

Social Security Scotland Management Information

Social Security Scotland

Telephony and Webchat Management Information: 1 April 2025 to 30 September 2025

1. Introduction

People can contact Social Security Scotland by post, our webchat service or by calling a freephone number. This management information release reports on telephony and webchat contacts from 1 April 2025 to 30 September 2025 and includes information on the number of contacts, wait times and handling times.

This release is based on management information drawn from the system used to manage and report on telephony and webchat services within Social Security Scotland. This release includes revised metrics for webchat contacts and wait times for 2025-2026 and differs from previously published management information. These changes are aimed at providing a more representative reflection of the service being provided to clients. Please see the notes section on page 3 for further information.

In this publication, averages refer to the mean values calculated over the reporting period.

2. Key Findings

- From 1 April 2025 to 30 September 2025, Social Security Scotland handled a total of 393,458 calls.
- Adult Disability Payment had the highest volume of calls with 152,415, which represented 39% of all calls handled during the time period. This was followed by Child Disability Payment at 45,978 calls. There was an increase in call volumes for Pension Age Disability Payment following national roll out in April 2025, rising from 2,253 calls handled for April 2025 to 10,353 in September 2025.
- From 1 April 2025 to 30 September 2025, the average answered call wait time was 19 minutes and 55 seconds across all phone lines. This ranged from an average of 34 seconds for Pension Age Disability Payment (Case Transfer) to an average of 31 minutes and 9 seconds for Adult Disability Payment.
- From 1 April 2025 to 30 September 2025, the average call handling time across all phone lines was 16 minutes and 9 seconds.
- From 1 April 2025 to 30 September 2025, Social Security Scotland handled

107,798 contacts by webchat.

- Of the total webchats, Adult Disability Payment accounted for 40,078 contacts, which was 37% of all webchat contacts. This was followed by Child Disability Payment at 24,123 uses of webchat.
- From 1 April 2025 to 30 September 2025, the average webchat wait time was 14 minutes and 11 seconds. This ranged from an average of 2 minutes and 13 seconds for Pension Age Disability Payment (Case Transfer) to an average of 22 minutes and 11 seconds for Adult Disability Payment.
- From 1 April 2025 to 30 September 2025, the average webchat messaging time across all lines was 21 minutes and 12 seconds.
- Further detail on call wait times is available within the accompanying Excel tables. This includes tables presenting the number of calls that fall within particular call wait times. For this purpose, breakdowns are provided for the number of calls that waited:
 - under 1 minute
 - between 1 minute and 9 minutes 59 seconds
 - between 10 minutes and 19 minutes 59 seconds
 - between 20 minutes and 29 minutes and 59 seconds
 - between 30 minutes and 39 minutes and 59 seconds
 - between 40 minutes and 49 minutes and 59 seconds
 - between 50 minutes and 59 minutes and 59 seconds
 - 60 minutes and over.

3. Notes

Social Security Scotland updated the system used to manage webchats in February 2025 and updated metrics were created as part of this. The measures introduced have been reviewed on an ongoing basis since introduction and a further update to wait time metric was introduced in autumn 2025. The queue variable used was amended, which removed abandoned chats from the calculation, meaning wait time now relates to only answered chats. This release is based on the updated metrics, and the reporting for 2025–2026 therefore differs from previously published management information.

A timing issue was found in the webchat data for April 2025 due to the daylight saving clock change. Wait times recorded between 1 April 2025 and 14 April 2025 were overstated by one hour. To correct this, analysts used an R-based process to remove one hour from all affected records. Data from 15 April 2025 to 30 April 2025 were unaffected and remained unchanged. The corrected and unaffected data were then combined to create a single, accurate result for April.

Webchat average wait times were calculated using a weighted average, which means time periods or queues with more webchats have a bigger influence on the overall figure. This gives a fairer picture of overall performance. The calculation used was:

$$\text{April Average} = (\text{Average time in affected period} \times \text{Number of webchats in affected period})$$

$$\begin{array}{c} + \\ \text{(Average time in unaffected period} \times \text{Number of webchats in unaffected period)} \\ \text{divided by} \\ \text{(Total number of April webchats)} \end{array}$$

The same approach was then applied across April to September, using each month's average time and number of webchats to produce the overall weighted average for the reporting period.

During quality checks of the Webchat Average Messaging Time, two records in the Winter Heating Payment queue showed unusually high durations of over 18 hours. This occurred because the chat sessions were not automatically closed when they ended. These records were removed, and June's overall messaging times were recalculated using the same weighted-average method to provide a more accurate reflection of client experience. To prevent this issue in future, an update introduced in the system used to manage webchat now automatically closes chat sessions once they finish.

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