

**In response to an FOI request for information concerning IND's Nationality Group Telephone Helpdesk in Liverpool**

**The department received a request under the Freedom of Information Act 2000 (FOIA) requesting the following:**

Since the new telephone system was introduced in Liverpool - 0845 010 5200.

For each month:

- Daily average number of calls received on the number.
- Daily average number of operative available to take calls.
- Daily average number of calls put through (excluding form requests)
- Daily average number of calls put through to the answer machine ('...all busy...' message)
- If your telecom provider pays revenue to you for use of this line number, the monthly income generated by this number.

**IND Response**

The Nationality Group telephone helpdesk was established on 31<sup>st</sup> January 2005 and combines all customer contact channels into a single unit handling general enquiries and application form requests.

All calls to the helpdesk are answered by an Automated Call Distribution (ACD) system and recorded messages are available providing basic information.

The demand from customers has been far greater than expected and we are currently experiencing an increased number of calls from customers following up their applications due to the change in Nationality requirements from 1 November 2005. Whilst we have greatly reduced the number of calls put through to the answering machine, we have also recognised the need to improve the number of calls put through to operators.

As part of a programme of continuous improvement we have conducted a review of staffing levels, at the Liverpool helpdesk, and secured funding for extra telephone agents and an expansion of the accommodation which will substantially increase the responsiveness of the service. An exercise is currently underway to recruit these extra telephone agents and we anticipate that they will be in post by the summer. These new posts have been advertised locally and within Liverpool Job Centres.

We are currently working with the Immigration and Nationality website to ensure that the information provided within it is clear and thereby providing an alternate source of information for customers.

The statistics you requested are attached at Appendix A; please note that statistics relating to the daily average number of calls received on the number and those put through to the answering machine are only available from May 2005.

I can confirm that IND does not receive any revenue for use of this line number.

Appendix A

	Feb '05	Mar '05	Apr '05	May '05	Jun '05	Jul '05	Aug '05	Sep '05	Oct '05	Nov '05	Dec '05	Jan '06	Feb '06
Daily average number of calls received on the number	N/K	N/K	N/K	10,080	11,551	7,459	4,483	5,586	9047	6434	6027	10,023	6,466
Daily average number of operatives available to take calls	13.4	14.6	14.3	15.6	13.5	13.6	12.8	12.4	13.3	14.9	12.5	12.1	14.8
Daily average number of calls put through (excluding form requests)	1,317	974	945	1,100	1,024	1,030	982	923	928	1,065	884	777	981
Daily average number of calls put through to the answer machine	N/K	N/K	N/K	8,627	10,147	6,053	3,113	4,251	7,629	4,980	4,889	8,888	5,077