

# Citizens Information Phone Service (CIPS)

## Reporting Template for CIB Data Hub

### Statistical Summary - Quarterly Breakdown Q1 2024

#### Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 1 2024 (1<sup>st</sup> January 2024 – 31<sup>st</sup> March 2024).

#### Caller - Type of Contact

There were **35,271 telephone** calls answered by CIPS during Q1, 2024, a 3% increase on the same quarter last year. In addition, the Phone Service responded to Web Chats and Social Media enquiries.

Table 1: CIPS Type of Contact Q1 2024

Caller Type	Number of Callers (Q1-2024)	% Of Callers
Telephone	35,271	98.5%
Web Chats	489	1.4%
Social Media Enquiries	66	0.2%

#### Call Category Types by Main Category

The Table below sets out the main categories of enquiry for the categorised call types.<sup>1</sup> Of the total calls categorised, 36.1% were related to *Social Welfare*, followed by *Employment* (15.7%), and then *Housing* (8.9%).

The table below sets out the number of calls answered across the main call category areas in Q1 2024.

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<sup>1</sup>Of the total phone calls answered by CIPS in Q1/2024, 62% were categorised under specific subject matter areas i.e. 21,733 calls with 38% uncategorised (13,538) calls.

Table 2: Main Category of Calls answered by CIPS in Q1 2024

Main Caller Category	Number of Callers in 2024 (Q1)	% of all Callers	Q1 '23 – Q1 '24 % Change
Social Welfare	7,838	36.1%	-8.7%
Employment	3,415	15.7%	+1.3%
Housing	1,942	8.9%	-5.8%
Money and Tax	1,632	7.5%	-15.4%
Moving Country	1,574	7.2%	+31.1%
Health	1,021	4.7%	+3.7%
Consumer Affairs	744	3.4%	-5.8%
Local	701	3.2%	+33.0%
Justice	651	3.0%	-1.7%
Travel and Recreation	608	2.8%	+9.5%
Birth Family and Relationship	540	2.5%	-7.2%
Education and Training	301	1.4%	-4.7%
Death and Bereavement	250	1.2%	-7.4%
Government in Ireland	214	1.0%	+463.2%
Ukraine	97	0.4%	-21.1%
Environment	83	0.4%	+29.7%
Budget 2024 / 2023	69	0.3%	-36.7%
Covid-19	53	0.2%	-59.2%
<b>Total of categorised calls</b>	<b>21,733</b>		

- The number of calls relating to Money and Tax calls was down 15.4%.
- Moving country calls were up 31.1%.

### Caller 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 (62% of total callers).

#### Social Welfare callers by sub-category

CIPS answered **7,838** calls relating to **Social Welfare** issues in Q1 2024 - that is, 36.1% of all calls and the highest area of enquiry. The sub-category *Claiming a Social Welfare Payment* was the most queried topic, with *Disability and Illness* and *Carers* being the next most queried.

- Calls relating to Carer's payments reduced by 25.3% compared to the same quarter last year.
- Calls relating to Older and Retired people grew by 9.2%.
- Calls relating to Unemployed People Job Seekers Allowance grew by 17.2% and those relating to Unemployed people Jobseekers Benefit grew by 12.5%.

Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in Q1 2024

Call Category	Call Sub-category	Number of Callers	% Of Social Welfare Callers
Social Welfare	Claiming a Social Welfare Payment	1,705	21.8%
Social Welfare	Disability and Illness	1,221	15.6%
Social Welfare	Carers	867	11.1%
Social Welfare	Older and Retired People	839	10.7%
Social Welfare	Families and Children	714	9.1%
Social Welfare	Unemployed People Job Seekers Allowance	422	5.4%
Social Welfare	Unemployed People Jobseekers Benefit	361	4.6%
Social Welfare	Extra Social Welfare Benefits	329	4.2%
Social Welfare	Other	271	3.5%
Social Welfare	Supplementary Welfare Schemes	252	3.2%
Social Welfare	Back to Education	150	1.9%
Social Welfare	Social Insurance (PRSI)	142	1.8%
Social Welfare	Social Welfare Payments and Work	122	1.6%
Social Welfare	Means Test for Social Welfare Payments	110	1.4%
Social Welfare	Death Related Benefits	96	1.2%
Social Welfare	Activation Schemes Education and Training	67	0.9%
Social Welfare	Appeals	61	0.8%
Social Welfare	Unemployed People	40	0.5%
Social Welfare	Social Welfare Miscellaneous	22	0.3%
Social Welfare	Rent Supplement	18	0.2%
Social Welfare	Social Assistance Payments	14	0.2%
Social Welfare	Farmers	13	0.2%
Social Welfare	Mortgage Interest Supplement (MIS)	2	0.0%
	<b>Total Social Welfare Calls</b>	<b>7,838</b>	

#### Employment callers by sub-category

CIPS answered **3,415** calls relating to **Employment** that is, 15.7% of all calls which were categorised and represents the 2<sup>nd</sup> highest subject matter area. The sub-category, *Employment Rights and Conditions* is the most significant topic with 87% of all Employment-related calls followed by *unemployment and Redundancy* with 5.2%.

- Employment rights and conditions calls increased slightly by 2.9%.
- Unemployment and redundancy calls increased by 7.8%.

Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in Q1 2024

Call Category	Call Sub-category	Number of Callers	% of Employment Callers
Employment	Employment Rights and Conditions	2,971	87.0%
Employment	Unemployment and Redundancy	179	5.2%
Employment	Self-Employment	44	1.3%
Employment	Other	40	1.2%
Employment	Employment and Disability	39	1.1%
Employment	Employment Schemes and Internship	38	1.1%
Employment	Starting Work and Changing Job	24	0.7%
Employment	Enforcement and Redress	20	0.6%
Employment	Migrant Workers	14	0.4%
Employment	Retirement	13	0.4%
Employment	Types of Employment	13	0.4%
Employment	Equality in Work	12	0.4%
Employment	Part Time Employment	8	0.2%
	<b>Total Employment Calls</b>	<b>3,415</b>	

#### Housing callers by sub-category

CIPS answered **1,942** calls relating to **Housing** that is, 8.9% of all subject categorised callers, with most of these calls relating to *Local Authority and Social Housing, Housing Grants and Schemes and Renting a Home*, which represents 76.8% of all Housing calls.

- Local Authority and Social Housing declined by 2.7%.
- Housing grants and schemes increased by 7.1%.
- Renting a Home calls declined by 31.8%.
- Buying a Home increased by 29.5%.

Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in Q1 2024

Call Category	Call Sub-Category	Number Of Callers	% Of Housing Callers
Housing	Local Authority and Social Housing	546	28.1%
Housing	Housing Grants and Schemes	530	27.3%
Housing	Renting a Home	416	21.4%
Housing	Buying a Home	136	7.0%
Housing	Other	90	4.6%
Housing	Homelessness	78	4.0%
Housing	Emergency Accommodation	62	3.2%
Housing	Planning Permission	35	1.8%
Housing	Losing your Home	30	1.5%

<b>Housing</b>	Building or Altering a Home	18	0.9%
<b>Housing</b>	null	1	0.1%
	<b>Total Housing Calls</b>	<b>1,942</b>	

- Housing Grants and schemes calls increased by 7.1%.
- Renting a Home calls decreased by 31.8%.
- Buying a Home calls increased by 29.5%.

#### Money & Tax callers by sub-category

CIPS answered **1,632** calls relating to **Money & Tax** issues this quarter - that is, 7.5% of all caller queries that were categorised. The sub-categories of *Income Tax Credits and Reliefs, Income Tax, Capital Taxes and Housing taxes and reliefs* accounted for 71.1% of all Money & Tax related calls.

Table 6: Breakdown of Money & Tax Call Sub-Categories answered by CIPS in Q1 2024

Call Category	Call Sub-Category	Number of Callers	% of Health Callers
<b>Money &amp; Tax</b>	Income Tax Credits and Reliefs	584	35.8%
<b>Money &amp; Tax</b>	Income Tax	346	21.2%
<b>Money &amp; Tax</b>	Capital Taxes	122	7.5%
<b>Money &amp; Tax</b>	Housing taxes and reliefs	108	6.6%
<b>Money &amp; Tax</b>	Financial Institutions	90	5.5%
<b>Money &amp; Tax</b>	Duties and VAT	84	5.1%
<b>Money &amp; Tax</b>	Other	76	4.7%
<b>Money &amp; Tax</b>	Debt	54	3.3%
<b>Money &amp; Tax</b>	Insurance	35	2.1%
<b>Money &amp; Tax</b>	Property Taxes	33	2.0%
<b>Money &amp; Tax</b>	Pensions	28	1.7%
<b>Money &amp; Tax</b>	Moving Country and Taxation	23	1.4%
<b>Money &amp; Tax</b>	Wills	22	1.3%
<b>Money &amp; Tax</b>	Loans and Credit	10	0.6%
<b>Money &amp; Tax</b>	Consumer Protection Code and Mortgages	5	0.3%
<b>Money &amp; Tax</b>	Savings and Investments	5	0.3%
<b>Money &amp; Tax</b>	Universal Social Charge (USC)	4	0.2%
<b>Money &amp; Tax</b>	Tax on Savings and Investments	3	0.2%
	<b>Total Money &amp; Tax Calls</b>	<b>1,632</b>	

- Income Tax Credits and Reliefs calls decreased by 18%.
- Income Tax calls decreased by 35.3%.
- Capital Taxes calls increased by 6.1%

### Moving Country callers by sub-category

CIPS answered **1,574** calls relating to **Moving Country** during this quarter - that is, 7.2% of all categorised callers, with *Irish Citizenship, GNIB Applications and Renewals* and *Immigration Office queries* being the most popular topics within this.

Table 7: Breakdown of Moving Country Call Sub-Categories answered by CIPS in Q1 2024

Call Category	Call Sub-Category	Number of Callers	% of Health Callers
Moving Country	Irish Citizenship	533	33.9%
Moving Country	GNIB Applications and Renewals	272	17.3%
Moving Country	Immigration Office	246	15.6%
Moving Country	Moving to Ireland	208	13.2%
Moving Country	Visa	86	5.5%
Moving Country	Other	56	3.6%
Moving Country	Moving Abroad	49	3.1%
Moving Country	Family Reunification	46	2.9%
Moving Country	Leave to Remain	36	2.3%
Moving Country	Asylum Seekers and Refugees	33	2.1%
Moving Country	Ukraine	9	0.6%
	<b>Total Moving Country Calls</b>	<b>1,574</b>	

- Calls related to Irish Citizenship increased by 43.3%.
- GNIB Application and Renewals calls increased by 15.7%.
- Immigration Office calls increased by 20%.
- Moving to Ireland calls increased by 41.5%.

### 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 2024

Call Category	Call sub-category	Number of Callers	% of all categorised Calls
Employment	Employment Rights and Conditions	2,971	13.7%
Social Welfare	Claiming a Social Welfare Payment	1,705	7.8%
Social Welfare	Disability and Illness	1,221	5.6%
Social Welfare	Carers	867	4.0%
Social Welfare	Older and Retired People	839	3.9%

## Social Policy Feedback

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.

In Q1 2024, CIPS recorded 202 Social Policy returns. The table below provides an indication of the key areas where Information Officers identified that difficulties were arising for callers during this Quarter, 95% of calls are related to *Social Welfare, Money & Tax, Moving Country, Housing & Health* concerns.

Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in Q1 2024

Main Caller Category	% of SPRs
Social Welfare	26.2%
Money and Tax	26.2%
Moving Country	16.3%
Housing	15.3%
Health	10.9%