

**Use of higher rate numbers by Government
Departments**

November - December 2013

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Use of higher rate numbers by Government Departments

1 Introduction

1 For the general population, telephone services are an essential method of contacting Government departments. Whilst there is a trend towards online communication, telephone calls still account for 43% of all customer contacts.¹ Central Government websites list at least 365 customer service telephone numbers currently in operation.²

2 The House of Commons Public Accounts Committee (PAC) recently held an inquiry and published a report on this issue, 'Charges for customer telephone lines' (November 2013). The report makes a number of recommendations to Government. It notes that in 2012-2013, 63% of calls to central Government were to higher rate telephone numbers. The estimated cost to callers of these calls was £56 million. Callers to higher rate lines paid £26 million in call charges while waiting to speak to an adviser.³

3 The PAC report recommends that the Cabinet Office urgently establishes clear principles on charging for telephone calls and provides access to low cost alternatives to high rate numbers, particularly for services accessed by vulnerable people. The report further recommends that the Cabinet Office require "open-book arrangements" for all Government contracts where suppliers generate extra money from higher rates.⁴

4 I have been contacted by constituents in Walsall South about the use of higher rate telephone lines by Government departments. Many expressed concerns about lines with the prefixes 0845, 0844, and 0843 and the associated charges.

5 In view of the concerns of my constituents and others, I wanted to establish exactly what the position was across Government departments. In particular I wanted to ascertain whether Government departments are consistent in the call rates they use, whether cheaper alternative numbers are available and who is affected by the use of higher rates lines.

¹ House of Commons Committee of Public Accounts (PAC), 'Charges for customer telephone lines' (November 2013), p8.

² National Audit Office, 'Charges for customer telephone lines' (July 2013), p5.

³ PAC (2013), p5.

⁴ PAC (2013), p6.

6 This report builds on the PAC report by providing a comprehensive breakdown by Government department of the use of higher rate lines. I want to thank all the Government departments who responded and provided helpful information. Analysing the response from each department shows the trends across Government, highlighting anomalies and providing examples of good practice.

2 Methodology

7 Using the parliamentary tool of the written question to tease out details of Government policy and to respond to constituency concerns, I asked every Government department the following question:

'How many telephone lines with the prefix (a) 0845, (b) 0844, and (c) 0843 his/her Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case.'

8 The responses received were collated and summarised in a table form in Appendix 1 (page 8). The response from the Department for Work and Pensions (DWP) lists a number of telephone lines used by the Department for various benefits.

9 The written response from each department is included in Appendix 2 (page 11). A number of departments did not reply by the named day. These were the Cabinet Office, Communities and Local Government, Justice, the Home Office and the Treasury.

3 Higher Rate Numbers

10 Government departments use telephone numbers with a range of different charges. Individual Departments are responsible for setting up customer telephone lines, choosing number prefixes, and negotiating contracts with telephone service providers.⁵

11 In 2010, the Cabinet Office issued the following guidance to Government departments:

- All departments that share revenue with the terminating call provider (whether by direct payment or a discount to call services) are required to know who retains additional revenue and ensure transparency to the public.

⁵ NAO (July 2013), p5.

- Departments using 084/087 numbers that have agreed not to share revenue should consider whether a different number range such as 03 is more appropriate for their service.
- It is not appropriate for public bodies to use revenue generating numbers exclusively when dealing with people on low incomes.⁶

12 According to a National Audit Office report (July 2013) under the Coalition Government the Cabinet Office has played no role in monitoring or co-ordinating government telephone lines.⁷

13 The exact costs to callers of using higher rate telephone numbers are also subject to variations within the telephone market which, as the PAC report notes, offers an ever changing variety of call packages.⁸

14 In the UK, higher rate numbers generally cost significantly more than other number types (such as those with 01, 02, or 03 prefixes) particularly where a mobile telephone is used.⁹ The main prefixes the Government uses are as follows:

a) Geographic numbers with 01 or 02 prefixes charge low rates for landline calls but can be more expensive from mobile calls. The average call cost (a) from a landline is 3.4p, and (b) from a mobile is 1.1p.

b) Non geographic numbers with 03 prefix cost the same as a call to a geographic 01 or 02 number. The average call cost (a) from a landline is 3.4p, and (b) from a mobile is 1.1p.

c) Freephone numbers with 080 prefixes such as 0800 are non-geographic numbers. These are free to call from landlines but currently chargeable on mobile telephones. The average call cost (a) from a landline is free, and (b) from a mobile is 16.2p.

d) Higher rate numbers are non-geographic numbers with 084 prefixes such as 0845, 0844 and 0843 and are usually more expensive to call than 03 numbers. The receiving organisation can share in call revenue, and so these numbers are sometimes known as 'revenue sharing' numbers. The average call cost to an 0844 number (a) from a landline is

⁶ Cabinet Office Contact Council guidance, Cabinet Office guidance on using higher rate numbers (November 2010)

⁷ NAO (July 2013), p5.

⁸ PAC (2013), p9.

⁹ PAC (2013), p9.

5.6p, and (b) from a mobile is 17.1p. The average call cost to an 0845 number (a) from a landline is 4.2p, and (b) from a mobile is 17.1p.¹⁰

4 Discussion

15 The absence of a coordinated policy makes it difficult to make generalisations about the use of higher rate numbers by Government. A number of observable trends did, however, emerge from individual departments' responses to the written question:

16 A minority of Government departments are not operating any higher rate numbers.

This is the case with departments with direct contact with the public such as the Foreign and Commonwealth Office (FCO) and Culture, Media and Sport (CMS).

17 Government continues to make extensive use of higher rate numbers. Government departments with significant direct contact with the public such as the Department of Health (DH), the DWP and HM Revenue and Customs (HMRC) still operate higher rate lines. DWP currently operates 180 0845 numbers, providing no alternative geographic number. HMRC has operated 511 0845 lines in the last 12 months, receiving 43,740,532 calls to those lines, the highest number of any Government department.

18 Some departments are moving towards alternative, non-higher rate numbers. The Department of Education, for example, has made available an alternative 0300 number which costs no more than a national call to an 01 or 02 number. Similarly, the Department for Transport 0845 Highway Agency Information Line now operates as a diversion number to the new cheaper number (prefix 03), which will 'shortly' become the only available number.

19 There is no consistent, cross-departmental policy over telephone charges. It is encouraging to see a number of departments changing to lower-cost 03 alternative numbers. However there is no agreed, cross-departmental policy including a timeframe to do this. There are also a number of anomalies. It is not clear, for example, why the Northern Ireland Office operates an 0844 number for staff to call in the case of emergencies while other departments do not.

20 Vulnerable users in greatest need of public services and those on low income often face higher charges. There are cases of Government departments charging higher rates for customers to call helplines. DWP, for example, operates a number of higher rate lines used by those already on benefits. Jobseeker Direct received 1,459,429 calls on an

¹⁰ NAO (July 2013).

0845 line, and 232,323 calls were made to Maternity Allowance on an 0845 line in the last 12 months. A number of benefit lines including the Redundancy Payments Service Helpline also use 0845 lines. Primary Benefits Line had 30,111,626 calls from November 2012 to October 2013.

21 DH operates a number of higher rate lines for potentially vulnerable users. Healthy Start, a scheme intended to help women who are either pregnant or have a child under four years old to buy some basic foods with local retailers,¹¹ has an 0845 line which received approximately 350,000 calls in the year up to 20 October 2013, offering no alternative number.

22 Government departments appear not to consistently warn vulnerable users about higher rate lines. The DH Healthy Start line, for example, does not mention that it is a higher rate line. According to the NAO, DWP is the only department that consistently uses automated messages to warn callers of higher rates.¹²

23 A number of departments supplied incomplete figures. The Department for Business, Innovation and Skills (BIS), which states that 4 lines use the prefix 0845, did not state the number of calls in each case or whether alternative numbers are provided. The Department for Communities and Local Government does not include in its written response the practices of organisations which may receive grant funding from the Department or have contracts with the Department.

5 Conclusions and Recommendations

24 The lack of a consistent, cross-departmental policy on higher rate numbers and the prevalence of higher rate lines for use by the most vulnerable in society needs to be addressed. The Government should consider taking the following steps:

25 Lines serving vulnerable and low-income groups within departments such as DH, DWP and HMRC should phase out higher rate numbers immediately.

26 The Cabinet Office should conduct a review to establish which services support the largest numbers of vulnerable and low-income users.

¹¹ <http://www.healthystart.nhs.uk/healthy-start-vouchers/>

¹² NAO (2013), p8.

27 The Cabinet Office should coordinate the phasing out of higher rate telephone lines across Government departments. It should appoint a team to liaise closely with departments to implement a consistent, cross-departmental policy.

28 The Cabinet Office should issue guidance to ensure that departments have an agreed timeframe for phasing out higher rate (0845, 0844 and 0843) numbers to be replaced by geographic local numbers (such as those with 01, 02, or 03 prefixes).

29 The Cabinet Office should monitor compliance with its own guidance.

30 Departments should publish a timetable for their progress towards phasing out higher rate numbers.

31 Correspondence to the public should state cheaper alternative lines to call during the phasing out process.

32 Arms-length bodies and private contractors delivering public services must adhere to the same timeframe as central Government lines for phasing out higher rate numbers and publishing their results. The response from CLG states that they have not “received or included the practises of all the organisations which may receive grant funding from or have contracts with the Department”. This should be done as soon as possible.

33 Departments should consider using automated messages to ensure that all users are warned about higher charges. Messages should provide details of cheaper, alternative numbers during the phasing out period.

Appendix 1

Table of Responses

Department	0845	0844	0843	No reply												
Business, Innovation and Skills	4 lines operated: <ul style="list-style-type: none">0845 015 0010—BIS publications order line0845 015 0020—BIS publications order line (fax)0845 015 0030—BIS publications order line (minicom)0845 600 9006—Business Link helpline. The number of calls is not stated.	0	0													
Cabinet Office	2. Neither line is targeted at users of public services and one of them has an alternative local landline number and call-back service. One of the 0845 numbers will be replaced in the new year with a web portal and call-back service. The use of the other 0845 line to be reviewed in the new year.	0	0													
Communities and Local Government	0	0	0													
Culture, Media and Sport	0	0	0													
Defence	<ul style="list-style-type: none">195,733 calls received in last 12 months.Possible but unlikely that additional premium rate telephone lines are used outside of the Defence Fixed Telecommunications Service contract with BT, but this information is not held centrally.Alternative numbers available for those numbers in the table and are charged at the BT peak residential rate. Costs from mobile phones would depend on the mobile package.	730 calls received in last 12 months.	0													
Education	0845 lines currently in use, along with the number of calls made to each over the last 12 months and, for comparison, over 2009-10: <table><tr><td>Service line</td><td>2009-10</td><td>Last 12 months</td></tr><tr><td>0845 609 0009</td><td>71,808</td><td>35,000</td></tr><tr><td>0845 600 7979</td><td>148,143</td><td>16,435</td></tr><tr><td>0845 602 2260</td><td>251,868</td><td>11,978</td></tr></table>	Service line	2009-10	Last 12 months	0845 609 0009	71,808	35,000	0845 600 7979	148,143	16,435	0845 602 2260	251,868	11,978	0	0	
Service line	2009-10	Last 12 months														
0845 609 0009	71,808	35,000														
0845 600 7979	148,143	16,435														
0845 602 2260	251,868	11,978														
Energy and Climate Change	0	0	0													
Environment, Food and Rural Affairs	<ul style="list-style-type: none">Core DEFRA operates 1 helpline using the prefix 0845, delivered by Serco.The DEFRA helpline received 52,258 calls between November 2012 and October 2013.Core DEFRA offers an alternative number to international callers. The number is also available to BT users in the UK who may be charged at the local call rate.	0	0													

Department	0845			0844			0843	No reply
Foreign and Commonwealth Office	0. In Feb 2013 discontinued the Consular Travel Advice helpline which was handled by a contracted company using 0845.			0			0	
Health	Service line	Calls (year up to Oct 2013)	Cost (pence per minute)	Service line	Calls (year up to Sept 2013)	Cost (pence per minute)	0	
	Healthy Start Issuing Unit (0845 607 6823)	350,000	<4	Healthy Start Reimbursement Unit	12,015	<4		
	Major Incident Line (0845 prefix)	No figures given	No figures given	Nursery Milk Scheme	16,210	<4		
	NHS Business Services Authority (NHSBSA) – a 'number' of 0845 lines, being replaced over time by 0300 numbers	No figures given	No figures given					
	Total	1,997,421	10					
Home Office	Service line	Calls (last 12 months)	Alternative BT local rate available	0			0	
	Nationality Contact Centre	537,070	No					
	Asylum Support Line	53,975	No					
	MPs Enquiry Line	24,421	No					
	Customer Letters	424,000	No					
	Passport verification services	43,099	No					
International Development	<ul style="list-style-type: none">One 0845 number for UK calls to the Public Enquiry PointNo record of the number of calls made to the 0845 number and no alternative offered.			0			0	
Justice	<ul style="list-style-type: none">33 numbers usedNo central records for the number of calls that each number has received within the last 12 months.This information can be obtained only at significantly disproportionate time and cost.8 alternative national rate numbers available.Department currently uses forty-one 0300 numbers and is in the process of changing more 0845 numbers to 0300			2			0	
Northern Ireland Office	0			1 line for updating staff in the event of an emergency			0	
Scotland Office	0			0			0	

Department	0845			0844	0843	No reply																						
Transport	Service line	Number	Call in last 12 months	0	0																							
	Highways Agency	0845 750 4030	11,077																									
	Highways Agency (Switchboard)	0845 955 6575	24,823																									
	VOSA (Vehicle Operators Services Agency)	0845 600 5977	3,345																									
Treasury	<ul style="list-style-type: none">511 in the last 12 monthsIn the 12 months ending 31 October 2013 HMRC received 43,740,532 calls to those 0845 lines.April - September 2013: HMRC introduced alternative 03 numbers for all customer facing 0845 lines			0	0																							
Wales Office	0			0	0																							
Work and Pensions	<p>The Department operates 180 x 0845 numbers. There are no alternative geographic numbers. Below are the most frequently used 0845 lines. The full table is attached.</p> <table><tr><td>Service line</td><td>Calls in last 12 months</td></tr><tr><td>Maternity allowance</td><td>232,616</td></tr><tr><td>NINO (National Insurance No Allocation) allowance</td><td>1,337,069</td></tr><tr><td>Employer Direct</td><td>423,643</td></tr><tr><td>Jobseeker Direct</td><td>1,459,893</td></tr><tr><td>Self Service</td><td>44,237</td></tr><tr><td>Social Fund</td><td>3,774,622</td></tr><tr><td>Health and Safety Executive</td><td>22,893</td></tr><tr><td>Workplace Pension Information Line</td><td>1,767</td></tr><tr><td>Benefit Cap</td><td>16,554</td></tr><tr><td>Primary Benefits Enquiry (inc SDA)</td><td>30,111,626</td></tr></table>			Service line	Calls in last 12 months	Maternity allowance	232,616	NINO (National Insurance No Allocation) allowance	1,337,069	Employer Direct	423,643	Jobseeker Direct	1,459,893	Self Service	44,237	Social Fund	3,774,622	Health and Safety Executive	22,893	Workplace Pension Information Line	1,767	Benefit Cap	16,554	Primary Benefits Enquiry (inc SDA)	30,111,626	0	0	
Service line	Calls in last 12 months																											
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Workplace Pension Information Line	1,767																											
Benefit Cap	16,554																											
Primary Benefits Enquiry (inc SDA)	30,111,626																											

	JCP (Job Centre Plus) Switchboard	12,093,284			
	Bereavement Benefit Only	154,742			
	Industrial Injuries Disablement Benefit	147,550			
	Future Pension Centre	569,891			
	National Pension Centre	123,646			
	Pension Tracing Service	61,004			
	State Pension Equalisation	2,338			
	International Pension Centre	519,841			
	Future Pension Centre	42,583			
	Pension Changes	4,777,380			
	National Pension Centre – Winter Fuel	162,203			
	DLA (Disability Living Allowance) & AA (Attendance Allowance)	4,838,145			
	Carers Allowance	1,119,843			
	PIP (Personal Independence Payment) Enquiries	389,554			
	Universal Credit Helpdesk	15,337			
	BLS (Bank Liaison Section)	68,972			

	TPP(Third Party Payment)	17,472				
	HR	292,268				
	Debt Recovery	1,113,789				
	Recovery From Estates	84,896				
	Eligible Loans Deduction Scheme	4,925				

Appendix 2

Written answers by Department

Department:

Business, Innovation and Skills	14
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Wales Office	38
Work and Pensions	39



Department
for Business
Innovation & Skills

RECEIVED 19 NOV 2013

PQ No. : 2013/1816

Post From Friday 8 November 2013

MONDAY 18 NOVEMBER 2013

Valerie Vaz (Walsall South) : To ask the Secretary of State for Business, Innovation and Skills, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. (174989)

Jo Swinson

Central records show that the 0845 numbers in use by the Department are:

0845 015 0010 BIS Publications Order line
0845 015 0020 BIS Publications Order line (Fax)
0845 015 0030 BIS Publications Order line (Minicom)
0845 600 9006 Business Link Helpline

The Department does not operate any 0843 or 0844 numbers. No records are available showing the number of calls made to these numbers in the last 12 months. Alternative 03 numbers charged at UK wide geographic rates will be by available by January 2014.



Cabinet Office

House of Commons – Named Day	
Due Date	Monday 18 November 2013
Date Answered	Monday 9 December 2013

RECEIVED 10 DEC 2013

Telephone Lines

Valerie Vaz MP (Labour)

Valerie Vaz MP (Walsall South): To ask the Minister for the Cabinet Office, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. **(174990)**

To ask the Deputy Prime Minister, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Office (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. **(174994)**

To ask the Minister for the Cabinet Office, when he intends to answer question 174990 tabled on 6 November 2013. **(178416)**

NICK HURD

[Holding reply sent on Monday 18 November 2013]

The Deputy Prime Minister's Office is an integral part of the Cabinet Office.

The Cabinet Office has identified no telephone lines with the prefix 0844 or 0843, and two with the prefix 0845. One of these was inherited from the previous government.

Neither line is targeted at users of public services and one of them has an alternative local landline number and call-back service.

One of the 0845 numbers will be replaced in the New Year with a web portal and call-back service. We will also review the use of the other 0845 line in the New Year.

My department does not hold information on the exact number of calls to these numbers.

Valerie Vaz MP
House of Commons
London SW1A 0AA

RECEIVED 10 DEC 2013

6 December 2013

Dear Ms Vaz,

The following Parliamentary Question which you tabled to the Deputy Prime Minister, for answer on Monday 9 December 2013, has been transferred to the Minister for the Cabinet Office as the issue raised falls under his responsibility:

Valerie Vaz (Walsall South): To ask the Deputy Prime Minister, whether access to any websites or domains is blocked from computers in his Office; and if he will publish a list of all such websites and domains to which access is prohibited. 178500

David Cooper
Parliamentary Branch



INVESTOR IN PEOPLE

RECEIVED 26 NOV 2013

**HOUSE OF COMMONS
WRITTEN PARLIAMENTARY QUESTION**

Date answered: Monday 25 November 2013

DCLG Ref: 1134 13/14 Party: **LAB**

Valerie Vaz (Walsall South)

To ask the Secretary of State for Communities and Local Government, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. [174991]

Mr Brandon Lewis

Each of the principle access numbers operated by the Department and its agencies (the Planning Inspectorate and the Homes and Communities Agency) are 030 numbers.

030 numbers were specifically designed for not-for-profit organisations, charities and public sector bodies to offer consumers a single point of contact nationally. Calls cost no more than calls to geographic (01 and 02) numbers and are included in inclusive minutes and discount schemes in the same way.

For the purposes of answering this question, I have not reviewed or included the practices of all the organisations which may receive grant funding from or have contracts with the Department.

MONDAY 11 NOVEMBER 2013

RECEIVED 12 NOV 2013

43

Ms Valerie Vaz MP (Walsall South): To ask the Secretary of State for Culture, Media and Sport, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 her Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. [174992]

HELEN GRANT

The Department does not have any telephone lines with the prefix 0845, (b) 0844 and (c) 0843.

Ministry of Defence

Friday 08 November 2013

Valerie Vaz MP (Walsall South) (Lab)

RECEIVED 19 NOV 2013

105
WRITTEN

To ask the Secretary of State for Defence, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. (174993)

Philip Dunne MP

The following table depicts the number of telephone lines with the prefixes 0845, 0844 and 0843 that the Ministry of Defence operates and sponsors through the Defence Fixed Telecommunications Service (DFTS) contract with British Telecom (BT). It is possible, albeit unlikely, that additional premium rate telephone lines are used outside of the DFTS contract, but this information is not held centrally. Alternative numbers are available for those numbers in the table and are charged at the BT peak residential rate. Costs from mobile phones would depend on the mobile package.

Telephone Number Prefix	Operated by DFTS	Sponsored by DFTS	How many calls received in last 12 months
0845	3	18	195,733
0844	0	1	730
0843	0	0	0

Monday 18 November 2013

PQ Ref No PQ01486B

DEPARTMENT FOR EDUCATION

WRITTEN REPLY

FRIDAY 8 NOVEMBER 2013

MONDAY 18 NOVEMBER 2013

RECEIVED 19 NOV 2013

VALERIE VAZ (WALSALL SOUTH): To ask the Secretary of State for Education, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case.

(174995)

ELIZABETH TRUSS:

We inherited from the previous government three 'non-geographic' telephone lines with the prefix 0845, which charged callers at premium rates. This government has ensured an alternative 0300 number is available, which costs no more than a national call to an 01 or 02 number and counts towards any inclusive minutes in a caller's telephone contract. This government is also phasing out these three lines and implementing replacement numbers with an 03 prefix. In addition, all new public facing numbers are now either 01, 02, 03 or freephone 080 numbers.

No telephone lines with the prefix 0844 or 0843 are currently in use, or have been used in the last 12 months.

The table below shows the 0845 lines currently in use, along with the number of calls made to each over the last 12 months and, for comparison, over 2009-10:

	2009-10	Last 12 months
0845 609 0009	71,808	35,000
0845 600 7979	148,143	16,435
0845 602 2260	251,868	11,978

RECEIVED 12 NOV 2013

PQ No. : 2013/1070

Post From Friday 8 November 2013

MONDAY 11 NOVEMBER 2013

Valerie Vaz (Walsall South) : To ask the Secretary of State for Energy and Climate Change, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. (174996)

Gregory Barker

The Department of Energy & Climate Change does not operate or sponsor any 0845, 0844 or 0843 telephone numbers.

DEPARTMENT FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS

PARLIAMENTARY QUESTION

Written

Date: 18 November 2013

Valerie Vaz (Walsall South): To ask the Secretary of State for Environment, Food and Rural Affairs, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. [174997]

Dan Rogerson

Core Defra operates a single Helpline using the prefix 0845. This number is delivered by Serco.

The Defra Helpline received 52,258 calls between November 2012 and October 2013.

Core Defra offers an alternative number to international callers. The number is also available to BT users in the UK who may be charged at the local call rate.

Funding provided by Defra to third party organisations may be used towards funding or "sponsoring" helpline services but such information is not held centrally and could only be obtained at disproportionate cost.

RECEIVED 13 NOV 2013

Valerie Vaz (Walsall South): To ask the Secretary of State for Foreign and Commonwealth Affairs, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case.

(174998)

Date Answered

12 November 2013

David Lidington

The Foreign and Commonwealth Office (FCO) and its agencies do not have any 0845, 0844 or 0843 telephone numbers in use for the public. On 22 February 2013 the FCO discontinued the Consular Travel Advice helpline which was handled by a contracted company and was a national rate 0845 number.

Friday 8 November 2013

PQ174999

2013/2014

Written Answer

Han Ref:

Vol

Monday 18 November 2013

Col

RECEIVED 13 NOV 2013

TELEPHONE LINES THE DEPARTMENT OPERATES AND SPONSORS

207 Valerie Vaz (Walsall South):

To ask the Secretary of State for Health, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. [174999]

DR DANIEL POULTER

The Department operates or contracts for the provision of the following telephone lines with the prefix 0845:

- The Healthy Start Issuing Unit public and beneficiary helpline (0845 607 6823), which received approximately 350,000 calls in the year up to 20 October 2013 (excluding short calls which terminated once the caller had listened to automated answers to common queries, on which no information is available). There is no alternative telephone number, but the helpline is also contactable by email or post, and call backs can be requested. The cost of calls to these numbers from landlines is capped to less than 4p a minute;
- The Department's Emergency Preparedness, Resilience and Response (EPRR) branch maintains a Major Incident Line using a 0845 prefix. This line is not advertised to the general public and is only used by health responders and other departments to contact

the Department's EPRR team in the event of a major incident or emergency. It has not been used over the last 12 months; and

- The NHS Business Services Authority (NHSBSA) operates a number of telephone lines prefixed 0845 on the Department's behalf, although these are being replaced over time by 0300 numbers. Each of the 0845 numbers now has an alternative 0300 number which callers are advised of automatically, and this number along with a BT local rate number are publicised on the NHSBSA website. The relevant telephone lines relate to Help with Health Costs; NHS pensions; bursaries for Healthcare and Social Work students; European Health Insurance Cards; NHS Prescription Services; and NHS Dental Services. Between November 2012 and October 2013 the 0845 lines still in use received a total of 1,997,421 calls. Calls to these numbers from landlines typically cost up to 10p per minute, but this can vary depending upon the provider and in some cases calls from landlines will be included in free call packages.

The Department contracts for the provision of two telephone lines with the prefix 0844:

- The Healthy Start Reimbursement Unit (HSRU) retailer helpline number (0844 991 2222) received 12,015 calls in the 12 months up to 30 September 2013. There is no alternative telephone number, but retailers can view the status of their claims for payment online, and can also contact HSRU by email or freepost; and
- The Nursery Milk Scheme helpline number (0844 991 4444) received 16,210 calls in the 12 months up to 30 September 2013. There is no alternative telephone number, but the Nursery Milk Reimbursement Unit can also be contacted by email, fax and post, and childcare providers can manage their claims for payment online. The cost of calls to these numbers is capped to less than 4p a minute from landlines.

E.R

Wednesday, 27 November 2013

RECEIVED 27 NOV 2013

(08.11.13)

Valerie Vaz (Walsall South): To ask the Secretary of State for the Home Department, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 her Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. [175000]

JAMES BROKENSHERE

The following table details the use and purpose of non geographic numbers, 0843, 0844 and 0845.

Home Office

Prefix	Number of lines / service	Inbound calls in last 12 months	Alternative BT Local Rate No?
0843	0	N/A	No
0844	0	N/A	No
0845	Nationality Contact Centre / European Enquiry Line	537,070	No
	Asylum Support Line	53,975	No
	MPs Enquiry Line	24,421	No

HM Passport Office

Prefix	Number of lines / service	Call volumes for FY 12-13	Alternative BT Local Rate No?
0843	0	N/A	No
0844	0	N/A	No
0845	Customer Letters	424,000	No
	Passport verification services (PVS) (a Business to Business Service)	43,099	No

**HOUSE OF COMMONS
WRITTEN PARLIAMENTARY QUESTION**

RECEIVED 19 NOV 2013

Tabled on: 06/11/2013
For answer by: 18/11/2013
Date answered: 18/11/2013

Valerie Vaz

To ask the Secretary of State for International Development, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 her Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case.
175001

Alan Duncan

DFID uses one 0845 number for UK calls to the Public Enquiry Point. DFID does not record the number of calls made to the 0845 number and no alternative is offered.

DFID has no telephone lines with the prefix 0844 or 0843.

RECEIVED 21 NOV 2013

PARLIAMENTARY QUESTION FOR WRITTEN ANSWER
ON WEDNESDAY 20 NOVEMBER 2013

QUESTION: Valerie Vaz MP (Walsall South): To ask the Secretary of State for Justice, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case.

(175002)

ANSWER: Shailesh Vara: The information held centrally for the public use of (a) 0845, (b) 0844 and (c) 0843 telephone numbers operated (i) and (ii) sponsored by the Ministry of Justice are as follows:

- (a) 0845 numbers – 33
- (b) 0844 numbers – 2
- (c) 0843 numbers – 0

There are no central records for the number of calls that each number has received within the last 12 months. Discussions with our service providers indicate that the work required for the retrieval and collation of information can be obtained only at significantly disproportionate time and cost.

There are 8 alternative national rate numbers available.

The Department's approach is not to use 084 or 087 for non-geographic numbers and instead, wherever possible, to assign 0300

numbers, for which the tariff is similar to calling an 01 or 02 (geographic) number, whether the caller is using a fixed line or a mobile phone. The Department currently uses forty-one 0300 numbers, and is in the process of changing more 0845 numbers to 0300. No public-facing premium rate (09) numbers are used by the Department.

PQ/13/504

RECEIVED 13 NOV 2013

DATE FOR ANSWER: 12 NOVEMBER 2013

Valerie Vaz (Walsall South): To ask the Secretary of State for Northern Ireland, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 her Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. (175003)

THERESA VILLIERS

My Department operates one telephone line with the prefix 0844 for the purpose of updating staff in the event of an emergency situation. Details of the number of calls to this line are not recorded and no alternative number is available at the BT local rate. My Department does not operate or sponsor any telephone lines with the prefix 0845 or 0843.

SPQ/13/377

DATE FOR ANSWER: 11 NOVEMBER 2013

Valerie Vaz (Walsall South): To ask the Secretary of State for Scotland, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. (175004)

DAVID MUNDELL

The Scotland Office does not operate or sponsor any (a) 0845, (b) 0844 or (c) 0843 numbers.



Department
for Transport

HOUSE OF COMMONS
WRITTEN PARLIAMENTARY QUESTION

For answer on: Friday 8 November 2013

Date answered: Monday 18 November 2013

DfT Ref: 89742 13/14

RECEIVED 19 NOV 2013

Valerie Vaz (Walsall South)

Party: **Labour**

281 To ask the Secretary of State for Transport, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. **[175005]**

Stephen Hammond

The information requested is in the table below:

Area/agency	Number	Comments	Calls received in last 12 months	Alternative numbers charged at the BT local rate are available in each case.
Highways Agency (HA)	0845 7504030	This is the old Highways Agency Information Line (HAIL) phone number. The HA has paid for it to now operate as a diversion number to the new cheaper number (0300 1235000). It has been retained as it may appear on old literature but is not advertised anymore. The HA will be turning the 0845 number off shortly, thus forcing customers to use the cheaper 0300 number.	11,077	HA only advertise the *0300 HAIL number (0300 1235000) now.
Highways Agency	0845 9556575	This is the national Highways Agency switchboard number.	24,823	HA also advertise the local landline number: 0121 335 8301.
VOSA (Vehicle Operators Services Agency)	0845 600 5977	This number offers guidance on MOT testing standards and an option to book MOT seminars.	Due to replacement of our telephony systems, statistics are only available from December 2012 to present, in this time. VOSA received 3,345 calls via this number.	Both of these options are also available via the VOSA National Number, *0300 123 9000, which is charged at standard geographic rate.

*0300 numbers are charged at standard geographic rate (the same as 01 or 02 numbers) and are free as part of "inclusive minute" packages.

RECEIVED 26 NOV 2013

HM TREASURY

HMT Ref: 1797W 13/14

ANSWERED ON 25 NOVEMBER 2013

Valerie Vaz MP

WALSALL SOUTH

To ask Mr Chancellor of the Exchequer, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. [175006]

DAVID GAUKE

The department does not operate 0844 or 0843 numbers.

HMRC operated 511 lines providing 0845 numbers during the last 12 months.

In the twelve months ending 31 October 2013 HMRC received 43,740,532 calls to those 0845 lines.

Between April and September 2013, HMRC has introduced alternative 03 numbers, which cost the same as those to 01 and 02 numbers, to all of its customer facing 0845 lines making the service cheaper for most customers.

During the initial roll out period, parallel running of the existing 0845 and new 03 numbers has meant that customers have a choice, though 03 numbers are usually less expensive to call. All HMRC 0845 numbers will be phased out on a rolling basis, the last line closing by April 15.

WPQ/13/388

RECEIVED 19 NOV 2013

DATE FOR ANSWER: 18 NOVEMBER 2013

Valerie Vaz (Walsall South): To ask the Secretary of State for Wales, how many telephone lines with the prefix (a) 0845, (b) 0844 and (c) 0843 his Department (i) operates and (ii) sponsors; how many calls each number has received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. (175007)

STEPHEN CRABB

None.

Department for Work and Pensions**Question type**
Ordinary Written**For Answer on:**

Friday 08 November 2013

PQ/13/175008**Date of dispatch:**

Monday 18 November 2013

Valerie Vaz (Walsall South): To ask the Secretary of State for Work and Pensions, how many telephone lines with the prefix (a) 0870, (b) 0845 and (c) 0800 the Department (i) operates and (ii) sponsors; how many calls each number received in the last 12 months; and whether alternative numbers charged at the BT local rate are available in each case. (175008) **RECEIVED 19 NOV 2013**

Ms Esther McVey:

- (a) The Department currently operates 180 0845 numbers
- (b) The Department does not operate any 0844 numbers
- (c) The Department does not operate any 0843 numbers

There are no alternative geographic numbers for the Department's 0845 service lines.

The attached table lists the total calls received by the Department's 0845 telephone numbers for the period November 2012 to October 2013:-

Service Line	Language	Number	Call Received
Maternity Allowance	English	0845 608 8610	232,323
Maternity Allowance	Welsh	0845 608 8674	293
NINO Allocation Line	English	0845 6000643	1,336,769
NINO Allocation Line	Welsh	0845 6021491	300
NINO Allocation Line	Text	0845 6000644	Not Available
Employer Direct	English	0845 6012001	423,566
Employer Direct	Welsh	0845 6014441	77
Employer Direct	Text Eng	0845 6012002	Not Available
Employer Direct	Text Wel	0845 6014442	Not Available
Jobseeker Direct	English	0845 60 60 234	1,459,429
Jobseeker Direct	Welsh	0845 6067890	464
Jobseeker Direct	Text Eng	0845 6055255	Not Available
Jobseeker Direct	Text Wel	0845 6044022	Not Available
Self Service	English	0845 604 3349	44,200
Self Service	Welsh	0845 604 3412	37
Self Service	Text	0845 604 0523	Not Available
Social Fund	English	0845 603 6967	3,774,181
Social Fund	Welsh	0845 608 8756	441
Social Fund	Text	0845 608 8553	Not Available
Health & Safety Executive	English	0845 300 9923	22,893
Workplace Pension Information Line	English	0845 600 1268	1,696
Workplace Pension Information Line	Welsh	0845 600 8187	71
Workplace Pension Information Line	Text	0845 850 0363	Not Available
Benefit Cap	English	0845 605 7064	16,544
Benefit Cap	Welsh	0845 605 7066	10
Primary Benefits Enquiry (inc SDA)	English	Aberdeen - 0845 608 8749	344,869
Primary Benefits Enquiry (inc SDA)	English	Barnsley - 0845 608 8560	621,098
Primary Benefits Enquiry (inc SDA)	English	Basildon - 0845 608 8575	1,045,288
Primary Benefits Enquiry (inc SDA)	English	Bathgate - 0845 608 8630	372,764

Primary Benefits Enquiry (inc SDA)	English	Belfast - 0845 608 8770	992,637
Primary Benefits Enquiry (inc SDA)	English	Birkenhead - 0845 608 8529	1,149,256
Primary Benefits Enquiry (inc SDA)	English	Bolton - 0845 608 8531	827,838
Primary Benefits Enquiry (inc SDA)	English	Bristol East - 0845 608 8597	208,884
Primary Benefits Enquiry (inc SDA)	English	Burnley - 0845 608 8502	165,050
Primary Benefits Enquiry (inc SDA)	English	Bradford - 0845 608 8556	192,584
Primary Benefits Enquiry (inc SDA)	English	Bury St Edmunds - 0845 608 8618	219,155
Primary Benefits Enquiry (inc SDA)	English	Caerphilly - 0845 608 8562	328,179
Primary Benefits Enquiry (inc SDA)	English	Cannock - 0845 608 8676	105,343
Primary Benefits Enquiry (inc SDA)	English	Canterbury - 0845 608 8501	682,831
Primary Benefits Enquiry (inc SDA)	English	Carlisle - 0845 608 8545	2,027,586
Primary Benefits Enquiry (inc SDA)	English	Chester - 0845 608 8534	87,174
Primary Benefits Enquiry (inc SDA)	English	Chesterfield - 0845 608 8521	61,821
Primary Benefits Enquiry (inc SDA)	English	Chippenham - 0845 608 8621	289,705
Primary Benefits Enquiry (inc SDA)	English	Chorlton - 0845 608 8504	142,994
Primary Benefits Enquiry (inc SDA)	English	Clyde & Fife - 0845 608 8582	686,724
Primary Benefits Enquiry (inc SDA)	English	Clydebank - 0845 600 1506	377,493
Primary Benefits Enquiry (inc SDA)	English	Coatbridge - 0845 608 8645	457,500
Primary Benefits Enquiry (inc SDA)	English	Cosham - 0845 608 8573	543,942
Primary Benefits Enquiry (inc SDA)	English	Derby - 0845 608 8506	316,780
Primary Benefits Enquiry (inc SDA)	English	Doncaster - 0845 608 8508	171,222
Primary Benefits Enquiry (inc SDA)	English	Exeter - 0845 608 8564	74,059
Primary Benefits Enquiry (inc SDA)	English	Glasgow (London cstrs) - 0845 603 6347	1,114,967
Primary Benefits Enquiry (inc SDA)	English	Gloucester - 0845 608 8624	206,053
Primary Benefits Enquiry (inc SDA)	English	Greenock - 0845 608 8598	332,350
Primary Benefits Enquiry (inc SDA)	English	Hackney - 0845 600 6334	495,246
Primary Benefits Enquiry (inc SDA)	English	Halifax - 0845 608 8548	205,380
Primary Benefits Enquiry (inc SDA)	English	Handsworth - 0845 608 8648	412,680
Primary Benefits Enquiry (inc SDA)	English	Hanley - 0845 608 8673	441,095
Primary Benefits Enquiry (inc SDA)	English	Hastings - 0845 608 8757	198,923
Primary Benefits Enquiry (inc SDA)	English	Hull - 0845 608 8546	640,692
Primary Benefits Enquiry (inc SDA)	English	Huyton - 0845 608 8535	90,092
Primary Benefits Enquiry (inc SDA)	English	Hyde - 0845 608 8526	203,783
Primary Benefits Enquiry (inc SDA)	English	Ilford - 0845 600 2612	284,008
Primary Benefits Enquiry (inc SDA)	English	Kilmarnock - 0845 608 8632	325,592
Primary Benefits Enquiry (inc SDA)	English	Leeds - 0845 608 8590	363,403
Primary Benefits Enquiry (inc SDA)	English	Leicester - 0845 608 8525	388,509
Primary Benefits Enquiry (inc SDA)	English	Lincoln - 0845 608 8532	158,760
Primary Benefits Enquiry (inc SDA)	English	Lisahally - 0845 603 5759	168,063
Primary Benefits Enquiry (inc SDA)	English	Llanelli - 0845 608 8554	225,116
Primary Benefits Enquiry (inc SDA)	English	Luton - 0845 608 8627	129,571
Primary Benefits Enquiry (inc SDA)	English	Mansfield - 0845 608 8518	105,781
Primary Benefits Enquiry (inc SDA)	English	Makerfield - 0845 377 6001	883,299
Primary Benefits Enquiry (inc SDA)	English	Merthyr Tydfil - 0845 608 8552	169,469
Primary Benefits Enquiry (inc SDA)	English	Newport - 0845 608 8569	389,834
Primary Benefits Enquiry (inc SDA)	English	Norwich - 0845 608 8571	141,587
Primary Benefits Enquiry (inc SDA)	English	Nottingham - 0845 608 8528	444,304
Primary Benefits Enquiry (inc SDA)	English	Newcastle - 0845 608 8642	532,839
Primary Benefits Enquiry (inc SDA)	English	Oldham - 0845 608 8523	346,887
Primary Benefits Enquiry (inc SDA)	English	Preston - 0845 608 8524	559,422
Primary Benefits Enquiry (inc SDA)	English	Peterborough - 0845 608 8603	282,034
Primary Benefits Enquiry (inc SDA)	English	Plymouth - 0845 603 6095	554,521

Primary Benefits Enquiry (inc SDA)	English	Ramsgate - 0845 608 8626	135,674
Primary Benefits Enquiry (inc SDA)	English	Ravenhurst - 0845 608 8657	480,111
Primary Benefits Enquiry (inc SDA)	English	Sheffield - 0845 600 1267	157,555
Primary Benefits Enquiry (inc SDA)	English	St Austell - 0845 608 8578	459,575
Primary Benefits Enquiry (inc SDA)	English	St Helens - 0845 608 8503	112,351
Primary Benefits Enquiry (inc SDA)	English	Stockton - 0845 600 1651	633,691
Primary Benefits Enquiry (inc SDA)	English	Sunderland - 0845 608 8637	945,569
Primary Benefits Enquiry (inc SDA)	English	Stratford - 0845 600 0148	624,002
Primary Benefits Enquiry (inc SDA)	English	Totton - 0845 608 8620	294,357
Primary Benefits Enquiry (inc SDA)	English	Walsall - 0845 602 0206	351,646
Primary Benefits Enquiry (inc SDA)	English	Watford - 0845 608 8583	354,734
Primary Benefits Enquiry (inc SDA)	English	Wellingborough - 0845 609 4904	263,319
Primary Benefits Enquiry (inc SDA)	English	Wolverhampton - 0845 600 3115	689,929
Primary Benefits Enquiry (inc SDA)	English	Worcester - 0845 608 8665	249,505
Primary Benefits Enquiry (inc SDA)	English	Worthing - 0845 608 8715	325,830
Primary Benefits Enquiry (inc SDA)	English	Wrexham - 0845 600 3016	615,287
Primary Benefits Enquiry (inc SDA)	English	York - 0845 608 8550	133,446
Primary Benefits Enquiry (inc SDA)	Welsh	Welsh - 0845 600 3018	5,283
Primary Benefits Enquiry (inc SDA)	Text	0845 608 8551	Not Available
JCP Switchboard	English	0845 604 3719	12,091,046
JCP Switchboard	Welsh	0845 604 4248	2,238
JCP Switchboard	Text	Same as PB 0845	
Bereavement Benefit Only	English	Dover - 0845 608 8601	139,037
Bereavement Benefit Only	English	Arbroath - 0845 608 8602	12,991
Bereavement Benefit Only	English	Wrexham - 0845 608 8605	2,645
Bereavement Benefit Only	Welsh	Welsh - 0845 608 8772	69
Industrial Injuries Disablement Benefit	English	Ayr - 0845 608 8967	5,197
Industrial Injuries Disablement Benefit	English	Castleford - 0845 758 5433	2,304
Industrial Injuries Disablement Benefit	English	Hartlepool - 0845 600 1587	62,751
Industrial Injuries Disablement Benefit	English	Barrow in Furness - 0845 603 1358	4,984
Industrial Injuries Disablement Benefit	English	Sutton in Ashfield - 0845 608 8779	66,681
Industrial Injuries Disablement Benefit	Text	Same as PB 0845	5,633
Future Pension Centre	English	0845 3000 168	569,891
Future Pension Centre	Text	0845 3000 169	Not Available
National Pension Centre	English	0845 301 3011	123,646
National Pension Centre	Text	0845 301 3012	Not Available
Pension Tracing Service	English	0845 600 2537	61,004
State Pension Equalisation	English	0845 600 5362	2,338
International Pension Centre	English	0845 601 0008	519,841
Future Pension Centre - Overseas	English	0845 601 0322	42,583
Pension Changes	English	0845 60 60 265	4,773,460
Pension Changes	Welsh	0845 60 60 275	3,920
Pension Changes	Text Eng	0845 60 60 285	Not Available
Pension Changes	Text Wel	0845 60 60 295	Not Available
National Pension Centre - Winter Fuel	English	08459 15 15 15	162,203
DLA & AA - Motability	English	0845 602 0197	24,810
DLA & AA - 3rd Party	English	0845 9000 121	100,809

DLA & AA Main Line	English	08457 123 456	4,712,526
DLA & AA Main Line	Text	08457 22 44 33	Not Available
Carers Allowance	English	0845 608 4321	1,119,843
Carers Allowance	Text	0845 604 5312	Not Available
PIP Enquiries	English / Welsh	0845 850 3322	389,554
Universal Credit Helpdesk	English	0845 600 0723	15,337
BLS DCSIIB		0845 600 2817	24,009
BLS ISJSA		0845 600 9591	25,727
BLS WFNR		0845 600 2865	17,460
TPP		0845 600 2859	17,472
BLS OSEAS/CTS		0845 600 2867	1,776
HR Payroll Line - internal		0845 xxxxxxxx	292,268
HR payroll line – internal (textphone)		0845 xxxxxxxx	Not Available
HR Payment Solutions Helpline – internal		0845 xxxxxxxx	Not Available
Debt Recovery		0845 8500293	1,113,789
Recovery From Estates		0845 8500051	84,896
Eligible Loans Deduction Scheme		0845 6037671	4,925
Debt Management Textphone		0845 6046697*	*calls diverted into the Debt Recovery line and included in the 0845 8500293 volumes above.

The Child Maintenance Group answered 3,340,300 calls to its main inbound service lines from July 2012 to June 2013.

Sources

Cabinet Office Contact Council guidance, 'Cabinet Office guidance on using higher rate numbers' (November 2010).

National Audit Office, 'Charges for customer telephone lines' (July 2013).

House of Commons Committee of Public Accounts, 'Charges for customer telephone lines' (November 2013).

<http://www.area-codes.org.uk/0845-numbers.php>

<http://www.healthystart.nhs.uk/healthy-start-vouchers/>

<http://consumers.ofcom.org.uk/files/2010/01/numbering.pdf>