

MoJ Progress Report on Customer Service Lines

March 2015

Summary of MoJ's Numbering Policy

The MoJ has a clear approach on numbering which complies with the HMG guidance on Customer Service Lines (CSLs), and has set up 03 or local call rate numbers in place of higher call rate numbers in nearly all cases, with identified timelines for transition for the handful that remain. During the 2013 exercise, the National Audit Office (NAO) produced a list of 13 Higher Call Rate (eg, 0845) numbers in use by MoJ; however, under our own initiative we identified 55 Higher Call Rate numbers and have now changed each to a lower call rate number. Number prefixes now comply with HMG guidance.

As MoJ CSLs are now either 03 or Local Call Rate, the % split of call volumes is therefore virtually 100% at Lower Call Rate. This is significantly higher than the roughly 75% total calls to 03 or Local Call Rate numbers indicated by the NAO in its 2013 review of MoJ CSLs.

The collection of more specific call volume data, especially historic call volume data, has not been straightforward as MoJ is based on a merger of many previous existing organisations with numerous legacy contracts. The networks landscape is currently in flux, with a new Networks Tower supplier to begin transition over the next 3 years. However, we have been able to obtain some call volume data from the HMCTS area (the majority of the Higher Call Rate numbers previously were within HMCTS) which does not show significant change in call volumes arising from a change in numbering approach.

The MoJ retains one 09 (ie, Premium Service rate) number – it is a search line which exists to enable credit reference agencies and creditors who are at the point of filing a petition to check that no petitions already exist. The charges associated with the line ensure that the provision of this premium service to the relevant companies is self-funded. A separate business case justifying the 09 number in this instance has been approved.

Departmental Customer Service Lines: Telephone Number Prefixes

Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed

GRAND TOTALS for Core Department + all public bodies within organisational hierarchy that fall within scope									
Total at November 2014	0845 x 4		93	192				1	
Total at February 2015	0		97	192				1	
Core Department Totals									
Total at November 2014	0843 x 0844 x 0845 x	<u>Combined above as per previous report</u>							
Total at February 2015	0843 x 0844 x 0845 x								
Public Bodies Totals									
<i>Please set out in lines below an aggregated breakdown of numbers provided by other public bodies within organisational hierarchy or external private providers e.g. BIS would include separate lines for Student Loans Company, Skills Funding Agency, etc.</i>									
[Name of public body, e.g. Skills Funding Agency]									
Total at November 2014	0843 x 0844 x 0845 x	<u>Combined above as per previous report</u>							
Total at February 2015	0843 x 0844 x 0845 x								
[Name of public body, e.g. Student Loans Company]									
Total at November 2014	0843 x 0844 x 0845 x								
Total at February 2015	0843 x 0844 x 0845 x								

Revenue Generation

Does MoJ comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?

YES