

Department for Work and Pensions' Annual Status Report on Customer Service Lines

November 2014

A. Summary of the Department's Numbering Policy

Comments re how the department complies with the guidance, including whether department feels they have already implemented the guidance for its lines:

DWP's numbering policy is in line with the guidance and is for its national helplines is to provide 0800 free to call services on a number of its claim helplines where the call duration is typically longer; and dual 0345/0845 numbers for its enquiry helplines. It started to implement the 0345/0845 part of the policy in early 2014 following the publication of the HMG Guidance and all of its high volume enquiry lines have now been converted. This department will continue to provide a call back to any caller if they have concerns over the charges their provider will make for the call whether they are calling an 0345 or an 0845 number.

Comments re prefixes that do not comply with the guidance, **including a statement as to when the Department aims to complete implementation of the guidance:**

Before undertaking further 0345 work on remaining 0845 only numbers, we are currently taking stock on the implications of the Ofcom changes due to be implemented in June 2015 with a particular focus on how the charges associated with 0845 number prefixes calls will be affected. A decision on this review is expected to be taken by April 2015 when further industry information is to hand.

Comments re call volume data and value add services:

On top of all the 0800 free call lines its 0345 deployment has now resulted in over 95% of all calls into the Department's enquiry helplines having both 0345 and 0845 options. Take up on callers selecting 0345 prefixes has now reached over 56% of all our enquiry calls and is expected to continue to increase month on month.

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
GRAND TOTALS for Core Department + all listed bodies within organisational hierarchy									
Total at November 2013	0845 x 512	Nil			41				nil
Total at October 2014	0845 x 322	119			42			n/a	71
Core Department									
Total at November 2013									
Total at October 2014									
Agency									
Total at November 2013									
Total at October 2014									

C. Revenue Generation

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

Yes