

Information requested

1. Can I have all the information on how many revenue sharing phone numbers the ministry and its agencies operates, this includes all 0845, 0844, 0870 and 0871 numbers as well as any other phone numbers that provide revenue for the department?
2. Can I also have the amount of annual revenue the department benefits from when all these numbers are taken into account, going back over five years?

Response

	Home Office	Identity and Passport Office (IPS)	UK Border Agency (UKBA)	Criminal Records Bureau (CRB)
1)	None, No information held	Since 1995 until September 2009 the Identity and Passport Service used 0870 521 0410, as the main Passport Adviceline. Since September 2009 this 0870 number was made unavailable and all calls now go through the 0300 222 0000 number.	Public Enquiries 0870 606 7766, UK Border Agency helpline 0845 010 5200, Asylum Support Customer Contact Centre 0845 602 1739, MPs Hotline 0845 609 0395, UKBA Application Forms 0870 241 0645, UK Border Agency employers' Helpline 0845 010 6677,	Customer Services Line 0870 90 90 811, Disputes Line 0870 90 90 778, Minicom line 0870 90 90 344, Welsh line 0870 90 90 223
2)	None, No information held	2004-2005 - £383,264.74 2005-2006 - £238,605.96 2006-2007 - £320,898.70 2008-2009 - £236,730 2009-2010 - £19,706	The UK Border Agency did not derive any income from such charges in each of the last five years	The CRB does not receive any income from 0870 numbers. Telecommunications (including costs and income) are managed by the CRB's private sector partner who recover all of their costs through a transactional charge made to the CRB

Notes

- The **Identity and Passport Service (IPS)** replaced all 0870 numbers to the Passport Advice line with two 0300 numbers on 1 September 2008. The sole 0845 number to the Passport Advice line was replaced at the same time with an 0300 number. There is however a transition period that is currently halfway through and both numbers will be accessible until 31 August 2009. The General Register Office (GRO) part of IPS intends to investigate the introduction of an 0300-prefixed telephone number during the financial year 2009/2010.
- The revenue arising from the previous 0870 IPS arrangements was used to offset the cost of providing the service to callers:
- The **Criminal Records Bureau (CRB)** does not receive any income from 0870 numbers. Telecommunications (including costs and income) are managed by the CRB's private sector partner, who recover all of their costs through a transactional charge made to the CRB
- **UK Border Agency (UKBA)** do not take any money from the customers on 0870 numbers from the supplier of the telephone services. They are charged to receive the call, and then pay the supplier. UKBA is moving towards using new 0300, a new UK-wide tariff specially set up for use by Government, public sector, and not for profit bodies to make this fact more transparent. **UKBA** utilise a number of 0845 numbers which charge at the Lo-Call rate (not local).