

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 – 31st December).

Caller - Type of Contact

CIPS answered **142,583** calls during 2024. A further 1,926 interactions were by web chat¹ 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			

¹ The webchat facility is intended for the Deaf community and others who cannot use or access a telephone.

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 *Employment 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%	