

Citizens Information Phone Service (CIPS)

2022 Annual Statistical Summary

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for 2022 (1st January – 31^s December 2022).

Caller - Type of Contact

There were **137,829** calls answered by CIPS during 2022.

Table 1: CIPS Type of Contact in 2022

Caller Type	Number of Callers	% Of Callers
Telephone	135,046	98.0%
Web Chats	2,386	1.7%
Social Media Enquiries	397	0.3%

Call Category - Types by Main Category

The Table below sets out the main categories of enquiry for the categorised¹ call types. Of the total calls categorised, 36.4% were related to *Social Welfare*, followed by *Employment* (13.6%) and then *Housing* (7.8%).

The table below sets out the number of calls answered across the main call category areas in 2022.

¹ 33.9% of total calls to CIPS in 2022 which were answered were not categorised under specific subject matter areas i.e. 46,695 calls.

Table 2: Main Category of Calls answered by CIPS in 2022

Main Caller Category	No. of Callers	% of all Callers
Social Welfare	33,141	36.4
Employment	12,386	13.6
Housing	7,115	7.8
Money and Tax	5,440	6.0
Moving Country	4,822	5.3
Covid-19	4,693	5.1
Local	4,475	4.9
Health	3,711	4.1
Travel and Recreation	3,669	4.0
Consumer Affairs	3,001	3.3
Justice	2,546	2.8
Birth Family and Relationship	2,369	2.6
Education and Training	1,586	1.7
Death and Bereavement	1,082	1.2
Budget 2023	510	0.6
Environment	252	0.3
Government in Ireland	234	0.3
Ukraine	102	0.1
Total of categorised calls	91,134	

Caller Sub-Category Breakdown

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during 2022 - Social Welfare, Employment, Housing, Money & Tax and Moving Country. This breakdown is based on categorised calls only (66.1% of total callers).

Social Welfare callers by sub-category

CIPS answered 33,141 calls relating to **Social Welfare** issues in 2022 - that is, 36.4% of all categorised callers and the highest area of enquiry. The sub-category *Claiming a Social Welfare Payment* was the most queried topic in this category with *Disability and Illness* and then *Extra Social Welfare Benefits* being the next most queried.

Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in 2022

Call Category	Call Sub-category	Number of Callers	% Of Social Welfare Callers
Social Welfare	Claiming a Social Welfare Payment	6,175	18.6%
Social Welfare	Disability and Illness	5,515	16.6%
Social Welfare	Extra Social Welfare Benefits	3,671	11.1%
Social Welfare	Carers	3,564	10.8%
Social Welfare	Families and Children	3,106	9.4%
Social Welfare	Older and Retired People	2,574	7.8%
Social Welfare	Other	1,960	5.9%
Social Welfare	Unemployed People Job Seekers Allowance	1,484	4.5%
Social Welfare	Unemployed People Jobseekers Benefit	1,092	3.3%
Social Welfare	Supplementary Welfare Schemes	809	2.4%
Social Welfare	Social Insurance (PRSI)	635	1.9%
Social Welfare	Social Welfare Payments and Work	534	1.6%
Social Welfare	Means Test for Social Welfare Payments	526	1.6%
Social Welfare	Back to Education	360	1.1%
Social Welfare	Death Related Benefits	299	0.9%
Social Welfare	Activation Schemes Education and Training	221	0.7%
Social Welfare	Rent Supplement	180	0.5%
Social Welfare	Appeals	99	0.3%
Social Welfare	Social Welfare Miscellaneous	98	0.3%
Social Welfare	Unemployed People	96	0.3%
Social Welfare	Social Assistance Payments	94	0.3%
Social Welfare	Farmers	49	0.1%
	Total Social Welfare Calls	33,141	

Employment callers by sub-category

CIPS answered 12,386 calls relating to **Employment** in 2022 - that is, 13.6% 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 86.2% of all Employment-related calls.

Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in 2022

Call Category	Call Sub-category	Number of Callers	% of Employment Callers
Employment	Employment Rights and Conditions	10,673	86.2%
Employment	Unemployment and Redundancy	583	4.7%
Employment	Self-Employment	269	2.2%
Employment	Other	260	2.1%
Employment	Enforcement and Redress	153	1.2%
Employment	Employment and Disability	121	1.0%
Employment	Employment Schemes and Internship	65	0.5%
Employment	Migrant Workers	62	0.5%
Employment	Starting Work and Changing Job	56	0.5%
Employment	Equality in Work	54	0.4%
Employment	Types of Employment	52	0.4%
Employment	Part Time Employment	16	0.1%
Employment	Retirement	16	0.1%
Employment	Appeals (Enforcement)	6	0.0%
	Total Employment Calls	12,386	

Housing callers by sub-category

CIPS answered 7,115 calls relating to Housing issues during 2022 - that is around 8% of all caller queries that were categorised. The sub-categories of *Local Authority and Social Housing* and *Renting a Home* accounted for almost 61% of all Housing-related calls.

Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in 2022

Call Category	Call Sub-Category	Number Of Callers	% Of Housing Callers
Housing	Local Authority and Social Housing	2,230	31.3%
Housing	Renting a Home	2,102	29.5%
Housing	Housing Grants and Schemes	1,382	19.4%
Housing	Other	398	5.6%
Housing	Buying a Home	394	5.5%
Housing	Homelessness	235	3.3%
Housing	Planning Permission	186	2.6%
Housing	Losing your Home	78	1.1%
Housing	Emergency Accommodation	61	0.9%
Housing	Building or Altering a Home	49	0.7%
	Total Housing Calls	7,115	

Money & Tax callers by sub-category

CIPS answered 5,440 calls relating to **Money & Tax** issues during 2022 - that is, 6% of all categorised callers, with the vast majority of these calls relating to *Income Tax Credits and Reliefs* and *Income Tax*, which accounted for just over 60% of the calls when combined.

Table 6: Breakdown of Money & Tax Call by Sub-Categories answered by CIPS in 2022

Call Category	Call Sub-category	No. of Callers	% of Money & Tax Callers
Money & Tax	Income Tax Credits and Reliefs	1663	30.6%
Money & Tax	Income Tax	1643	30.2%
Money & Tax	Capital Taxes	517	9.5%
Money & Tax	Other	351	6.5%
Money & Tax	Housing taxes and reliefs	228	4.2%
Money & Tax	Duties and VAT	213	3.9%
Money & Tax	Debt	178	3.3%
Money & Tax	Financial Institutions	169	3.1%
Money & Tax	Insurance	117	2.2%
Money & Tax	Pensions	115	2.1%
Money & Tax	Property Taxes	106	1.9%
Money & Tax	Moving Country and Taxation	53	1.0%
Money & Tax	Loans and Credit	36	0.7%
Money & Tax	Wills	23	0.4%
Money & Tax	Consumer Protection Code and Mortgages	13	0.2%
Money & Tax	Savings and Investments	6	0.1%
Money & Tax	Tax on Savings and Investments	5	0.1%
Money & Tax	Universal Social Charge (USC)	4	0.1%
Money & Tax	Total	5,440	

Moving Country callers by sub-category

CIPS answered 4,822 calls relating to **Moving Country** during 2022 - that is, 5.3% of all categorised callers, with Irish Citizenship, Irish Residence Permit (IRP) Applications and Renewals and Moving to Ireland being the most queried topics within this.

Table 7: Breakdown of Moving Country Call Sub-Categories answered by CIPS in 2022

Call Category	Call Sub-Category	Number of Callers	% of Moving Country Callers
Moving Country	Irish Citizenship	1,376	28.5%
Moving Country	Irish Residence Permit (IRP) Applications & Renewals	702	14.6%
Moving Country	Moving to Ireland	688	14.3%
Moving Country	Immigration Office	614	12.7%
Moving Country	Ukraine	453	9.4%
Moving Country	Visa	362	7.5%
Moving Country	Moving Abroad	187	3.9%
Moving Country	Other	162	3.4%
Moving Country	Leave to Remain	112	2.3%
Moving Country	Asylum Seekers and Refugees	88	1.8%
Moving Country	Family Reunification	78	1.6%
	Total Moving Country Calls	4,822	

Calls by Sub-category - Top Five Areas

This table provides a breakdown of the five most queried sub-categories from the 91,134 categorised calls to CIPS during 2022, with *Employment Rights and Condition* receiving the highest level of calls - followed by various Social Welfare topics.

Table 8: Most Queried Sub-Categories received by CIPS in 2022

Call Category	Call sub-category	Number of Callers	% of all categorised Calls
Employment	Employment Rights and Conditions	10,673	11.7%
Social Welfare	Claiming a Social Welfare Payment	6,175	6.8%
Social Welfare	Disability and Illness	5,515	6.1%
Social Welfare	Extra Social Welfare Benefits	3,671	4.0%
Social Welfare	Carers	3,564	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's ability to access a public or social 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 may 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 2022 - with over half of these related to the two main categories of Social Welfare and Travel & Recreation.

Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in 2022

SPRs by Main Category	% of SPRs
Social Welfare	37.1%
Travel and Recreation	14.8%
Housing	14.7%
Moving Country	10.3%
Money and Tax	10.1%
Others	13.1%