# **Citizens Information Phone Service (CIPS)**

# **2022 Annual Statistical Summary**

## **Caller Summary**

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for 2022 (1st January – 31s December 2022).

### **Caller - Type of Contact**

There were **137,829** calls answered by CIPS during 2022.

*Table 1: CIPS Type of Contact in 2022*

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % Of Callers |
| Telephone | **135,046** | **98.0%** |
| Web Chats | **2,386** | **1.7%** |
| Social Media Enquiries | **397** | **0.3%** |

### **Call Category - Types by Main Category**

The Table below sets out the main categories of enquiry for the categorised[[1]](#footnote-1) call types. Of the total calls categorised, 36.4% were related to *Social Welfare*, followed by *Employment* (13.6%) and then *Housing* (7.8%).

The table below sets out the number of calls answered across the main call category areas in 2022.

*Table 2: Main Category of Calls answered by CIPS in 2022*

|  |  |  |
| --- | --- | --- |
| Main Caller Category | No. of Callers | % of all Callers |
| Social Welfare | 33,141 | 36.4 |
| Employment | 12,386 | 13.6 |
| Housing | 7,115 | 7.8 |
| Money and Tax | 5,440 | 6.0 |
| Moving Country | 4,822 | 5.3 |
| Covid-19 | 4,693 | 5.1 |
| Local | 4,475 | 4.9 |
| Health | 3,711 | 4.1 |
| Travel and Recreation | 3,669 | 4.0 |
| Consumer Affairs | 3,001 | 3.3 |
| Justice | 2,546 | 2.8 |
| Birth Family and Relationship | 2,369 | 2.6 |
| Education and Training | 1,586 | 1.7 |
| Death and Bereavement | 1,082 | 1.2 |
| Budget 2023 | 510 | 0.6 |
| Environment | 252 | 0.3 |
| Government in Ireland | 234 | 0.3 |
| Ukraine | 102 | 0.1 |
| Total of categorised calls | **91,134** |  |

## **Caller Sub-Category Breakdown**

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during 2022 - Social Welfare, Employment, Housing, Money & Tax and Moving Country. This breakdown is based on categorised calls only (66.1% of total callers).

### **Social Welfare callers by sub-category**

CIPS answered 33,141 calls relating to **Social Welfare** issues in 2022 - that is, 36.4% of all categorised callers and the highest area of enquiry. The sub-category *Claiming a Social Welfare Payment* was the most queried topic in this category with *Disability and Illness* and then *Extra Social Welfare Benefits* being the next most queried.

*Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in 2022*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % Of Social Welfare Callers |
| Social Welfare | Claiming a Social Welfare Payment | 6,175 | 18.6% |
| Social Welfare | Disability and Illness | 5,515 | 16.6% |
| Social Welfare | Extra Social Welfare Benefits | 3,671 | 11.1% |
| Social Welfare | Carers | 3,564 | 10.8% |
| Social Welfare | Families and Children | 3,106 | 9.4% |
| Social Welfare | Older and Retired People | 2,574 | 7.8% |
| Social Welfare | Other | 1,960 | 5.9% |
| Social Welfare | Unemployed People Job Seekers Allowance | 1,484 | 4.5% |
| Social Welfare | Unemployed People Jobseekers Benefit | 1,092 | 3.3% |
| Social Welfare | Supplementary Welfare Schemes | 809 | 2.4% |
| Social Welfare | Social Insurance (PRSI) | 635 | 1.9% |
| Social Welfare | Social Welfare Payments and Work | 534 | 1.6% |
| Social Welfare | Means Test for Social Welfare Payments | 526 | 1.6% |
| Social Welfare | Back to Education | 360 | 1.1% |
| Social Welfare | Death Related Benefits | 299 | 0.9% |
| Social Welfare | Activation Schemes Education and Training | 221 | 0.7% |
| Social Welfare | Rent Supplement | 180 | 0.5% |
| Social Welfare | Appeals | 99 | 0.3% |
| Social Welfare | Social Welfare Miscellaneous | 98 | 0.3% |
| Social Welfare | Unemployed People | 96 | 0.3% |
| Social Welfare | Social Assistance Payments | 94 | 0.3% |
| Social Welfare | Farmers | 49 | 0.1% |
|  | **Total Social Welfare Calls** | **33,141** |  |

### **Employment callers by sub-category**

CIPS answered 12,386 calls relating to **Employment** in 2022 - that is, 13.6% of all calls which were categorised and represents the 2nd highest subject matter area. The sub-category, *Employment Rights and Conditions* was, by far, the most significant area of concern at 86.2% of all Employment-related calls.

*Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in 2022*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % of Employment Callers |
| Employment | Employment Rights and Conditions | 10,673 | 86.2% |
| Employment | Unemployment and Redundancy | 583 | 4.7% |
| Employment | Self-Employment | 269 | 2.2% |
| Employment | Other | 260 | 2.1% |
| Employment | Enforcement and Redress | 153 | 1.2% |
| Employment | Employment and Disability | 121 | 1.0% |
| Employment | Employment Schemes and Internship | 65 | 0.5% |
| Employment | Migrant Workers | 62 | 0.5% |
| Employment | Starting Work and Changing Job | 56 | 0.5% |
| Employment | Equality in Work | 54 | 0.4% |
| Employment | Types of Employment | 52 | 0.4% |
| Employment | Part Time Employment | 16 | 0.1% |
| Employment | Retirement | 16 | 0.1% |
| Employment | Appeals ( Enforcement ) | 6 | 0.0% |
|  | **Total Employment Calls** | **12,386** |  |

### **Housing callers by sub-category**

CIPS answered 7,115 calls relating to Housing issues during 2022 - that is around 8% of all caller queries that were categorised. The sub-categories of *Local Authority and Social Housing* and R*enting a Home* accounted for almost 61% of all Housing-related calls.

*Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in 2022*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number Of Callers | % Of Housing Callers |
| Housing | Local Authority and Social Housing | 2,230 | 31.3% |
| Housing | Renting a Home | 2,102 | 29.5% |
| Housing | Housing Grants and Schemes | 1,382 | 19.4% |
| Housing | Other | 398 | 5.6% |
| Housing | Buying a Home | 394 | 5.5% |
| Housing | Homelessness | 235 | 3.3% |
| Housing | Planning Permission | 186 | 2.6% |
| Housing | Losing your Home | 78 | 1.1% |
| Housing | Emergency Accommodation | 61 | 0.9% |
| Housing | Building or Altering a Home | 49 | 0.7% |
|  | **Total Housing Calls** | **7,115** |  |

### **Money & Tax callers by sub-category**

CIPS answered 5,440 calls relating to **Money & Tax** issues during 2022 - that is, 6% of all categorised callers, with the vast majority of these calls relating to *Income Tax Credits and Reliefs* and *Income Tax*, which accounted for just over 60% of the calls when combined.

*Table 6: Breakdown of Money & Tax Call by Sub-Categories answered by CIPS in 2022*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | No. of Callers | % of Money & Tax Callers |
| Money & Tax | Income Tax Credits and Reliefs | 1663 | 30.6% |
| Money & Tax | Income Tax | 1643 | 30.2% |
| Money & Tax | Capital Taxes | 517 | 9.5% |
| Money & Tax | Other | 351 | 6.5% |
| Money & Tax | Housing taxes and reliefs | 228 | 4.2% |
| Money & Tax | Duties and VAT | 213 | 3.9% |
| Money & Tax | Debt | 178 | 3.3% |
| Money & Tax | Financial Institutions | 169 | 3.1% |
| Money & Tax | Insurance | 117 | 2.2% |
| Money & Tax | Pensions | 115 | 2.1% |
| Money & Tax | Property Taxes | 106 | 1.9% |
| Money & Tax | Moving Country and Taxation | 53 | 1.0% |
| Money & Tax | Loans and Credit | 36 | 0.7% |
| Money & Tax | Wills | 23 | 0.4% |
| Money & Tax | Consumer Protection Code and Mortgages | 13 | 0.2% |
| Money & Tax | Savings and Investments | 6 | 0.1% |
| Money & Tax | Tax on Savings and Investments | 5 | 0.1% |
| Money & Tax | Universal Social Charge ( USC ) | 4 | 0.1% |
| Money & Tax | **Total** | **5,440** |  |

### **Moving Country callers by sub-category**

CIPS answered 4,822 calls relating to **Moving Country** during 2022 - that is, 5.3% of all categorised callers, with Irish Citizenship, Irish Residence Permit (IRP) Applications and Renewals and Moving to Ireland being the most queried topics within this.

*Table 7: Breakdown of Moving Country Call Sub-Categories answered by CIPS in 2022*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number of Callers | % of Moving Country Callers |
| Moving Country | Irish Citizenship | 1,376 | 28.5% |
| Moving Country | Irish Residence Permit (IRP)Applications & Renewals | 702 | 14.6% |
| Moving Country | Moving to Ireland | 688 | 14.3% |
| Moving Country | Immigration Office | 614 | 12.7% |
| Moving Country | Ukraine | 453 | 9.4% |
| Moving Country | Visa | 362 | 7.5% |
| Moving Country | Moving Abroad | 187 | 3.9% |
| Moving Country | Other | 162 | 3.4% |
| Moving Country | Leave to Remain | 112 | 2.3% |
| Moving Country | Asylum Seekers and Refugees | 88 | 1.8% |
| Moving Country | Family Reunification | 78 | 1.6% |
|  | **Total Moving Country Calls** | **4,822** |  |

**Calls by Sub-category - Top Five Areas**

This table provides a breakdown of the five most queried sub-categories from the 91,134 categorised calls to CIPS during 2022, with *Employment Rights and Condition* receiving the highest level of calls - followed by various Social Welfare topics.

*Table 8: Most Queried Sub-Categories received by CIPS in 2022*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call sub-category | Number of Callers | % of all categorised Calls |
| Employment | Employment Rights and Conditions | 10,673 | 11.7% |
| Social Welfare | Claiming a Social Welfare Payment | 6,175 | 6.8% |
| Social Welfare | Disability and Illness | 5,515 | 6.1% |
| Social Welfare | Extra Social Welfare Benefits | 3,671 | 4.0% |
| Social Welfare | Carers | 3,564 | 3.9% |

**Social Policy Feedback**

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

The table below provides an indication of the key areas where Information Officers identified that difficulties were arising for callers during 2022 - with over half of these related to the two main categories of Social Welfare and Travel & Recreation.

*Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in 2022*

|  |  |
| --- | --- |
| SPRs by Main Category | % of SPRs |
| Social Welfare | 37.1% |
| Travel and Recreation | 14.8% |
| Housing | 14.7% |
| Moving Country | 10.3% |
| Money and Tax | 10.1% |
| Others | 13.1% |

1. 33.9% of total calls to CIPS in 2022 which were answered were not categorised under specific subject matter areas i.e. 46,695 calls. [↑](#footnote-ref-1)