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

# **Quarterly Statistical Summary - Q2 2024**

## **Caller Summary**

The following is a summary of the Citizens Information Phone Service (CIPS) statistical caller data for Quarter 2 2024 (1st April 2024 – 30th June 2024), during which CIPS answered **35,792** calls.

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

*Table 1: Type of Contact*

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers | % Of Callers |
| Telephone | 35,276 | 98.6% |
| Web Chats | 480 | 1.3% |
| Social Media Enquiries | 36 | 0.1% |
| Total | **35,792** | **100%** |

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

Table 2 sets out the main categories of enquiry for the categorised call types.[[1]](#footnote-1)

*Table 2: Calls by Main Category*

|  |  |  |
| --- | --- | --- |
| Category  | Number of Calls  | % of Categorised Calls |
| Social Welfare | 6230 | 35.2% |
| Employment | 2945 | 16.6% |
| Housing | 1621 | 9.2% |
| Moving Country | 1182 | 6.7% |
| Money and Tax | 1073 | 6.1% |
| Health | 857 | 4.8% |
| Consumer Affairs | 817 | 4.6% |
| Travel and Recreation | 542 | 3.1% |
| Justice | 526 | 3.0% |
| Birth Family and Relationship | 458 | 2.6% |
| Local | 452 | 2.6% |
| Education and Training | 330 | 1.9% |
| Death and Bereavement | 220 | 1.2% |
| Government in Ireland | 188 | 1.1% |
| Environment | 96 | 0.5% |
| Ukraine | 78 | 0.4% |
| Covid-19 | 52 | 0.3% |
| Budget 2024 / 2023 | 32 | 0.2% |
| Total of categorised calls | **17,699** | **100%** |

## **Caller sub-Category Breakdown**

The following tables provides a more detailed breakdown of call numbers for the five most queried categories during Q2 - **Social Welfare**, **Employment**, **Housing**, **Moving Country** and **Money & Tax** - which accounted for 73.5% of all categorised calls.

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

Social Welfare queries made up 35.2% of all categorised calls during Q2, 2024, 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.

*Table 3: Social Welfare sub-categories*

|  |  |  |
| --- | --- | --- |
| Social Welfare sub-category | Number of Categorised Calls | % of Social Welfare Calls |
| Claiming a Social Welfare Payment | 1,098 | 17.6% |
| Disability and Illness | 1,034 | 16.6% |
| Carers | 716 | 11.5% |
| Families and Children | 600 | 9.6% |
| Older and Retired People | 569 | 9.1% |
| Unemployed People Job Seekers Allowance | 373 | 6.0% |
| Unemployed People Jobseekers Benefit | 304 | 4.9% |
| Supplementary Welfare Schemes | 221 | 3.5% |
| Extra Social Welfare Benefits | 219 | 3.5% |
| Back to Education | 209 | 3.4% |
| Other | 178 | 2.9% |
| Means Test for Social Welfare Payments | 125 | 2.0% |
| Social Welfare Payments and Work | 124 | 2.0% |
| Social Insurance (PRSI) | 94 | 1.5% |
| Death Related Benefits | 89 | 1.4% |
| Appeals | 83 | 1.3% |
| Activation Schemes Education and Training | 79 | 1.3% |
| Unemployed People | 32 | 0.5% |
| Social Welfare Miscellaneous | 29 | 0.5% |
| Rent Supplement | 23 | 0.4% |
| Farmers | 16 | 0.3% |
| Social Assistance Payments | 14 | 0.2% |
| Mortgage Interest Supplement (MIS) | 1 | 0.0% |
| Total  | **6,230** | **100%** |

### **Employment calls by sub-category**

**Employment** queries accounted for 16.6% of all categorised calls, the second highest area of enquiry. The sub-category *Employment Rights and Conditions* was the most significant topic at 85.6% of employment-related calls.

*Table 4: Employment sub-categories*

|  |  |  |
| --- | --- | --- |
| Employment sub-category | Number of Calls | % of Employment Calls |
| Employment Rights and Conditions | 2,522 | 85.7% |
| Unemployment and Redundancy | 128 | 4.4% |
| Employment and Disability | 59 | 2.0% |
| Self-Employment | 58 | 2.0% |
| Employment Schemes and Internship | 44 | 1.5% |
| Other | 37 | 1.3% |
| Equality in Work | 24 | 0.8% |
| Retirement | 16 | 0.5% |
| Migrant Workers | 16 | 0.5% |
| Starting Work and Changing Job | 13 | 0.4% |
| Enforcement and Redress | 12 | 0.4% |
| Types of Employment | 7 | 0.2% |
| Appeals (Enforcement) | 6 | 0.2% |
| Total  | **2,942** | **100%** |

**Housing calls by sub-category**

**Housing** queries made up 9.2% of categorised calls, with most of these calls (74.6%) relating to *Local Authority and Social Housing, Housing Grants and Schemes* and *Renting a Home*.

*Table 5: Housing sub-categories*

|  |  |  |
| --- | --- | --- |
| Housing sub-category | Number of Calls | % of Housing Calls |
| Local Authority and Social Housing | 468 | 28.9% |
| Housing Grants and Schemes | 403 | 24.9% |
| Renting a Home | 337 | 20.8% |
| Buying a Home | 121 | 7.5% |
| Other | 87 | 5.4% |
| Emergency Accommodation | 60 | 3.7% |
| Homelessness | 60 | 3.7% |
| Planning Permission | 44 | 2.7% |
| Building or Altering a Home | 24 | 1.5% |
| Losing your Home | 17 | 1.0% |
|  Total  | **1,621** | **100%** |

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

**Moving Country** queries made up 6.7% of all categorised calls, with *Irish Citizenship*, *Irish Residence Permits (IRP) Applications and Renewals*, *Moving to Ireland* and *Immigration Office* being the most queried topics, accounting for 75.6% of categorised **Moving Country** calls.

*Table 6: Moving Country sub-categories*

|  |  |  |
| --- | --- | --- |
| Moving Country sub-category | Number of Calls | % of Moving Country Calls |
| Irish Citizenship | 316 | 26.7% |
| IRP Applications and Renewals | 248 | 21.0% |
| Moving to Ireland | 201 | 17.0% |
| Immigration Office | 129 | 10.9% |
| Visa | 99 | 8.4% |
| Moving Abroad | 45 | 3.8% |
| Other | 39 | 3.3% |
| Family Reunification | 37 | 3.1% |
| Asylum Seekers and Refugees | 30 | 2.5% |
| Leave to Remain | 21 | 1.8% |
| Ukraine | 17 | 1.4% |
| Total  | **1,182** | **100%** |

**Money and Tax calls by sub-category**

**Money and Tax** issues accounted for 6.1% of categorised calls. The sub-categories of *Income Tax Credits and Reliefs*, *Income Tax*, *Capital Taxes*, *Debt* and *Duties* and *VAT* accounted for 72.8% of all Money & Tax calls.

*Table 7: Money & Tax Sub-Categories*

|  |  |  |
| --- | --- | --- |
| Money and Tax sub-category | Number of Calls | % of Money and Tax Calls |
| Income Tax Credits and Reliefs | 305 | 28.4% |
| Income Tax | 248 | 23.1% |
| Capital Taxes | 100 | 9.3% |
| Debt | 75 | 7.0% |
| Duties and VAT | 54 | 5.0% |
| Other | 51 | 4.8% |
| Housing taxes and reliefs | 47 | 4.4% |
| Financial Institutions | 41 | 3.8% |
| Pensions | 32 | 3.0% |
| Insurance | 26 | 2.4% |
| Property Taxes | 23 | 2.1% |
| Moving Country and Taxation | 21 | 2.0% |
| Loans and Credit | 15 | 1.4% |
| Wills | 13 | 1.2% |
| Consumer Protection Code and Mortgages | 11 | 1.0% |
| Tax on Savings and Investments | 6 | 0.6% |
| Savings and Investments | 2 | 0.2% |
| Tax Credits and Reliefs for People with Disabilities | 2 | 0.2% |
| Universal Social Charge (USC) | 1 | 0.1% |
| Total  | **1,073** | **100%** |

**Top Five Sub-Categories across all Categorised Calls**

Table 8 provides a breakdown of the five most queried sub-categories during Q2, 2024. *Employment Rights and Conditions* was the most queried sub-category (i.e. specific issue dealt with), followed by four **Social Welfare** topics.

*Table 8: Most Called about Sub-Categories received by CIPS in Q2 2024*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call sub-category | Number of Calls | % of all Categorised Calls |
| Employment | Employment Rights and Conditions | 2,522 | 14.2% |
| Social Welfare | Claiming a Social Welfare Payment | 1,098 | 6.2% |
| Social Welfare | Disability and Illness | 1,034 | 5.8% |
| Social Welfare | Carers | 716 | 4.0% |
| Social Welfare | Families and Children | 600 | 3.4% |

**Social Policy Feedback**

In addition to collecting data on callers’ queries, CIPS Information Officers also identify issues that are indicative of a wider policy or administrative concern impacting on people’s ability to access a social or public service. The identified policy issues provide CIB with useful, anonymised evidence that can ‘get behind’ the statistics and demonstrate how policy (and the administration of policy) can impact on peoples’ lives. Staff in the national phone service are well-placed to identify these issues, many of which arise repeatedly and significantly impact 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 90 calls are relating to **Social Welfare***,* **Health***,* **Moving Country***,* **Housing** *and* **Money & Tax**concerns.

The table below provides an indication of the key areas where Information Officers identified difficulties arising for callers. Over 90% of identified social policy issues were related to *Social Welfare, Health, Moving Country, Housing* and *Money & Tax* concerns.

*Table 9: Identified Social Policy Issues by Main Category (as percentage)*

|  |  |
| --- | --- |
| Main Caller Category | % of Policy Issues Identified |
| Social Welfare | 32.9% |
| Health  | 22.6% |
| Moving Country | 17.1% |
| Housing | 17.1% |
| Money & Tax  | 10.4% |

1. 49.8% of calls to CIPS in Q2/2024 (i.e. 17,577 calls) were not categorised. [↑](#footnote-ref-1)