

Freedom of Information request 1130/2011

Received 19 April 2011

Published 20 May 2011

Information request

Can Jobcentre Plus confirm how many premium rate phone numbers (I define these as numbers that charge above the national UK domestic or mobile rate) it currently operates.

Can Jobcentre Plus confirm the level of income raised from these premium rate phone numbers in the years 2008, 2009 and 2010.

I would be grateful if you could provide separate figures for these specific numbers over the same period: 0845 6060 234, 0845 6055 255, 0845 915 7006, 0845 604 3719 and 0845 608 8551.

I would also be grateful if Jobcentre plus could confirm how many branches it runs and how many of these branches publicly advertise a non-premium rate number in their contact details online.

DWP response

Point 1

- Jobcentre Plus is part of the Department for Work and Pensions (DWP) and our telephony strategy is that we do not use Premium Rate 087 or 09 telephone numbers.

Points 2 and 3

- From January 2008, there have been no revenue sharing numbers in use in Jobcentre Plus. Although, some 08 numbers are still in use, they do not attract any payback and have not done so since December 2007. As a result, there has been no income received in 2008-09, 2009-10, and 2010-11.

Point 4

- Jobcentre Plus currently operates 37 Contact Centres, 740 Jobcentre Plus offices that are open to the public and 75 Benefit Centres.