Telephony and Webchat Management Information

01 April 2023 to 31 March 2024

Dignity,
fairness,
respect.

Social Security Scotland
Telephony and Webchat Management Information: 01 April 2023 to 31 March 2024

1. Introduction

This management information publication covers the period 01 April 2023 to 31 March 2024. During this period, Social Security Scotland was delivering Carer's Allowance Supplement, Best Start Grant and Best Start Foods, Funeral Support Payment, Young Carer Grant, Job Start Payment, Scottish Child Payment, Child Disability Payment and Child Disability Payment Case Transfers, Adult Disability Payment and Adult Disability Payment Case Transfers, Winter Heating Payment and Carer Support Payment.

The year 2023/24 was the first full reporting year following the national launch of Adult Disability Payment in August 2022 and the launch of Winter Heating Payment in February 2023. Carer Support Payment launched in a pilot phase in three local authorities in November 2023.

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 across the reporting year, including information on the number of telephony or webchat contacts, wait times and handling times.

2. Key Findings

- From 01 April 2023 to 31 March 2024, Social Security Scotland handled 684,570 calls.

- Of these, the most frequent calls were in relation to Adult Disability Payment, with 397,485 calls. This was followed by Child Disability Payment at 98,372 calls.

- From 01 April 2023 to 31 March 2024, the average answered call wait time was 17 minutes and 54 seconds across all phone lines. This ranged from an average of 1 minute and 10 seconds for Carer Support Payment Case Transfer to an average of 28 minutes and 48 seconds for Accessible Vehicles and Equipment (Adult Disability Payment).

- From 01 April 2023 to 31 March 2024, the average call handling time across all phone lines was 16 minutes and 18 seconds.

- From 01 April 2023 to 31 March 2024, Social Security Scotland handled 213,627 contacts by webchat.

- Of these webchat contacts, the most numerous were in relation to Adult Disability Payment, with 116,387 contacts. This is followed by Child Disability Payment at 45,562 uses of webchat.

- From 01 April 2023 to 31 March 2024, the average webchat wait time was 7 minutes and 6 seconds. This ranged from an average of 5 seconds for Carer Support Payment Case Transfer to an average of 7 minutes and 40 seconds for Adult Disability Payment.

- From 01 April 2023 to 31 March 2024, the average webchat handling time across all lines was 21 minutes and 23 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 09 minutes 59 seconds
    - between 10 minutes and 19 minutes 59 seconds
    - between 20 minutes and 29 minutes and 59 seconds
    - 30 minutes and over.