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

# **Reporting Template for CIB Data Hub**

# **Statistical Summary - Quarterly Breakdown Q1 2024**

## **Caller Summary**

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

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

There were **35,271 telephone** calls answered by CIPS during Q1, 2024, a 3% increase on the same quarter last year. In addition, the Phone Service responded to Web Chats and Social Media enquiries.

*Table 1: CIPS Type of Contact Q1 2024*

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers (Q1-2024) | % Of Callers |
| Telephone | 35,271 | 98.5% |
| Web Chats | 489 | 1.4% |
| Social Media Enquiries | 66 | 0.2% |

### **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, 36.1% were related to *Social Welfare*, followed by *Employment* (15.7%), and then *Housing* (8.9%).

The table below sets out the number of calls answered across the main call category areas in Q1 2024.

*Table 2: Main Category of Calls answered by CIPS in Q1 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Main Caller Category | Number of Callers in 2024 (Q1) | % of all Callers | Q1 ’23 – Q1 ‘24  % Change |
| Social Welfare | 7,838 | 36.1% | -8.7% |
| Employment | 3,415 | 15.7% | +1.3% |
| Housing | 1,942 | 8.9% | -5.8% |
| Money and Tax | 1,632 | 7.5% | -15.4% |
| Moving Country | 1,574 | 7.2% | +31.1% |
| Health | 1,021 | 4.7% | +3.7% |
| Consumer Affairs | 744 | 3.4% | -5.8% |
| Local | 701 | 3.2% | +33.0% |
| Justice | 651 | 3.0% | -1.7% |
| Travel and Recreation | 608 | 2.8% | +9.5% |
| Birth Family and Relationship | 540 | 2.5% | -7.2% |
| Education and Training | 301 | 1.4% | -4.7% |
| Death and Bereavement | 250 | 1.2% | -7.4% |
| Government in Ireland | 214 | 1.0% | +463.2% |
| Ukraine | 97 | 0.4% | -21.1% |
| Environment | 83 | 0.4% | +29.7% |
| Budget 2024 / 2023 | 69 | 0.3% | -36.7% |
| Covid-19 | 53 | 0.2% | -59.2% |
| Total of categorised calls | **21,733** |  |  |

* The number of calls relating to Money and Tax calls was down 15.4%.
* Moving country calls were up 31.1%.

## **Caller 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 (62%of total callers).

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

CIPS answered **7,838** calls relating to **Social Welfare** issues in Q1 2024 - that is, 36.1% of all calls and the highest area of enquiry. The sub-category *Claiming a Social Welfare Payment* was the most queried topic, with *Disability and Illness* and *Carers* being the next most queried.

* Calls relating to Carer’s payments reduced by 25.3% compared to the same quarter last year.
* Calls relating to Older and Retired people grew by 9.2%.
* Calls relating to Unemployed People Job Seekers Allowance grew by 17.2% and those relating to Unemployed people Jobseekers Benefit grew by 12.5%.

*Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in Q1 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % Of Social Welfare Callers |
| Social Welfare | Claiming a Social Welfare Payment | 1,705 | 21.8% |
| Social Welfare | Disability and Illness | 1,221 | 15.6% |
| Social Welfare | Carers | 867 | 11.1% |
| Social Welfare | Older and Retired People | 839 | 10.7% |
| Social Welfare | Families and Children | 714 | 9.1% |
| Social Welfare | Unemployed People Job Seekers Allowance | 422 | 5.4% |
| Social Welfare | Unemployed People Jobseekers Benefit | 361 | 4.6% |
| Social Welfare | Extra Social Welfare Benefits | 329 | 4.2% |
| Social Welfare | Other | 271 | 3.5% |
| Social Welfare | Supplementary Welfare Schemes | 252 | 3.2% |
| Social Welfare | Back to Education | 150 | 1.9% |
| Social Welfare | Social Insurance (PRSI) | 142 | 1.8% |
| Social Welfare | Social Welfare Payments and Work | 122 | 1.6% |
| Social Welfare | Means Test for Social Welfare Payments | 110 | 1.4% |
| Social Welfare | Death Related Benefits | 96 | 1.2% |
| Social Welfare | Activation Schemes Education and Training | 67 | 0.9% |
| Social Welfare | Appeals | 61 | 0.8% |
| Social Welfare | Unemployed People | 40 | 0.5% |
| Social Welfare | Social Welfare Miscellaneous | 22 | 0.3% |
| Social Welfare | Rent Supplement | 18 | 0.2% |
| Social Welfare | Social Assistance Payments | 14 | 0.2% |
| Social Welfare | Farmers | 13 | 0.2% |
| Social Welfare | Mortgage Interest Supplement (MIS) | 2 | 0.0% |
|  | **Total Social Welfare Calls** | **7,838** |  |

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

CIPS answered **3,415** calls relating to **Employment** that is, 15.7% of all calls which were categorised and represents the 2nd highest subject matter area. The sub-category, *Employment Rights and Conditions* is the most significant topic with 87% of all Employment-related calls followed by *unemployment and Redundancy* with 5.2%.

* Employment rights and conditions calls increased slightly by 2.9%.
* Unemployment and redundancy calls increased by 7.8%.

*Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in Q1 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % of Employment Callers |
| Employment | Employment Rights and Conditions | 2,971 | 87.0% |
| Employment | Unemployment and Redundancy | 179 | 5.2% |
| Employment | Self-Employment | 44 | 1.3% |
| Employment | Other | 40 | 1.2% |
| Employment | Employment and Disability | 39 | 1.1% |
| Employment | Employment Schemes and Internship | 38 | 1.1% |
| Employment | Starting Work and Changing Job | 24 | 0.7% |
| Employment | Enforcement and Redress | 20 | 0.6% |
| Employment | Migrant Workers | 14 | 0.4% |
| Employment | Retirement | 13 | 0.4% |
| Employment | Types of Employment | 13 | 0.4% |
| Employment | Equality in Work | 12 | 0.4% |
| Employment | Part Time Employment | 8 | 0.2% |
|  | **Total Employment Calls** | **3,415** |  |

**Housing callers by sub-category**

CIPS answered **1,942** calls relating to **Housing** that is, 8.9% of all subject categorised callers, with most of these calls relating to *Local Authority and Social Housing, Housing Grants and Schemes and Renting a Home,* which represents 76.8% of all Housing calls.

* Local Authority and Social Housing declined by 2.7%.
* Housing grants and schemes increased by 7.1%.
* Renting a Home calls declined by 31.8%.
* Buying a Home increased by 29.5%.

*Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in Q1 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number Of Callers | % Of Housing Callers |
| Housing | Local Authority and Social Housing | 546 | 28.1% |
| Housing | Housing Grants and Schemes | 530 | 27.3% |
| Housing | Renting a Home | 416 | 21.4% |
| Housing | Buying a Home | 136 | 7.0% |
| Housing | Other | 90 | 4.6% |
| Housing | Homelessness | 78 | 4.0% |
| Housing | Emergency Accommodation | 62 | 3.2% |
| Housing | Planning Permission | 35 | 1.8% |
| Housing | Losing your Home | 30 | 1.5% |
| Housing | Building or Altering a Home | 18 | 0.9% |
| Housing | null | 1 | 0.1% |
|  | **Total Housing Calls** | **1,942** |  |

* Housing Grants and schemes calls increased by 7.1%.
* Renting a Home calls decreased by 31.8%.
* Buying a Home calls increased by 29.5%.

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

CIPS answered **1,632** calls relating to **Money & Tax** issues this quarter - that is, 7.5% of all caller queries that were categorised. The sub-categories of *Income Tax Credits and Reliefs, Income Tax, Capital Taxes and Housing taxes and reliefs* accounted for 71.1% of all Money & Tax related calls.

*Table 6: Breakdown of Money & Tax Call Sub-Categories answered by CIPS in Q1 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number of Callers | % of Health Callers |
| Money & Tax | Income Tax Credits and Reliefs | 584 | 35.8% |
| Money & Tax | Income Tax | 346 | 21.2% |
| Money & Tax | Capital Taxes | 122 | 7.5% |
| Money & Tax | Housing taxes and reliefs | 108 | 6.6% |
| Money & Tax | Financial Institutions | 90 | 5.5% |
| Money & Tax | Duties and VAT | 84 | 5.1% |
| Money & Tax | Other | 76 | 4.7% |
| Money & Tax | Debt | 54 | 3.3% |
| Money & Tax | Insurance | 35 | 2.1% |
| Money & Tax | Property Taxes | 33 | 2.0% |
| Money & Tax | Pensions | 28 | 1.7% |
| Money & Tax | Moving Country and Taxation | 23 | 1.4% |
| Money & Tax | Wills | 22 | 1.3% |
| Money & Tax | Loans and Credit | 10 | 0.6% |
| Money & Tax | Consumer Protection Code and Mortgages | 5 | 0.3% |
| Money & Tax | Savings and Investments | 5 | 0.3% |
| Money & Tax | Universal Social Charge (USC) | 4 | 0.2% |
| Money & Tax | Tax on Savings and Investments | 3 | 0.2% |
|  | **Total Money & Tax Calls** | **1,632** |  |

* Income Tax Credits and Reliefs calls decreased by 18%.
* Income Tax calls decreased by 35.3%.
* Capital Taxes calls increased by 6.1%

**Moving Country callers by sub-category**

CIPS answered **1,574** calls relating to **Moving Country** during this quarter - that is, 7.2% of all categorised callers, with *Irish Citizenship, GNIB Applications and Renewals* and *Immigration Office queries* being the most popular topics within this.

*Table 7: Breakdown of Moving Country Call Sub-Categories answered by CIPS in Q1 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number of Callers | % of Health Callers |
| Moving Country | Irish Citizenship | 533 | 33.9% |
| Moving Country | GNIB Applications and Renewals | 272 | 17.3% |
| Moving Country | Immigration Office | 246 | 15.6% |
| Moving Country | Moving to Ireland | 208 | 13.2% |
| Moving Country | Visa | 86 | 5.5% |
| Moving Country | Other | 56 | 3.6% |
| Moving Country | Moving Abroad | 49 | 3.1% |
| Moving Country | Family Reunification | 46 | 2.9% |
| Moving Country | Leave to Remain | 36 | 2.3% |
| Moving Country | Asylum Seekers and Refugees | 33 | 2.1% |
| Moving Country | Ukraine | 9 | 0.6% |
|  | **Total Moving Country Calls** | **1,574** |  |

* Calls related to Irish Citizenship increased by 43.3%.
* GNIB Application and Renewals calls increased by 15.7%.
* Immigration Office calls increased by 20%.
* Moving to Ireland calls increased by 41.5%.

**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 E*mployment Rights* receiving the highest level of calls - followed by *four Social Welfare* topics.

*Table 8: Most Queried Sub-Categories received by CIPS in Q1 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call sub-category | Number of Callers | % of all categorised Calls |
| Employment | Employment Rights and Conditions | 2,971 | 13.7% |
| Social Welfare | Claiming a Social Welfare Payment | 1,705 | 7.8% |
| Social Welfare | Disability and Illness | 1,221 | 5.6% |
| Social Welfare | Carers | 867 | 4.0% |
| Social Welfare | Older and Retired People | 839 | 3.9% |

**Social Policy Feedback**

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.

In Q1 2024, CIPS recorded 202 Social Policy returns. The table below provides an indication of the key areas where Information Officers identified that difficulties were arising for callers during this Quarter, 95% of calls are related to *Social Welfare, Money & Tax, Moving Country, Housing & Health* concerns.

*Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in Q1 2024*

|  |  |
| --- | --- |
| Main Caller Category | % of SPRs |
| Social Welfare | 26.2% |
| Money and Tax | 26.2% |
| Moving Country | 16.3% |
| Housing | 15.3% |
| Health | 10.9% |

1. Of the total phone calls answered by CIPS in Q1/2024, 62% were categorised under specific subject matter areas i.e. 21,733 calls with 38% uncategorised (13,538) calls. [↑](#footnote-ref-1)