

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

freedom-of-information-request@dwp.gsi.gov.uk

**Our reference:** FOI 3380

**Date:** 3 February 2017

Dear Mr Rennie,

Thank you for your Freedom of Information request received on 15 September 2016. You asked;

*I would like to know, for the last 12 months the average waiting time callers have been on hold whilst attempting to speak to someone at the PIP helpline.*

*I would also like to know, again for the same period, the number of callers who hang up before their call is answered.*

*I would also like to know the number of operatives on duty answering the phones for these calls.*

*This is because, I routinely wait well over 30 minute for my call to be answered.*

In response to the questions asked in your correspondence above I can confirm the details below;

1. Over the last 12 months the average wait time on the PIP Helpline has been a 3 minutes and 19 seconds wait per call.
2. In the last 12 months we have had a total of 289,650 abandoned calls.
3. We have approximately 260 agents scheduled throughout each day on the PIP Helpline, although these numbers do increase slightly on a Monday and Tuesday due to these being our busiest days.

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 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  
[www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745