



Department  
for Education

# **DfE customer service lines report 2015**

**This report shows the department's progress  
towards implementing HMG's December  
2013 guidance on customer service lines**

**March 2015**

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## Purpose

In December 2013 the government [published guidance](#) to help departments make decisions about their telephone prefixes.

This report sets out the Department For Education's progress towards implementing key principles in the December 2013 guidance.

## Summary of Department's Numbering Policy

In line with HMG Guidance on Customer Service Lines the Department and its Executive Agencies recognise that it is inappropriate for callers to pay substantial charges for accessing core public services, particularly for vulnerable and low income groups. The Department is aiming to cease its 0845 numbers replacing them with standard rate non-geographic numbers where required. Where a non-geographic number is needed, the Department regards the use of the 03 prefix as a default policy position for the provision of core public services. In certain circumstances where services are directed at callers who are likely to be part of a vulnerable or low income group, the Department may regard it as necessary to use a 'free to call' 080 number. For example the Department provides funding to a number of organisations to provide free telephony services supplying information, advice and guidance and intensive support services relating to issues affecting families and children. In addition the Department may also use 'free to call' 080 numbers where there is a desire to positively reach out and attract telephony contact. For example the Return to Teaching Helpline which provides advice to ex-teachers looking to return to the profession.

Although the Department still has three 0845 numbers in use by the Teachers' Pension Scheme, an alternative geographic number is also provided in line with the HMG Guidance on Customer Service Lines. In addition the Department has reached an agreement with its contracted supplier to introduce alternative 0345 numbers to run in parallel with the existing service from the summer of 2015. This will allow the current 0845 numbers to be ceased from April 2016.

The Department remains committed to the principles laid out in the HMG Guidance on 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
<b>GRAND TOTALS for Core Department + all listed bodies within organisational hierarchy</b>									
<b>Total at November 2014</b>	0843 x 0 0844 x 0 0845 x 3	1 (covers 3 0845 numbers)	13	10	13	nil	nil	n/a	nil
<b>Total at February 2015</b>	0843 x 0 0844 x 0 0845 x 3	1 (covers 3 0845 numbers)	13	13	13	nil	nil	n/a	nil
<b>Core Department</b>									
<b>Total at November 2014</b>	0843 x 0 0844 x 0 0845 x 0	nil	2	4	1	nil	nil	nil	nil
<b>Total at February 2015</b>	0843 x 0 0844 x 0 0845 x 0	nil	2	7	1	nil	nil	nil	nil
<b>Executive Agencies and NDPBs</b>									
<b>Total at November 2014</b>	0843 x 0 0844 x 0 0845 x 0	nil	8	6	10	nil	nil	nil	nil
<b>Total at February 2015</b>	0843 x 0 0844 x 0 0845 x 0	nil	8	6	10	nil	nil	nil	nil
<b>External Organisations</b>									
<b>Total at November 2014</b>	0843 x 0 0844 x 0 0845 x 3	1 (covers 3 0845 numbers)	3	nil	2	nil	nil	nil	nil
<b>Total at February 2015</b>	0843 x 0 0844 x 0 0845 x 3	1 (covers 3 0845 numbers)	3	nil	2	nil	nil	nil	nil

## Revenue Generation

Q. Does the Department For Education comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?

A. Yes



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for Education

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