



Social Security  
Scotland

Tèarainteachd Shòisealta Alba

# Telephony and Webchat Management Information

1 April 2024 to 30 September 2024

Dignity,  
fairness,  
respect.

## **Social Security Scotland**

### **Telephony and Webchat Management Information: 1 April 2024 to 30 September 2024**

#### **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 30 September 2024, 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.

#### **2. Key Findings**

- From 1 April 2024 to 30 September 2024, Social Security Scotland handled 362,297 calls.
- Adult Disability Payment had the highest volume of calls with 187,910. This represented over half of all calls handled during the time period. This was followed by Child Disability Payment at 48,547 calls.
- From 1 April 2024 to 30 September 2024, the average answered call wait time was 12 minutes and 52 seconds across all phone lines. This ranged from an average of 26 seconds for Adult Disability Payment Case Transfer (Personal Independence Payment) to an average of 17 minutes and 29 seconds for Adult Disability Payment.
- From 1 April 2024 to 30 September 2024, the average call handling time across all phone lines was 17 minutes and 2 seconds.
- From 1 April 2024 to 30 September 2024, Social Security Scotland handled 105,045 contacts by webchat.
- Of these, Adult Disability Payment accounted for 55,851 contacts, which was over half of all webchat contacts. This was followed by Child Disability Payment at 24,986 uses of webchat.
- From 1 April 2024 to 30 September 2024, the average webchat wait time was 8 minutes and 30 seconds. This ranged from an average of 16 seconds for Adult Disability Payment Case Transfer (Personal Independence Payment) to an average of 10 minutes and 39 seconds for Adult Disability Payment.

- From 1 April 2024 to 30 September 2024, the average webchat messaging time across all lines was 11 minutes and 47 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
  - 30 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, therefore the basis of the reporting differs from the previously published management information.

Previously published telephony metrics were based on the number of calls offered to advisors. In instances where a call was transferred between advisors, this could result in the number of calls offered to advisors being higher than the number of clients entering the call queue. For wait times, calls were reported against the queue which dealt with the call in the end. If for example, a call was initially answered by the Adult Disability Payment queue then transferred to the Child Disability Payment queue, the full wait time would be shown against the Child Disability Payment queue. This could therefore impact wait times reported for each queue.

The updated telephony metrics used for 2024-2025 instead report the number of calls arriving to the queue and provide the wait time of the queue which first answered a client. This will provide a more accurate reflection of clients contacting the telephone line and the wait time to be answered.

We have also updated the queues included with the management information reporting for this release to include all queues that clients can access when calling the main contact phone number. We are no longer reporting on the Accessible Vehicles and Equipment queue within this release, as it is a standalone phone line used only by our Accessible Vehicles and Equipment provider.

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