



Citizens Information Board
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CITIZENS INFORMATION PHONE SERVICE

Q4 Statistical Report 2025



Citizens Information Phone Service (CIPS) – Query data

Statistical Summary Quarter Q4 2025

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) query data for Quarter 4 2025 (1st October 2025 – 31st December 2025).

Caller - Type of Contact

CIPS answered 26,844 calls during Q4 2025. A further 388 interactions were by web chat with 57 coming in via social media: a total of 27,844.

Table 1: Mode of contact

Mode of contact	Number of callers	% of callers
Telephone	26,844	98.37%
Web Chats	388	1.42%
Social Media Enquiries	57	0.21%
Total	27,289	100%

Calls by main category

Of the total calls categorised, 44% were related to Social Welfare, followed by Employment at 14% and then Money and Tax at 11%.

Table 2: Main category of calls

Main Call Category	No. of categorised calls	% of all categorised calls	Q4 '24 – Q4 '25 % Change
Social Welfare	8319	43.7%	44.0%
Employment	2,581	13.5%	12.0%
Money and Tax	2,165	11.4%	36.8%
Housing	1,946	10.2%	44.7%
Moving Country	993	5.2%	1.2%
Health	692	3.6%	9.7%
Justice	561	2.9%	13.3%
Consumer Affairs	463	2.4%	4.0%
Local	328	1.7%	-5.2%
Birth Family and Relationship	315	1.7%	50.0%
Travel and Recreation	229	1.2%	-22.4%
Education and Training	194	1.0%	-20.6%
Death and Bereavement	122	0.6%	-5.5%
Government in Ireland	66	0.3%	-58.2%
Ukraine	44	0.2%	-43.7%
Environment	20	0.1%	-37.5%
Covid-19	6	0.03%	20.0%
%Total of categorised calls	19,044		+26.5%

Caller Sub-Category Breakdown

The following tables provide a more detailed breakdown of call numbers for the five most queried categories. Social Welfare, Employment, Money & Tax, Housing, and Moving Country accounted for 84% of all categorised calls.

Social Welfare callers by sub-category

CIPS categorised 8,319 calls relating to Social Welfare, that is, 44% 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 Families and Children.

Table 3: Social welfare call sub-categories

Call Sub-categories	Number of categorised calls	% Of categorised calls
Disability and Illness	1,314	15.8%
Other	1,120	13.5%
Carers	897	10.8%
Claiming a Social Welfare Payment	851	10.2%
Families and Children	688	8.3%
Older and Retired People	593	7.1%
Unemployed People Jobseekers Benefit	451	5.4%
Extra Social Welfare Benefits	447	5.4%
Unemployed People Job Seekers Allowance	418	5.0%
Social Insurance (PRSI)	260	3.1%
Means Test for Social Welfare Payments	244	2.9%
Supplementary Welfare Schemes	226	2.7%
Unemployed People	177	2.1%
Social Assistance Payments	138	1.7%
Social Welfare Payments and Work	129	1.6%
Death Related Benefits	92	1.1%
Social Welfare Miscellaneous	58	0.7%
State Pension	52	0.6%
Back to Education Allowance	41	0.5%
Appeals	38	0.5%
Rent Supplement	30	0.4%
Activation Schemes Education and Training	29	0.3%
Farmers	17	0.2%
Mortgage Interest Supplement (MIS)	7	0.1%
Total	8,319	

Employment callers by sub-category

CIPS answered **2,578** calls relating to **Employment** that is, 13.5% of all calls. This represents the 2nd highest thematic *category*. The sub-category, Employment Rights and Conditions is the most significant topic accounting for 77.3% of all Employment-related topics.

Table 4: Employment call sub-categories

Call Sub-categories	Number of categorised calls	% Of categorised calls
Employment Rights and Conditions	1,996	77.3%
Other	200	7.7%
Unemployment and Redundancy	187	7.2%
Employment and Disability	42	1.6%
Self-Employment	31	1.2%
Equality in Work	30	1.2%
Starting Work and Changing Job	23	0.9%
Employment Schemes and Internship	20	0.8%
Retirement	17	0.7%
Migrant Workers	13	0.5%
Part Time Employment	8	0.3%
Enforcement and Redress	7	0.3%
Types of Employment	7	0.3%
Total	2,578	

Money & Tax callers by sub-category

CIPS categorised **2,165** calls relating to **Money & Tax** issues this quarter - that is, 11.4% of all caller queries that were categorised. The sub-categories of Income Tax Credits and Reliefs, Income Tax, Other, Property Taxes, *and* Capital Taxes, accounted for 68% of all Money & Tax related calls.

Table 5: Money & Tax call sub-categories

Call Sub-categories	Number of categorised calls	% of categorised calls
Income Tax Credits and Reliefs	397	18.3%
Income Tax	395	18.2%
Other	372	17.2%
Property Taxes	312	14.4%
Capital Taxes	182	8.4%
Pensions	125	5.8%
Housing taxes and reliefs	106	4.9%
Tax Credits and Reliefs for People with Disabilities	58	2.7%
Auto-enrolment - Pension	50	2.3%
Duties and VAT	27	1.2%

Moving Country and Taxation	27	1.2%
Debt	20	0.9%
Insurance	20	0.9%
Tax on Savings and Investments	18	0.8%
Loans and Credit	15	0.7%
Savings and Investments	13	0.6%
Wills	13	0.6%
Financial Institutions	12	0.6%
Universal Social Charge (USC)	2	0.1%
Total	2,165	

Housing callers by sub-category

CIPS answered **1,946** calls relating to **Housing** that is, 10.2% of all categorised calls, with most of these calls relating to Local Authority and Social Housing, Renting a Home, Housing Grants and Schemes & Other, which represents 87% of all Housing calls.

Table 6: Housing call sub-categories

Call Sub-categories	Number of categorised calls	% Of categorised calls
Local Authority and Social Housing	538	27.6%
Renting a Home	467	24.0%
Housing Grants and Schemes	390	20.0%
Other	309	15.9%
Buying a Home	73	3.8%
Homelessness	68	3.5%
Planning Permission	45	2.3%
Emergency Accommodation	23	1.2%
Building or Altering a Home	20	1.0%
Losing your Home	13	0.7%
Total	1,946	

Moving Country callers by sub-category

CIPS answered **993** calls relating to **Moving Country** during this quarter - that is, 5.2% of all categorised callers, with *Irish Citizenship, 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	289	29.1%

ISD Applications and Renewals	248	25.0%
Moving to Ireland	105	10.6%
Other	105	10.6%
Immigration Office	103	10.4%
Visa	65	6.5%
Moving Abroad	28	2.8%
Asylum Seekers and Refugees	22	2.2%
Family Reunification	17	1.7%
Leave to Remain	11	1.1%
Total	993	

Calls by Sub-category - Top Five areas.

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q4, with *Employment Rights* receiving the highest level of calls - followed by *four Social Welfare* topics. These 5 query areas make up 32% of all call categories.

Table 8: Most queried sub-categories

Call Category	Call sub-category	Number of categorised callers	% of all categorised Calls
Employment	Employment Rights and Conditions	1,996	10%
Social Welfare	Disability and Illness	1,314	7%
Social Welfare	Other	1,120	6%
Social Welfare	Carers	897	5%
Social Welfare	Claiming a Social Welfare Payment	851	4%
	Total	6,178	32%

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 Q4 2025, CIPS submitted 207 social policy returns to CIB. Table 9 provides an indication of the key areas posing difficulties for callers. Over 85% of identified social policy issues related to Money and Tax, Moving Country, Social Welfare, Housing, and Travel and Recreation.

Table 9: Social policy returns by category

Main Caller Category	Number of social policy returns	% of social policy returns
Money and Tax	60	29%
Moving Country	46	22%
Social Welfare	44	21%
Housing	16	8%
Travel and Recreation	11	5%