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## **DCMS Annual Status Report on Customer Service Lines**

**November 2014**

### **A Summary of Department's Numbering Policy**

**A.1** The Department for Culture, Media and Sport sponsors a large amount of bodies, many which hold outward customer facing commercial roles.

**A.2** The information is relevant for 2014/ 15 to date; rather than for 2013/14.

The Department has submitted a nil return for all but two of its ALBs. Of its 39 bodies:

- 4 bodies are public corporations and so are considered outside of scope
- 26 maintain only geographical lines (01, 02) and therefore fall outside the scope of the guidance.
- 1 body operates a 0808 (free) number for its Equality Advisory and Support Service. As this is a service intended for a vulnerable group, it will therefore be considered out of scope.
- 1 body has a 03 number.
- 1 body holds a 03 number, alongside a 0800 (free) number for the hard of hearing and therefore will be considered out of scope.
- 1 body does not have a direct phone line.
- 1 body holds a 0844 line, alongside a geographical line (02) and therefore we consider this to be out of scope.
- 1 body holds a 0870 line, alongside a geographical line (02) and therefore we consider this to be out of scope.
- 1 body holds a 0845 line, alongside a geographical line (01) and therefore we consider this to be out of scope.
- 1 body holds a 0845 line, alongside a geographical line (02) and therefore we consider this to be out of scope.
- 1 body holds a 0843 line, alongside a 03 line and therefore we consider this to be out of scope.

Out of 39 bodies, only 1 falls within scope of the guidance and operates a 0845 number. This body is currently in the process of migrating its line over to a 03 number.

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The Department holds previous no CSL data (Nov 2013).

**A.3** The Department does not centrally hold call volume data for its ALBs. To collect this information from 38 bodies, which do not fall within the remit of the current guidance, would have a disproportionate cost for the Department and ALBs.

The one body which does operate an 0845 and is deemed to fall within the scope of the guidance, has reported the following call data:

| Time          | Number of Calls | Average handling time |
|---------------|-----------------|-----------------------|
| December 2014 | 1256            | 6 minutes 21 seconds  |
| February 2015 | 2001            | 6 minutes 38 seconds  |

However the body was not able to obtain further details regarding the percentage of calls that flowed through their 0845 line from their phone operator.

#### B Departmental Customer Service Lines: Telephone Number Prefixes

| Lines   | 0843/0844<br>/0845               | Dual Numbering<br>with 0843/4/5 | 03  | Other<br>Geographic | 0800 | 0870 | 09  | Other | Lines closed |
|---|----------------------------------|---------------------------------|-----|---------------------|------|------|-----|-------|--------------|
| <b>GRAND TOTALS for Core Department + all listed bodies within organisational hierarchy</b> |                                  |                                 |     |                     |      |      |     |       |              |
| <b>Total at<br/>November<br/>2013</b>   | 0843 x 0<br>0844 x 0<br>0845 x 0 | N/A                             | N/A | N/A                 | N/A  | N/A  | N/A | N/A   | N/A          |
| <b>Total at<br/>October<br/>2014</b>  | 0843 x 0<br>0844 x 0<br>0845 x 4 | 2                               | 2   | 26                  | 1    | 2    | 0   | 1     | 0            |
| <b>Core Department</b>  |                                  |                                 |     |                     |      |      |     |       |              |
| <b>Total at<br/>November<br/>2013</b>   | 0843 x 0<br>0844 x 0<br>0845 x 0 | N/A                             | N/A | N/A                 | N/A  | N/A  | N/A | N/A   | N/A          |

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|                                      |                                  |   |   |   |   |   |   |   |   |
|--------------------------------------|----------------------------------|---|---|---|---|---|---|---|---|
| <b>Total at<br/>October<br/>2014</b> | 0843 x 0<br>0844 x 0<br>0845 x 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--------------------------------------|----------------------------------|---|---|---|---|---|---|---|---|

*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. B would include separate lines for Student Loans Company, Skills Funding Agency etc.. below we have provided invented agencies to serve as an example*

BFI, BM, GC, Geffrye, Horniman, HBLB, IWM, NG, NHMF, NML, NPG, NHM, Ofcom, Ra, RMG, Sir John Soanes, SGSA, Tate, Theatres Trust, TVC, UKAD, Uk Sport, V&A, VB, VE, Wallace Collection.

|                                       |                            |     |     |     |     |     |     |     |     |
|---------------------------------------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at<br/>November<br/>2013</b> | 0843 x<br>0844 x<br>0845 x | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at<br/>October<br/>2014</b>  | 0843 x<br>0844 x<br>0845 x |     |     | 26  |     |     |     |     |     |

The Reviewing on the Export of Works of Art and Objects of Cultural Interest ( No Direct Line)

|                                       |                            |     |     |     |     |     |     |     |     |
|---------------------------------------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at<br/>November<br/>2013</b> | 0843 x<br>0844 x<br>0845 x | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at<br/>October<br/>2014</b>  | 0843 x<br>0844 x<br>0845 x |     |     |     |     |     |     | 1   |     |

RP

|                                       |                            |     |     |     |     |     |     |     |     |
|---------------------------------------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at<br/>November<br/>2013</b> | 0843 x<br>0844 x<br>0845 x | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at<br/>October<br/>2014</b>  | 0843 x<br>0844 x<br>0845 x |     | 1   |     |     |     |     |     |     |

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| English Heritage              |                            |     |     |     |     |     |     |     |     |
|-------------------------------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at November 2013</b> | 0843 x<br>0844 x<br>0845 x | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at October 2014</b>  | 0843 x<br>0844 x<br>0845 x |     | 1   |     | 1   |     |     |     |     |

| EHRC (EASS)                   |                            |     |     |     |     |     |     |     |     |
|-------------------------------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at November 2013</b> | 0843 x<br>0844 x<br>0845 x | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at October 2014</b>  | 0843 x<br>0844 x<br>0845 x |     |     |     | 1   |     |     |     |     |

| Arts Council England          |                            |     |     |     |     |     |     |     |     |
|-------------------------------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at November 2013</b> | 0843 x<br>0844 x<br>0845 x | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at</b>               | 0843 x                     |     |     | 1   |     |     |     |     |     |

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|                         |                    |  |  |  |  |  |  |  |  |
|-------------------------|--------------------|--|--|--|--|--|--|--|--|
| <b>October<br/>2014</b> | 0844 x<br>0845 x 1 |  |  |  |  |  |  |  |  |
|-------------------------|--------------------|--|--|--|--|--|--|--|--|

Churches Conservation Trust

|                                       |                              |     |     |     |     |     |     |     |     |
|---------------------------------------|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at<br/>November<br/>2013</b> | 0843 x<br>0844 x<br>0845 x   | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at<br/>October<br/>2014</b>  | 0843 x<br>0844 x<br>0845 x 1 |     |     | 1   |     |     |     |     |     |

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| Sport England                 |                              |     |     |     |     |     |     |     |     |
|-------------------------------|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at November 2013</b> | 0843 x<br>0844 x<br>0845 x   | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at October 2014</b>  | 0843 x<br>0844 x<br>0845 x 1 |     |     |     |     |     |     |     |     |
| British Library               |                              |     |     |     |     |     |     |     |     |
| <b>Total at November 2013</b> | 0843 x<br>0844 x<br>0845 x   | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at October 2014</b>  | 0843 x 1<br>0844 x<br>0845 x |     | 1   |     |     |     |     |     |     |

| Science Museum Group          |                            |     |     |     |     |     |     |     |     |
|-------------------------------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total at November 2013</b> | 0843 x<br>0844 x<br>0845 x | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <b>Total at October 2014</b>  | 0843 x<br>0844 x<br>0845 x |     |     |     |     | 1   |     |     |     |

**C Revenue Generation**

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

Yes.

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