

Citizens Information Phone Service (CIPS)

Reporting Template for CIB Data Hub

Statistical Summary - Quarterly Breakdown Q3 2023

Caller Summary

The following is a summary of the Citizens Information Phone Service (CIPS) caller statistical data for Quarter 3 2023 (1st July 2023 – 30th September 2023).

Caller - Type of Contact

There were **34,801** calls answered by CIPS during Q3, 2023.

Table 1: CIPS Type of Contact Q3 2023

Caller Type	Number of Callers (Q3 - 2023)	% Of Callers
Telephone	34,801	98.5%
Web Chats	498	1.4%
Social Media Enquiries	20	0.1%

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, 39.4% were related to *Social Welfare*, followed by *Employment* (13%), and then *Housing* (8.4%).

The table below sets out the number of calls answered across the main call category areas in Q3 2023.

¹21,935 calls (63% of total calls) to CIPS in Q3/2023 which were answered were categorised. 37% of calls handled during this period were uncategorised (12,866 calls).

Table 2: Main Category of Calls answered by CIPS in Q3 2023

Main Caller Category	Number of Callers in 2023 (Q3)	% of all Callers	Q3 '22 – Q3 '23 % Change
Social Welfare	8648	39.4%	-2.0%
Employment	2859	13.0%	-8.0%
Housing	1841	8.4%	-6.5%
Moving Country	1536	7.0%	+14.9%
Money and Tax	1504	6.9%	+4.7%
Health	941	4.3%	-6.0%
Travel and Recreation	835	3.8%	+3.5%
Justice	688	3.1%	+15.8%
Consumer Affairs	677	3.1%	-14.4%
Local	605	2.8%	-40.9%
Birth Family and Relationship	541	2.5%	-20.8%
Education and Training	539	2.5%	-4.6%
Death and Bereavement	248	1.1%	-22.3%
Covid-19	119	0.5%	-86.2%
Environment	109	0.5%	+43.4%
Ukraine	108	0.5%	0
Government in Ireland	78	0.4%	+36.8%
Budget 2023	59	0.3%	0
Total of categorised calls	21,935		

Caller Sub-Category Breakdown

The following tables provides a more detailed breakdown of call numbers for the five most queried sub-categories during Q3 2023 - Social Welfare, Employment, Housing, Moving Country and Money and Tax. This breakdown is based on categorised calls only (63% of total callers).

Social Welfare callers by sub-category

CIPS answered 8,648 calls relating to **Social Welfare** issues in Q3 2023 - that is, 39.4% 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 Q3 2022), with *Carers* and then *Disability and Illness* being the next most queried.

Table 3: Breakdown of Social Welfare Call Sub-Categories answered by CIPS in Q3 2023

Call Category	Call Sub-category	Number of Callers	% Of Social Welfare Callers
Social Welfare	<i>Claiming a Social Welfare Payment</i>	1,670	19.3%
Social Welfare	<i>Carers</i>	1,590	18.4%
Social Welfare	<i>Disability and Illness</i>	1,253	14.5%
Social Welfare	<i>Families and Children</i>	753	8.7%
Social Welfare	<i>Older and Retired People</i>	668	7.7%
Social Welfare	<i>Extra Social Welfare Benefits</i>	519	6.0%
Social Welfare	<i>Unemployed People Job Seekers Allowance</i>	355	4.1%
Social Welfare	<i>Other</i>	324	3.7%
Social Welfare	<i>Unemployed People Jobseekers Benefit</i>	319	3.7%
Social Welfare	<i>Back to Education</i>	229	2.6%
Social Welfare	<i>Supplementary Welfare Schemes</i>	183	2.1%
Social Welfare	<i>Social Insurance (PRSI)</i>	173	2.0%
Social Welfare	<i>Social Welfare Payments and Work</i>	130	1.5%
Social Welfare	<i>Means Test for Social Welfare Payments</i>	116	1.3%
Social Welfare	<i>Activation Schemes Education and Training</i>	104	1.2%
Social Welfare	<i>Appeals</i>	80	0.9%
Social Welfare	<i>Death Related Benefits</i>	63	0.7%
Social Welfare	<i>Rent Supplement</i>	37	0.4%
Social Welfare	<i>Social Welfare Miscellaneous</i>	29	0.3%
Social Welfare	<i>Social Assistance Payments</i>	22	0.3%
Social Welfare	<i>Unemployed People</i>	19	0.2%
Social Welfare	<i>Farmers</i>	12	0.1%
	Total Social Welfare Calls	8,648	

Employment callers by sub-category

CIPS answered 2,859 calls relating to **Employment** issues this quarter - that is, 13% 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 with 88% of all Employment-related calls.

Table 4: Breakdown of Employment Call Sub-Categories answered by CIPS in Q3 2023

Call Category	Call Sub-category	Number of Callers	% of Employment Callers
Employment	Employment Rights and Conditions	2,516	88.0%
Employment	Unemployment and Redundancy	104	3.6%
Employment	Self-Employment	63	2.2%
Employment	Employment Schemes and Internship	58	2.0%
Employment	Employment and Disability	35	1.2%
Employment	Other	29	1.0%
Employment	Enforcement and Redress	16	0.6%
Employment	Migrant Workers	12	0.4%
Employment	Types of Employment	9	0.3%
Employment	Equality in Work	5	0.2%
Employment	Starting Work and Changing Job	5	0.2%
Employment	Part Time Employment	3	0.1%
Employment	Retirement	3	0.1%
Employment	Appeals (Enforcement)	1	0.0%
	Total Employment Calls	2,859	

Housing callers by sub-category

CIPS answered 1,841 calls relating to **Housing** issues this quarter - that is, 8.4% of all caller queries that were categorised. The sub-categories of *Local Authority and Social Housing*, *Housing Grants and Schemes* and *Renting a Home* accounted for 76% of all Housing-related calls.

Table 5: Breakdown of Housing Call Sub-Categories answered by CIPS in Q3 2023

Call Category	Call Sub-Category	Number Of Callers	% Of Housing Callers
Housing	Local Authority and Social Housing	509	27.6%
Housing	Housing Grants and Schemes	456	24.8%
Housing	Renting a Home	435	23.6%
Housing	Buying a Home	125	6.8%
Housing	Homelessness	120	6.5%
Housing	Other	102	5.5%
Housing	Planning Permission	47	2.6%
Housing	Emergency Accommodation	18	1.0%

Housing	<i>Losing your Home</i>	16	0.9%
Housing	<i>Building or Altering a Home</i>	13	0.7%
	Total Housing Calls	1,841	

Moving Country callers by sub-category

CIPS answered 1,536 calls relating to **Moving Country** during this quarter - that is, 7% of all categorised callers, with *Irish Citizenship, Immigration Office, and Irish Residence Permit (IRP) Applications and Renewals* being the most queried topics within this.

Table 6: Breakdown of Moving Country Call Sub-Categories answered by CIPS in Q3 2023

Call Category	Call Sub-Category	Number of Callers	% of Health Callers
Moving Country	<i>Irish Citizenship</i>	412	26.8%
Moving Country	<i>Immigration Office</i>	324	21.1%
Moving Country	<i>IRP Applications and Renewals</i>	305	19.9%
Moving Country	<i>Moving to Ireland</i>	208	13.5%
Moving Country	<i>Visa</i>	90	5.9%
Moving Country	<i>Moving Abroad</i>	48	3.1%
Moving Country	<i>Asylum Seekers and Refugees</i>	44	2.9%
Moving Country	<i>Family Reunification</i>	41	2.7%
Moving Country	<i>Other</i>	32	2.1%
Moving Country	<i>Leave to Remain</i>	23	1.5%
Moving Country	<i>Ukraine</i>	9	0.6%
	Total Moving Country Calls	1,536	

Money & Tax callers by sub-category

CIPS answered 1,504 calls relating to **Money & Tax** issues this quarter - that is, 6.9% of all subject categorised callers, with the majority of these calls relating to *Income Tax, Income Tax Credits & Reliefs, Capital Taxes and Duties & VAT* which account for 75.4% of all Money and Tax calls.

Table 7: Breakdown of Money & Tax Call by Sub-Categories answered by CIPS in Q3 2023

Call Category	Call Sub-Category	Number of Callers	% of Health Callers
Money & Tax	<i>Income Tax</i>	429	28.5%
Money & Tax	<i>Income Tax Credits and Reliefs</i>	426	28.3%

Money & Tax	<i>Capital Taxes</i>	140	9.3%
Money & Tax	<i>Duties and VAT</i>	139	9.2%
Money & Tax	<i>Debt</i>	80	5.3%
Money & Tax	<i>Housing taxes and reliefs</i>	61	4.1%
Money & Tax	<i>Other</i>	59	3.9%
Money & Tax	<i>Financial Institutions</i>	36	2.4%
Money & Tax	<i>Insurance</i>	32	2.1%
Money & Tax	<i>Pensions</i>	28	1.9%
Money & Tax	<i>Property Taxes</i>	28	1.9%
Money & Tax	<i>Moving Country and Taxation</i>	27	1.8%
Money & Tax	<i>Loans and Credit</i>	8	0.5%
Money & Tax	<i>Savings and Investments</i>	4	0.3%
Money & Tax	<i>Consumer Protection Code and Mortgages</i>	3	0.2%
Money & Tax	<i>Tax on Savings and Investments</i>	2	0.1%
Money & Tax	<i>Universal Social Charge (USC)</i>	1	0.1%
Money & Tax	<i>Wills</i>	1	0.1%
	Total Money & Tax Calls	1,504	

Calls by Sub-category - Top Five areas.

This table provides a breakdown of the five most queried sub-categories from callers to CIPS during Q3 2023, 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 Q3 2023

Call Category	Call sub-category	Number of Callers	% of all categorised Calls
Employment	<i>Employment Rights and Conditions</i>	2,516	11.5%
Social Welfare	<i>Claiming a Social Welfare Payment</i>	1,670	7.6%
Social Welfare	<i>Carers</i>	1,590	7.2%
Social Welfare	<i>Disability and Illness</i>	1,253	5.7%
Social Welfare	<i>Families and Children</i>	753	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.

In Q3 2023, CIPS recorded 192 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, with 50% of calls are related to Social Welfare or Money & Tax concerns.

Table 9: Social Policy Returns by Main Category (as percentage) received by CIPS in Q3 2023

Main Caller Category	% of SPRs
Social Welfare	32.3%
Money and Tax	17.7%
Housing	14.6%
Moving Country	14.1%
Health	12.0%
Travel and Recreation	5.2%
All Other	4.1%