

Citizens Information Phone Service (CIPS)

Quarterly Statistical Summary - Q2 2024

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) statistical caller data for Quarter 2 2024 (1st April 2024 – 30th June 2024), during which CIPS answered **35,792** calls.

Caller - Type of Contact

Table 1: Type of Contact

Caller Type	Number of Callers	% Of Callers
Telephone	35,276	98.6%
Web Chats	480	1.3%
Social Media Enquiries	36	0.1%
Total	35,792	100%

Call Types by Main Category

Table 2 sets out the main categories of enquiry for the categorised call types.¹

Table 2: Calls by Main Category

Category	Number of Calls	% of Categorised Calls
Social Welfare	6230	35.2%
Employment	2945	16.6%
Housing	1621	9.2%
Moving Country	1182	6.7%
Money and Tax	1073	6.1%
Health	857	4.8%
Consumer Affairs	817	4.6%
Travel and Recreation	542	3.1%
Justice	526	3.0%
Birth Family and Relationship	458	2.6%
Local	452	2.6%
Education and Training	330	1.9%
Death and Bereavement	220	1.2%
Government in Ireland	188	1.1%
Environment	96	0.5%
Ukraine	78	0.4%
Covid-19	52	0.3%
Budget 2024 / 2023	32	0.2%
Total of categorised calls	17,699	100%

¹49.8% of calls to CIPS in Q2/2024 (i.e. 17,577 calls) were not categorised.

Caller sub-Category Breakdown

The following tables provides a more detailed breakdown of call numbers for the five most queried categories during Q2 - **Social Welfare, Employment, Housing, Moving Country** and **Money & Tax** - which accounted for 73.5% of all categorised calls.

Social Welfare calls by sub-category

Social Welfare queries made up 35.2% of all categorised calls during Q2, 2024, 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.

Table 3: Social Welfare sub-categories

Social Welfare sub-category	Number of Categorised Calls	% of Social Welfare Calls
Claiming a Social Welfare Payment	1,098	17.6%
Disability and Illness	1,034	16.6%
Carers	716	11.5%
Families and Children	600	9.6%
Older and Retired People	569	9.1%
Unemployed People Job Seekers Allowance	373	6.0%
Unemployed People Jobseekers Benefit	304	4.9%
Supplementary Welfare Schemes	221	3.5%
Extra Social Welfare Benefits	219	3.5%
Back to Education	209	3.4%
Other	178	2.9%
Means Test for Social Welfare Payments	125	2.0%
Social Welfare Payments and Work	124	2.0%
Social Insurance (PRSI)	94	1.5%
Death Related Benefits	89	1.4%
Appeals	83	1.3%
Activation Schemes Education and Training	79	1.3%
Unemployed People	32	0.5%
Social Welfare Miscellaneous	29	0.5%
Rent Supplement	23	0.4%
Farmers	16	0.3%
Social Assistance Payments	14	0.2%
Mortgage Interest Supplement (MIS)	1	0.0%
Total	6,230	100%

Employment calls by sub-category

Employment queries accounted for 16.6% of all categorised calls, the second highest area of enquiry. The sub-category *Employment Rights and Conditions* was the most significant topic at 85.6% of employment-related calls.

Table 4: Employment sub-categories

Employment sub-category	Number of Calls	% of Employment Calls
Employment Rights and Conditions	2,522	85.7%
Unemployment and Redundancy	128	4.4%
Employment and Disability	59	2.0%
Self-Employment	58	2.0%
Employment Schemes and Internship	44	1.5%
Other	37	1.3%
Equality in Work	24	0.8%
Retirement	16	0.5%
Migrant Workers	16	0.5%
Starting Work and Changing Job	13	0.4%
Enforcement and Redress	12	0.4%
Types of Employment	7	0.2%
Appeals (Enforcement)	6	0.2%
Total	2,942	100%

Housing calls by sub-category

Housing queries made up 9.2% of categorised calls, with most of these calls (74.6%) relating to *Local Authority and Social Housing, Housing Grants and Schemes and Renting a Home*.

Table 5: Housing sub-categories

Housing sub-category	Number of Calls	% of Housing Calls
Local Authority and Social Housing	468	28.9%
Housing Grants and Schemes	403	24.9%
Renting a Home	337	20.8%
Buying a Home	121	7.5%
Other	87	5.4%
Emergency Accommodation	60	3.7%
Homelessness	60	3.7%
Planning Permission	44	2.7%
Building or Altering a Home	24	1.5%
Losing your Home	17	1.0%
Total	1,621	100%

Moving Country calls by sub-category

Moving Country queries made up 6.7% of all categorised calls, with *Irish Citizenship, Irish Residence Permits (IRP) Applications and Renewals, Moving to Ireland and Immigration Office* being the most queried topics, accounting for 75.6% of categorised **Moving Country** calls.

Table 6: Moving Country sub-categories

Moving Country sub-category	Number of Calls	% of Moving Country Calls
Irish Citizenship	316	26.7%
IRP Applications and Renewals	248	21.0%
Moving to Ireland	201	17.0%
Immigration Office	129	10.9%
Visa	99	8.4%
Moving Abroad	45	3.8%
Other	39	3.3%
Family Reunification	37	3.1%
Asylum Seekers and Refugees	30	2.5%
Leave to Remain	21	1.8%
Ukraine	17	1.4%
Total	1,182	100%

Money and Tax calls by sub-category

Money and Tax issues accounted for 6.1% of categorised calls. The sub-categories of *Income Tax Credits and Reliefs, Income Tax, Capital Taxes, Debt and Duties and VAT* accounted for 72.8% of all Money & Tax calls.

Table 7: Money & Tax Sub-Categories

Money and Tax sub-category	Number of Calls	% of Money and Tax Calls
Income Tax Credits and Reliefs	305	28.4%
Income Tax	248	23.1%
Capital Taxes	100	9.3%
Debt	75	7.0%
Duties and VAT	54	5.0%
Other	51	4.8%
Housing taxes and reliefs	47	4.4%
Financial Institutions	41	3.8%
Pensions	32	3.0%
Insurance	26	2.4%
Property Taxes	23	2.1%
Moving Country and Taxation	21	2.0%
Loans and Credit	15	1.4%
Wills	13	1.2%
Consumer Protection Code and Mortgages	11	1.0%
Tax on Savings and Investments	6	0.6%
Savings and Investments	2	0.2%
Tax Credits and Reliefs for People with Disabilities	2	0.2%
Universal Social Charge (USC)	1	0.1%
Total	1,073	100%

Top Five Sub-Categories across all Categorised Calls

Table 8 provides a breakdown of the five most queried sub-categories during Q2, 2024. *Employment Rights and Conditions* was the most queried sub-category (i.e. specific issue dealt with), followed by four **Social Welfare** topics.

Table 8: Most Called about Sub-Categories received by CIPS in Q2 2024

Call Category	Call sub-category	Number of Calls	% of all Categorised Calls
Employment	Employment Rights and Conditions	2,522	14.2%
Social Welfare	Claiming a Social Welfare Payment	1,098	6.2%
Social Welfare	Disability and Illness	1,034	5.8%
Social Welfare	Carers	716	4.0%
Social Welfare	Families and Children	600	3.4%

Social Policy Feedback

In addition to collecting data on callers' queries, CIPS Information Officers also identify issues that are indicative of a wider policy or administrative concern impacting on people's ability to access a social or public service. The identified policy issues provide CIB with useful, anonymised evidence that can 'get behind' the statistics and demonstrate how policy (and the administration of policy) can impact on peoples' lives. Staff in the national phone service are well-placed to identify these issues, many of which arise repeatedly and significantly impact 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 90 calls are relating to **Social Welfare, Health, Moving Country, Housing and Money & Tax** concerns.

The table below provides an indication of the key areas where Information Officers identified difficulties arising for callers. Over 90% of identified social policy issues were related to *Social Welfare, Health, Moving Country, Housing and Money & Tax* concerns.

Table 9: Identified Social Policy Issues by Main Category (as percentage)

Main Caller Category	% of Policy Issues Identified
Social Welfare	32.9%
Health	22.6%
Moving Country	17.1%
Housing	17.1%
Money & Tax	10.4%