

**Department for Work and Pensions (DWP)  
Central Freedom of Information Team**

[freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Peter Hamilton <request-494316-dd47eb4f@whatdotheyknow.com>

**Our reference:** Fol 2962

**Date:** 25 July 2018

Dear Mr Hamilton

Thank you for your Freedom of Information request received on 27 June 2018. You asked:

*Please can you supply the average waiting times for calls made to the 0800 169 0310 number for existing Employment and Support Allowance claims.*

*Please provide an average waiting time in hours and minutes (hh:mm) for each hour of service:*

*08:00 - 09:00*

*09:00 - 10:00*

*...*

*16:00 - 17:00*

*17:00 - 18:00*

*Please provide this for each day of the week (Monday - Friday) for the week commencing Monday 4th of June 2018. If this week is not available, the preceding or following week will be acceptable, but again only if the requested week is not available.*

**DWP Response:**

The ESA enquiry line is a Freephone number. Please find the information you requested below.

<b>ESA enquiry line 0800 169 0310 - Average speed of answer Week commencing 4 June 2018</b>					
<b>Time</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
08:00 - 09:00	00:17:21	00:19:01	00:18:40	00:14:49	00:16:21
09:00 - 10:00	00:12:40	00:30:53	00:24:04	00:21:37	00:23:31
16:00 - 17:00	00:46:02	00:43:01	00:44:08	00:39:45	00:43:17
17:00 - 18:00	00:27:42	00:21:28	00:23:22	00:18:58	00:14:26

<b>ESA enquiry line 0800 169 0310, Month – June 2018</b>	
<b>Average Speed of Answer (Inbound)</b>	00:26:40

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to: DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745