

36950 Telephony & Website, Efficiency and Housing Queries

Does the Council Outsource its; Customer Service Phonenumber(s) and / or Website Maintenance inc Innovation and Development, outsourcing may include staffing and the actual telephone / computer system(s) used?

Some elements of these services are outsourced.

If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

CGI.

What is the contract start and expiry date (if multiple contracts exist please specify for each)?

The CGI contract commenced 01/04/2016 and is currently in contract until 31/03/2029 but can be extended to 31/03/2035.

Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

A total period of up to 19 years.

What is the value of the contract on an annual basis (if multiple contracts exist, please specify for each)?

Our ICT contract budget is £24.982m per annum.

In the past 5 (five) years i.e. 2021, 2020, 2019, 2018, 2017 what was the Call Volume per year to the council's; General Enquiries / Housing Benefit / Housing Repair / Adult and Social Care, Phonelines (if different numbers or a total number if unable to separate by subject matter)?

Please refer to the following tables which provide annual call volumes from 2017 to 2021 to Benefits, Repairs Direct, Social Care Direct and General Enquiries:

Call Volumes (Offered)	2017 Total
Benefits	47,347
Repairs Direct	103,800
Social Care Direct	52,906
General Enquiries	159,587

Call Volumes (Offered)	2018 Total
Benefits	41,465
Repairs Direct	110,521
Social Care Direct	46,899
General Enquiries	57,426

Call Volumes (Offered)	2019 Total
Benefits	29,927
Repairs Direct	104,591
Social Care Direct	48,102
General Enquiries	60,609

Call Volumes (Offered)	2020 Total
Benefits	19,164
Repairs Direct	79,018
Social Care Direct	42,362
General Enquiries	80,808

Call Volumes (Offered)	2021 Total
Benefits	25,205
Repairs Direct	93,810
Social Care Direct	46,921

General Enquiries	75,052
--------------------------	--------

Please note that call volumes for General Enquiries (formerly the Council Switchboard) are unavailable for the following periods – January to March 2017 and March to June 2018. This is due to system migrations that occurred during these periods.

In the past 5 (five) years i.e. 2021, 2020, 2019, 2018, 2017 what was the volume of website enquiries per year for each of the following subjects; General Enquiries / Housing Benefit / Housing Repairs / Adult and Social Care or a total number if unable to separate by subject matter?

We are unable to provide this detail but can confirm that the views on the City of Edinburgh Council website average around 3 million per month – with highest being 3,600,000 per month and the lowest 2,608,000.

Is the council currently and / or in the process of investing in future Technology to interact with its population in more efficient and accessible way(s) e.g. Mobile Phone Applications / System - Voice Recognition / Website platforms? If yes, what is the nature of the Technology and what is the £value of the investment?

Not at this time.

Is the Council partnering / working with any other Local Authorities on developing and / or investing in Technology? If yes, please specify which Local Authority(s)?

No.

Does the Council have a £% efficiency target for this financial year 2022/23, if yes please specify % and £value?

No.

Does the Council own any housing stock?

Yes.

If yes, please specify level / number of housing stock?

As of 5 May 2022, the Council owned 20,179 housing properties.

If the council's housing stock has been transferred, please specify the name of the charity or organisation the stock transferred to and the number of properties it transferred?

Not applicable.