64896 Council Customer Service Enquiries

Please provide the following information for the most recent 12-month period for which complete data is available, and specify the exact dates covered.

Total enquiries. Please provide the total number of enquiries received by the council's Customer Services/Contact Centre function during the reporting period.

1,220,332.

Channel breakdown. Where recorded, please provide the total number of enquiries received through each of the following channels:

Telephone

491,384.

Email

300,065.

Online form or customer portal

428,883

Webchat

Virtual assistant or chatbot

Social media

SMS, WhatsApp, or another messaging service

Other (please specify)

If the council records some of these channels together, please provide the information using the categories held.

Not applicable.

Telephone performance. If held, please provide:

Average speed to answer telephone calls

02:13.

Total number of abandoned calls

49,975 (all abandoned calls).

43,309 (classed as true abandoned, which is abandoned over 10 seconds).

Average call-handling time

08:27.

Service hours. Please provide the standard operating hours of the central Customer Services/Contact Centre function, including whether staffed customer service support is routinely available during evenings or weekends.

24 hours a day, 7 days a week.

Complaints. If held, please provide the total number of complaints specifically relating to performance, responsiveness, or accessibility of the central Customer Services/Contact Centre function.

588.

Customer satisfaction. If held, please provide the average customer satisfaction score (CSAT) or equivalent customer service satisfaction measure for the reporting period.

53% Very Satisfied, 18% Satisfied, 7% Neutral, 8% Dissatisfied, 14% Very Dissatisfied.

First contact resolution. If first contact resolution is measured, please provide:

The first contact resolution rate

The number of enquiries resolved at the first point of contact, if recorded

Please also provide the council's definition of first contact resolution.

First contact resolution data is not measured within the contact centre.

Use of artificial intelligence. Does the council currently use any AI-powered technology within its central Customer Services/Contact Centre function?

If yes, please briefly describe the technology and its purpose. This could include, but is not limited to, chatbots or virtual assistants, automated email handling, call summarisation, knowledge tools, or technology that assists customer service staff.

AI is not currently used within the City of Edinburgh Council Contact Centre, but there are pilot programmes underway around this technology.

Customer service workforce. Please provide the average number of full-time equivalent staff working within the central Customer Services/Contact Centre function during the reporting period.

If an average is not held, please provide the number recorded at the nearest available data and specify that date.

186.4 FTE.

Most common reasons for contact. If enquiries are categorised by reason for contact, please provide:

The five most common recorded enquiry categories during the reporting period

The number of enquiries recorded in each category, if held

Environmental - 283,528

Pay Council Tax or Non-Domestic Rates - 130,648

Property Repairs - 23,092

Social Care Enquiry - 20,077

Customer Experience - 5,395 (Contact Centre via Telephony, Email or Verint eForm)