

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/00940

23 January 2019

Dear R James,

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

*I am wondering if you can 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

10:00 - 11:00

11:00 - 12:00

12:00 - 13:00

13:00 - 14:00

14:00 - 15:00

15:00 - 16:00

16:00 - 17:00

17:00 - 18:00

*Please provide this for each day of the week (Monday - Friday) for the week commencing Monday 6th January 2019. 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:**

Please find a table attached (**Annex 1**) which provides the information you requested. We have provided two sets of call waiting times – one for our ESA Enquiry lines and another for our Service lines. All lines are accessed via the 0800 169 0310 number and deal with claim enquiries. The Enquiry lines do not provide automated services, whereas the Service lines allow the caller to provide some information through an automated service, prior to speaking to a telephony agent. Both lines deal with ESA enquiries.

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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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  
[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745