

Citizens Information Phone Service (CIPS)

Reporting Template for CIB Data Hub

Statistical Summary - Quarterly Breakdown Q1 2023

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 1 2023 (1st January – 31st March 2023).

Caller - Type of Contact

There were 34,235 calls answered by CIPS during Q1, 2023.

Table 1: CIPS Type of Contact Q1 2023

Caller Type	Number of Callers (Q1 2023)	% Of Callers
Telephone	34,235	98.2%
Web Chats	523	1.5%
Social Media Enquiries	97	0.3%

Call Category Types by Main Category

The Table below sets out the main categories of enquiry for the categorised call types.¹ Of the total calls categorised, 38.7% were related to Social Welfare, followed by *Employment Category* (15.2%) and then *Housing Category* (9.3%).

The table below sets out the number of calls answered across the main call category areas in Q1 2023.

¹36.3% of total calls to CIPS in Q1/2023 which were answered were not categorised under specific subject matter areas i.e. 12,645 calls.

Table 2: Main Category of Calls received by CIPS in Q1 2023

Main Caller Category	Number of Callers in 2023 (Q1)	% of all Callers	Q1 '22 - Q1 '23 % Change
Social Welfare	8,585	38.7%	6.4%
Employment	3,370	15.2%	1.3%
Housing	2,062	9.3%	14.0%
Money and Tax	1,928	8.7%	34.2%
Moving Country	1,201	5.4%	-2.5%
Health	985	4.4%	-0.5%
Consumer Affairs	703	3.2%	-10.0%
Justice	662	3.0%	-2.2%
Birth Family and Relationship	582	2.6%	-12.0%
Travel and Recreation	555	2.5%	-53.0%
Local	527	2.4%	-64.8%
Education and Training	316	1.4%	-7.1%
Death and Bereavement	270	1.2%	-0.4%
Covid-19	130	0.6%	-95.0%
Ukraine	123	0.6%	N/a
Budget 2023	109	0.5%	N/a
Environment	64	0.3%	3.2%
Government in Ireland	38	0.2%	-34.5%
Total of categorised calls	22,210		

Call Category/Sub-Category Breakdown

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during Q1 - Social Welfare, Employment, Housing, Money & Tax and Moving Country. This breakdown is based on categorised calls only (63.7% of total callers).

Social Welfare callers by sub-category

CIPS answered 8,585 calls relating to **Social Welfare** issues in Q1 2023 - that is, 38.7% of all callers and the highest area of enquiry. The sub-category *Claiming a Social Welfare Payment* was the most queried topic in this category (as it was in Q1 2022), with *Disability and Illness* and then *Carers* being the next most queried.

Table 3: Breakdown of Social Welfare calls sub-categories received by CIPS in Q1 2023

Call Category	Call Sub-category	Number of Callers	% Of Social Welfare Callers
Social Welfare	Claiming a Social Welfare Payment	1,721	20.0%
Social Welfare	Disability and Illness	1,249	14.5%
Social Welfare	Carers	1,160	13.5%
Social Welfare	Older and Retired People	768	8.9%
Social Welfare	Extra Social Welfare Benefits	703	8.2%

Social Welfare	Families and Children	702	8.2%
Social Welfare	Unemployed People Job Seekers Allowance	360	4.2%
Social Welfare	Other	337	3.9%
Social Welfare	Unemployed People Jobseekers Benefit	321	3.7%
Social Welfare	Back to Education	230	2.7%
Social Welfare	Supplementary Welfare Schemes	203	2.4%
Social Welfare	Social Welfare Payments and Work	173	2.0%
Social Welfare	Social Insurance (PRSI)	167	1.9%
Social Welfare	Death Related Benefits	133	1.5%
Social Welfare	Means Test for Social Welfare Payments	111	1.3%
Social Welfare	Activation Schemes Education and Training	81	0.9%
Social Welfare	Rent Supplement	48	0.6%
Social Welfare	Social Welfare Miscellaneous	35	0.4%
Social Welfare	Unemployed People	27	0.3%
Social Welfare	Appeals	24	0.3%
Social Welfare	Farmers	15	0.2%
Social Welfare	Social Assistance Payments	17	0.2%
	Total Social Welfare Calls	8,585	

Employment callers by sub-category

CIPS answered 3,370 calls relating to **Employment** issues this quarter - that is, 15.2% of all calls which were categorised and represents the 2nd highest subject matter area. The sub-category, *Employment Rights and Conditions* was, by far, the most significant area of concern at 85% of all Employment-related calls.

Table 4: Breakdown of Employment calls sub-categories received by CIPS in Q1 2023

Call Category	Call Sub-category	Number of Callers	% of Employment Callers
Employment	Employment Rights and Conditions	2,888	85.7%
Employment	Unemployment and Redundancy	166	4.9%
Employment	Self-Employment	90	2.7%
Employment	Employment Schemes and Internship	43	1.3%
Employment	Enforcement and Redress	42	1.2%
Employment	Other	41	1.2%
Employment	Employment and Disability	32	0.9%
Employment	Migrant Workers	19	0.6%
Employment	Equality in Work	14	0.4%
Employment	Starting Work and Changing Job	12	0.4%
Employment	Retirement	10	0.3%
Employment	Types of Employment	10	0.3%
Employment	Part Time Employment	3	0.1%
	Total Employment Calls	3,370	

Housing callers by sub-category

CIPS answered 2,062 calls relating to **Housing** issues this quarter - that is, 9.3% of all caller queries that were categorised. The sub-categories of *Renting a Home* and *Local Authority and Social Housing* accounted for 50% of all Housing-related calls.

Table 5: Breakdown of Housing calls sub-categories received by CIPS in Q1 2023

Call Category	Call Sub-Category	Number Of Callers	% Of Housing Callers
Housing	Renting a Home	610	29.6%
Housing	Local Authority and Social Housing	561	27.2%
Housing	Housing Grants and Schemes	495	24.0%
Housing	Other	108	5.2%
Housing	Buying a Home	105	5.1%
Housing	Homelessness	76	3.7%
Housing	Planning Permission	50	2.4%
Housing	Losing your Home	20	1.0%
Housing	Emergency Accommodation	20	1.0%
Housing	Building or Altering a Home	17	0.8%
	Total Housing Calls	2,062	

Money & Tax callers by sub-category

CIPS answered 1,928 calls relating to **Money & Tax** issues this quarter - that is, 8.7% of all subject categorised callers, with the majority of these calls relating to Income Tax and Credits & Reliefs.

Table 6: Breakdown of Money & Tax calls sub-categories received by CIPS in Q1 2023

Call Category	Call Sub-category	# of Callers	% of Money & Tax Callers
Money & Tax	Income Tax Credits and Reliefs	712	36.9%
Money & Tax	Income Tax	535	27.7%
Money & Tax	Capital Taxes	115	6.0%
Money & Tax	Housing taxes and reliefs	97	5.0%
Money & Tax	Duties and VAT	97	5.0%
Money & Tax	Other	84	4.4%
Money & Tax	Debt	66	3.4%
Money & Tax	Property Taxes	51	2.6%
Money & Tax	Financial Institutions	48	2.5%
Money & Tax	Insurance	40	2.1%
Money & Tax	Pensions	27	1.4%

Money & Tax	Moving Country and Taxation	21	1.1%
Money & Tax	Loans and Credit	19	1.0%
Money & Tax	Wills	9	0.5%
Money & Tax	Savings and Investments	4	0.2%
Money & Tax	Universal Social Charge (USC)	2	0.1%
Money & Tax	Consumer Protection Code and Mortgages	1	0.1%
Money & Tax	Total	1,928	

Moving Country callers by sub-category

CIPS answered 1,201 calls relating to **Moving Country** during this quarter - that is, 5.4% of all categorised callers, with Citizenship and Irish Residence permit Applications and Renewals being the most queried topics within this.

Table 7: Breakdown of Moving Country sub-categories calls received by CIPS in Q1 2023

Call Category	Call Sub-Category	Number of Callers	% of Moving Country Callers
Moving Country	Irish Citizenship	372	31.0%
Moving Country	Irish Residence Permit (IRP) Applications and Renewals	235	19.6%
Moving Country	Immigration Office	205	17.1%
Moving Country	Moving to Ireland	147	12.2%
Moving Country	Visa	92	7.7%
Moving Country	Moving Abroad	38	3.2%
Moving Country	Other	34	2.8%
Moving Country	Family Reunification	28	2.3%
Moving Country	Ukraine	17	1.4%
Moving Country	Asylum Seekers and Refugees	10	0.8%
Moving Country	Leave to Remain	23	1.9%
	Total Moving Country Calls	1,201	

Calls by Sub-category - Top Five areas.

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q1, with employment rights receiving the highest level of calls - followed by four Social Welfare topics.

Table 8: Most queried sub-categories received by CIPS in Q1 2023

Call Category	Call sub-category	Number of Callers	% of all categorised Calls
Employment	Employment Rights and Conditions	2,888	13.0%
Social Welfare	Claiming a Social Welfare Payment	1,721	7.5%
Social Welfare	Disability and Illness	1,249	5.6%
Social Welfare	Carers	1,160	5.2%
Social Welfare	Older and Retired People	768	3.5%

Social Policy Feedback and Statistics

In addition to collecting data on callers' queries, CIPS Information Officers also identify 'Social Policy Returns' (SPRs) - that is, instances that are indicative of a wider policy or administrative concern that is impacting on the caller ability to access a social or public service. These SPRs provide CIB with useful, anonymised case study material that can 'get behind' the statistics and demonstrate how policy (and the administration of policy) can impact on peoples' lives. Staff in CIPS the national phone service are well-placed to identify and record these issues, many of which will arise repeatedly and will have a significant impact on callers.

The table below provides an indication of the key areas where Information Officers identified that difficulties were arising for callers during this Quarter, with over half related to Money and Tax and Social Welfare concerns.

Table 9: Social Policy Return Categories by percentage received by CIPS in Q1 2023

Main Caller Category	% of SPRs
Money and Tax	28.5%
Social Welfare	25.2%
Housing	17.1%
Health	12.6%
Moving Country	8.5%
Other	8.0%