

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: FOI2019/00942

25 January 2019

Dear R James,

Thank you for your Freedom of Information (Fol) request received on 9 January. You asked:

Are there any plans to update the hold music to have a little bit of a variety? Since it's always the same classical music on loop. Especially if you have to listen to it for 45 minutes to a hour. Also is it possible for the DWP to add a estimated time of when you will be connected to an advisor?

DWP Response:

The Freedom of Information Act gives you a legal right of access to any recorded information held by a public authority. We do not have to provide opinions or explanations, generate answers to questions, or create or obtain information we do not hold.

If you ask a question, rather than requesting recorded information, we will provide you with the recorded information that best answers the question. Once we have provided the recorded information, we have met our obligations under the Act; interpreting the information provided is up to you.

We do not hold any recorded information to answer your request. However you may find the following explanation useful. We have provided this outside our obligations under the Freedom of Information Act

The Department continually looks to improve customer experience and is currently reviewing the 'on hold' music it uses. The Department also looks to enhance the experience using our telephony channel but it does not have any plans to introduce messaging to notify estimated times for connection to an advisor.

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

Yours sincerely,

DWP Central Fol Team

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 or by writing to DWP, Central FoI 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
https://ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745