

## Home Office's (incl HMPO) 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** The Home Office has adopted a numbering policy which complies with the principles set in the HMG Guidance on Customer Service Lines as published in December 2013. All new customer service lines must now have either the 01/02 prefix, or where a non-geographic number is required, the 03 prefix is the default unless strong justification can be provided. All existing customer service lines have now migrated (or are in the final stages of migrating) to these prefixes and to ensure compliance, new processes have been introduced whereby all requests for new numbers, non-geographic or otherwise, are now directed through a central team for review prior to any numbers being issued.

**A.2** The Home Office currently has one customer service line (0800) which does not yet fully comply with the guidance. This number was retained purely to advise callers (via a recorded message) of the new number. This will be ceased by the end of December 2014.

As part of the migration, Her Majesty's Passport Office (HMPO) is currently dual running 7 x 0845 numbers with 0300 numbers. The 0845 numbers are no longer advertised as they have effectively been replaced by the 0300 numbers but have been retained to support those customers who still have the original 0845 number on correspondence. The 0845 numbers will be ceased before the end of March 2015.

The Home Office, including HMPO therefore expects to be fully compliant by the end of March 2015.

**A.3** In November 2013 the Home Office received 128,875 calls via its customer service lines of which 107,462 (or 83%) were delivered to numbers with the 08 prefix. In October 2014 the total number of calls received had risen 145,316 yet the number of calls delivered via numbers with the 08 prefix had fallen to just 18 (or 0.01%).

HMPO (including its 3rd Party supplier) received a total of 205,529 calls via its customer service lines in November 2013 of which 17,191 (or 8%) were delivered via numbers with the 08 prefix. In October the total of calls had risen to 279,383 and yet again the volume delivered via 08 numbers had fallen to 3,763 (or 1.35%).

**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
<b>Total at November 2013</b>	0843 x 0 0844 x 0 0845 x 3	0	3	1	2	2	0	0	Nil
<b>Total at October 2014</b>	0843 x 0 0844 x 0 0845 x 0	0	6	2	1	0	0	0	6
<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>									
<b>Total at November 2013</b>	0843 x 0 0844 x 0 0845 x 7	0	3	0	0	0	0	0	Nil
<b>Total at October 2014</b>	0843 x 0 0844 x 0 0845 x 7	7	10	0	0	0	0	0	Nil

**C Revenue Generation**

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

Yes/No **Yes**

*[If no, please explain in 200 words maximum the rationale for this.]*