

Social Security Scotland Management Information

Social Security Scotland

Telephony and Webchat Management Information: 1 April 2024 to 31 March 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 2024 to 31 March 2025 and includes information on the number of telephony or webchat 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 and means that the basis of reporting for telephony and webchat contacts, wait time and handling times for 2024-2025 differs from published management information for previous time periods. 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 2024 to 31 March 2025, Social Security Scotland handled a total of 746,604 calls. The number of calls handled increased from 362,297 for the period of April 2024 to September 2024 to 384,307 for the period of October 2024 to March 2025. This increase of over 22,000 calls represents a 6% increase in call volumes.
- Adult Disability Payment had the highest volume of calls across the year 2024-2025 with 361,878. This represented nearly half of all calls handled during the time period. This was followed by Child Disability Payment at 95,924 calls.
- From 1 April 2024 to 31 March 2025, the average answered call wait time was 13 minutes and 12 seconds across all phone lines. This ranged from an average of 36 seconds for Adult Disability Payment Case Transfer (Working Age Disability Living Allowance) to an average of 18 minutes and 21 seconds for Adult Disability Payment.
- From 1 April 2024 to 31 March 2025, the average call handling time across all phone lines was 16 minutes and 42 seconds.

- From 1 April 2024 to 31 March 2025, Social Security Scotland handled 213,443 contacts by webchat. The number of webchats handled increased from 105,045 for the period of April 2024 to September 2024 to 108,398 for the period of October 2024 to March 2025.
- Of the total webchats, Adult Disability Payment accounted for 104,360 contacts, which was nearly half of all webchat contacts across 2024-2025. This was followed by Child Disability Payment at 50,683 uses of webchat.
- From 1 April 2024 to 31 March 2025, the average webchat wait time was 8 minutes and 9 seconds. This ranged from an average of 54 seconds for Adult Disability Payment Case Transfer (Working Age Disability Living Allowance) to an average of 10 minutes and 36 seconds for Adult Disability Payment.
- From 1 April 2024 to 31 March 2025, the average webchat messaging time across all lines was 12 minutes and 48 seconds.
- Contact demand continues to fluctuate with seasonality and the introduction of new benefits. For example, there was an increase in call volumes for Carer Support Payment following national roll out in November 2024, rising from 11,203 calls handled for the period of April 2024 to September 2024 to 37,942 for the period of October 2024 to March 2025. There was also a substantial increase in Winter Heating Payment calls handled across the second half of the year, from 1,455 for the period of April 2024 to September 2024 to 11,617 for the period of October 2024 to March 2025.
- 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

Following a review of the measures reported within the system used to manage and report on telephony and webchat services, a revised set of reports and metrics were created in Autumn 2024. This latest management information release reports on these revised metrics for the 2024-2025 year, therefore the basis of the reporting differs from the previously published management information.

The methodology used to calculate telephony Average Handling Time has been updated in this publication to ensure greater accuracy and consistency across reporting periods. This updated approach more precisely reflects actual handling durations based on verified answered call volumes. As a result, figures presented here may differ from those published in previous reports.

This management information reporting includes all queues that clients can access when calling the main contact phone number. We have updated the queues included within this latest release to add new queues for Pension Age Disability Payment, Pension Age Disability Payment case transfers and Scottish Adult Disability Living Allowance. We are no longer reporting on the Accessible Vehicles and Equipment queue within this reporting, as it is a standalone phone line used only by our Accessible Vehicles and Equipment provider.

Social Security Scotland updated the system used to manage webchats on 3 February 2025. As the current publication covers data from April 2024 to March 2025, webchat data presented in this was drawn from both the old and new webchat systems. To ensure consistency across the full reporting period, figures such as average wait time and average messaging time have been calculated using a weighted average. The calculation was:

$$\begin{aligned} &\text{Combined Average} = \\ &(\text{Average time from old system} \times \text{Number of webchats on old system}) \\ &+ \\ &(\text{Average time from updated system} \times \text{Number of webchats on updated system}) \\ &\text{divided by} \\ &(\text{Total number of webchats from both systems}) \end{aligned}$$

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