

DVLA-DfT Progress Report on Customer Service Lines

March 2015

Summary of DVLA-DfT's Numbering Policy

All DVLA- DfT Contact Centre numbers used by the public were migrated to 0300 in September 2009 in line with HMG guidance. DVLA accepts some 27 million calls via 0300 numbers per annum with an average call duration of four minutes and thirty seconds per call. DVLA no longer runs any dual 03/08 prefix numbers.

DVLA has sought and received exemption on one Premium Rate Service 0906 1657585 which offers a service to car hire companies only. DVLA closed three PRS services in December 2014 because the information had been available online for free for a number of years.

DVLA has been instructed by the Deputy Prime Ministers Office to move its foreign translation service onto a premium rate service. Therefore DVLA is intending to put two 0906 numbers live on 29 April 2015, one for driving licence translations and one for vehicle enquiry translations. These changes have received approval from CO and DfT Central.

Since DVLA's last return in which we declared we were 100% compliant we have realised there is one 0845 number fronting a fax service into our medical section. This service has been outsourced to an external supplier and we have started the process to move the number to a 0300 number. We are currently awaiting a migration date, which should be in the next month or two. Volumes of faxes into this service can be as high as one hundred a day and are primarily from medical sources, GP's & Hospitals, but also include faxes received from the public.

DVLA only receives revenue share off its PRS number.

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 0	0	14	0	1	0	4	1	0
Total at February 2015	0843 x 0 0844 x 0 0845 x 0	0	14	0	0	0	1	1	3 PRS plus 14 x 0300 plus 1 x 0800.
Core Department Totals									
Total at November 2014	0843 x 0 0844 x 0 0845 x 0	0	14	0	1	0	4	1	Please see above.
Total at February 2015	0843 x 0 0844 x 0 0845 x 0	0	14	0	0	0	1	1	Please see above.
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>									
[Name of public body, e.g. Skills Funding Agency]									
Total at November 2014	0843 x 0844 x 0845 x								

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Total at February 2015	0843 x 0844 x 0845 x								
[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 Department DVLA - DfT comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines? Yes.

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