

Freedom of information response

Annex 2 FOI 286



You asked Money and Pensions Service the following

Please could you provide the following information for each financial year from 2019/20 to 2024/25:

The average duration of Pension Wise appointments.

Month	Average duration of appointment (minutes and seconds)
April 2023	31:44
May 2023	32:58
June 2023	33:43
July 2023	34:40
August 2023	35:43
September 2023	34:21
October 2023	33:36
November 2023	32:19
December 2023	32:52
January 2024	35:24
February 2024	37:50

March 2024	34:59
April 2024	37:05
May 2024	34:41
June 2024	31:03
July 2024	32:14
August 2024	34:38
September 2024	34:54
October 2024	34:08
November 2024	34:18
December 2024	36:03
January 2025	34:25
February 2025	36:59
March 2025	36:52
April 2025	37:01

May 2025	32:49
June 2025	35:22
July 2025	36:06
August 2025	35:39
September 2025	37:57
Average	34:44
