



Citizens **Information** Board
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CITIZENS INFORMATION PHONE SERVICE

Q2 Statistical Report 2026



Citizens Information Phone Service (CIPS) – Query data Statistical Summary Quarter Q2 2026

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) query data for Quarter 2 2026 (1st April 2026 – 30th June 2026).

Caller - Mode of Contact

CIPS answered 26,618 calls during Q2 2026. A further 206 interactions were by webchat, with 115 coming in via social media: a total of **26,939**. There was an 18% decrease in the number of callers compared to the same quarter in 2025.

Table 1: Mode of contact

Mode of contact	Number of callers	% of callers
Telephone	26,618	98.8%
Web Chats	206	0.8%
Social Media Enquiries	115	0.4%
Total	26,939	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 10.5%.

Due to improvements in call categorisation, the proportion of calls categorised increased by 30% compared to Q2 2025.

Table 2: Main category of calls

Main Call Category	No. of categorised calls	% of all categorised calls
Social Welfare	7,591	40.8%
Employment	2,493	13.4%
Housing	1,954	10.5%
Money and Tax	1,251	6.7%
Moving Country	1,071	5.8%
Health	887	4.8%
Justice	792	4.3%
Consumer Affairs	555	3.0%
Local	532	2.9%
Birth, Family and Relationships	465	2.5%
Travel and Recreation	401	2.2%
Education and Training	267	1.4%
Death and Bereavement	163	0.9%
Environment	82	0.4%
Government in Ireland	65	0.3%
Ukraine	44	0.2%
Covid-19	1	0.0%
Total of categorised calls	18,614	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 and Tax, and Moving Country accounted for **77.2%** of all categorised calls

Social Welfare callers by sub-category

CIPS categorised **7,591** 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, followed by Other, Carers, Claiming a Social Welfare Payment and then Families and Children, representing 58% of all Social Welfare calls.

Table 3: Social welfare call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Disability and Illness	1,220	16.1%
Other	1,063	14.0%
Carers	850	11.2%
Claiming a Social Welfare Payment	704	9.3%
Families and Children	600	7.9%
Unemployed People Jobseekers Benefit	387	5.1%
Extra Social Welfare Benefits	366	4.8%
State Pension	344	4.5%
Older and Retired People	318	4.2%
Unemployed People Job Seekers Allowance	293	3.9%
Social Insurance (PRSI)	258	3.4%
Supplementary Welfare Schemes	241	3.2%
Social Welfare Payments and Work	227	3.0%
Means Test for Social Welfare Payments	175	2.3%
Social Assistance Payments	106	1.4%
Unemployed People	92	1.2%
Death-Related Benefits	82	1.1%
Social Welfare Miscellaneous	82	1.1%
Activation Schemes Education and Training	46	0.6%
Back to Education	41	0.5%
Appeals	40	0.5%
Rent Supplement	34	0.4%
Farmers	18	0.2%
Mortgage Interest Supplement (MIS)	4	0.1%
Total	7,591	

Employment callers by sub-category

CIPS answered **2,493** calls relating to **Employment** that is, 13.4% of all calls. This represents the second highest subject matter area. The sub-category, Employment Rights and Conditions is the most significant, accounting for 78.8% of all Employment calls.

Table 4: Employment call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Employment Rights and Conditions	1,964	78.8%
Unemployment and Redundancy	183	7.3%
Other	160	6.4%
Employment and Disability	46	1.8%
Self-Employment	28	1.1%
Employment Schemes and Internship	23	0.9%
Equality in Work	18	0.7%
Migrant Workers	17	0.7%
Types of Employment	16	0.6%
Starting Work and Changing Job	15	0.6%
Enforcement and Redress	14	0.6%
Retirement	7	0.3%
Part-Time Employment	2	0.1%
Total Employment Calls	2,493	

Housing callers by sub-category

CIPS answered **1,954** calls relating to **Housing** that is, 10.5% of all subject categorised callers, with most of these calls relating to Local Authority and Social Housing, Housing Grants and Schemes, and Renting a Home, which represents 76% 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	607	31.1%
Housing Grants and Schemes	498	25.5%
Renting a Home	382	19.5%
Other	234	12.0%
Homelessness	61	3.1%
Buying a Home	61	3.1%
Planning Permission	51	2.6%
Losing your Home	25	1.3%
Building or Altering a Home	24	1.2%
Emergency Accommodation	11	0.6%
Total	1,954	

Money and Tax callers by sub-category

CIPS answered **1,251** calls relating to **Money and Tax** issues this quarter - that is, 6.7% of all caller queries that were categorised. The sub-categories of Income Tax Credits and Reliefs, Other, Income Tax & Capital Taxes accounted for 69.6% of all Money and 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	264	21.1%
Other	247	19.7%
Income Tax	243	19.3%
Capital Taxes	119	9.5%
Tax Credits and Reliefs for People with Disabilities	58	4.6%
Housing taxes and reliefs	39	3.1%
Pensions	38	3.0%
Property Taxes	37	3.0%
Moving Country and Taxation	30	2.4%
Wills	27	2.2%
Duties and VAT	26	2.1%
Financial Institutions	26	2.1%
Insurance	22	1.8%
Loans and Credit	18	1.4%
Debt	15	1.2%
Savings and Investments	14	1.1%
Tax on Savings and Investments	13	1.0%
Auto-enrolment - Pension	8	0.6%
Consumer Protection Code and Mortgages	5	0.40%
Universal Social Charge (USC)	2	0.16%
Total	1,251	

Moving Country callers by sub-category

CIPS answered **1,071** calls relating to **Moving Country** during this quarter - that is, 5.8% of all categorised callers, with Irish Citizenship, Immigration Service Delivery (ISD), and Moving to Ireland being the most popular topics. These accounted for 66% of all Moving Country calls.

Table 7: Moving Country call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Irish Citizenship	322	29.8%
Immigration Service Delivery (ISD)	271	25.1%
Moving to Ireland	119	11.0%
Other	113	10.5%
Visa	81	7.5%
Immigration Office	70	6.5%
Moving Abroad	30	2.8%
Asylum Seekers and Refugees	28	2.6%
Leave to Remain	24	2.2%
Family Reunification	13	1.2%
Total	1,071	

Calls by Sub-category - Top Five areas

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q2 2026, with Employment Rights and Conditions receiving the highest level of calls - followed by three **Social Welfare** topics and lastly Housing. These 5 query areas make up 29% 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	1,964	10.6%
Social Welfare	Disability and Illness	1,220	6.6%
Social Welfare	Carers	850	4.6%
Social Welfare	Claiming a Social Welfare Payment	704	3.8%
Housing	Local Authority and Social Housing	607	3.3%
	Total	5,345	28.9%

Social Policy Feedback

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

In Q2 2026, CIPS recorded **1,436** Social Policy Returns to CIB. The table below provides data on the key areas where Information Officers identified difficulties for callers during this quarter. The majority of SPRs - 87.5% are related to Social Welfare, Moving Country, Money and Tax, Housing & Employment concerns.

Table 9: Social policy returns by category

Main Caller Category	Number of social policy returns	% of social policy returns
Social Welfare	556	38.7%
Moving Country	262	18.2%
Money & Tax	195	13.6%
Housing	159	11.1%
Employment	85	5.9%
Others	179	12.5%
Total	1,436	100%