

Home Office's (incl HM Passport Office) Progress Report on Customer Service Lines

March 2015

Summary of Home Office's (incl HM Passport Office) Numbering Policy

- 1.** *The Home Office has adopted a numbering policy which complies fully 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 to these prefixes (or where appropriate operate with dual numbering with the 03 number being the default) and to ensure compliance, 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.*
- 2.** *In a small number of cases, the Home Office offers dual numbers (0300 and 0845) and in line with the guidance the 0300 number is offered as the primary number. The 0845 numbers have for several months now been removed from all stationery but the numbers have been retained for a short period to assist a small number of customers who have cases which started before the stationery was changed.*
- 3.** *In December 2014 the Home Office received 112,004 calls via its customer service lines of which 9 were delivered to numbers with the 08 prefix. In February 2015 the total number of calls received had risen to 138,474 whilst the number of calls delivered via numbers with the 08 prefix had fallen to 0. Core Home Office has no dual number arrangements.*

HM Passport Office (including its 3rd Party supplier) received a total of 214,433 calls via its customer service lines in December 2014 of which 23,081 (or 11%) were delivered via our joint 0300/0845 lines. 93% of these were delivered to the 0300 portion. In February 2015 the total number of calls had risen to 339,972 with 42,613 (or 13%) flowing through the joint lines. Of these 97% were delivered to the 0300 lines.

Overall therefore Home Office (incl HM Passport Office) received a grand total of 326,437 in Dec 2014 and 478,446 in February 2015 with 0.5% of December's calls going to 08 prefix lines and 0.3% of February's doing the same.

- 4.** *The Home Office does not have any revenue generating arrangements in respect to its customer service lines*

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 public bodies within organisational hierarchy that fall within scope | | | | | | | | | |
| Total at November 2014 | 0843 x 0 0844 x 0 0845 x 7 | 7 | 16 | 2 | 1 | 0 | 0 | 0 | 6 |
| Total at February 2015 | 0843 x 0 0844 x 0 0845 x 7 | 7 | 16 | 2 | 0 | 0 | 0 | 0 | 7 |
| Core Department Totals | | | | | | | | | |
| Total at November 2014 | 0843 x 0 0844 x 0 0845 x 0 | 0 | 6 | 2 | 1 | 0 | 0 | 0 | 6 |
| Total at February 2015 | 0843 x 0 0844 x 0 0845 x 0 | 0 | 6 | 2 | 0 | 0 | 0 | 0 | 7 |
| Public Bodies Totals | | | | | | | | | |
| <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> | | | | | | | | | |
| Her Majesty's Passport Office | | | | | | | | | |
| Total at November 2014 | 0843 x 0 0844 x 0 0845 x 7 | 7 | 10 | 0 | 0 | 0 | 0 | 0 | Nil |
| Total at February 2015 | 0843 x 0 0844 x 0 0845 x 7 | 7 | 10 | 0 | 0 | 0 | 0 | 0 | Nil |

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| [Name of public body, e.g. Student Loans Company] | | | | | | | | | |
|---|--------|--|--|--|--|--|--|--|--|
| Total at November 2014 | 0843 x | | | | | | | | |
| | 0844 x | | | | | | | | |
| | 0845 x | | | | | | | | |
| Total at February 2015 | 0843 x | | | | | | | | |
| | 0844 x | | | | | | | | |
| | 0845 x | | | | | | | | |

Revenue Generation

Does Home Office (incl HMPO) comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines? Yes/No. *Yes*

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