

CIS Caller Demographics 2021

Age Profile

Data was recorded for 59.85% of callers in 2021 (n=68% in 2020), and showed a similar pattern to previous years with slightly lower numbers in each age group.

During 2021, 2.81% of callers to CISs were 25 and under; 46.93% were age 26 – 45; 37.58% were age 46 - 65; and 12.68% were 66 and over.

The highest proportion of callers was in the 26-45 age group.

