



Ministry of Justice

Ministry of Justice's Annual Status Report on Customer Service Lines

November 2014

A Summary of Department's Numbering Policy

The department has a clear approach on numbering which complies with the HMG guidance on Customer Service Lines, 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 NAO produced a list of 13 Higher Call Rate (eg. 0845) numbers in use by MoJ; however under our own initiative we have now identified circa 55 Higher Call Rate numbers and either transitioned or put transition plans in place for each.

Number prefixes now generally comply with HMG Guidance, the only exceptions are where the transition process has proved more complicated. For example, Victim Support is managed by a Grant Agreement rather than directly by MoJ – and in the terms of the Grant Agreement they were required to ensure a cheaper call rate was established by 31 March 2015 – as they had their plans in place prior to Ursula Brennan's letter to Frances Maude stating and a November 2014 timeframe it was considered appropriate in this case to allow them to work to their original timeline. In another case, certain Arms Length Bodies (or ALBs) were not included in the initial review of call lines & some were unaware of the requirement to change until later. In these cases transition plans are operating at a slower timetable, but are nevertheless in place. We anticipate that the few remaining Higher Call Rate numbers will be replaced with 03 or Local Call Rate numbers by March 2015.

As the overwhelming majority of MoJ CSLs are now either 03 or Local Call Rate with the few remaining Higher Call Rate numbers to transition imminently, the % split of call volumes is therefore close to 100% at Lower Call Rate and will draw even closer to 100% in the period ahead. This is significantly higher than the approx. 75% total call calls to 03 or Local Call Rate numbers indicated by the NAO in their 2013 review of MoJ CSLs.

The collection of more specific call volume data, especially historic call volume data, has not been straight forward as MoJ is based on an agglomeration of many previous existing organisations with numerous legacy Contracts and the Networks landscape is currently in flux, with a new Networks Tower supplier to commence 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 number previously in existence were within HMCTS) which does not show much significant change between November 2013 and October 2014.

The Department 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 are already in existence, 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.

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 | 0844 x 2 0845 x 50 | | 65 | 172 | | | 1 | | |
| Total at October 2014 | 0845 x 4 | | 93 | 192 | | | 1 | | |
| <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> | | | | | | | | | |
| Total at November 2013 | 0843 x 0844 x 0845 x | <u>Included Above</u> | | | | | | | |
| Total at October 2014 | 0843 x 0844 x 0845 x | | | | | | | | |

C Revenue Generation

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

Yes