

# Citizens Information Phone Service (CIPS)

## Quarterly Statistical Summary - Q4 2023

### Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 3 2023 (1<sup>st</sup> October 2023 – 31<sup>st</sup> December 2023).

### Caller - Type of Contact

There were **31,130** calls answered by CIPS during Q4, 2023.

Table 1: CIPS Type of Contact Q4 2023

Caller Type	Number of Callers (Q4 - 2023)	% Of Callers
Telephone	30,588	98.2%
Web Chats	492	1.6%
Social Media Enquiries	50	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, 38.9% were related to *Social Welfare*, followed by *Employment* (13.9%) and then *Housing* (8.3%).

The table below sets out the number of calls answered across the main call category areas in Q4 2023.

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<sup>1</sup>43.5% of total calls to CIPS in Q4/2023 which were answered were not categorised under specific subject matter areas i.e. 13,527 calls.

Table 2: Main Category of Calls answered by CIPS in Q4 2023

Main Caller Category	Number of Callers in 2023 (Q4)	% of all Callers	Q4 '22 – Q4 '23 % Change
Social Welfare	6851	38.9%	-1.8%
Employment	2447	13.9%	-0.9%
Money and Tax	1464	8.3%	1.7%
Housing	1341	7.6%	-0.4%
Moving Country	1210	6.9%	2.6%
Health	736	4.2%	0.5%
Consumer Affairs	625	3.6%	-0.1%
Justice	576	3.3%	0.5%
Local	508	2.9%	-0.6%
Travel and Recreation	453	2.6%	0.1%
Birth Family and Relationship	397	2.3%	0.1%
Education and Training	306	1.7%	0.3%
Budget 2024	243	1.4%	-1.1%
Death and Bereavement	198	1.1%	0.1%
Ukraine	83	0.5%	0.0%
Environment	82	0.5%	0.2%
Government in Ireland	50	0.3%	0.1%
Covid-19	33	0.2%	-1.1%
<b>Total of categorised calls</b>	<b>17,603</b>		

### Caller Sub-Category Breakdown

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during Q4 - *Social Welfare*, *Employment*, *Money and Tax*, *Housing*, and *Moving Country*. This breakdown is based on categorised calls only (75.6% of total callers).

#### Social Welfare callers by sub-category

CIPS answered **6,851** calls relating to **Social Welfare** issues in Q4 2023 - that is, 38.9% 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 Q4 2022), with *Disability and Illness* and *Carers* being the next most queried.

Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in Q4 2023

Call Category	Call Sub-category	Number of Callers	% Of Social Welfare Callers
Social Welfare	Claiming a Social Welfare Payment	1,072	15.6%
Social Welfare	Disability and Illness	1,032	15.1%
Social Welfare	Carers	690	10.1%
Social Welfare	Extra Social Welfare Benefits	595	8.7%
Social Welfare	Families and Children	591	8.6%
Social Welfare	Older and Retired People	576	8.4%
Social Welfare	Back to Education	314	4.6%
Social Welfare	Unemployed People Job Seekers Allowance	307	4.5%
Social Welfare	Appeals	291	4.2%
Social Welfare	Unemployed People Jobseekers Benefit	280	4.1%
Social Welfare	Other	263	3.8%
Social Welfare	Supplementary Welfare Schemes	188	2.7%
Social Welfare	Social Insurance (PRSI)	130	1.9%
Social Welfare	Social Welfare Payments and Work	124	1.8%
Social Welfare	Activation Schemes Education and Training	102	1.5%
Social Welfare	Means Test for Social Welfare Payments	94	1.4%
Social Welfare	Unemployed People	62	0.9%
Social Welfare	Death Related Benefits	59	0.9%
Social Welfare	Rent Supplement	26	0.4%
Social Welfare	Social Assistance Payments	24	0.4%
Social Welfare	Social Welfare Miscellaneous	23	0.3%
Social Welfare	Farmers	8	0.1%
	<b>Total Social Welfare Calls</b>	<b>6,851</b>	

#### Employment callers by sub-category

CIPS answered **2,447** calls relating to **Employment** that is, 13.9% of all calls which were categorised and represents the 2<sup>nd</sup> highest subject matter area. The sub-category, *Employment Rights and Conditions* was, by far, the most significant with 87.3% of all Employment-related calls.

Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in Q4 2023

Call Category	Call Sub-category	Number of Callers	% of Employment Callers
Employment	Employment Rights and Conditions	2,137	87.3%
Employment	Unemployment and Redundancy	118	4.8%
Employment	Self-Employment	59	2.4%
Employment	Employment and Disability	37	1.5%
Employment	Other	31	1.3%
Employment	Employment Schemes and Internship	21	0.9%
Employment	Migrant Workers	13	0.5%
Employment	Types of Employment	7	0.3%
Employment	Starting Work and Changing Job	6	0.2%
Employment	Appeals (Enforcement)	5	0.2%
Employment	Enforcement and Redress	5	0.2%
Employment	Retirement	5	0.2%
Employment	Part Time Employment	2	0.1%
Employment	Equality in Work	1	0.0%
	<b>Total Employment Calls</b>	<b>2,447</b>	

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

CIPS answered **1,464** calls relating to **Money & Tax** that is, 8.3% of all subject categorised callers, with most of these calls relating to *Income Tax Credits & Reliefs and Income Tax*, which represents 54.8% of all Money and Tax calls.

Table 6: Breakdown of Money & Tax Call by Sub-Categories answered by CIPS in Q4 2023

Call Category	Call Sub-Category	Number of Callers	% of Health Callers
Money & Tax	Income Tax Credits and Reliefs	432	29.5%
Money & Tax	Income Tax	370	25.3%
Money & Tax	Capital Taxes	132	9.0%
Money & Tax	Housing taxes and reliefs	104	7.1%
Money & Tax	Debt	69	4.7%
Money & Tax	Other	68	4.6%
Money & Tax	Property Taxes	56	3.8%
Money & Tax	Duties and VAT	48	3.3%
Money & Tax	Moving Country and Taxation	38	2.6%
Money & Tax	Financial Institutions	37	2.5%

<b>Money &amp; Tax</b>	Insurance	35	2.4%
<b>Money &amp; Tax</b>	Consumer Protection Code and Mortgages	21	1.4%
<b>Money &amp; Tax</b>	Pensions	21	1.4%
<b>Money &amp; Tax</b>	Loans and Credit	12	0.8%
<b>Money &amp; Tax</b>	Universal Social Charge (USC)	7	0.5%
<b>Money &amp; Tax</b>	Tax on Savings and Investments	5	0.3%
<b>Money &amp; Tax</b>	Wills	5	0.3%
<b>Money &amp; Tax</b>	Savings and Investments	4	0.3%
	<b>Total Money &amp; Tax Calls</b>	<b>1,464</b>	

#### Housing callers by sub-category

CIPS answered **1,341** calls relating to **Housing** issues this quarter - that is, 7.6% of all caller queries that were categorised. The sub-categories of *Local Authority and Social Housing*, *Housing Grants*, *Renting a Home* and *Housing Grants and Schemes* accounted for 76.6% of all Housing-related calls.

Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in Q4 2023

Call Category	Call Sub-Category	Number Of Callers	% Of Housing Callers
<b>Housing</b>	Local Authority and Social Housing	353	26.3%
<b>Housing</b>	Renting a Home	350	26.1%
<b>Housing</b>	Housing Grants and Schemes	324	24.2%
<b>Housing</b>	Buying a Home	92	6.9%
<b>Housing</b>	Other	74	5.5%
<b>Housing</b>	Emergency Accommodation	62	4.6%
<b>Housing</b>	Homelessness	32	2.4%
<b>Housing</b>	Planning Permission	25	1.9%
<b>Housing</b>	Building or Altering a Home	21	1.6%
<b>Housing</b>	Losing your Home	8	0.6%
	<b>Total Housing Calls</b>	<b>1,341</b>	

#### Moving Country callers by sub-category

CIPS answered **1,210** calls relating to **Moving Country** during this quarter - that is, 6.9% of all categorised callers, with *Irish Citizenship*, *Irish Residence Permit (IRP) 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 Q4 2023

Call Category	Call Sub-Category	Number of Callers	% of Health Callers
Moving Country	Irish Citizenship	353	29.2%
Moving Country	IRP Applications and Renewals	202	16.7%
Moving Country	Immigration Office	167	13.8%
Moving Country	Moving to Ireland	152	12.6%
Moving Country	Family Reunification	134	11.1%
Moving Country	Visa	67	5.5%
Moving Country	Asylum Seekers and Refugees	47	3.9%
Moving Country	Other	39	3.2%
Moving Country	Moving Abroad	34	2.8%
Moving Country	Leave to Remain	10	0.8%
Moving Country	Ukraine	5	0.4%
	<b>Total Moving Country Calls</b>	<b>1,210</b>	

### Calls by Sub-category - Top Five areas.

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q4, 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 Q4 2023

Call Category	Call sub-category	Number of Callers	% of all categorised Calls
Employment	Employment Rights and Conditions	2,137	12.1%
Social Welfare	Claiming a Social Welfare Payment	1,072	6.1%
Social Welfare	Disability and Illness	1,032	5.9%
Social Welfare	Carers	690	3.9%
Social Welfare	Extra Social Welfare Benefits	595	3.4%

### 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.

The table below provides an indication of the key areas where Information Officers identified that difficulties were arising for callers during this Quarter, 68.3% of calls are related to Social Welfare, Housing and Moving Country concerns.

*Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in Q4 2023*

<b>Main Caller Category</b>	<b>% of SPRs</b>
Social Welfare	29.1%
Housing	19.6%
Moving Country	19.6%
Money and Tax	17.5%
Health	7.4%
Travel and Recreation	3.2%