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

# **Reporting Template for CIB Data Hub**

# **Statistical Summary - Quarterly Breakdown Q3 2023**

## **Caller Summary**

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 3 2023 (1st July 2023 – 30th September 2023).

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

There were **34,801** calls answered by CIPS during Q3, 2023.

*Table 1: CIPS Type of Contact Q3 2023*

|  |  |  |
| --- | --- | --- |
| Caller Type | Number of Callers (Q3 -2023) | % Of Callers |
| Telephone | **34,801** | 98.5% |
| Web Chats | **498** | 1.4% |
| Social Media Enquiries | **20** | 0.1% |

### **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, 39.4% were related to *Social Welfare*, followed by *Employment* (13%), and then *Housing* (8.4%).

The table below sets out the number of calls answered across the main call category areas in Q3 2023.

*Table 2: Main Category of Calls answered by CIPS in Q3 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Main Caller Category  | Number of Callers in 2023 (Q3) | % of all Callers | Q3 ’22 – Q3 ‘23 % Change |
| Social Welfare | 8648 | 39.4% | -2.0% |
| Employment | 2859 | 13.0% | -8.0% |
| Housing | 1841 | 8.4% | -6.5% |
| Moving Country | 1536 | 7.0% | +14.9% |
| Money and Tax | 1504 | 6.9% | +4.7% |
| Health | 941 | 4.3% | -6.0% |
| Travel and Recreation | 835 | 3.8% | +3.5% |
| Justice | 688 | 3.1% | +15.8% |
| Consumer Affairs | 677 | 3.1% | -14.4% |
| Local | 605 | 2.8% | -40.9% |
| Birth Family and Relationship | 541 | 2.5% | -20.8% |
| Education and Training | 539 | 2.5% | -4.6% |
| Death and Bereavement | 248 | 1.1% | -22.3% |
| Covid-19 | 119 | 0.5% | -86.2% |
| Environment | 109 | 0.5% | +43.4% |
| Ukraine | 108 | 0.5% | 0 |
| Government in Ireland | 78 | 0.4% | +36.8% |
| Budget 2023 | 59 | 0.3% | 0 |
| Total of categorised calls | **21,935** |  |  |

## **Caller Sub-Category Breakdown**

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during Q3 2023 - Social Welfare, Employment, Housing, Moving Country and Money and Tax. This breakdown is based on categorised calls only (63% of total callers).

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

CIPS answered 8,648 calls relating to **Social Welfare** issues in Q3 2023 - that is, 39.4% 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 Q3 2022), with *Carers* and then *Disability and Illness* being the next most queried.

*Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in Q3 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % Of Social Welfare Callers |
| Social Welfare | *Claiming a Social Welfare Payment* | 1,670 | 19.3% |
| Social Welfare | *Carers* | 1,590 | 18.4% |
| Social Welfare | *Disability and Illness* | 1,253 | 14.5% |
| Social Welfare | *Families and Children* | 753 | 8.7% |
| Social Welfare | *Older and Retired People* | 668 | 7.7% |
| Social Welfare | *Extra Social Welfare Benefits* | 519 | 6.0% |
| Social Welfare | *Unemployed People Job Seekers Allowance* | 355 | 4.1% |
| Social Welfare | *Other* | 324 | 3.7% |
| Social Welfare | *Unemployed People Jobseekers Benefit* | 319 | 3.7% |
| Social Welfare | *Back to Education* | 229 | 2.6% |
| Social Welfare | *Supplementary Welfare Schemes* | 183 | 2.1% |
|  Social Welfare | *Social Insurance (PRSI)* | 173 | 2.0% |
| Social Welfare | *Social Welfare Payments and Work* | 130 | 1.5% |
| Social Welfare | *Means Test for Social Welfare Payments* | 116 | 1.3% |
| Social Welfare | *Activation Schemes Education and Training* | 104 | 1.2% |
| Social Welfare | *Appeals* | 80 | 0.9% |
| Social Welfare | *Death Related Benefits* | 63 | 0.7% |
| Social Welfare | *Rent Supplement* | 37 | 0.4% |
| Social Welfare | *Social Welfare Miscellaneous* | 29 | 0.3% |
| Social Welfare | *Social Assistance Payments* | 22 | 0.3% |
| Social Welfare | *Unemployed People* | 19 | 0.2% |
| Social Welfare | *Farmers* | 12 | 0.1% |
|  | **Total Social Welfare Calls** | **8,648** |  |

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

CIPS answered 2,859 calls relating to **Employment** issues this quarter - that is, 13% 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 with 88% of all Employment-related calls.

*Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in Q3 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-category | Number of Callers | % of Employment Callers |
| Employment | *Employment Rights and Conditions* | 2,516 | 88.0% |
| Employment | *Unemployment and Redundancy* | 104 | 3.6% |
| Employment | *Self-Employment* | 63 | 2.2% |
| Employment | *Employment Schemes and Internship* | 58 | 2.0% |
| Employment | *Employment and Disability* | 35 | 1.2% |
| Employment | *Other* | 29 | 1.0% |
| Employment | *Enforcement and Redress* | 16 | 0.6% |
| Employment | *Migrant Workers* | 12 | 0.4% |
| Employment | *Types of Employment* | 9 | 0.3% |
| Employment | *Equality in Work* | 5 | 0.2% |
| Employment | *Starting Work and Changing Job* | 5 | 0.2% |
| Employment | *Part Time Employment* | 3 | 0.1% |
| Employment | *Retirement* | 3 | 0.1% |
| Employment | *Appeals (Enforcement )* | 1 | 0.0% |
|  | **Total Employment Calls** | **2,859** |  |

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

CIPS answered 1,841 calls relating to **Housing** issues this quarter - that is, 8.4% 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 76% of all Housing-related calls.

*Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in Q3 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number Of Callers | % Of Housing Callers |
| Housing | *Local Authority and Social Housing* | 509 | 27.6% |
| Housing | *Housing Grants and Schemes* | 456 | 24.8% |
| Housing | *Renting a Home* | 435 | 23.6% |
| Housing | *Buying a Home* | 125 | 6.8% |
| Housing | *Homelessness* | 120 | 6.5% |
| Housing | *Other* | 102 | 5.5% |
| Housing | *Planning Permission* | 47 | 2.6% |
| Housing | *Emergency Accommodation* | 18 | 1.0% |
| Housing | *Losing your Home* | 16 | 0.9% |
| Housing | *Building or Altering a Home* | 13 | 0.7% |
|  |  **Total Housing Calls** | **1,841** |  |

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

CIPS answered 1,536 calls relating to **Moving Country** during this quarter - that is, 7% 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 6: Breakdown of Moving Country Call Sub-Categories answered by CIPS in Q3 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number of Callers | % of Health Callers |
| Moving Country  | *Irish Citizenship* | 412 | 26.8% |
| Moving Country  | *Immigration Office* | 324 | 21.1% |
| Moving Country  | *IRP Applications and Renewals* | 305 | 19.9% |
| Moving Country  | *Moving to Ireland* | 208 | 13.5% |
| Moving Country  | *Visa* | 90 | 5.9% |
| Moving Country  | *Moving Abroad* | 48 | 3.1% |
| Moving Country  | *Asylum Seekers and Refugees* | 44 | 2.9% |
| Moving Country  | *Family Reunification* | 41 | 2.7% |
| Moving Country  | *Other* | 32 | 2.1% |
| Moving Country  | *Leave to Remain* | 23 | 1.5% |
| Moving Country  | *Ukraine* | 9 | 0.6% |
|  | **Total Moving Country Calls** | **1,536** |  |

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

CIPS answered 1,504 calls relating to **Money & Tax** issues this quarter - that is, 6.9% of all subject categorised callers, with the majority of these calls relating to *Income Tax*, *Income Tax Credits* & *Reliefs, Capital Taxes and Duties & VAT* which account for 75.4% of all Money and Tax calls.

*Table 7: Breakdown of Money & Tax Call by Sub-Categories answered by CIPS in Q3 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call Sub-Category | Number of Callers | % of Health Callers |
| Money & Tax | *Income Tax* | 429 | 28.5% |
| Money & Tax | *Income Tax Credits and Reliefs* | 426 | 28.3% |
| Money & Tax | *Capital Taxes* | 140 | 9.3% |
| Money & Tax | *Duties and VAT* | 139 | 9.2% |
| Money & Tax | *Debt* | 80 | 5.3% |
| Money & Tax | *Housing taxes and reliefs* | 61 | 4.1% |
| Money & Tax | *Other* | 59 | 3.9% |
| Money & Tax | *Financial Institutions* | 36 | 2.4% |
| Money & Tax | *Insurance* | 32 | 2.1% |
| Money & Tax | *Pensions* | 28 | 1.9% |
| Money & Tax | *Property Taxes* | 28 | 1.9% |
| Money & Tax | *Moving Country and Taxation* | 27 | 1.8% |
| Money & Tax | *Loans and Credit* | 8 | 0.5% |
| Money & Tax | *Savings and Investments* | 4 | 0.3% |
| Money & Tax | *Consumer Protection Code and Mortgages* | 3 | 0.2% |
| Money & Tax | *Tax on Savings and Investments* | 2 | 0.1% |
| Money & Tax | *Universal Social Charge (USC)* | 1 | 0.1% |
| Money & Tax | *Wills* | 1 | 0.1% |
|  | **Total Money & Tax Calls** | **1,504** |  |

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

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q3 2023, 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 Q3 2023*

|  |  |  |  |
| --- | --- | --- | --- |
| Call Category | Call sub-category | Number of Callers | % of all categorised Calls |
| Employment | *Employment Rights and Conditions* | 2,516 | 11.5% |
| Social Welfare | *Claiming a Social Welfare Payment* | 1,670 | 7.6% |
| Social Welfare | *Carers* | 1,590 | 7.2% |
| Social Welfare | *Disability and Illness* | 1,253 | 5.7% |
| Social Welfare | *Families and Children* | 753 | 3.4% |

**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 Q3 2023, CIPS recorded 192 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 50% of calls are related to Social Welfare or Money & Tax concerns.

*Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in Q3 2023*

|  |  |
| --- | --- |
| Main Caller Category | % of SPRs |
| Social Welfare | 32.3% |
| Money and Tax | 17.7% |
| Housing | 14.6% |
| Moving Country | 14.1% |
| Health | 12.0% |
| Travel and Recreation | 5.2% |
| All Other | 4.1% |

1. 21,935 calls (63% of total calls) to CIPS in Q3/2023 which were answered were categorised. 37% of calls handled during this period were uncategorised (12,866 calls). [↑](#footnote-ref-1)