# **Citizens Information Phone Service (CIPS) – Query Data**

# **Statistical Summary 2024**

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for 2024 (1st January – 31s December).

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

CIPS answered **142,583** calls during 2024. A further 1,926 interactions were by web chat[[1]](#footnote-1) with 200 coming in via social media: a total of 144,709.

Table 1: Mode of contact

|  |  |  |
| --- | --- | --- |
| Mode of contact | Number of callers | % of callers |
| Telephone | 142,583 | 98.5% |
| Web Chats | 1,926 | 1.3% |
| Social Media Enquiries | 200 | 0.1% |
| Total | **144,709** | **100%** |

### Calls by main category

Of the total calls categorised, 36.4% were related to *Social Welfare*, followed by *Employment* at 15.9% and then *Housing* at 9.8%.

Table 2: Main category of calls

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Main Caller Category | No. of categorised calls | % of categorised calls | % change versus no. of categorised calls 2023 | | Proportional change versus categorised calls 2023 |
| Social Welfare | 27,010 | 36.4% | | -15.5% | -2.7% |
| Employment | 11,774 | 15.9% | | +1.5% | +1.7% |
| Housing | 7,280 | 9.8% | | +3.6% | +1.2% |
| Money and Tax | 5,506 | 7.4% | | -11.3% | -0.2% |
| Moving Country | 4,996 | 6.7% | | -4.6% | +0.3% |
| Health | 3,490 | 4.7% | | -1.4% | +0.4% |
| Consumer Affairs | 2,589 | 3.5% | | -5.2% | +0.2% |
| Justice | 2,311 | 3.1% | | -11.8% | -0.1% |
| Travel and Recreation | 1,923 | 2.6% | | -22.7% | -0.4% |
| Birth Family and Relationship | 1,922 | 2.6% | | -6.0% | +0.1% |
| Local | 1,808 | 2.4% | | -17.7% | -0.3% |
| Education and Training | 1,281 | 1.7% | | -15.2% | -0.1% |
| Death and Bereavement | 820 | 1.1% | | -11.8% | No change |
| Government in Ireland | 626 | 0.8% | | +173.4% | +0.5% |
| Ukraine | 355 | 0.5% | | -15.3% | No change |
| Environment | 249 | 0.3% | | -22.9% | -0.1% |
| Covid-19 | 140 | 0.2% | | -61.7% | -0.2% |
| Budget 2025 | 101 | 0.1% | | -77.4% | -0.4% |
| Total of categorised calls | **74,181** |  | |  |  |

## 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 & Tax and Moving Country*. These five main categories accounted for 76.2% of all categorised calls

### Social Welfare calls by sub-category

CIPS categorised **27,010** calls relating to **Social Welfare** issues in 2024 - that is, 36.4% of categorised calls 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 *Carers* being the next most queried.

Table 3: Social welfare calls sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Claiming a Social Welfare Payment | 4,573 | 17.9% |
| Disability and Illness | 4,276 | 14.9% |
| Carers | 2,907 | 10.8% |
| Older and Retired People | 2,685 | 9.9% |
| Families and Children | 2,468 | 9.1% |
| Extra Social Welfare Benefits | 1,541 | 5.7% |
| Unemployed People Job Seekers Allowance | 1,461 | 5.4% |
| Other | 1,443 | 5.3% |
| Unemployed People Jobseekers Benefit | 1,308 | 4.8% |
| Supplementary Welfare Schemes | 923 | 3.4% |
| Social Insurance (PRSI) | 557 | 2.1% |
| Social Welfare Payments and Work | 552 | 2.0% |
| Back to Education | 505 | 1.9% |
| Means Test for Social Welfare Payments | 467 | 1.7% |
| Death Related Benefits | 307 | 1.1% |
| Activation Schemes Education and Training | 247 | 0.9% |
| Appeals | 207 | 0.8% |
| Social Welfare Miscellaneous | 156 | 0.6% |
| Social Assistance Payments | 133 | 0.5% |
| Unemployed People | 126 | 0.5% |
| Rent Supplement | 111 | 0.4% |
| Farmers | 50 | 0.2% |
| Mortgage Interest Supplement (MIS) | 7 | 0.03% |
| Total | **27,010** |  |

### Employment calls by sub-category

CIPS categorised **11,774** calls relating to **Employment**, that is 15.9% of all categorised calls. The sub-category, *Employment Rights & Conditions* was, by far, the most significant area of concern at 85.4% of all employment-related calls, followed by *Unemployment & Redundancy* at 5.0%.

Table 4: Employment call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls |
| Employment Rights and Conditions | 10,056 | 85.4% |
| Unemployment and Redundancy | 594 | 5.0% |
| Other | 264 | 2.2% |
| Self-Employment | 200 | 1.7% |
| Employment and Disability | 174 | 1.5% |
| Employment Schemes and Internship | 135 | 1.1% |
| Starting Work and Changing Job | 61 | 0.5% |
| Equality in Work | 58 | 0.5% |
| Migrant Workers | 56 | 0.5% |
| Enforcement and Redress | 50 | 0.4% |
| Retirement | 41 | 0.3% |
| Types of Employment | 41 | 0.3% |
| Part Time Employment | 30 | 0.3% |
| Appeals (Enforcement) | 13 | 0.1% |
| Total | **11,774** |  |

### Housing calls by sub-category

CIPS answered **7,280** calls as relating to **Housing** issues, that is 9.8% of all categorised calls. The sub-categories of *Local Authority & Social Housing*, *Renting a Home* and *Housing Grants & Schemes* accounted for over 75.3% 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 | 1,982 | 27.2% |
| Renting a Home | 1,757 | 24.1% |
| Housing Grants and Schemes | 1,748 | 24.0% |
| Other | 572 | 7.9% |
| Buying a Home | 458 | 6.3% |
| Homelessness | 234 | 3.2% |
| Planning Permission | 168 | 2.3% |
| Emergency Accommodation | 145 | 2.0% |
| Losing your Home | 115 | 1.6% |
| Building or Altering a Home | 101 | 1.4% |
| Total | **7,280** |  |

### Money & Tax calls by sub-category

CIPS categorised **5,506** calls relating to **Money & Tax** issues during 2024 - that is, 7.4% of all categorised calls, with most of these calls relating to *Income Tax Credits & Reliefs*, *Income Tax* and *Capital Tax* queries; these three categories account for 64.1% of categorised calls.

Table 6: Money & Tax call sub-categories

|  |  |  |  |
| --- | --- | --- | --- |
| Call sub-categories | Number of categorised calls | % of categorised calls | |
| Income Tax Credits and Reliefs | 1,599 | | 29.0% |
| Income Tax | 1,320 | | 24.0% |
| Capital Taxes | 611 | | 11.1% |
| Other | 406 | | 7.4% |
| Housing taxes and reliefs | 248 | | 4.5% |
| Duties and VAT | 216 | | 3.9% |
| Financial Institutions | 193 | | 3.5% |
| Debt | 159 | | 2.9% |
| Pensions | 130 | | 2.4% |
| Property Taxes | 127 | | 2.3% |
| Insurance | 109 | | 2.0% |
| Moving Country and Taxation | 109 | | 2.0% |
| Wills | 78 | | 1.4% |
| Tax Credits and Reliefs for People w. Disabilities | 72 | | 1.3% |
| Loans and Credit | 43 | | 0.8% |
| Savings and Investments | 31 | | 0.6% |
| Consumer Protection Code and Mortgages | 20 | | 0.4% |
| Tax on Savings and Investments | 20 | | 0.4% |
| Universal Social Charge (USC) | 14 | | 0.3% |
| After Death | 1 | | 0.0% |
| Total | **5,506** | |  |

### Moving Country calls by sub-category

CIPS categorised **4,996** calls relating to **Moving Country** during 2024, which is 6.7% of all categorised calls. The sub-categories of *Irish Citizenship*, *GNIB Applications & Renewals*, *Moving to Ireland* and *Immigration Office* accounted for 75% 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 | 1,556 | 31.1% | |
| GNIB Applications and Renewals | 874 | 17.5% | |
| Moving to Ireland | 776 | 15.5% | |
| Immigration Office | 546 | 10.9% | |
| Visa | 472 | 9.4% | |
| Other | 235 | 4.7% | |
| Moving Abroad | 167 | 3.3% | |
| Family Reunification | 134 | 2.7% | |
| Asylum Seekers and Refugees | 111 | 2.2% | |
| Leave to Remain | 94 | 1.9% | |
| Ukraine | 31 | 0.6% | |
| Total Moving Country Calls | **4,996** |  | |

Calls by sub-category - five most queried topics

Table 8 shows the five most queried single topics. The sub-category of E*mployment 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 Callers | % of all categorised calls |
| Employment | Employment Rights and Conditions | 10,056 | 13.6% |
| Social Welfare | Claiming a Social Welfare Payment | 4,573 | 6.2% |
| Social Welfare | Disability and Illness | 4,276 | 5.8% |
| Social Welfare | Carers | 2,907 | 3.9% |
| Social Welfare | Older and Retired People | 2,685 | 3.6% |
| Total | | **24,497** |  |

**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 by CIPS 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 repeating issues are and how they impact people.

These SPRs thus provide CIB with useful insights, enabling us to ‘get behind’ the call statistics

In 2024, CIPS information staff recorded 759 social policy issues. Table 9 provides an indication of the key areas posing difficulties for callers. Just over 90% of identified policy issues related to *Social Welfare, Housing, Moving Country, Health* and *Money & Tax,* with social welfare alone accounting for close to one in three social policy returns.

Table 9: Social policy issues by category

|  |  |  |  |
| --- | --- | --- | --- |
| Main caller category | Number of social policy returns | % of social policy returns | Proportional change versus categorised SPRs 2023 |
| Social Welfare | 225 | 29.6% | +2.2% |
| Moving Country | 144 | 19.0% | +5.8% |
| Housing | 116 | 15.3% | -3.3% |
| Health | 103 | 13.6% | +2.8% |
| Money & Tax | 97 | 12.8% | -9.8% |
| Others | 74 | 9.7% | +2.3% |
| Total | **759** | **100%** |  |

1. The webchat facility is intended for the Deaf community and others who cannot use or access a telephone. [↑](#footnote-ref-1)