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Information concerning the Council's provision and use of digital services for residents, including mobile applications and online resident/customer portals.

For the purposes of this request, "mobile application" means any Council-operated, Council-commissioned or Council-funded application intended for use by residents, including applications providing individual services such as waste and recycling, fault reporting, roads, payments, local information or other Council services.

Please note that, in line with advice from the National Cyber Security Centre, we do not provide information relating to hardware, software and systems and therefore, unfortunately, it is not possible to provide you with the information you have requested.

By placing information about our systems into the public domain we would potentially be putting our IT framework at risk. This would prejudice substantially the Council's ability to effectively carry out its business if its IT framework were compromised as a consequence of the disclosure of this information.

### Current mobile applications

Please confirm whether the Council currently provides, commissions or financially supports one or more mobile applications intended for use by residents.

If so, for each application, please provide the following information:

application name;

Through the City of Edinburgh Council website:



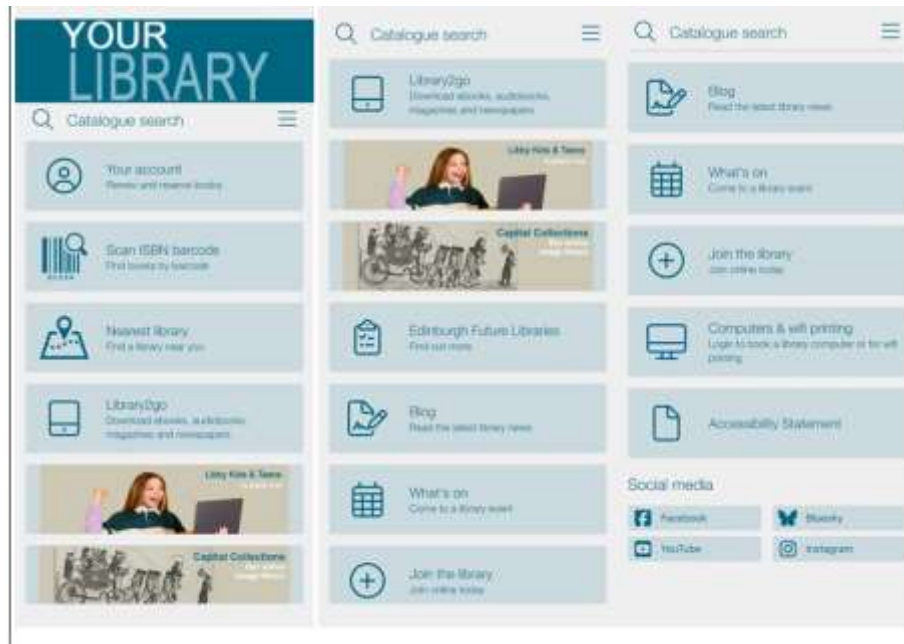
In addition:

- Consultations website
- Parking
- Housing – key to choice
- Webcasting website
- CPOL on Moderngov

## Portals

- Verint Customer portal
- Cassi council tax portal
- Edinburgh planning portal
- ModGov council mgs portal

## Libraries App:



## launch date;

The City of Edinburgh Council customer portal - August 2018

The City of Edinburgh Council mobile app – 25 August 2025

## Libraries App August 2011

principal services or functions available through the application;

The mobile app will allow you to:

- Submit your reports and requests.
- Attach photos and pinpoint exact locations using maps to give more context to your request.
- Sign up to receive updates via email.
- View your submitted reports when logged in to MyGovScot.

The Libraries App will allow you to:

- Access Edinburgh libraries from your iPhone, iPad or iPod device.
- Manage your account,
- Search the catalogue, renew and reserve books.
- Join the library,

- Find library locations, show access to computers and printing.

current supplier/developer;

Verint and City of Edinburgh Council.

Further specific details on hardware, software, processes, and systems used will not be provided for the reasons given above.

initial development or procurement cost;

£563k

current annual licence, hosting, maintenance and/or support cost;

Charges are within our ICT Contract costs which are currently circa £26m per annum. The charges are not structured in a way that we can report spending for these line items as a standalone value

Total contract value;

CGI Contract £2,000,000,000

Procurement route; CGI Change process

Contract commencement date; 1/4/16

Current expiry date;

31/3/29

Extension/renewal options;

can be further extended to 31/3/35

Expenditure paid to the supplier during the most recent complete financial year.

£36,615,000

Where reasonably practicable, please also provide a copy of the current contract or agreement governing provision of the application. I recognise that information subject to an applicable exemption may be redacted.

Specific details on hardware, software, processes, and systems used will not be provided for the reasons given above.

## **Application usage**

For each current mobile application, please provide the following information, where recorded, for each of the last three complete financial years:

If so, for each application, please provide the following information:

number of downloads/installations;

The City of Edinburgh Council mobile app

Apple 'first-time downloads'  
25/08/2025 to 31/08/2026 – 3019

Google download/installations:

- 2025 to 2027: 2014

Libraries;  
Since 2011 – 21,389 downloads via Apple Store

number of registered users;  
You do not need to register to use the mobile app

monthly active users, annual active users, or the nearest equivalent usage measure held;

Monthly active devices:  
The City of Edinburgh Council mobile app

| Month           | Active Devices |
|-----------------|----------------|
| <i>Avg. p/m</i> | 132            |
| Aug-26          | 175            |
| Jul-26          | 168            |
| Jun-26          | 192            |
| May-26          | 178            |
| Apr-26          | 168            |
| Mar-26          | 203            |
| Feb-26          | 168            |
| Jan-26          | 269            |
| Dec-25          | 80             |
| Nov-25          | 61             |
| Oct-25          | 27             |
| Sep-25          | 20             |
| Aug-25          | 11             |

Google: 438

Libraries:  
2026 – 817 active users per month (avg)  
2025 – 730 active users per month (avg)  
2024 - 722 active users per month (avg)

Total number of transactions, reports or service requests submitted through the application;

We are unable to provide the total number of transactions, reports or service requests submitted specifically through the mobile app. When customers use the mobile app to report an issue or request a service, the app directs them to the website to complete the

transaction. As a result, we cannot identify transactions initiated through the mobile app from those submitted directly via the website.

Libraries

NK

Any available breakdown of those transactions, reports or requests by service or reporting category.

N/A

Where held, please also provide existing reports or recorded performance information concerning:

completion or abandonment rates;

N/A

repeat usage;

N/A

resident/customer satisfaction;

A mobile feedback form is available on the Edinburgh website, and we have received 2 resident/customer feedback on the mobile app.

Libraries

N/A

complaints relating to the application;

A mobile feedback form is available on the Edinburgh website, and we have not received any complaints relating to mobile app.

Libraries

N/A

Other performance measures used by the Council to assess the application.

Mobile feedback form,  
Apple and Google analytic accounts.

Libraries

N/A

## **Systems and integration**

For each current resident mobile application and/or online resident portal, please identify the principal Council systems with which it integrates or exchanges resident service-request information.

Specific details on hardware, software, processes, and systems used will not be provided, for the reasons given above.

In particular, please identify the principal:

CRM/customer-service platform;

Verint

case-management or service-management system;

Verint

payments platform;

not directly integrated

identity/account platform;

not directly integrated

other principal back-office systems used to receive, route, manage or update resident requests originating through the application or portal.

The Edinburgh mobile app is part of the Verint CRM solution. The does not integrate directly with any principal council systems. The app has been designed to direct customers to the relevant council webpage and Verint forms and accounts using the existing URL's.

### **Digital and other service channels**

Where the Council already records this information, please provide the number or proportion of relevant resident service requests or transactions received through the following channels during the most recent complete financial year:

mobile application;

N/A

telephone/contact centre; 1 April 2025- 31 March 26 – 490,104

email; 1 April 2025- 31 March 26 – 300,090

other recorded channels. 1 April 2025- 31 March 26 raised via Web Verint form 455,182.

Council website/online portal;

We have several forms separate from Verint portal. We don't keep a record of those and for security purposes we remove all data from the system automatically after 1 to 6 months, depending on the data captured on the form. We do not hold the volume of the transactions for the full financial year, and we don't have any readily available records or dashboards.

### **Contact-centre demand and digital-channel impact**

Where recorded, please provide copies of any existing reports, analyses, evaluations or performance information concerning:

the volume of telephone/contact-centre enquiries relating to services that are also available through digital channels; and  
the impact of the Council's mobile application, online portal or other resident-facing digital services on telephone/contact-centre demand.

[We do not hold this information.](#)

### **Current suppliers and contracts**

For each third-party supplier currently involved in the provision, licensing, hosting, maintenance, support or operation of a resident mobile application and/or online resident portal, please provide:

supplier name;

[The Edinburgh services are provided by CGI as part of our outsourced ICT contract](#)

product/platform supplied;

[Specific details on hardware, software, processes, and systems used will not be provided, for the reasons given above.](#)

current expiry date;

[31/3/29](#)

extension/renewal options;

[can be further extended to 31/3/35](#)

procurement route;

[PCS - OJEU and Competitive Dialogue](#)

total contract value;

[£2,000,000,000](#)

expenditure paid to the supplier during the most recent complete financial year.

[£36,615,000](#)

Where reasonably practicable, please also provide copies of the current contract award notice, specification, statement of requirements or other existing document describing the services being supplied.

[View Notice - Public Contracts Scotland](#)

### **Replacement, migration, retirement or integration plans**

Please provide copies or details of any current approved plans, business cases, project records, procurement records or recorded decisions relating to:

introduction of a new resident mobile application;

replacement or substantial upgrade of an existing application;

replacement or substantial upgrade of the resident/customer portal;  
migration from or retirement of an existing application or platform;  
integration of an existing application with another Council digital platform;  
consolidation of multiple resident-facing digital services into a single platform; or  
procurement of a new resident-facing digital platform.

Where held, please also provide the anticipated procurement, implementation or migration timescale.

I am seeking existing recorded plans and decisions, rather than speculation about possible future changes.

Specific details on hardware, software, processes, and systems used will not be provided, for the reasons given above.

### **Resident engagement and notifications**

Where recorded, please confirm whether the Council's current mobile application(s) or resident portal provides any of the following functionality:

personalised content based on a resident's address or account;

The residents Verint portal includes the residents, online requests, and garden waste subscriptions. The council tax portal will show your Council tax information

push notifications or other proactive alerts;

Proactive notification and alerts are not sent from the mobile application or the residents Verint portal. Proactive alters are sent from the ModGov portal on council meetings

personalised waste/recycling collection information;

The residents Verint portal show their garden waste subscription.

service-request status tracking;

The residents Verint portal allows request tracking to be viewed in the my request page.

Council Tax information and/or payments;

We have a council tax portal that shows bills and payments. From the Mobile App We have linked via URL to the relevant webpage on the council's website where customers will then be able to login to the online council tax account. The resident's portal allows customers to log into the council tax portal. Any online council tax payment transactions made while logged into the residents portal will be seen in the service request page in the portal.

other Council payments;

We have linked via URL from the mobile app to the online form for several payment transactions. Any online payment transactions made through a Verint form while logged into the resident's portal will be seen in the service request page in the portal

local roadworks or disruption information;

No

consultations;

No

planning information;

There is a planning portal where residents can comment on planning applications

local events/community information;

No

emergency or service-disruption notifications.

No