

# SOCIAL POLICY UPDATE

Our quarterly newsletter to keep you informed of the social policy work of CIB and our funded services

July 2023, Volume 16, Issue 3



## **Informing Policy.**

CIB Social Policy and Research News

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Here we highlight CIB's social policy and research work and that of our funded services - with a focus on recent policy submissions, reports and publications.

- Private Residential Sector submission
- Wage Subsidy Scheme submission
- Social Welfare Appeals Regulations consultation

- Referendum on Family, Care and Gender
- CIB Pre-Budget Submission and DSP Pre-Budget Forum
- CIB Briefing Papers
- CIB Social Policy Grants Scheme 2023

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## On the Ground.

### Evidence from Delivery Services

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Here we provide an overview and analysis of the Social Policy Returns that have been submitted by CISs and CIPs during the second quarter 2023 - April, May and June. Our analysis highlights some of the main concerns reported in relation to ongoing issues with housing, citizenship and tax matters.

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## Data and Trends.

### Caller & Query Data from Delivery Services

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In this edition we feature a summary of the top level statistics from the work in Citizens Information Services during the first six months of 2023. We provide a snapshot of the key query trends and issues that are affecting CIS clients, based on the data recorded by services on the national electronic data collection system.

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## In the Oireachtas.

### Parliamentary Questions and Debates

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In this section, we feature recent policy-related Parliamentary Questions and debates in the Oireachtas relevant to matters raised in feedback from our services.

- Digital Exclusion & public services
- DSP call management
- Direct Provision and housing need
- Social welfare payments processing times

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## National Policy News.

National Research & Policy Developments

Here we feature research and recent policy developments at national level that are likely to be of interest to those engaged in policy work.

- Ombudsman Annual Report 2022;
- Workplace Relations Commission Annual Report 2022;
- Cliff edges in the Irish tax-benefit system - ESRI Report.

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The "Social Policy Update" is a quarterly newsletter produced by CIB's Data and Research Team.

The Citizens Information Board is the national agency responsible for supporting the provision of information, advice and advocacy on social services, and for the provision of the Money Advice and Budgeting Service.

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