

Citizens Information Phone Service (CIPS)

Reporting Template for CIB Data Hub

Statistical Summary - Quarterly Breakdown Q2 2023

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 2 2023 (1st April 2023 – 30th June 2023).

Caller - Type of Contact

There were **33,634** calls answered by CIPS during Q2, 2023.

Table 1: CIPS Type of Contact Q2 2023

Caller Type	Number of Callers (Q2 2023)	% Of Callers
Telephone	33,634	98.4%
Web Chats	468	1.4%
Social Media Enquiries	71	0.2%

Call Category Types by Main Category

The Table below sets out the main categories of enquiry for the categorised call types.¹ Of the total calls categorised, 39.2% were related to *Social Welfare*, followed by *Employment* (14.5%), and then *Housing* (8.8%).

The table below sets out the number of calls answered across the main call category areas in Q2 2023.

¹40.1% of total calls to CIPS in Q2/2023 which were answered were not categorised under specific subject matter areas i.e. 13,492 calls.

Table 2: Main Category of Calls answered by CIPS in Q2 2023

Main Caller Category	Number of Callers in 2023 (Q2)	% of all Callers	Q2 '22 – Q2 '23 % Change
Social Welfare	7,898	39.2%	0.1%
Employment	2,919	14.5%	0.4%
Housing	1,781	8.8%	5.1%
Money and Tax	1,312	6.5%	8.8%
Moving Country	1,290	6.4%	-6.2%
Health	876	4.3%	-9.1%
Consumer Affairs	726	3.6%	7.6%
Justice	695	3.5%	-0.6%
Travel and Recreation	645	3.2%	-45.2%
Local	557	2.8%	-54.8%
Birth Family and Relationship	524	2.6%	-11.2%
Education and Training	350	1.7%	-7.9%
Death and Bereavement	214	1.1%	-26.5%
Ukraine	105	0.5%	N/a
Covid-19	84	0.4%	-91.1%
Environment	68	0.3%	3.0%
Government in Ireland	63	0.3%	-19.2%
Budget 2023	35	0.2%	N/a
Total of categorised calls	20,142		

Caller Sub-Category Breakdown

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during Q2 - Social Welfare, Employment, Housing, Money & Tax and Moving Country. This breakdown is based on categorised calls only (75.5% of total callers).

Social Welfare callers by sub-category

CIPS answered 7,898 calls relating to **Social Welfare** issues in Q2 2023 - that is, 39.2% 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 Q2 2022), with *Disability and Illness* and then *Carers* being the next most queried.

Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in Q2 2023

Call Category	Call Sub-category	Number of Callers	% Of Social Welfare Callers
Social Welfare	Claiming a Social Welfare Payment	1,495	18.9%
Social Welfare	Disability and Illness	1,257	15.9%
Social Welfare	Carers	1,163	14.7%
Social Welfare	Older and Retired People	671	8.5%
Social Welfare	Families and Children	666	8.4%
Social Welfare	Extra Social Welfare Benefits	452	5.7%
Social Welfare	Unemployed People Job Seekers Allowance	391	5.0%
Social Welfare	Other	358	4.5%
Social Welfare	Unemployed People Jobseekers Benefit	333	4.2%
Social Welfare	Supplementary Welfare Schemes	220	2.8%
Social Welfare	Back to Education	213	2.7%
Social Welfare	Social Welfare Payments and Work	156	2.0%
Social Welfare	Social Insurance (PRSI)	113	1.4%
Social Welfare	Means Test for Social Welfare Payments	112	1.4%
Social Welfare	Death Related Benefits	94	1.2%
Social Welfare	Activation Schemes Education and Training	55	0.7%
Social Welfare	Appeals	41	0.5%
Social Welfare	Rent Supplement	36	0.5%
Social Welfare	Unemployed People	27	0.3%
Social Welfare	Social Welfare Miscellaneous	21	0.3%
Social Welfare	Farmers	12	0.2%
Social Welfare	Social Assistance Payments	11	0.1%
Social Welfare	Mortgage Interest Supplement (MIS)	1	0.0%
	Total Social Welfare Calls	7,898	

Employment callers by sub-category

CIPS answered 2,919 calls relating to **Employment** issues this quarter - that is, 14.5% 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 87.3% of all Employment-related calls.

Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in Q2 2023

Call Category	Call Sub-category	Number of Callers	% of Employment Callers
Employment	Employment Rights and Conditions	2,547	87.3%
Employment	Unemployment and Redundancy	144	4.9%
Employment	Self-Employment	63	2.2%
Employment	Enforcement and Redress	30	1.0%
Employment	Other	29	1.0%
Employment	Employment and Disability	26	0.9%
Employment	Employment Schemes and Internship	23	0.8%
Employment	Migrant Workers	16	0.5%
Employment	Starting Work and Changing Job	11	0.4%
Employment	Types of Employment	11	0.4%
Employment	Equality in Work	9	0.3%
Employment	Part Time Employment	5	0.2%
Employment	Retirement	5	0.2%
	Total Employment Calls	2,919	

Housing callers by sub-category

CIPS answered 1,781 calls relating to **Housing** issues this quarter - that is, 8.8% of all caller queries that were categorised. The sub-categories of *Local Authority and Social Housing*, *Housing Grants and Schemes* and *Renting a Home* accounted for 79.1% of all Housing-related calls.

Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in Q2 2023

Call Category	Call Sub-Category	Number Of Callers	% Of Housing Callers
Housing	Local Authority and Social Housing	491	27.6%
Housing	Housing Grants and Schemes	467	26.2%
Housing	Renting a Home	450	25.3%
Housing	Buying a Home	119	6.7%
Housing	Other	103	5.8%
Housing	Homelessness	67	3.8%
Housing	Planning Permission	39	2.2%
Housing	Emergency Accommodation	16	0.9%
Housing	Losing your Home	15	0.8%

Housing	Building or Altering a Home	14	0.8%
	Total Housing Calls	1,781	

Money & Tax callers by sub-category

CIPS answered 1,312 calls relating to **Money & Tax** issues this quarter - that is, 6.5% of all subject categorised callers, with the majority of these calls relating to *Income Tax Credits & Reliefs* and *Income Tax* which account for 58.9% of all Money and Tax calls.

Table 6: Breakdown of Money & Tax Call by Sub-Categories answered by CIPS in Q2 2023

Call Category	Call Sub-category	# of Callers	% of Money & Tax Callers
Money & Tax	Income Tax Credits and Reliefs	395	30.1%
Money & Tax	Income Tax	378	28.8%
Money & Tax	Capital Taxes	123	9.4%
Money & Tax	Duties and VAT	83	6.3%
Money & Tax	Other	72	5.5%
Money & Tax	Financial Institutions	44	3.4%
Money & Tax	Housing taxes and reliefs	44	3.4%
Money & Tax	Debt	43	3.3%
Money & Tax	Property Taxes	37	2.8%
Money & Tax	Insurance	33	2.5%
Money & Tax	Pensions	18	1.4%
Money & Tax	Moving Country and Taxation	16	1.2%
Money & Tax	Loans and Credit	12	0.9%
Money & Tax	Savings and Investments	6	0.5%
Money & Tax	Wills	5	0.4%
Money & Tax	Consumer Protection Code and Mortgages	2	0.2%
Money & Tax	Universal Social Charge (USC)	1	0.1%
	Total Money & Tax Calls	1,312	

Moving Country callers by sub-category

CIPS answered 1,290 calls relating to **Moving Country** during this quarter - that is, 6.4% of all categorised callers, with *Irish Citizenship*, *Immigration Office* and *Irish Residence Permit (IRP) Applications and Renewals* being the most queried topics within this.

Table 7: Breakdown of Moving Country Call Sub-Categories answered by CIPS in Q2 2023

Call Category	Call Sub-Category	Number of Callers	% of Moving Country Callers
Moving Country	Irish Citizenship	386	29.9%
Moving Country	Immigration Office	250	19.4%
Moving Country	IRP Applications and Renewals	217	16.8%
Moving Country	Moving to Ireland	179	13.9%
Moving Country	Visa	92	7.1%
Moving Country	Moving Abroad	46	3.6%
Moving Country	Other	44	3.4%
Moving Country	Family Reunification	31	2.4%
Moving Country	Leave to Remain	22	1.7%
Moving Country	Asylum Seekers and Refugees	17	1.3%
Moving Country	Ukraine	6	0.5%
	Total Moving Country Calls	1,290	

Calls by Sub-category - Top Five areas.

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q2, 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 Q2 2023

Call Category	Call sub-category	Number of Callers	% of all categorised Calls
Employment	Employment Rights and Conditions	2,547	12.6%
Social Welfare	Claiming a Social Welfare Payment	1,495	7.4%
Social Welfare	Disability and Illness	1,257	6.2%
Social Welfare	Carers	1,163	5.8%
Social Welfare	Older and Retired People	671	3.3%

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 Q2 2023, CIPS recorded 208 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, with over half related to Social Welfare and Money & Tax concerns.

Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in Q2 2023

Main Caller Category	% of SPRs
Social Welfare	28.4%
Money and Tax	24.5%
Housing	17.8%
Moving Country	12.5%
Health	12.0%
Other	4.8%