# **Citizens Information Phone Service (CIPS) – Caller/Query Data**

# **Statistical Summary Quarter 3 2024**

## **Caller summary**

The following is a summary of the Citizens Information Phone Service (CIPS) caller and query data for Quarter 3 (Q3) 2024 (1st July 2024 – 30th September 2024).

### **Caller - Mode of contact**

CIPS answered **39,073** calls during Q3 2024. A further 496 interactions were by web chat[[1]](#footnote-1) or via social media.

Table 1: Caller mode of contact

|  |  |  |
| --- | --- | --- |
| Mode of contact | Number of callers | % of callers |
| Telephone | 39,073 | 98.7% |
| Web Chat | 476 | 1.2% |
| Social Media Enquiries | 20 | 0.1% |
| Total  | **39,569** | **100%**  |

### **Calls by main category**

 Of the total calls categorised, 36.4% were related to *Social Welfare*, followed by *Employment* at 15.8% and then *Housing* at 10.9%.

Table 2: Main category of calls

|  |  |  |  |
| --- | --- | --- | --- |
| Main query category  | Number of categorised calls  | % of all categorised calls | Q3 ’23 – Q3 ‘24 % change |
| Social Welfare | 7,162 | 36.4% | -17.2% |
| Employment | 3,110 | 15.8% | -8.8% |
| Housing | 2,134 | 10.9% | +16.0% |
| Money and Tax | 1,456 | 7.4% | -3.1% |
| Moving Country | 1,258 | 6.4% | -18.0% |
| Health | 981 | 5.0% | -4.1% |
| Justice | 640 | 3.2% | -7.0% |
| Consumer Affairs | 583 | 3.0% | -13.9% |
| Birth Family and Relationship | 578 | 2.9% | +6.5% |
| Travel and Recreation | 477 | 2.4% | -42.9% |
| Education and Training | 440 | 2.2% | -18.4% |
| Local | 412 | 2.1% | -32.1% |
| Death and Bereavement | 222 | 1.1% | -10.5% |
| Ukraine | 109 | 0.6% | +0.9% |
| Government in Ireland | 66 | 0.3% | -15.4% |
| Environment | 38 | 0.2% | -65.1% |
| Covid-19 | 30 | 0.2% | -74.8% |
| Total of categorised calls | **19,696** |  |  |

## **Caller sub-category breakdown**

The following tables provide a more detailed breakdown of call numbers for the five most queried categories. *Social Welfare, Employment, Housing, Money & Tax* and *Moving Country* accounted for 76.8% of all categorised calls.

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

CIPS categorised **7,162** calls relating to **Social Welfare**, that is 36.4% of all calls and the highest area of enquiry. The sub-category *Disability and Illness* was the most queried, with *Claiming a Social Welfare Payment* and *Carers* being the next most queried.

Table 3: Social welfare calls sub-categories

|  |  |  |
| --- | --- | --- |
| Call Sub-category | Number of categorised calls | % of categorised calls |
| Disability and Illness | 1,117 | 15.6% |
| Claiming a Social Welfare Payment | 874 | 12.2% |
| Carers | 748 | 10.4% |
| Older and Retired People | 705 | 9.8% |
| Families and Children | 674 | 9.4% |
| Other | 549 | 7.7% |
| Extra Social Welfare Benefits | 515 | 7.2% |
| Unemployed People Jobseekers Benefit | 386 | 5.4% |
| Unemployed People Job Seekers Allowance | 379 | 5.3% |
| Supplementary Welfare Schemes | 238 | 3.3% |
| Social Welfare Payments and Work | 201 | 2.8% |
| Social Insurance (PRSI) | 172 | 2.4% |
| Means Test for Social Welfare Payments | 134 | 1.9% |
| Back to Education | 110 | 1.5% |
| Activation Schemes Education and Training | 66 | 0.9% |
| Death Related Benefits | 64 | 0.9% |
| Social Welfare Miscellaneous | 56 | 0.8% |
| Social Assistance Payments | 50 | 0.7% |
| Appeals | 41 | 0.6% |
| Rent Supplement | 34 | 0.5% |
| Unemployed People | 32 | 0.4% |
| Farmers | 14 | 0.2% |
| Mortgage Interest Supplement (MIS) | 3 | 0.0% |
| Total Social Welfare Calls | **7,162** |  |

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

CIPS categorised **3,111** calls relating to **Employment**, that is 15.8% of all categorised calls. The sub-category *Employment Rights and Conditions* was the most significant topic, accounting for 82.5% of all employment calls, followed by *Unemployment and Redundancy* at 5.6%.

Table 4: Employment call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-category | Number of categorised calls | % of categorised calls |
| Employment Rights and Conditions | 2,566 | 82.5% |
| Unemployment and Redundancy | 173 | 5.6% |
| Other | 109 | 3.5% |
| Self-Employment | 62 | 2.0% |
| Employment and Disability | 54 | 1.7% |
| Employment Schemes and Internship | 32 | 1.0% |
| Migrant Workers | 19 | 0.6% |
| Part Time Employment | 19 | 0.6% |
| Starting Work and Changing Job | 18 | 0.6% |
| Enforcement and Redress | 16 | 0.5% |
| Equality in Work | 16 | 0.5% |
| Types of Employment | 15 | 0.5% |
| Appeals (Enforcement) | 6 | 0.2% |
| Retirement | 6 | 0.2% |
| Total Employment Calls | **3,111** |  |

**Housing calls by sub-category**

CIPS categorised **2,136** calls relating to **Housing**, that is 10.9% of all categorised calls. The sub-categories of *Local Authority and Social Housing, Renting a Home* and *Housing Grants and Schemes* accounted for 74.9% of all housing calls.

Table 5: Housing call sub-categories

|  |  |  |
| --- | --- | --- |
| Call Sub-category | Number of categorised calls | % of categorised calls |
| Local Authority and Social Housing | 575 | 26.9% |
| Renting a Home | 552 | 25.8% |
| Housing Grants and Schemes | 475 | 22.2% |
| Other | 204 | 9.5% |
| Buying a Home | 113 | 5.3% |
| Planning Permission | 59 | 2.8% |
| Homelessness | 58 | 2.7% |
| Losing your Home | 44 | 2.1% |
| Building or Altering a Home | 37 | 1.7% |
| Emergency Accommodation | 19 | 0.9% |
| Total Housing Calls | **2,136** |  |

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

CIPS categorised **1,456** calls relating to **Money & Tax** issues, that is 7.4% of all categorised calls. The sub-categories of *Income Tax Credits and Reliefs, Income Tax* and *Capital Taxes* accounted for 62.7% of all money & tax calls.

Table 6: Money & Tax call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-category | Number of categorised calls | % of categorised calls |
| Income Tax Credits and Reliefs | 377 | 25.9% |
| Income Tax | 331 | 22.7% |
| Capital Taxes | 206 | 14.1% |
| Other | 142 | 9.7% |
| Housing taxes and reliefs | 49 | 3.4% |
| Tax Credits and Reliefs for People with Disabilities | 45 | 3.1% |
| Moving Country and Taxation | 43 | 3.0% |
| Pensions | 41 | 2.8% |
| Financial Institutions | 40 | 2.7% |
| Duties and VAT | 39 | 2.7% |
| Property Taxes | 35 | 2.4% |
| Insurance | 33 | 2.3% |
| Wills | 23 | 1.6% |
| Debt | 17 | 1.2% |
| Loans and Credit | 11 | 0.8% |
| Savings and Investments | 11 | 0.8% |
| Tax on Savings and Investments | 6 | 0.4% |
| Universal Social Charge (USC) | 4 | 0.3% |
| Consumer Protection Code and Mortgages | 3 | 0.2% |
| Total Money & Tax Calls | **1,456** |  |

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

CIPS categorised **1,259** calls relating to **Moving Country**, that is 6.4% of all categorised calls. The sub-categories of *Irish Citizenship, Moving to Ireland* and *GNIB Applications and Renewals* accounted for 65.1% of all moving country calls.

Table 7: Moving Country call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-category | Number of categorised calls | % of categorised calls |
| Irish Citizenship | 405 | 32.1% |
| Moving to Ireland | 238 | 18.9% |
| GNIB Applications and Renewals | 178 | 14.1% |
| Visa | 124 | 9.9% |
| Immigration Office | 104 | 8.2% |
| Other | 77 | 6.1% |
| Moving Abroad | 46 | 3.7% |
| Family Reunification | 35 | 2.8% |
| Asylum Seekers and Refugees | 31 | 2.5% |
| Leave to Remain | 18 | 1.4% |
| Ukraine | 2 | 0.2% |
| Travel to Ireland | 1 | 0.1% |
| Total Moving Country Calls | **1,259** |  |

**Calls by sub-category - top five topics**

This table provides a breakdown of the top five most queried sub-categories from callers to CIPS during Q3, with *Employment Rights and Conditions* receiving the highest level of categorised calls - followed by four *Social Welfare* topics.

Table 8: Most queried sub-categories

|  |  |  |  |
| --- | --- | --- | --- |
| Call category | Call sub-category | Number of categorised calls | % of all categorised calls |
| Employment | Employment Rights and Conditions | 2,566 | 13.0% |
| Social Welfare | Disability and Illness | 1,117 | 5.7% |
| Social Welfare | Claiming a Social Welfare Payment | 874 | 4.4% |
| Social Welfare | Carers | 748 | 3.8% |
| Social Welfare | Older and Retired People | 705 | 3.6% |
| Total | **6,010** | **30.5%** |

**Social Policy Feedback**

CIPS identifies recurrent social policy issues that indicate a wider concern, usually regarding access to a social or public service. This provides CIB with useful insights, enabling us to ‘get behind’ the statistics. Staff in CIPS are well-placed to identify recurring issues, given the volume of calls received.

In Q3 2024, CIPS information staff recorded 202 social policy issues. Table 9 provides an indication of the key areas posing difficulties for callers. Where policy issues were identified, over 90% were related to *Social Welfare, Housing, Moving Country, Health* and *Money & Tax.*

Table 9: Social policy issues by category

|  |  |  |
| --- | --- | --- |
| Main caller category | Number of social policy issues | % of social policy issues |
| Social Welfare | 69 | 34.2% |
| Housing  | 41 | 20.3% |
| Moving Country | 37 | 18.3% |
| Health  | 27 | 13.4% |
| Money & Tax  | 12 | 5.9% |
| Others  | 16 | 7.9% |
| Total social policy issues | **202** |  |

1. The webchat facility is intended for the Deaf community and others who cannot use or access a telephone. [↑](#footnote-ref-1)