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We make payments easy.

Working together

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Prepaid Cards

Performance Management Pack

The City of Edinburgh Council – December 2024

Live Schemes

Scheme Name	Org ID	Superuser	Purpose	Annual Load Limit (Per card, per year)
01. The City of Edinburgh	C00135		To assist with the payment of Direct Payments to service users accessing social care services	£450,000

01

C00135

The City of Edinburgh

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Card Usage

C00135—The City of Edinburgh

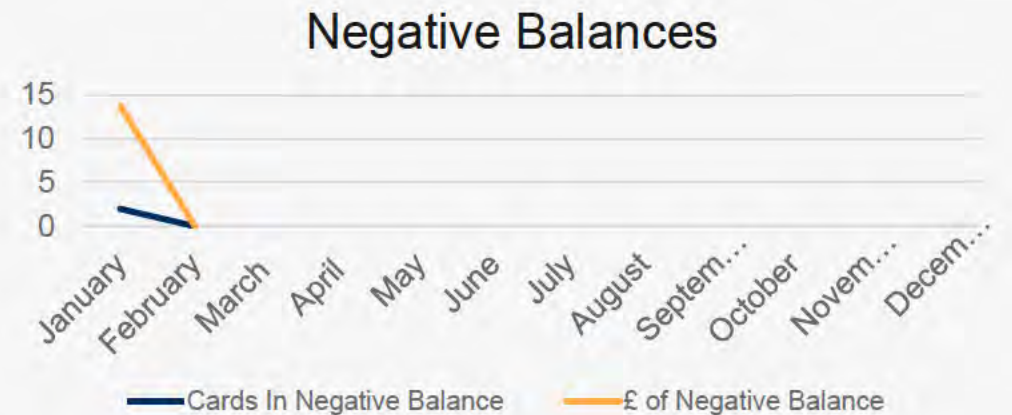
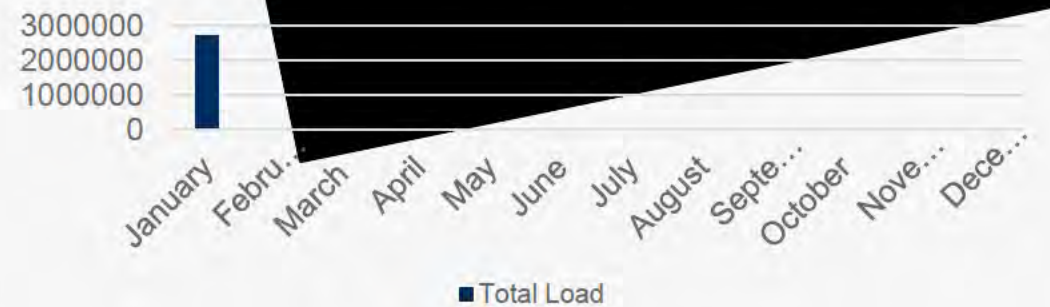
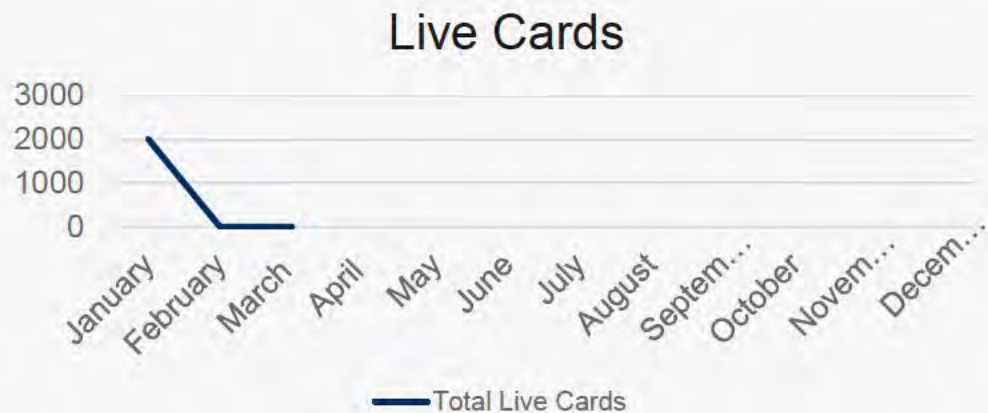
Card Usage

C00135 – The City of Edinburgh

Performancemeasure	Total	Date	ORGANISATION	GENERATION_DATE
New cards issued in month	19	Jan-25	C00135	05/02/2025
Total live (i.e. activated and not expired) cards	2016	Jan-25	C00135	05/02/2025
Total Load value in period	£2,727,008.43	Jan-25	C00135	05/02/2025
Number of loads in period	1431	Jan-25	C00135	05/02/2025
Total spend value in period	£3,442,987.60	Jan-25	C00135	05/02/2025
Number of spends in period	3773	Jan-25	C00135	05/02/2025
Number of cards with a load or a spend in the month	1377	Jan-25	C00135	05/02/2025
Average load	£1,905.67	Jan-25	C00135	05/02/2025
Average load per live card	£1,352.68	Jan-25	C00135	05/02/2025
Average load per card loaded	£2,263.08	Jan-25	C00135	05/02/2025
Average spend	£912.53	Jan-25	C00135	05/02/2025
Average spend per live card	£1,707.83	Jan-25	C00135	05/02/2025
Average spend per card loaded.	£2,857.25	Jan-25	C00135	05/02/2025
Average redemption	£14,730.49	Jan-25	C00135	05/02/2025
Average negative balance	-£6.91	Jan-25	C00135	05/02/2025
Value of negative balances at month end	-£13.82	Jan-25	C00135	05/02/2025
Number of negative balances at month end	2	Jan-25	C00135	05/02/2025
Number of redemptions in month	68	Jan-25	C00135	05/02/2025
Value of redemptions (i.e. funds returned to cardholder) in month	£1,001,673.18	Jan-25	C00135	05/02/2025
Number of cards expired and not renewed in month	4	Jan-25	C00135	05/02/2025
Live Cards (i.e. not expiring) closed in month	1785	Jan-25	C00135	05/02/2025
Number of cards expiring in the next month	12	Jan-25	C00135	05/02/2025
Total transactions in month	5220	Jan-25	C00135	05/02/2025
Unauthorised transactions in month	285	Jan-25	C00135	05/02/2025

Card Usage

C00135 – The City of Edinburgh



Successful Transactions

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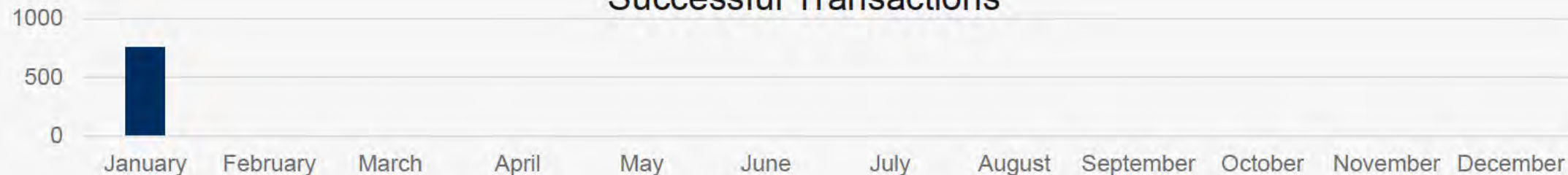
Successful Transactions

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Top 5 merchant category codes utilised by cardholders – these transactions have been successful.

Merchant Category Code	No. of Transactions	Top 5 Merchants	No. of Transactions
5814	78	UBER *TRIP - 4121	30
5411	70	FRESHFARM@DRAGFIR.CO - 5816	25
4121	61	Just Eat - 5814	22
8050	55	MGP*Curamcare Limited - 8050	21
7999	49	THE LILAC ROOMS – 7230 & 7298	19
758			

Successful Transactions



Call Handling

Calls & Emails to our Client Services Team Across All Schemes

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Call Handling

Please note this slide captures all calls from all clients – currently there is no way to split this out per client.

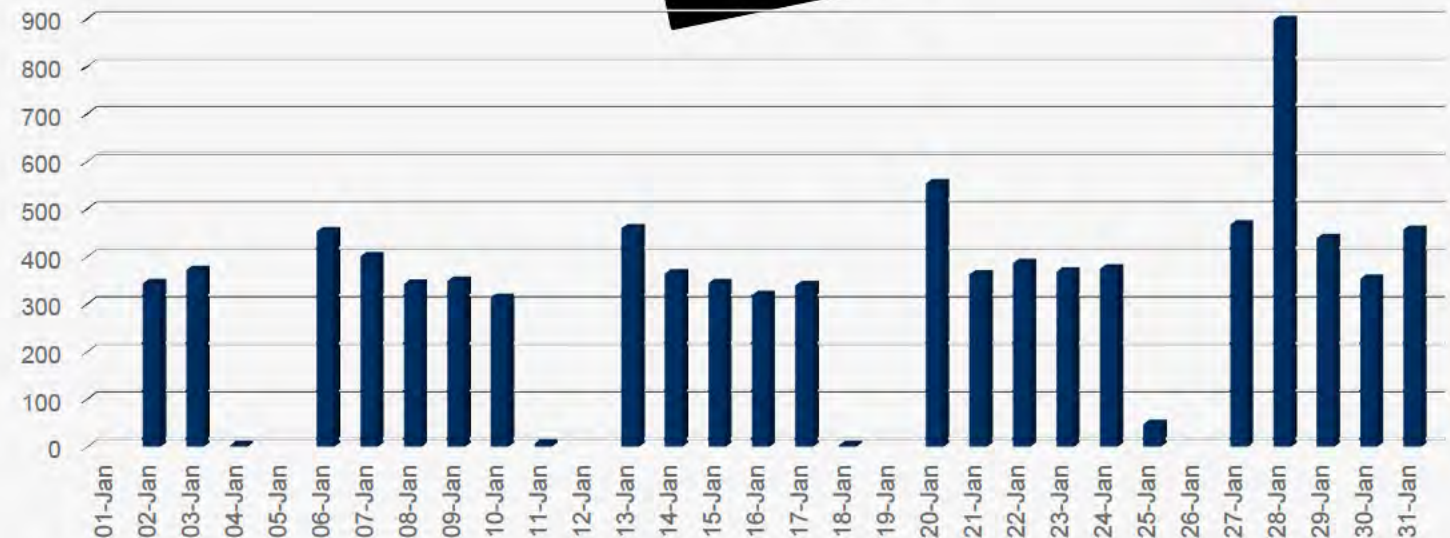
Due to a recent change to our call and email platform you will see some slight changes to the monthly reporting.

Number of calls completed: **9,102**

Average call handling time: **00:03:27**

Average call waiting time: **00:01:12**

Number of calls received per day:
(See Graph)



Email Handling

Please note this slide captures all emails from all clients – currently there is no way to split this out per client.

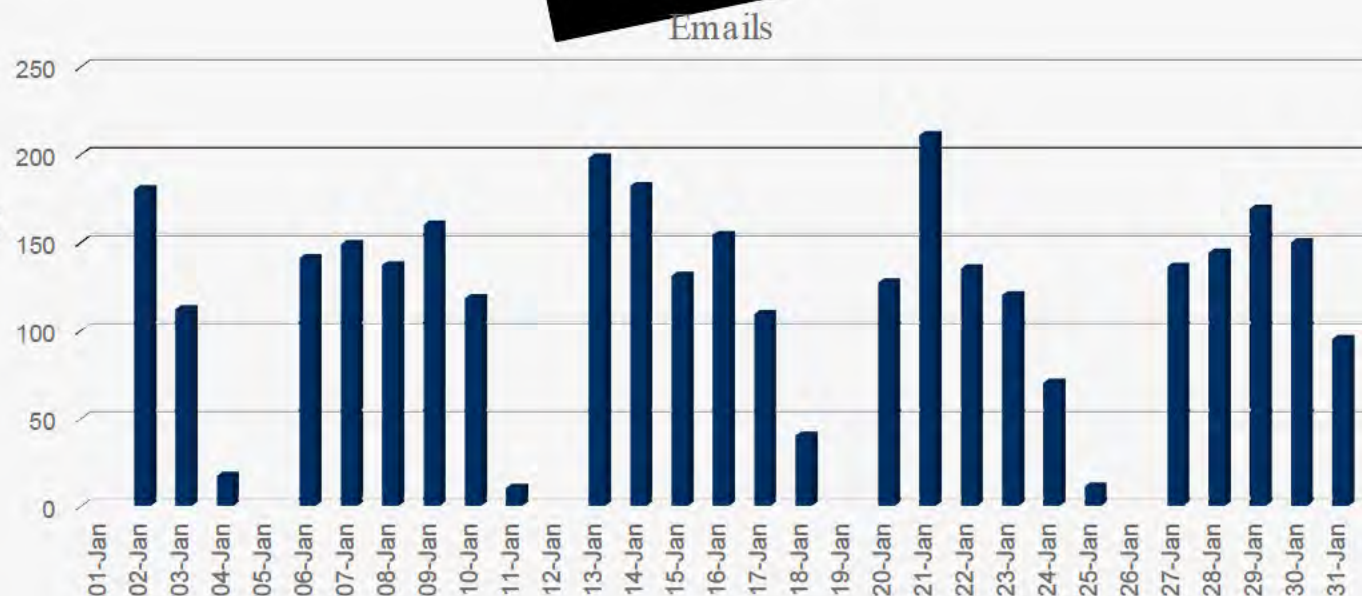
Due to a recent change to our call and email platform you will see some slight changes to the monthly reporting.

Number of emails completed: **3,206**

Average speed of answer (the average is across a 24-hour period, 365 days a year):
01:04:57:54

Average handling time: **07:06:35**

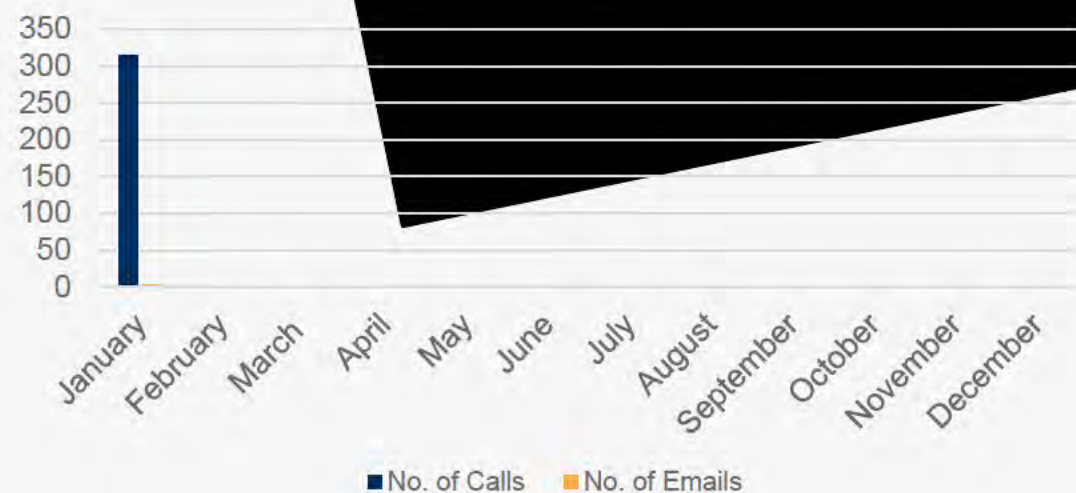
Number of calls received per day:
(See Graph)



Top 5 reasons for Calls & Emails

The below statistics are only for your organisation

Reason for Call	Amount of Calls
Make a payment	234
Cardholder Login Enquiry	20
Cardholder Transaction Query	14
Customer Card Query	9
Telephone access code reset	6



Total Number of Calls: **314**

Total Number of Emails: **4**

Total Number of Letters: **0**

Card Dispatch

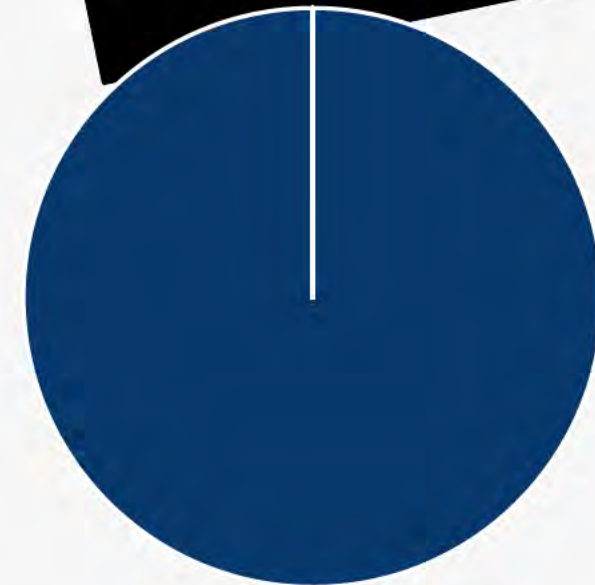
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Card Dispatch

Card scheme name and number

- 100% of Replacement and manually ordered Cards were dispatched within 5 workings days.



■ Within SLA ■ Outside of SLA

Systems

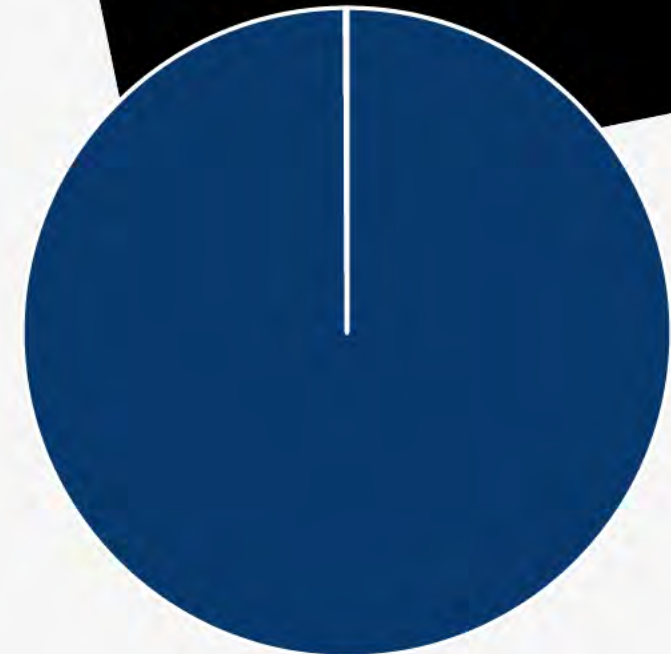
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Systems

All Schemes.

- Target: 99.7% uptime of client facing websites and IVR line
- Result: **98.89%** client facing websites and IVR was operational



■ Operational ■ Non-Operational



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