

# 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 (1<sup>st</sup> July 2024 – 30<sup>th</sup> September 2024).

#### Caller - Mode of contact

CIPS answered **39,073** calls during Q3 2024. A further 496 interactions were by web chat<sup>1</sup> 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%
<b>Total</b>	<b>39,569</b>	<b>100%</b>

#### 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%
<b>Total of categorised calls</b>	<b>19,696</b>		

<sup>1</sup> The webchat facility is intended for the Deaf community and others who cannot use or access a telephone.

## 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%
<b>Total Social Welfare Calls</b>	<b>7,162</b>	

### 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%
<b>Total Employment Calls</b>	<b>3,111</b>	

### 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%
<b>Total Housing Calls</b>	<b>2,136</b>	

### 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%
<b>Total Money &amp; Tax Calls</b>	<b>1,456</b>	

### 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%
<b>Total Moving Country Calls</b>	<b>1,259</b>	

## 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	