



Department
for Work &
Pensions

DWP Central Freedom of Information Team

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

Our Ref : 4368

DATE: 1 November 2017

Dear Paul Lythgoe,

Thank you for your Freedom of Information request received on 11 October 2017. You asked for:-

I would like to make an FOI request regarding the Universal Credit help line telephone number. Please can you confirm what was the average waiting time during September 2017 before the phone line was answered by a human operative, and what was the average call length.

DWP Response

The average duration of calls that were answered by a Customer Adviser on this helpline during September 2017 was 13:12 (shown in minutes and seconds). This includes the average amount of time that calls were waiting in a telephony queue before being answered by a Customer Adviser, which was 06:05 and the average amount of time subsequently spent talking to customers on inbound calls, which was 07:07.

Please note: The data supplied in this response is derived from unpublished management information, which was collected for internal Departmental use only and has not been quality assured to National Statistics or Official Statistics publication standard.

Source: BT - Historical Management Information (GI2 – HMI)

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@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
www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745