

Request Reference: 01-17

Date of Response: 26/01/2017

Request

I refer to your email dated 04/01/2016 in which you requested the following information under the Freedom of Information Act 2000 ("FOIA"):

" . . . information regarding call handling response outside of the peak period (i.e. all months that are not June, July, August) for the last 12 months."

You were contacted the same day to acknowledge your request and because we had noted *"that your request relates to student loan repayments. . . . To provide you with the most relevant data we would suggest providing you with the following call handling data in relation to our ICR Repayment line (0300 100 0611), on a monthly basis from January to December 2016:*

Calls offered

Calls answered

Calls abandoned

Average speed of answer

Maximum delay (seconds)

We would be grateful if you could confirm that the above data will meet your requirements."

You responded the same day as follows:

"The data appears to be acceptable I would like to confirm that the maximum delay also includes calls abandoned and not just those calls which were then processed i.e. those calls which gave up due to the period of delay.

More specifically it would be good to see the following pieces of information:

- Maximum delay of any call including those abandoned*
- Standard deviation in call wait time to assess the persistent (sic) reliability of the service in any one month rather than just a "middle value" which can be quite misleading with extremes in data*
- Average call delay for abandoned calls*
- Total calls (to get a % of the calls abandoned)*
- Longest queue of people waiting on hold/maximum number of people on hold at any one point in time*

A monthly basis for this would be very useful for each piece of data as it would allow a review of the different peaks in the year for student pressures and tax year vs the responsiveness of your functions."

Response

I can confirm that some, but not all, of the information you have requested is held by the Student Loans Company Limited ("SLC").

Our reports do not capture or collate the "*longest queue of people waiting on hold / maximum number of people on hold at any point in time*". Therefore, this information is not held and no response can be provided for this question.

For the other information you have requested, please refer to the attached spreadsheet for information collated for all options on our ICR repayment line for telephone number 0300 100 0611.

Please note:

- The "Maximum Delay" figure captures the maximum time a caller waited in a queue, this includes calls answered and calls abandoned.
- The standard deviation was calculated using the Excel formula "`=STDEV()`". This calculates the sample standard deviation (n-1).
- An issue affecting callers to the Prevent-Overpayment option on the ICR repayment line was identified upon receiving your request, and this identified that these callers experienced longer delays at points when the contact centres were busy. The issue only occurred intermittently, but the impact was significant if the contact centres operated at 100% occupancy for prolonged periods. This issue has now been resolved.