

## CIS Caller Demographic 2021

### Gender Profile

Where gender was recorded, 63.34% of callers were women (214,211), 35.38% were men (119,635), and 1.1% (3,736) were recorded as couples.

The gender profile for 2021 was consistent with the last six-month period in 2020, when female callers rose as a proportion of all callers, to 64%, and showed an increase of 4% on the first six months in 2020.

There was a fall in the proportion of couples presenting to services compared with 2020.

Chart 1 – Gender Profile 2021

