

CIS Caller Demand 2021

There were **338,167** callers to Citizens Information Services (CISs) in 2021. The average number of callers per month was 28,181, compared to 2020 when the national average was 30,812 callers per month.

The month with the highest number of recorded callers was September (34,589), and the month with the lowest number of callers was December 2021 (16,597). Overall caller numbers in 2021, and 2020, were down significantly on previous years as a result of the closure of face-to-face services, and the move to a primarily telephone-based service delivery mode, in line with Covid-19 related public health restrictions.

Chart 1: Caller Demand 2021 and 2020 Comparison

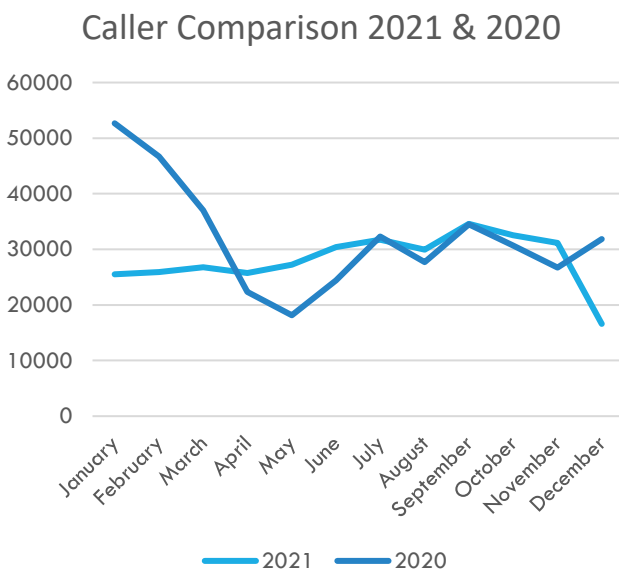


Chart 1 sets out the year-on-year comparison, illustrating the sharp decrease in caller numbers in March 2020 (following the closure of face-to-face services), compared with early 2021, which showed a narrow range in caller demand data across the first six months of the year.

CISs recorded a slight increase in caller demand during Quarter 3 2021 compared with the previous year.