quarter 2 2025**

The following is a summary of the Citizens Information Phone Service (CIPS) query data for Quarter 2 2025 (1st April – 30th June).

### Mode of contact

CIPS answered **32,270** calls during Q2 2025. A further 387 interactions were by web chat[[1]](#footnote-1) with 67 coming in via social media: a total of 32,724.

Table 1: Mode of contact

|  |  |  |
| --- | --- | --- |
| Mode of contact | Number of callers | % of callers |
| Telephone | 32,270 | 98.6% |
| Web Chats | 387 | 1.2% |
| Social Media Enquiries | 67 | 0.2% |
| Total | **32,724** | **100%** |

### Calls by main category

Of the total calls categorised, 41.6% were related to *Social Welfare*, followed by *Employment* at 14.4% and then *Housing* at 9.5%.

Table 2: Main category of calls

|  |  |  |  |
| --- | --- | --- | --- |
| Main Caller Category | No. of categorised calls | % of categorised calls | Proportional change from Q2 ‘24 |
| Social Welfare | 5,342 | 41.6% | +6.4% |
| Employment | 1,847 | 14.4% | -2.2% |
| Housing | 1,218 | 9.5% | +0.3% |
| Money and Tax | 981 | 7.6% | +1.5% |
| Moving Country | 904 | 7.0% | +0.3% |
| Health | 499 | 3.9% | -0.9% |
| Justice | 428 | 3.3% | +0.3% |
| Consumer Affairs | 355 | 2.8% | -1.8% |
| Birth Family and Relationship | 340 | 2.7% | +0.1% |
| Travel and Recreation | 318 | 2.5% | -0.6% |
| Education and Training | 185 | 1.4% | -0.5% |
| Local | 171 | 1.3% | -1.3% |
| Death and Bereavement | 97 | 0.8% | -0.4% |
| Government in Ireland | 55 | 0.4% | -0.7% |
| Environment | 47 | 0.4% | -0.1% |
| Ukraine | 43 | 0.3% | -0.1% |
| Total of categorised calls | **12,830** |  |  |

## Query sub-categories

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.* These five main categories accounted for 80.2% of all categorised calls.

### Social Welfare calls by sub-category

CIPS categorised **5,342** calls relating to **Social Welfare**, that is, 41.6% of all callers and the highest area of enquiry.

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

Table 3: Social welfare call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Disability and Illness | 831 | 15.6% |
| Other | 590 | 11.0% |
| Carers | 583 | 10.9% |
| Claiming a Social Welfare Payment | 489 | 9.2% |
| Older and Retired People | 484 | 9.1% |
| Families and Children | 474 | 8.9% |
| Unemployed People Jobseekers Benefit | 315 | 5.9% |
| Unemployed People Jobseekers Allowance | 266 | 5.0% |
| Extra Social Welfare Benefits | 239 | 4.5% |
| Supplementary Welfare Schemes | 201 | 3.8% |
| Means Test for Social Welfare Payments | 175 | 3.3% |
| Social Welfare Payments and Work | 163 | 3.1% |
| Social Insurance (PRSI) | 133 | 2.5% |
| Social Assistance Payments | 109 | 2.0% |
| Social Welfare Miscellaneous | 69 | 1.3% |
| Death Related Benefits | 51 | 1.0% |
| Unemployed People | 45 | 0.8% |
| Back to Education | 39 | 0.7% |
| Rent Supplement | 28 | 0.5% |
| Appeals | 25 | 0.5% |
| Activation Schemes Education and Training | 22 | 0.4% |
| Farmers | 10 | 0.2% |
| Employment Rights and Conditions | 1 | 0.02% |
| Mortgage Interest Supplement (MIS) | 1 | 0.02% |
| Total | **5,342** |  |

### Employment calls by sub-category

CIPS categorised **1,847** calls relating to **Employment,** that is 14.4% of all categorised calls. The sub-category, *Employment Rights and Conditions* is the most significant topic, accounting for 82.8% of all categorised employment-related calls, followed by *Unemployment and Redundancy* at 6%.

Table 4: Employment call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Employment Rights and Conditions | 1,529 | 82.8% |
| Unemployment and Redundancy | 110 | 6.0% |
| Other | 102 | 5.5% |
| Self-Employment | 28 | 1.5% |
| Employment Schemes and Internship | 16 | 0.9% |
| Employment and Disability | 13 | 0.7% |
| Migrant Workers | 10 | 0.5% |
| Part Time Employment | 9 | 0.5% |
| Enforcement and Redress | 7 | 0.4% |
| Starting Work and Changing Job | 7 | 0.4% |
| Types of Employment | 7 | 0.4% |
| Equality in Work | 4 | 0.2% |
| Retirement | 4 | 0.2% |
| Total | **1,847** |  |

Housing calls by sub-category

CIPS categorised **1,218** calls relating to **Housing,** that is 9.5% of all categorised callers. The sub-categories of Local *Authority and Social Housing, Housing Grants & Schemes* and *Renting a Home* accounted for 73.2% 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 | 389 | 31.9% |
| Housing Grants and Schemes | 268 | 22.0% |
| Renting a Home | 234 | 19.2% |
| Other | 182 | 14.9% |
| Buying a Home | 44 | 3.6% |
| Planning Permission | 34 | 2.8% |
| Homelessness | 29 | 2.4% |
| Losing your Home | 20 | 1.6% |
| Building or Altering a Home | 13 | 1.1% |
| Emergency Accommodation | 5 | 0.4% |
| Total | **1,218** |  |

### Money & Tax calls by sub-category

CIPS categorised **981** calls relating to **Money & Tax** issues, that is, 7.6% of all categorised calls. The sub-categories of *Income Tax Credits & Reliefs, Income Tax, Other* and *Capital Taxes* accounted for 72.5% 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 | 249 | 25.4% |
| Income Tax | 175 | 17.8% |
| Other | 169 | 17.2% |
| Capital Taxes | 119 | 12.1% |
| Tax Credits and Reliefs for People w. Disabilities | 48 | 4.9% |
| Housing taxes and reliefs | 33 | 3.4% |
| Wills | 30 | 3.1% |
| Pensions | 29 | 3.0% |
| Financial Institutions | 25 | 2.5% |
| Duties and VAT | 23 | 2.3% |
| Property Taxes | 23 | 2.3% |
| Insurance | 19 | 1.9% |
| Moving Country and Taxation | 15 | 1.5% |
| Debt | 7 | 0.7% |
| Loans and Credit | 6 | 0.6% |
| Savings and Investments | 4 | 0.4% |
| Tax on Savings and Investments | 4 | 0.4% |
| Consumer Protection Code and Mortgages | 1 | 0.1% |
| Social Welfare Miscellaneous | 1 | 0.1% |
| Universal Social Charge (USC) | 1 | 0.1% |
| Total | **981** |  |

### Moving Country calls by sub-category

CIPS categorised **904** calls relating to **Moving Country**,that is, 7.0% of all categorised calls. The sub-categories of *Irish Citizenship, GNIB Applications & Renewals* and *Moving to Ireland* accounted for 67.7% 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 | 307 | 34.0% |
| GNIB Applications and Renewals | 160 | 17.7% |
| Moving to Ireland | 145 | 16.0% |
| Other | 77 | 8.5% |
| Immigration Office | 67 | 7.4% |
| Visa | 57 | 6.3% |
| Moving Abroad | 33 | 3.7% |
| Family Reunification | 22 | 2.4% |
| Asylum Seekers and Refugees | 16 | 1.8% |
| Leave to Remain | 15 | 1.7% |
| Ukraine | 5 | 0.6% |
| Total | **904** |  |

Calls by sub-category - five most queried areas

Table 8 shows the five most queried topics. 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 | Number of categorised calls | % of categorised calls |
| Employment | Employment Rights and Conditions | 1,529 | 11.9% |
| Social Welfare | Disability and Illness | 831 | 6.5% |
| Social Welfare | Other | 590 | 4.6% |
| Social Welfare | Carers | 583 | 4.5% |
| Social Welfare | Claiming a Social Welfare Payment | 489 | 3.8% |
| Total | | **4,022** | **31.3%** |

## 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 Q2 2025, CIPS submitted 170 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 *Moving Country, Social Welfare, Housing, Money & Tax* and *Health*.

Table 9: Social policy returns by category

|  |  |  |
| --- | --- | --- |
| Main caller category | Number of social policy returns | % of social policy returns |
| Moving Country | 53 | 31.2% |
| Social Welfare | 43 | 25.3% |
| Housing | 23 | 13.5% |
| Money and Tax | 17 | 10.0% |
| Health | 14 | 8.2% |
| Employment | 5 | 2.9% |
| Other | 15 | 8.8% |
| Total social policy returns | **170** |  |

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