

Freedom of information response

Annex 3 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 waiting time for an appointment.

Month	Average wait time for appointment (calendar days)	Median wait time for appointment (calendar days)	Wait time over 4 weeks	Wait time over 8 weeks	Wait time over 12 weeks	Wait time target reached (up to 4 weeks)
January 2019	9.5	7	32	None	None	97%
February 2019	23.38	30	1788	None	None	45%
March 2019	29.15	39	2005	10	None	43%
April 2019	28.14	22	1990	30	3	52%
May 2019	28.81	30	2606	21	7	42%
June 2019	21.61	23	684	10	2	83%
July 2019	17.64	18	368	2	1	93%
August 2019	14.62	14	149	4	None	97%

September 2019	13.22	13	119	2	1	97%
October 2019	10.03	8	107	None	None	98%
November 2019	9.51	8	53	None	None	99%
December 2019	6.75	6	52	1	None	99%
January 2020	6.77	6	1	None	None	100%
February 2020	12.63	13	44	None	None	99%
March 2020	14.98	15	139	None	None	97%
April 2020	8.92	5	116	1	None	99%
May 2020	3.97	3	30	1	1	100%
Jun 2020	4.04	4	22	None	None	100%
July 2020	4.19	3	44	None	None	100%
Aug 2020	4.63	4	37	None	None	100%

September 2020	4.87	4	68	None	None	99%
October 2020	4.72	4	93	None	None	99%
November 2020	4.9	4	72	2	1	99%
December 2020	5.99	5	93	v	None	99%
January 2021	6.82	6	134	1	1	99%
February 2021	10.24	9	120	None	None	99%
March 2021	15.77	16	318	None	None	98%
April 2021	20.54	23	1242	4	None	90%
May 2021	13.63	13	521	4	None	96%
June 2021	9.59	8	248	3	3	98%
July 2021	6.17	4	175	2	1	98%
August 2021	5.92	5	103	1	None	99%

September 2021	5.85	4	147	1	None	99%
October 2021	5.77	4	153	2	None	98%
November 2021	5.76	4	125	1	None	99%
December 2021	5.64	4	91	None	None	98%
January 2022	5.75	4	134	3	None	99%
February 2022	6.18	5	118	None	None	99%
March 2022	6.13	5	156	None	None	99%
April 2022	6.47	5	177	1	None	98%
May 2022	5.94	4	117	None	None	99%
June 2022	6.49	6	110	2	None	99%
July 2022	8.41	7	147	None	None	99%
August 2022	8.65	7	178	None	None	99%

September 2022	8.75	7	188	None	None	98%
October 2022	7.9	6	183	None	None	98%
November 2022	7.75	6	171	5	1	99%
December 2022	7.07	5	165	2	None	98%
January 2023	9.85	9	225	3	None	98%
February 2023	16.65	17	356	3	None	97%
March 2023	23.95	27	3968	5	1	64%
April 2023	29.94	36	6069	11	None	38%
May 2023	33.26	34	6535	1106	2	38%
June 2023	33.01	33	6388	1827	25	45%
July 2023	28.5	28	5388	408	24	52%
August 2023	26.54	29	5695	179	14	50%

September 2023	26.35	28	4815	147	3	51%
October 2023	25.76	28	5372	202	5	51%
November 2023	24.26	28	6069	146	3	50%
December 2023	23.39	24	2699	88	1	65%
January 2024	23.18	21	3377	171	6	72%
February 2024	21.57	23	2081	61	2	81%
March 2024	24.53	25	3501	51	2	63%
April 2024	30.97	28	5218	1157	3	50%
May 2024	31.46	28	4935	1891	6	51%
June 2024	31.51	28	4819	1881	4	52%
July 2024	29.86	29	5540	891	10	48%
August 2024	27.24	29	5044	225	9	50%

September 2024	28.69	28	4915	427	8	52%
October 2024	26.97	28	5860	346	13	50%
November 2024	21.19	22	1423	124	6	86%
December 2024	16.73	16	472	17	2	93%
January 2025	14.64	13	535	11	None	95%
February 2025	16.98	18	382	5	None	96%
March 2025	23.49	27	2702	8	1	70%
April 2025	27.19	31	6809	47	1	27%
May 2025	26.3	30	5499	82	5	39%
June 2025	23.05	25	1916	44	2	79%
July 2025	20.32	22	1098	22	1	89%
August 2025	18.51	20	588	15	2	93%
September 2025	18.47	20	690	7	3	93%