

**DCLG's Annual Status Report on Customer Service Lines**

November 2014

**Please complete Parts A, B and C****A Summary of Department's Numbering Policy****A.1 DCLG Policy on telephone numbers for contact by the public:**

Since 2009 DCLG's policy on numbering has been to use 03 numbers in all cases of inbound telephone calls. To this end a range of several thousand 0303 numbers was acquired for use by DCLG and associated bodies as necessary. All DCLG staff are provided with individual 0303 numbers and any helplines, contact centres etc are automatically provided with an 0303 number. No 08 numbers are in use.

**A.2 Numbers that are in use that do not comply with the policy: None****A.3 Call Volumes for 03 numbers:**

As all calls are delivered on 03 numbers, it would be difficult to break down call volumes that are specifically from the public compared to calls from other government departments etc.

**B 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
Total at November 2013	0	0	See above	0	0	0	0	0	0
Total at October 2014	0	0	See above	0	0	0	0	0	0

No Marking

<i>breakdown of numbers provided by other public bodies within DCLG:</i>									
<b>Total at November 2013</b>	0	0	See above	0	0	0	0	0	0
<b>Total at October 2014</b>	0	0	Sea above	0	0	0	0	0	0

**C Revenue Generation**

<b>Does DCLG comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?</b>	<b>Yes</b>
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No Marking