

Call Waiting Time – Correction of Data

HMRC has discovered an error in the way it reported call waiting times. Between 2009/10 and 2012, average monthly call waiting times have been incorrectly reported by between -1 and 80 seconds, and the annual call waiting time by between 12 and 39 seconds.

The average call waiting times calculation should have been based on only the calls actually answered by advisers, but instead was based on all calls, including from people who hung up.

This issue is now corrected and the revised statistics are listed in the table below. This does not affect any other data supplied in our performance report.

HMRC Contact Centres
Revised Statistics on Call Answer Times 2009/10 - 2012/13
Final Revised Results as at 12th December 2012

Year	Average Speed of Answer			Average wait before abandon		
	<i>Annual Results</i>		<i>Difference</i>			No Change Published Results (mm:ss)
	Published Results (mm:ss)	Revised Results (mm:ss)	Annual (seconds)	Monthly- Minimum (seconds)	Monthly- Maximum (seconds)	
2009/10	0:01:35	0:01:47	12.2	-1	26	0:02:37
2010/11	0:04:14	0:04:53	39.0	4	65	0:05:31
2011/12	0:04:07	0:04:42	34.4	10	67	0:06:44
2012/13	0:04:25	0:04:55	29.9	3	80	0:07:34

2012/13 data is for year to end November 2012

Revised results are based on:

From Jan 2011	Recomputed from raw data
Jan 2010 - Dec 2010	Re-analysis of existing MIS database
June 2009 - Dec 2009	Re-analysis of existing MIS database, with corrections for incomplete data
April 2009 - May 2009	Regression analysis comparing published and revised average speed of answer