

Response date: 5th September 2025

You asked Money and Pensions Service the following

1. The average and median wait time between a customer requesting an appointment and the appointment taking place, by month, from January 2020 to the most recent month available.
2. The number of people waiting more than four weeks, eight weeks, and twelve weeks for an appointment in each month of that period.
3. Any internal service level targets for appointment wait times and the proportion of appointments meeting those targets.
4. Any internal assessments or reports on the impact of appointment delays on customer outcomes.

Money and Pensions Service Response

The information we can provide is as follows;

Points 1 to 3:

Month	Average of Wait time for Appointment (Calendar days)	Median of Wait time for Appointment (Calendar days)	Wait time > 4 weeks	Wait time > 8 weeks	Wait time > 12 weeks	Wait time < Target (Internal Target = 4 weeks)
Jan-20	6.77	6	1			100%
Feb-20	12.63	13	44			99%
Mar-20	14.98	15	139			97%
Apr-20	8.92	5	116	1		99%

May-20	3.97	3	30	1	1	100%
Jun-20	4.04	4	22			100%
Jul-20	4.19	3	44			100%
Aug-20	4.63	4	37			100%
Sep-20	4.87	4	68			99%
Oct-20	4.72	4	93			99%
Nov-20	4.9	4	72	2	1	99%
Dec-20	5.99	5	93			99%
Jan-21	6.82	6	134	1	1	99%
Feb-21	10.24	9	120			99%
Mar-21	15.77	16	318			98%
Apr-21	20.54	23	1242	4		90%
May-21	13.63	13	521	4		96%
Jun-21	9.59	8	248	3	3	98%
Jul-21	6.17	4	175	2	1	98%
Aug-21	5.92	5	103	1		99%
Sep-21	5.85	4	147	1		99%

Oct-21	5.77	4	153	2		98%
Nov-21	5.76	4	125	1		99%
Dec-21	5.64	4	91			98%
Jan-22	5.75	4	134	3		99%
Feb-22	6.18	5	118			99%
Mar-22	6.13	5	156			99%
Apr-22	6.47	5	177	1		98%
May-22	5.94	4	117			99%
Jun-22	6.49	6	110	2		99%
Jul-22	8.41	7	147			99%
Aug-22	8.65	7	178			99%
Sep-22	8.75	7	188			98%
Oct-22	7.9	6	183			98%
Nov-22	7.75	6	171	5	1	99%
Dec-22	7.07	5	165	2		98%
Jan-23	9.85	9	225	3		98%
Feb-23	16.65	17	356	3		97%

Mar-23	23.95	27	3968	5	1	64%
Apr-23	29.94	36	6069	11		38%
May-23	33.26	34	6535	1106	2	38%
Jun-23	33.01	33	6388	1827	25	45%
Jul-23	28.5	28	5388	408	24	52%
Aug-23	26.54	29	5695	179	14	50%
Sep-23	26.35	28	4815	147	3	51%
Oct-23	25.76	28	5372	202	5	51%
Nov-23	24.26	28	6069	146	3	50%
Dec-23	23.39	24	2699	88	1	65%
Jan-24	23.18	21	3377	171	6	72%
Feb-24	21.57	23	2081	61	2	81%
Mar-24	24.53	25	3501	51	2	63%
Apr-24	30.97	28	5218	1157	3	50%
May-24	31.46	28	4935	1891	6	51%
Jun-24	31.51	28	4819	1881	4	52%
Jul-24	29.86	29	5540	891	10	48%

Aug-24	27.24	29	5044	225	9	50%
Sep-24	28.69	28	4915	427	8	52%
Oct-24	26.97	28	5860	346	13	50%
Nov-24	21.19	22	1423	124	6	86%
Dec-24	16.73	16	472	17	2	93%
Jan-25	14.64	13	535	11		95%
Feb-25	16.98	18	382	5		96%
Mar-25	23.49	27	2702	8	1	70%
Apr-25	27.19	31	6809	47	1	27%
May-25	26.3	30	5499	82	5	39%
Jun-25	23.05	25	1916	44	2	79%
Jul-25	20.32	22	1098	22	1	89%

Point 4:

There are no internal assessments or reports available on the impact of appointment delays on customer outcomes.