

# 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 (1<sup>st</sup> October 2024 – 31<sup>st</sup> December 2024).

#### Caller – mode of contact

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

#### 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%
<b>Total of categorised calls</b>	<b>15,054</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 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%
<b>Total Social Welfare Calls</b>	<b>5,779</b>	

### 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%
<b>Total Employment Calls</b>	<b>2,306</b>	

### 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%
<b>Total Housing Calls</b>	<b>1,584</b>	

### 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%
<b>Total Money &amp; Tax Calls</b>	<b>1,347</b>	

### 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%
<b>Total Moving Country Calls</b>	<b>984</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 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%
<b>Total</b>		<b>4,949</b>	<b>32.8%</b>

## 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%
<b>Total social policy issues</b>	<b>164</b>	