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

# **Reporting Template for CIB Data Hub**

# **Statistical Summary - Quarterly Breakdown Q1 2023**

## **Caller Summary**

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 1 2023 (1st January – 31st March 2023).

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

There were 34,235 calls answered by CIPS during Q1, 2023.

*Table 1: CIPS Type of Contact Q1 2023*

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers (Q1 2023) | % Of Callers |
| Telephone | **34,235** | **98.2%** |
| Web Chats | **523** | **1.5%** |
| Social Media Enquiries | **97** | **0.3%** |

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

The Table below sets out the main categories of enquiry for the categorised call types.[[1]](#footnote-1). Of the total calls categorised, 38.7% were related to Social Welfare, followed by *Employment Category* (15.2%) and then *Housing Category* (9.3%).

The table below sets out the number of calls answered across the main call category areas in Q1 2023.

*Table 2: Main Category of Calls received by CIPS in Q1 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Main Caller Category | Number of Callers in 2023 (Q1) | % of all Callers | Q1 ’22 - Q1 ‘23  % Change |
| Social Welfare | 8,585 | 38.7% | 6.4% |
| Employment | 3,370 | 15.2% | 1.3% |
| Housing | 2,062 | 9.3% | 14.0% |
| Money and Tax | 1,928 | 8.7% | 34.2% |
| Moving Country | 1,201 | 5.4% | -2.5% |
| Health | 985 | 4.4% | -0.5% |
| Consumer Affairs | 703 | 3.2% | -10.0% |
| Justice | 662 | 3.0% | -2.2% |
| Birth Family and Relationship | 582 | 2.6% | -12.0% |
| Travel and Recreation | 555 | 2.5% | -53.0% |
| Local | 527 | 2.4% | -64.8% |
| Education and Training | 316 | 1.4% | -7.1% |
| Death and Bereavement | 270 | 1.2% | -0.4% |
| Covid-19 | 130 | 0.6% | -95.0% |
| Ukraine | 123 | 0.6% | N/a |
| Budget 2023 | 109 | 0.5% | N/a |
| Environment | 64 | 0.3% | 3.2% |
| Government in Ireland | 38 | 0.2% | -34.5% |
| Total of categorised calls | **22,210** |  |  |

## **Call Category/Sub-Category Breakdown**

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during Q1 - Social Welfare, Employment, Housing, Money & Tax and Moving Country. This breakdown is based on categorised calls only (63.7% of total callers).

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

CIPS answered 8,585 calls relating to **Social Welfare** issues in Q1 2023 - that is, 38.7% of all callers and the highest area of enquiry. The sub-category *Claiming a Social Welfare Payment* was the most queried topic in this category (as it was in Q1 2022), with *Disability and Illness* and then *Carers* being the next most queried.

*Table 3: Breakdown of Social Welfare calls sub-categories received by CIPS in Q1 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % Of Social Welfare Callers |
| Social Welfare | Claiming a Social Welfare Payment | 1,721 | 20.0% |
| Social Welfare | Disability and Illness | 1,249 | 14.5% |
| Social Welfare | Carers | 1,160 | 13.5% |
| Social Welfare | Older and Retired People | 768 | 8.9% |
| Social Welfare | Extra Social Welfare Benefits | 703 | 8.2% |
| Social Welfare | Families and Children | 702 | 8.2% |
| Social Welfare | Unemployed People Job Seekers Allowance | 360 | 4.2% |
| Social Welfare | Other | 337 | 3.9% |
| Social Welfare | Unemployed People Jobseekers Benefit | 321 | 3.7% |
| Social Welfare | Back to Education | 230 | 2.7% |
| Social Welfare | Supplementary Welfare Schemes | 203 | 2.4% |
| Social Welfare | Social Welfare Payments and Work | 173 | 2.0% |
| Social Welfare | Social Insurance (PRSI) | 167 | 1.9% |
| Social Welfare | Death Related Benefits | 133 | 1.5% |
| Social Welfare | Means Test for Social Welfare Payments | 111 | 1.3% |
| Social Welfare | Activation Schemes Education and Training | 81 | 0.9% |
| Social Welfare | Rent Supplement | 48 | 0.6% |
| Social Welfare | Social Welfare Miscellaneous | 35 | 0.4% |
| Social Welfare | Unemployed People | 27 | 0.3% |
| Social Welfare | Appeals | 24 | 0.3% |
| Social Welfare | Farmers | 15 | 0.2% |
| Social Welfare | Social Assistance Payments | 17 | 0.2% |
|  | **Total Social Welfare Calls** | **8,585** |  |

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

CIPS answered 3,370 calls relating to **Employment** issues this quarter - that is, 15.2% 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 85% of all Employment-related calls.

*Table 4: Breakdown of Employment calls sub-categories received by CIPS in Q1 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % of Employment Callers |
| Employment | Employment Rights and Conditions | 2,888 | 85.7% |
| Employment | Unemployment and Redundancy | 166 | 4.9% |
| Employment | Self-Employment | 90 | 2.7% |
| Employment | Employment Schemes and Internship | 43 | 1.3% |
| Employment | Enforcement and Redress | 42 | 1.2% |
| Employment | Other | 41 | 1.2% |
| Employment | Employment and Disability | 32 | 0.9% |
| Employment | Migrant Workers | 19 | 0.6% |
| Employment | Equality in Work | 14 | 0.4% |
| Employment | Starting Work and Changing Job | 12 | 0.4% |
| Employment | Retirement | 10 | 0.3% |
| Employment | Types of Employment | 10 | 0.3% |
| Employment | Part Time Employment | 3 | 0.1% |
|  | **Total Employment Calls** | **3,370** |  |

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

CIPS answered 2,062 calls relating to **Housing** issues this quarter - that is, 9.3% of all caller queries that were categorised. The sub-categories of *Renting a Home* and *Local Authority and Social Housing* accounted for 50% of all Housing-related calls.

*Table 5: Breakdown of Housing calls sub-categories received by CIPS in Q1 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number Of Callers | % Of Housing Callers |
| Housing | Renting a Home | 610 | 29.6% |
| Housing | Local Authority and Social Housing | 561 | 27.2% |
| Housing | Housing Grants and Schemes | 495 | 24.0% |
| Housing | Other | 108 | 5.2% |
| Housing | Buying a Home | 105 | 5.1% |
| Housing | Homelessness | 76 | 3.7% |
| Housing | Planning Permission | 50 | 2.4% |
| Housing | Losing your Home | 20 | 1.0% |
| Housing | Emergency Accommodation | 20 | 1.0% |
| Housing | Building or Altering a Home | 17 | 0.8% |
|  | **Total Housing Calls** | **2,062** |  |

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

CIPS answered 1,928 calls relating to **Money & Tax** issues this quarter - that is, 8.7% of all subject categorised callers, with the majority of these calls relating to Income Tax and Credits & Reliefs.

*Table 6: Breakdown of Money & Tax calls sub-categories received by CIPS in Q1 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | # of Callers | % of Money & Tax Callers |
| Money & Tax | Income Tax Credits and Reliefs | 712 | 36.9% |
| Money & Tax | Income Tax | 535 | 27.7% |
| Money & Tax | Capital Taxes | 115 | 6.0% |
| Money & Tax | Housing taxes and reliefs | 97 | 5.0% |
| Money & Tax | Duties and VAT | 97 | 5.0% |
| Money & Tax | Other | 84 | 4.4% |
| Money & Tax | Debt | 66 | 3.4% |
| Money & Tax | Property Taxes | 51 | 2.6% |
| Money & Tax | Financial Institutions | 48 | 2.5% |
| Money & Tax | Insurance | 40 | 2.1% |
| Money & Tax | Pensions | 27 | 1.4% |
| Money & Tax | Moving Country and Taxation | 21 | 1.1% |
| Money & Tax | Loans and Credit | 19 | 1.0% |
| Money & Tax | Wills | 9 | 0.5% |
| Money & Tax | Savings and Investments | 4 | 0.2% |
| Money & Tax | Universal Social Charge (USC ) | 2 | 0.1% |
| Money & Tax | Consumer Protection Code and Mortgages | 1 | 0.1% |
| Money & Tax | **Total** | **1,928** |  |

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

CIPS answered 1,201 calls relating to **Moving Country** during this quarter - that is, 5.4% of all categorised callers, with Citizenship and Irish Residence permit Applications and Renewals being the most queried topics within this.

*Table 7: Breakdown of Moving Country sub-categories calls received by CIPS in Q1 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number of Callers | % of Moving Country Callers |
| Moving Country | Irish Citizenship | 372 | 31.0% |
| Moving Country | Irish Residence Permit (IRP)Applications and Renewals | 235 | 19.6% |
| Moving Country | Immigration Office | 205 | 17.1% |
| Moving Country | Moving to Ireland | 147 | 12.2% |
| Moving Country | Visa | 92 | 7.7% |
| Moving Country | Moving Abroad | 38 | 3.2% |
| Moving Country | Other | 34 | 2.8% |
| Moving Country | Family Reunification | 28 | 2.3% |
| Moving Country | Ukraine | 17 | 1.4% |
| Moving Country | Asylum Seekers and Refugees | 10 | 0.8% |
| Moving Country | Leave to Remain | 23 | 1.9% |
|  | **Total Moving Country Calls** | **1,201** |  |

**Calls by Sub-category - Top Five areas.**

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q1, with employment rights receiving the highest level of calls - followed by four Social Welfare topics.

*Table 8: Most queried sub-categories received by CIPS in Q1 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call sub-category | Number of Callers | % of all categorised Calls |
| Employment | Employment Rights and Conditions | 2,888 | 13.0% |
| Social Welfare | Claiming a Social Welfare Payment | 1,721 | 7.5% |
| Social Welfare | Disability and Illness | 1,249 | 5.6% |
| Social Welfare | Carers | 1,160 | 5.2% |
| Social Welfare | Older and Retired People | 768 | 3.5% |

**Social Policy Feedback and Statistics**

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 ability to access a social or public 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 will 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 this Quarter, with over half related to Money and Tax and Social Welfare concerns.

*Table 9: Social Policy Return Categories by percentage received by CIPS in Q1 2023*

|  |  |
| --- | --- |
| Main Caller Category | % of SPRs |
| Money and Tax | 28.5% |
| Social Welfare | 25.2% |
| Housing | 17.1% |
| Health | 12.6% |
| Moving Country | 8.5% |
| Other | 8.0% |

1. 36.3% of total calls to CIPS in Q1/2023 which were answered were not categorised under specific subject matter areas i.e. 12,645 calls. [↑](#footnote-ref-1)