

# 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 (1<sup>st</sup> April – 30<sup>th</sup> June).

### Mode of contact

CIPS answered **32,270** calls during Q2 2025. A further 387 interactions were by web chat<sup>1</sup> 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%
<b>Total</b>	<b>32,724</b>	<b>100%</b>

### 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%
<b>Total of categorised calls</b>	<b>12,830</b>		

<sup>1</sup> 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 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%
<b>Total</b>	<b>5,342</b>	

### 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%
<b>Total</b>	<b>1,847</b>	

#### 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%
<b>Total</b>	<b>1,218</b>	

#### 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 &amp; 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%
<b>Total</b>	<b>981</b>	

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%
<b>Total</b>	<b>904</b>	

## Calls by sub-category - five most queried areas

Table 8 shows the five most queried topics. 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	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		<b>4,022</b>	<b>31.3%</b>

## 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	<b>170</b>	