

CITIZENS INFORMATION PHONE SERVICE

Citizens **Information** Board
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Q3 Statistical Report 2025



Citizens Information Phone Service (CIPS) –Query Data

Statistical Summary Quarter Q3 2025

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 3 2025 (1st July 2025 – 30th September 2025).

Caller - Type of Contact

CIPS answered 30,400 calls during Q3 2025. A further 425 interactions were by web chat with 36 coming in via social media: a total of 30,861.

Table 1: Mode of contact

Mode of contact	Number of callers	% of callers
Telephone	30,400	98.5%
Web Chats	425	1.4%
Social Media Enquiries	36	0.1%
Total	30,861	

Calls by main category

Of the total calls categorised, 43% were related to Social Welfare, followed by Employment at 12% and then Housing at 11%.

Table 2: Main category of calls

Main Caller Category	Number of categorised callers	% of all categorised callers	Q3 '24 – Q3 '25 % Change
Social Welfare	7,463	43.2%	4.2%
Employment	1,979	11.5%	-36.4%
Housing	1,818	10.5%	-14.8%
Money and Tax	1,508	8.7%	3.6%
Moving Country	1,162	6.7%	-7.7%
Health	726	4.2%	-26.0%
Justice	544	3.2%	-15.0%
Consumer Affairs	486	2.8%	-16.6%
Birth Family and Relationship	371	2.1%	-35.5%
Education and Training	319	1.8%	-27.5%
Travel and Recreation	298	1.7%	-37.5%
Local	290	1.7%	-29.9%
Death and Bereavement	104	0.6%	-53.2%
Government in Ireland	88	0.5%	33.3%
Ukraine	59	0.3%	-50.5%
Environment	50	0.3%	31.6%
Covid-19	2	0.01%	-93.3%
Total of categorised calls	17,267	100%	-12.3%

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 accounted for 84% of all categorised calls.

Social Welfare callers by sub-category

CIPS categorised **7,464** calls relating to **Social Welfare**, that is 43.2% of all calls and the highest area of enquiry. The sub-category Disability and Illness was the most queried, with Carers and Families and Children being the next most queried.

Table 3: Social welfare calls sub-categories

Call Sub-categories	Number of categorised calls	% Of categorised calls
Disability and Illness	1,222	16.4%
Carers	787	10.5%
Families and Children	720	9.6%
Claiming a Social Welfare Payment	673	9.0%
Older and Retired People	588	7.9%
Other	873	11.7%
Extra Social Welfare Benefits	471	6.3%
Unemployed People Jobseekers Benefit	383	5.1%
Unemployed People Jobseekers Allowance	359	4.8%
Supplementary Welfare Schemes	245	3.3%
Means Test for Social Welfare Payments	219	2.9%
Social Insurance (PRSI)	217	2.9%
Social Welfare Payments and Work	140	1.9%
Back to Education Allowance	130	1.7%
Death Related Benefits	90	1.2%
Social Assistance Payments	88	1.2%
Unemployed People	85	1.1%
Appeals	47	0.6%
Rent Supplement	42	0.6%
Social Welfare Miscellaneous	36	0.5%
Activation Schemes Education and Training	30	0.4%
Farmers	12	0.2%
Mortgage Interest Supplement (MIS)	6	0.08%
Total Social Welfare Calls	7,464	

Employment callers by sub-category

CIPS categorised **1,979** calls relating to **Employment**, that is 11.5% of all categorised calls. The sub-category Employment Rights and Conditions was the most significant topic, accounting for 79.1% of all employment calls, followed by Unemployment and Redundancy at 5.2%.

Table 4: Employment call sub-categories

Call Sub-categories	Number of categorised calls	% Of categorised calls
Employment Rights and Conditions	1,567	79.1%
Unemployment and Redundancy	102	5.2%
Other	140	7.1%
Employment and Disability	36	1.8%
Self-Employment	32	1.6%
Employment Schemes and Internship	29	1.5%
Starting Work and Changing Job	16	0.8%
Equality in Work	15	0.8%
Enforcement and Redress	10	0.5%
Migrant Workers	9	0.5%
Retirement	9	0.5%
Types of Employment	7	0.4%
Part Time Employment	6	0.3%
Appeals (Enforcement)	1	0.1%
Total Employment Calls	1,979	

Housing callers by sub-category

CIPS categorised **1,818** calls relating to **Housing**, that is 10.5% of all categorised calls. The sub-categories of Local Authority and Social Housing, Renting a Home and Housing Grants and Schemes accounted for 73.3% 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	469	25.8%
Renting a Home	444	24.4%
Housing Grants and Schemes	420	23.1%
Other	158	8.7%
Uncategorized	92	5.1%
Homelessness	66	3.6%
Buying a Home	62	3.4%
Planning Permission	48	2.6%
Building or Altering a Home	25	1.4%
Emergency Accommodation	20	1.1%
Losing your Home	14	0.8%
Total Housing Calls	1,818	

Money & Tax callers by sub-category

CIPS categorised **1,508** calls relating to **Money & Tax** issues, that is 8.7% of all categorised calls. The subcategories of Income Tax Credits and Reliefs, Income Tax, and Capital Taxes accounted for over half - 55.4% of all Money & Tax calls.

Table 6: Money and Tax call sub-categories

Call Sub-categories	Number of categorised calls	% Of categorised calls
Income Tax Credits and Reliefs	343	22.8%
Income Tax	321	21.3%
Capital Taxes	170	11.3%
Other	287	19.1%
Tax Credits and Reliefs for People with Disabilities	69	4.6%
Housing taxes and reliefs	67	4.4%
Pensions	42	2.8%
Property Taxes	35	2.3%
Insurance	27	1.8%
Financial Institutions	24	1.6%
Moving Country and Taxation	25	1.6%
Debt	23	1.5%
Duties and VAT	23	1.5%
Wills	23	1.5%
Tax on Savings and Investments	12	0.8%
Loans and Credit	6	0.4%
Savings and Investments	5	0.3%
Universal Social Charge (USC)	4	0.3%
Consumer Protection Code and Mortgages	2	0.1%
Total Money & Tax Calls	1,508	

Moving Country callers by sub-category

CIPS answered **1,162** calls relating to **Moving Country** during this quarter - that is, 6.7% of all categorised callers, with Irish Citizenship, GNIB Applications and Renewals, Moving to Ireland and Other being the most popular topics and these accounted for 74.5% of all Moving Country calls.

Table 7: Moving Country sub-categories

Call Sub-categories	Number of categorised calls	% Of categorised calls
Irish Citizenship	297	25.4%
ISD Applications and Renewals	285	24.4%
Moving to Ireland	158	13.5%
Other	131	11.2%
Immigration Office	98	8.4%
Visa	83	7.1%
Asylum Seekers and Refugees	31	2.7%
Family Reunification	30	2.6%
Moving Abroad	28	2.4%
Leave to Remain	19	1.6%
Travel Abroad	1	0.1%
Travel to Ireland	1	0.1%
Total Moving Country Calls	1,162	

Calls by Sub-category - Top Five areas.

This table provides a breakdown of the top five most queried sub-categories from callers to CIPS during Q3, with Employment Rights and Conditions receiving the highest level of categorised calls - followed by four Social Welfare topics.

Table 8: Most queried sub-categories

Call Category	Call Sub-categories	Number of categorised calls	% of categorised calls
Employment	Employment Rights and Conditions	1,567	9.1%
Social Welfare	Disability and Illness	1,222	7.1%
Social Welfare	Carers	787	4.6%
Social Welfare	Families and Children	720	4.2%
Social Welfare	Claiming a Social Welfare Payment	673	3.9%
	Total	4,969	28.7%

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 Q3 2025, CIPS submitted 136 social policy returns to CIB. Table 9 provides an indication of the key areas posing difficulties for callers. Over 87.7% of identified social policy issues related to Moving Country, Social Welfare, Housing, Health, and Money and Tax.

Table 9: Social policy returns by category

Main Caller Category	Number of social policy returns	% of social policy returns
Moving Country	51	32.9%
Social Welfare	44	28.4%
Housing	16	10.3%
Health	14	9.0%
Money and Tax	11	7.1%
Total	136	100%