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

# **Statistical Summary Quarter 4 2024**

## **Caller summary**

The following is a summary of the Citizens Information Phone Service (CIPS) caller and query data for Quarter 4 (Q4) 2024 (1st October 2024 – 31st December 2024).

### **Caller – mode of contact**

CIPS answered 32,963 calls during Q4 2024. A further 559 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 | 32,963 | 98.3% |
| Web Chats | 481 | 1.4% |
| Social Media Enquiries | 78 | 0.2% |
| Total | **33,522** | **100%** |

### **Calls by main category**

Of the total calls categorised, 38.4% were related to *Social Welfare*, followed by *Employment* at 15.3% and then *Housing* at 10.5%.

Table 2: Main category of calls

|  |  |  |  |
| --- | --- | --- | --- |
| Main query category | Number of categorised calls | % of all categorised calls | Q4 ’23 – Q4 ‘24 % change |
| Social Welfare | 5,779 | 38.4% | -15.7% |
| Employment | 2,306 | 15.3% | -5.9% |
| Housing | 1,584 | 10.5% | 18.2% |
| Money and Tax | 1,347 | 8.9% | -8.1% |
| Moving Country | 984 | 6.5% | -18.5% |
| Health | 631 | 4.2% | -14.3% |
| Justice | 495 | 3.3% | -14.1% |
| Consumer Affairs | 445 | 3.0% | -28.8% |
| Birth Family and Relationship | 346 | 2.3% | -12.8% |
| Travel and Recreation | 296 | 2.0% | -34.9% |
| Local | 243 | 1.6% | -52.2% |
| Education and Training | 210 | 1.4% | -31.4% |
| Government in Ireland | 158 | 1.0% | 216.0% |
| Death and Bereavement | 130 | 0.9% | -35.4% |
| Ukraine | 71 | 0.5% | -14.5% |
| Environment | 32 | 0.2% | -61.0% |
| Covid-19 | 5 | 0.0% | -84.8% |
| Total of categorised calls | **15,054** |  |  |

## **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 79.6% of all categorised calls.

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

CIPS categorised **5,779** calls relating to **Social Welfare**, that is 38.4% of all callers 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-categories | Number of categorised callers | % of callers |
| Disability and Illness | 905 | 15.7% |
| Claiming a Social Welfare Payment | 897 | 15.5% |
| Carers | 576 | 10.0% |
| Older and Retired People | 572 | 9.9% |
| Families and Children | 480 | 8.3% |
| Extra Social Welfare Benefits | 478 | 8.3% |
| Other | 445 | 7.7% |
| Unemployed People Job Seekers Allowance | 286 | 4.9% |
| Unemployed People Jobseekers Benefit | 257 | 4.4% |
| Supplementary Welfare Schemes | 212 | 3.7% |
| Social Insurance (PRSI) | 149 | 2.6% |
| Social Welfare Payments and Work | 105 | 1.8% |
| Means Test for Social Welfare Payments | 98 | 1.7% |
| Death Related Benefits | 57 | 1.0% |
| Social Assistance Payments | 55 | 1.0% |
| Social Welfare Miscellaneous | 49 | 0.8% |
| Back to Education | 36 | 0.6% |
| Rent Supplement | 36 | 0.6% |
| Activation Schemes Education and Training | 35 | 0.6% |
| Appeals | 22 | 0.4% |
| Unemployed People | 22 | 0.4% |
| Farmers | 7 | 0.1% |
| Total Social Welfare Calls | **5,779** |  |

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

CIPS categorised **2,306** calls relating to **Employment**, that is 15.3% of all calls which were categorised. The sub-category, *Employment Rights and Conditions* was the most significant topic, accounting for 86.7% of all employment calls, followed by *Unemployment and Redundancy* with 4.9%.

Table 4: Employment call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-category | Number of categorised calls | % of categorised calls |
| Employment Rights and Conditions | 1,999 | 86.7% |
| Unemployment and Redundancy | 113 | 4.9% |
| Other | 78 | 3.4% |
| Self-Employment | 36 | 1.6% |
| Employment and Disability | 22 | 1.0% |
| Employment Schemes and Internship | 21 | 0.9% |
| Migrant Workers | 7 | 0.3% |
| Equality in Work | 6 | 0.3% |
| Retirement | 6 | 0.3% |
| Starting Work and Changing Job | 6 | 0.3% |
| Types of Employment | 6 | 0.3% |
| Part Time Employment | 3 | 0.1% |
| Enforcement and Redress | 2 | 0.1% |
| Appeals (Enforcement) | 1 | 0.0% |
| Total Employment Calls | **2,306** |  |

**Housing callers by sub-category**

CIPS categorised **1,584** calls relating to **Housing**, that is 10.5% of all categorised calls. The sub-categories of *Renting a Home, Local Authority and Social Housing,* 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 |
| Renting a Home | 452 | 28.6% |
| Local Authority and Social Housing | 393 | 24.8% |
| Housing Grants and Schemes | 341 | 21.5% |
| Other | 191 | 12.1% |
| Buying a Home | 88 | 5.6% |
| Homelessness | 38 | 2.4% |
| Planning Permission | 30 | 1.9% |
| Losing your Home | 24 | 1.5% |
| Building or Altering a Home | 22 | 1.4% |
| Emergency Accommodation | 4 | 0.3% |
| Total Housing Calls | **1,584** |  |

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

CIPS categorised **1,347** calls relating to **Money & Tax** issues, that is 8.9% of all categorised calls. The sub-categories of *Income Tax, Income Tax Credits and Reliefs,* and *Capital Taxes* accounted for 67.8% of all money & tax related calls.

Table 6: Money & Tax call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-category | Number of categorised calls | % of categorised calls |
| Income Tax | 397 | 29.5% |
| Income Tax Credits and Reliefs | 333 | 24.7% |
| Capital Taxes | 183 | 13.6% |
| Other | 137 | 10.2% |
| Housing taxes and reliefs | 44 | 3.3% |
| Duties and VAT | 39 | 2.9% |
| Property Taxes | 36 | 2.7% |
| Pensions | 29 | 2.2% |
| Tax Credits and Reliefs for People with Disabilities | 25 | 1.9% |
| Financial Institutions | 22 | 1.6% |
| Moving Country and Taxation | 22 | 1.6% |
| Wills | 20 | 1.5% |
| Insurance | 15 | 1.1% |
| Debt | 13 | 1.0% |
| Savings and Investments | 13 | 1.0% |
| Loans and Credit | 7 | 0.5% |
| Tax on Savings and Investments | 5 | 0.4% |
| Universal Social Charge (USC) | 5 | 0.4% |
| Consumer Protection Code and Mortgages | 1 | 0.0% |
| Total Money & Tax Calls | **1,347** |  |

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

CIPS answered **984** calls relating to **Moving Country**, 6.6% of all categorised calls. The sub-categories *Irish Citizenship, GNIB Applications and Renewals, Visa* and *Moving to Ireland* accounted for 78.5% of these.

Table 7: Moving Country call sub-categories

|  |  |  |
| --- | --- | --- |
| Call sub-category | Number of categorised calls | % of categorised calls |
| Irish Citizenship | 303 | 30.8% |
| GNIB Applications and Renewals | 177 | 18.0% |
| Visa | 163 | 16.6% |
| Moving to Ireland | 129 | 13.1% |
| Immigration Office | 67 | 6.8% |
| Other | 63 | 6.4% |
| Moving Abroad | 28 | 2.7% |
| Leave to Remain | 19 | 1.9% |
| Asylum Seekers and Refugees | 17 | 1.7% |
| Family Reunification | 16 | 1.6% |
| Ukraine | 2 | 0.3% |
| Total Moving Country Calls | **984** |  |

**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 Q4, 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 | 1,999 | 13.3% |
| Social Welfare | Disability and Illness | 905 | 6.0% |
| Social Welfare | Claiming a Social Welfare Payment | 897 | 5.9% |
| Social Welfare | Carers | 576 | 3.8% |
| Social Welfare | Older and Retired People | 572 | 3.8% |
| Total | | **4,949** | **32.8%** |

**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 Q4 2024, CIPS information staff recorded 164 social policy issues. Table 9 provides an indication of the key areas posing difficulties for callers. Over 87% of identified policy issues were related to *Social Welfare, Moving Country, Health, Housing* and *Money and Tax*.

Table 9: Social policy issues by category

|  |  |  |
| --- | --- | --- |
| Main caller category | Number of social policy issues | % of social policy issues |
| Social Welfare | 49 | 29.9% |
| Moving Country | 46 | 28.0% |
| Health | 18 | 11.0% |
| Housing | 16 | 9.8% |
| Money and Tax | 15 | 9.1% |
| Others | 20 | 12.2% |
| Total social policy issues | **164** |  |

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