

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

**Second Report October 2014**

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The numbering for the Appendices is sequential from the First Report.

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

## **Second Report October 2014**

### **1 Introduction**

- 1 On 3 January 2014, I published a Report into the use of higher rate telephone numbers by Government departments (the First Report). The First Report was initiated when a number of constituents raised valid concerns about having to pay higher rate charges to access essential services when contacting Government departments. Whilst there is an upward trend towards online communication, telephone calls account for 43% of all customer contacts with Government services, and so remain an essential medium for the public. Government departments provide a public service and should not profit from telephone contact with the general public.
  
- 2 To follow up on The First Report, the Government departments who were using higher rate numbers in November 2013 were asked in June 2014 if they were continuing to use them. Following their answer, in September 2014, departments that were using higher rate numbers were asked for a timetable for when these would be phased out. Departments that were not using higher rate numbers in November 2013 were not contacted for this Report, the Second Report (October 2014).
  
- 3 The responses to the parliamentary written questions tabled in November 2013 showed that six Government departments were not operating any higher rate numbers, while others were continuing to make extensive use of higher rate numbers. These departments not operating higher rate numbers were: Communities and Local Government (CLG); Culture, Media and Sport (CMS); Energy and Climate Change (DECC); Foreign and Commonwealth Office (FCO); Scotland Office; and Wales Office. It was clear from some of the responses that some departments were in the process of providing non-higher rate numbers and phasing out higher rate numbers. However, no timetables were provided for phasing out the higher rate lines; and additionally, there was no consistent, cross-departmental policy regarding the use of telephone charges for access to public services.

4 The First Report, Pages 6 and 7, recommended that the Government take a number of steps. The progress and implementation of these recommendations is discussed below, Page 8 under the heading 'Discussion'. The Recommendations are set out below:

- 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.
- 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 [Communities and Local Government] 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.

5 As discussed in the First Report, the House of Commons Public Accounts Committee (PAC) held an inquiry on Monday 2 September 2013 and published a report on 'Charges for Customer Telephone Lines' on 11 November 2013. The PAC Report noted that in 2012-2013, 63% of calls to central Government were to higher rate telephone numbers, with an estimated cost to callers of £56 million. From this amount, £26 million

was paid in charges while callers were waiting to speak to an adviser.<sup>1</sup> The PAC Report also noted that the “most vulnerable callers, on the lowest incomes, face some of the highest charges”.<sup>2</sup>

- 6 On 26 December 2013, The Cabinet Office published guidance (the Guidance), to Government departments stating that cheaper alternatives to high-cost phone lines must always be offered, and where they are not offered the higher rate line must be justified.

On Page 5 Para 2.2 and 2.3:

2.2 “It is inappropriate for callers to pay substantial charges for accessing core public services, particularly for vulnerable and low income groups.”

2.3 “‘01’, ‘02’ and ‘03’ numbers are all charged at standard geographic rates and are always included in available minutes within call packages. Departments should therefore first consider whether a non-geographic number is required, and if not, use a ‘01’ or ‘02’ prefix. Where a non-geographic number is needed, departments should treat the use of the ‘03’ prefix as a default policy position for the provision of core public services.”

On Page 7 Para 2.10 and 2.11:

2.10 “Departments are required to write to the Minister for Civil Society to explain their rationale for their choice of number prefix for each customer service line if they do not either:

2.10.1 Operate ‘01’, ‘02’ or ‘03’ number prefixes,

2.10.2 Offer a dual numbering system, with ‘03’ as the primary number.”

2.11 “The cross-departmental group will monitor implementation of these key principles and publish a status report each year. Departments will be asked to provide or publish timely and comparable information on number prefixes, and we will set out more detail on this before spring 2014.”

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<sup>1</sup> House of Commons Committee of Public Accounts (PAC), ‘Charges for customer telephone lines’ (November 2013), p8.

<sup>2</sup> House of Commons Committee of Public Accounts (PAC), ‘Charges for customer telephone lines’ (November 2013), p3.

## **2 Methodology**

- 7 The parliamentary tool of the written question was used to ascertain compliance with the Guidance. The twelve Government departments which were continuing to use higher rate telephone lines accessed by the public at the beginning of June 2014 were asked the following question about progress following the publication of the Guidance:

“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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case.”

- 8 All the departments responded to the June 2014 questions and the responses have been collated, summarised and set out in Appendix 4 (Pages 16-18). Appendix 4 sets out whether a department uses ‘0845’, ‘0844’ or ‘0843’ telephone numbers, and for what purpose. This shows ten Government departments continuing to operate higher rate telephone numbers: Business, Innovation and Skills (BIS), Ministry of Defence (MoD), Department for the Environment, Food and Rural Affairs (DEFRA), Department of Health (DH), The Home Office, International Development (DFID), Ministry of Justice (MoJ), Northern Ireland Office, Department for Transport (DfT), and the Department for Work and Pensions (DWP).
- 9 The written response from each department to the question asked in June 2014 is included in Appendix 5 (Pages 20-33).
- 10 In June 2014, ten departments were continuing to use numbers with higher rate call charges. As none of the departments had published timetables for their progress to phase out the higher rate numbers, a further parliamentary written question was asked in September 2014 to the remaining ten departments. The following question was tabled:

“To ask the Secretary of State to set out, a) the timetable to phase out telephone lines with the prefix 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013, b) the timetable for

phasing out the dual numbering system of 03 and 08, where 03 is the primary number.”

- 11 The responses to this written question are collated, summarised and set out in Appendix 6 (Page 34).
- 12 The written response from each department to the question asked in September 2014 is included in Appendix 7 (Pages 36-46).
- 13 For completeness, the combined number of '0845', '0844' or '0843' telephone numbers used by each department in November 2013, June 2014 and September 2014 are set out in Appendix 8 (Page 47).



### **3 Discussion**

#### **Higher Rate Telephone Numbers Remaining in Use**

- 14 Nine departments operate higher rate numbers of which eight of these departments have higher rate lines that are used by the public. The departments are: BIS, MoD, DEFRA, the Home Office, DFID, the MoJ, DfT, and DWP. DH uses a '0845' number. However, it is not available to the general public and is only used internally (see Page 25).
- 15 The DWP is the largest operator of higher rate telephone numbers. DWP has 139 customer helplines with a prefix of '0845'. This is more than all other departments combined, making the DWP the least compliant with the Guidance for charging the public higher rates. In 2013-14, the DWP received 100 million telephone calls, which was just under half of the 208 million telephone calls handled by central government.<sup>3</sup> In the DWP's June 2014 response they stated that they would be "introducing '0345' numbers to run alongside existing '0845' numbers" in 2014.
- 16 DWP continues to use higher rate numbers nine months after the Guidance was issued. As noted in paragraph 2 of this Report, callers to the DWP are generally the most vulnerable in society and on the lowest incomes, but yet face the highest charges. The higher rate telephone lines operated by DWP include the Primary Benefits Enquiry, the National Pension Centre, Jobseekers Direct, Carers Allowance, and Maternity Allowance and worryingly this continues to be the case. DWP's response also stated that "if a customer raises concerns over the cost of a call we will offer to call them back from our enquiry lines", but members of the public should be made aware of this at the start of the call. DWP confirmed in their September 2014 written response that they were in the process of introducing '0345' numbers but that there would not be a full implementation until June 2015 (Page 46). This process should be expedited.
- 17 BIS operates four '0845' telephone lines. Each has an alternative number charged at a local rate. Three of these lines are for the BIS publication Order Line and one is for the Business Link Helpline. This has not changed since November 2013. BIS has confirmed in the written response that their higher rate telephone numbers will be decommissioned by 31 December 2014 (Page 37).

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<sup>3</sup> House of Commons Committee of Public Accounts (PAC), 'Charges for customer telephone lines' (November 2013), p5.

18 MoD operates three '0845' numbers and sponsors 18. The number of calls to these lines over the last 12 months has increased by over 150,000, from 195,733 to 347,258. MoD sponsors one '0844' number. Calls to this number have fallen from 730 to 73. One of the '08' lines is a "well-publicised free help line" for Veterans. There are free national rate or business rate telephone lines for existing military staff if calling from outside the MoD network. Career lines for the Army are '03'. RAF career lines are both '0845' and '03'. The Royal Navy continues to use '0845' for their career lines; however, '03' numbers are to be imminently available. MoD also has many other numbers charged at both business and geographic rates, including the low flying military aircraft complaint line. In their response, MoD did not provide a timetable to phase out their higher rate telephone numbers. (Page 38). MoD should follow the practice of other Government Departments and provide a dual numbering system of '0345' and '0845' while in the process of phasing out higher rate telephone lines together with a timetable for the transition.

19 DEFRA uses three '0845' numbers, all of which have '0345' alternative numbers. DEFRA's response stated that the '0845' numbers have been retained in order to minimise disruption during the transition to '0345' prefixed numbers. DEFRA did not state what these numbers were used for. DEFRA stated that they have no plans to phase out their higher rate telephone numbers to allow callers a choice based on their call package (Page 39). A further written question has been tabled:

"What timetable is in place for phase-out of her Department's telephone lines with the prefix '0845', '0844', and '0843' in accordance with the Cabinet Office guidance on customer service lines published in December 2013."

20 The Home Office has three '0845' numbers and HM Passport Office has two. The higher rate numbers used by the Home Office are for the National Contact Centre/ European Enquiry Line, the Asylum Support Line, and the MPs' Enquiry Line. HM Passport Office has a higher rate line for Customer Letters and another for Passport Verification Services (PVS). These telephone numbers have remained in use since the responses were received in June 2014 and remain the same as the numbers detailed in the First Report. Since 2010, the Government has closed 22 interview offices and one application processing centre, resulting in serious delays to the issuing of passports in 2014, and the redundancy of 315 staff, a tenth of the workforce (The Week, October 2014). It is a matter of concern that members of the public whose passports were delayed were then

charged for calls to the passport office at the higher rate. In the written response, however, the Home Office confirmed that they have introduced additional '0345' alternatives for all their lines (including HM Passport Office, which has been brought under Home Office control) for a transitional period, and that higher rate telephone numbers will be decommissioned by 31 December 2014 (Page 41).

- 21 DFID uses one '0845' number for UK calls to their Public Enquiry Point. This number charges callers at the local rate. DFID has confirmed in the written response that their higher rate telephone numbers will be decommissioned by 31 December 2014 (Page 42).
  
- 22 The MOJ were operating 2 telephone numbers with the prefix '0844' and 32 with the prefix '0845' in June 2014, with the majority of these operated by the County Court Business Centre (CCBC). These '0844' and '0845' numbers are in the process of being replaced by '0300' numbers. The MoJ has now cancelled 16 of the higher rate numbers in the CCBC, with the four most frequently called numbers being discontinued on 1 August 2014. This has reduced the higher rate numbers operated by the department to 18. Enquiries to all these numbers are being advised to contact an alternative 0300 number. MoJ state in their response that they will implement the Cabinet Office guidelines by November 2014 (Page 43).
  
- 23 DfT continues to use the same three '0845' prefix numbers as detailed in the First Report. One number is for the Highways Agency Information Line which has a '0300' alternative. In the response to the written question, DfT stated that the '0845' number was "retained as it may appear on old literature but is no longer advertised". Another number is for the Highways Agency switchboard, which also has a local landline number. The third number is for the Vehicle Operators Services Agency, which also has an alternative '0300' number. This agency was replaced by the Driver and Vehicle Standards Agency in April 2014. The DfT confirmed that all the higher rate telephone lines have been phased out. However, they have retained, "for legacy reasons", a '0845' fax number for the DVLA Drivers Medical Enquiries line as it may appear on old literature. (Page 45).

### **Higher Rate Telephone Numbers Phased Out**

- 24 Whilst 10 of 19 Government departments currently do not operate higher rate telephone numbers, since the First Report, a further three Departments have ended the use of the higher rate numbers. These Departments are: The Cabinet Office, Department for Education (DfE) and the Treasury. Further progress was made by the Northern Ireland Office who responded to the written question stating that they no longer used higher rate telephone numbers for customer service lines (Page 44).
- 25 In December 2013 when the Cabinet Office published the Guidance, the Cabinet Office was operating two higher rate telephone lines. These two '0845' telephone numbers have now been phased out.
- 26 The DfE was operating three higher rate numbers but they all had an alternative '0300' number. The DfE has since changed these numbers to either '01', '02', '03', or Freephone '080' numbers. The three higher rate numbers have all been phased out.
- 27 The Treasury no longer operates higher rate telephone numbers. Previously, the Department operated 511 telephone lines providing '0845' numbers; however, last year alternative '03' numbers were introduced for all of its customer-facing '0845' lines. The last '0845' number was phased out on 15 April 2014. This includes all HMRC's telephone lines.

### **Higher Rate Telephone Numbers Not for Public Use**

- 28 DH has one telephone line with prefix '0845', and no calls were made to this number in the last 12 months. This number is for the Emergency Planning, Resilience and Response Team, which is not available to the public and only used internally. DH has two telephone lines with prefix '0844', for the National Poisons Information Service and UK Teratology Information Service, neither are in use by the general public. There are no alternative lines for these numbers (Page 25). DH has phased out the higher rate telephone lines used by the public. The DH confirmed in the written response that the use of '03' prefixed numbers was their default position for the provision of core public services (Page 40).

#### **4 Conclusions and Recommendations**

- 29 **Some Government departments have made progress in the phasing out of higher rate telephone numbers, but full compliance with the Guidance among the remaining departments is essential.** There are now 10 out of 19 Government departments that do not operate higher rate telephone numbers. These departments are: Cabinet Office; CLG; CMS; Education; DECC; FCO; Northern Ireland Office; Scotland Office; the Treasury; and Wales Office. DH operates three higher rate telephone numbers that are not used by the public.
- 30 **The First Report made nine recommendations, at paragraphs 25-33 (see Para 4 above). There should be no financial barrier to contacting Government departments when a member of the public needs their assistance.** The First Report paragraph 25, called for higher rate lines serving vulnerable people to be phased out immediately. This has yet to be complied with in full across all Departments and is the most pressing.
- 31 **It is essential that progress is monitored and departments made to justify the use of higher rate telephone lines.** The Guidance published on 26 December 2013 was timely and welcome. As stated in the Guidance, members of the public should not be subject to higher charges to contact Government departments.
- 32 **There are eight departments that currently operate higher rate numbers on telephone lines that are used by the public.** These departments are: BIS, MoD, DEFRA, Home Office, DFID, MoJ, DfT and DWP. It is welcome that BIS, Home Office, DFID and MoJ state in their responses that their higher rate numbers will be phased out by 31 December 2014. DH also operates higher rate numbers but they are not used by the public. These should be phased out.
- 33 **All departments should be compliant with the Guidance by the end of 2014, with timetables for completion published.** The Guidance (Page 5) states that it is “inappropriate for callers to pay substantial charges for accessing core public services, particularly for vulnerable and low income groups”. The Cabinet Office, and their cross-departmental group, has made clear the need to end the use of higher rate telephone lines across all departments and departments’ arm-length bodies.

- 34 **The Cabinet Office has convened a cross-departmental group which has a remit to engage with Departments to monitor the implementation of the guidance.** The Cabinet Office was asked in the First Report paragraph 29, to monitor all Government departments' compliance with the Guidance. This cross-departmental group should publish a Status Report, as required in the Guidance, which should include details of what stage each department has reached in the phasing out of higher rate telephone lines. The Cabinet Office has yet to set out further details of what departments will be asked to provide to the cross-departmental group for monitoring, which they had stated they would be detailing in "Spring 2014".
- 35 **To monitor progress on the recommendations, it is necessary to publish timetables for progress towards phasing out higher rate numbers to monitor progress and compliance with the Guidance as set out in the First Report paragraph 30.** Four departments – BIS, Home Office, DFID, and MoJ – have stated that they will phase out these numbers by the end of 2014. The remaining five departments – MoD, DEFRA, DH, DfT, and DWP – should bring forward plans and phase out higher rate telephone lines by the 31 December 2014, and provide a timetable for the phase out.
- 36 **Arm's-length bodies and private contractors delivering public services have not complied with the Guidance to phase out higher rate telephone numbers, the First Report paragraph 32.** In monitoring the Guidance, the Cabinet Office and the cross-departmental group should ensure that arm's-length bodies and private contractors who deliver public services comply with the Guidance.
- 37 **Automated messages as recommended in the First Report paragraph 33 are required to ensure that users are warned about higher charges.** Many, but not all, departments have introduced "0300" telephone numbers to run parallel to their higher rate telephone numbers during the phasing out process.
- 38 **The thrust of these Reports are to ensure that Government departments provide cheaper alternative telephone numbers for services accessed by the public.** It is welcome to report that all departments, with the exception of MoD, have provided or are in the process of operating dual '0845' and '0345' alternatives, with '0345' the default option as set out in the First Report paragraph 31.

39 The First Report paragraphs 26, 27, 28 called for the Cabinet Office to conduct a Review into the use of the higher rate telephone numbers, and called on the Cabinet Office to coordinate the phasing out of higher rate telephone numbers within an agreed timeframe. With the publication on 26 December 2014 of the Guidance these recommendations have been implemented.

**Recommendations:**

- 40 **The Cabinet Office should introduce a final deadline of 31 December 2014 for the phasing out of higher rate telephone numbers in Government departments.** The above date is over a year from the date the Guidance was issued to Government departments.
- 41 **Each department which operates higher rate telephone lines should publish a timetable stating when these will be phased out.**
- 42 **The DWP is the least compliant department with the Guidance, operating 139 higher rate telephone lines.** This is more than all the other departments combined. The DWP said in their response they expect to phase out '0845' numbers by June 2015. This process should be expedited.
- 43 **The remaining departments which operate higher rate telephone numbers should complete the phasing out process.** MoD should follow the practice of other Government departments and provide a dual numbering system of '0345' and '0845' while in the process of phasing out all their higher rate lines. DEFRA should produce a timetable for the phasing out of their three higher rate lines. DfT have one '0845' fax number in operation for "legacy reasons". The fax number should be phased out. DH, should phase out the three higher rate lines despite not being used by the public.
- 44 **Government departments should extend the Guidance to arm's-length bodies and private contractors delivering public services on behalf of the department.**
- 45 **A Status Report should be published by the Cabinet Office's cross-departmental group in charge of monitoring the implementation of the Guidance by 31 December 2014.**





## Appendix 4

### Table of Responses: June 2014

Department	'0845'	'0844'	'0843'
Business, Innovation and Skills	<p>Four lines are operated:</p> <ul style="list-style-type: none"> <li>• 0845 015 0010—BIS publications order line</li> <li>• 0845 015 0020—BIS publications order line (fax)</li> <li>• 0845 015 0030—BIS publications order line (minicom)</li> <li>• 0845 600 9006—Business Link helpline.</li> </ul> <p>Number of calls is not stated</p> <p>Alternative numbers charged at the local rate are available on all of these lines.</p>	0	0
Cabinet Office	0	0	0
Communities and Local Government	0	0	0
Culture, Media and Sport	0	0	0
Ministry of Defence	<ul style="list-style-type: none"> <li>• Defence Fixed Telecommunication Service (DFTS) operates 3 telephone lines and sponsors 18 DFTS telephone lines run by Arm-Length Bodies. Receiving 347,258 calls in the last 12 months.</li> </ul>	<ul style="list-style-type: none"> <li>• DFTS sponsors 1 telephone line receiving 73 calls in the last 12 months.</li> </ul>	0
Education	0	0	0
Energy and Climate Change	0	0	0
Environment, Food and Rural Affairs	<ul style="list-style-type: none"> <li>• Core DEFRA provides three telephone lines with the prefix '0845' operated under contract by an external provider.</li> <li>• Alternative BT numbers with the prefix '0345' are available for all three lines.</li> </ul>	0	0

Foreign and Commonwealth Office	0	0	0
Department of Health	<ul style="list-style-type: none"> <li>• One telephone line with the prefix '0845'- no calls made to this number in the last 12 months.</li> <li>• Only used by internal Emergency Planning, Resilience and Response Team and is not available to the public.</li> <li>• No alternative BT lines offered.</li> </ul>	<ul style="list-style-type: none"> <li>• Two telephone lines with the prefix '0844' used for National Poisons Information Service and the UK Teratology Information service and is not available to the general public.</li> <li>• 3,541 calls were made to the UK Teratology Information service number in the last 12 months.</li> <li>• 25,534 calls were made to the National Poisons Information Service number in the last 12 months.</li> <li>• No alternative BT lines offered.</li> </ul>	0
Home Office	<p>Three telephone lines with the prefix '0845' are operated:</p> <ul style="list-style-type: none"> <li>• Nationality Contact Centre/ European Enquiry Line received 362,582 calls in the last 12 months.</li> <li>• Asylum Support Line receiving 46,294 calls in the last 12 months.</li> <li>• MPs Enquiry Line receiving 18,441 calls in the last 12 months. It offers no alternative BT lines.</li> <li>• Since March 2014 the Nationality Contact Centre/ European Enquiry Line and the Asylum Support Line has offered an alternative BT number with the prefix 0300.</li> </ul> <p>The HM Passport Office operates two telephone lines with the prefix '0845'.</p> <ul style="list-style-type: none"> <li>• Customer Letters receiving 325,452 calls in the last 12 months. It offers an alternative number with the prefix 0300.</li> <li>• Passport verification services receiving 50,644 calls in the last 12 months. It offers no alternative BT numbers.</li> </ul>	0	0

International Development	<ul style="list-style-type: none"> <li>One '0845' number for UK calls to the Public Enquiry Point. No record of the number of calls made to the '0845' number and no alternative offered. This number is charged at the local rate.</li> </ul>	0	0
Ministry of Justice	<ul style="list-style-type: none"> <li>Thirty-two '0845' numbers</li> <li>The four '0845' numbers receiving the highest volume of calls in the CBCC are being discontinued on 1 August 2014 – enquirers calling these numbers are advised to use an alternative '0300' number</li> <li>The majority of these number are operated by the County Court Business Centre.</li> </ul>	<ul style="list-style-type: none"> <li>Two '0844' numbers</li> <li>The majority of these number are operated by the County Court Business Centre</li> </ul>	0
Northern Ireland Office	0	<ul style="list-style-type: none"> <li>One '0844' with the purpose of updating staff in the event of an emergency.</li> </ul>	0
Scotland Office	0	0	0
Department for Transport	<ul style="list-style-type: none"> <li>Highway Agency Service Line – alternative '0300' also provided.</li> <li>Highway Agency Switchboard – advertise the '01' landline number.</li> <li>Vehicle Operators Services Agency – alternative '0300' also provided. This Agency was replaced by the Driver and Vehicle Standards Agency in April 2014.</li> </ul>	0	0
Treasury	0	0	0
Wales Office	0	0	0
Work and Pensions	<ul style="list-style-type: none"> <li>139 telephone numbers that have the prefix '0845' customer helplines.</li> <li>DWP introduced numbers with the prefix '0345' in 2014 for all '0845' numbers.</li> <li>If a customer raised concerns over the cost of a call we will offer to call them back.</li> </ul>	0	0



## Appendix 5

### Written answers by Department: June 2014

<b>Department:</b>	<b>Page</b>
<b>Business, Innovation and Skills</b>	<b>21</b>
<b>Cabinet Office</b>	<b>22</b>
<b>Ministry of Defence</b>	<b>23</b>
<b>Environment, Food and Rural Affairs</b>	<b>24</b>
<b>Department of Health</b>	<b>25</b>
<b>Home Office</b>	<b>26</b>
<b>International Development</b>	<b>27</b>
<b>Ministry of Justice</b>	<b>28</b>
<b>Northern Ireland Office</b>	<b>29</b>
<b>Department for Transport</b>	<b>30</b>
<b>Treasury</b>	<b>32</b>
<b>Work and Pensions</b>	<b>33</b>

Departments that were not using higher rate numbers in November 2013 were not asked again.

These were:

Communities and Local Government

Culture Media and Sport

Energy and Climate Change

Foreign and Commonwealth Office

Scotland Office

Wales Office

The Department of Education had suspended all higher rate numbers by the time of the updated questions.

**Written Answer (Department for Business, Innovation and Skills) - 25 Jun 2014**

Valerie Vaz MP  
House of Commons

RECEIVED 27 JUN 2014

**Valerie Vaz:** 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 BT local rates are available in each case. [201603]

**Jenny Willott:**

The Department for Business, Innovation and Skills (BIS) currently operates the following 0845 numbers.

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

BIS does not operate any 0843 or 0844 numbers. No records are available showing the number of calls made to these lines in the last 12 months. Alternative numbers charged at the local rate are available on all of these lines.

**Written Answer (Cabinet Office) - 25 Jun 2014**

Valerie Vaz MP  
House of Commons

RECEIVED 27 JUN 2014

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201604]

**Mr Nick Hurd:**

The Cabinet Office does not operate or sponsor telephone lines with the prefix 0843, 0844 or 0845.

## Written Answer (Ministry of Defence) - 24 Jun 2014

Valerie Vaz MP  
House of Commons

RECEIVED 26 JUN 2014

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201441]

**Anna Soubry:**

I refer the hon. Member to the answer I gave on 18 November 2013 (Official Report, column 705W)

The number of calls to each number for the period 1 June 2013 to 31 May 2014 is provided in the table.

<i>Telephone number prefix</i>	<i>Operated by DFTS</i>	<i>Sponsored by DFTS</i>	<i>How many calls received in last 12 months</i>
0845	3	18	347,258
0844	0	1	73
0843	0	0	0



**Written Answer (Department for Environment, Food and Rural Affairs) - 24 Jun 2014**

Valerie Vaz MP  
House of Commons

RECEIVED 26 JUN 2014

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201442]

**Dan Rogerson:**

Core Defra provides three telephone lines with the prefix 0845 operated under contract by an external provider. Alternative numbers charged at BT local rates, using the prefix 0345, are available for all three lines and are the primary numbers. 0845 prefix numbers have been retained in order to minimise disruption to users during the transition to 0345 prefixed lines.

Information on the number of calls each number has received in the last 12 months will be placed in the Library of the House.

## Written Answer (Department of Health) - 24 Jun 2014

Valerie Vaz MP  
House of Commons

RECEIVED 26 JUN 2014

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201444]

**Dr Daniel Poulter:**

The Department does not operate any telephone lines with the prefix 0843. The Department has one telephone line with prefix 0845 and no calls were made to this number in the last 12 months. There is no alternative number charged at BT local rates available. This number is only used by the internal Emergency Planning, Resilience and Response Team and is not available to members of the public.

The Department has two telephone lines with prefix 0844. 08448920111 National Poisons Information Service and 08448920909 UK Teratology Information Service. Both numbers are not in use for the general public. The number of calls made to these numbers in the last 12 months are 25,584 and 3,541 respectively. There are no alternative BT lines for these numbers.

## Written Answer (Home Office) - 01 Jul 2014

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201386]

**Karen Bradley:**

Please see the table below detailing the use and purpose of non geographic numbers, 0843, 0844 and 0845. These figures are taken directly from BT's call reporting system.

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
	Nationality Contact Centre / European Enquiry Line	362,582	Migrated to 0300 March 2014
0845	Asylum Support Line	46,294	Migrated to 0300 March 2014
	MPs Enquiry Line	18,441	No

\*Note: on 7 March 2014 the Nationality Contact Centre/European Enquiry Line and the Asylum Support Line both migrated from 0845 to the 0300 prefix with calls charged the same as calls to 01/02. The above volumes for those lines therefore are from June 2013 to March 2014

HM Passport 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
	Customer Letters	325,452	0300 number available
0845	Passport verification services (PVS)	50,644	No

RECEIVED 03 JUL 2014

**Written Answer (Department for International Development)  
- 24 Jun 2014**

Valerie Vaz MP  
House of Commons

RECEIVED 26 JUN 2014

**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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201443]

**Mr Alan Duncan:**

DFID uses one 0845 number for UK calls to the Public Enquiry Point. We do not record the number of calls made to the 0845 number. There is no alternative BT local rate number offered as the 0845 number in use is already charged to callers at the local rate.

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

## Written Answer (Ministry of Justice) - 23 Jun 2014

Valerie Vaz MP  
House of Commons

RECEIVED 25 JUN 2014

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201387]

**Mr Shailesh Vara:**

There has been a 79% fall in the Department's use of higher-rate numbers since 2009.

The Department has received no revenue from higher rate telephone numbers for the period under review.

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 – 32
- (b) 0844 numbers – 2
- (c) 0843 numbers – 0

The majority of these numbers are operated by the County Court Business Centre (CCBC).

Information on volumes for calls to higher-rate telephone numbers for the last twelve months is not systematically collected by the service providers, and to obtain it would incur disproportionate costs.

Nineteen higher rate numbers in the CCBC are in the process of being replaced by 0300 numbers. The four 0845 numbers receiving the highest volumes of calls in the CCBC are being discontinued on 1 August 2014, and when enquirers call these numbers they are being advised to contact an alternative 0300 number.

As stated in previous answers to parliamentary questions, the Department's approach is not to use higher rate 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.

## Written Answer (Northern Ireland Office) - 23 Jun 2014

Valerie Vaz MP  
House of Commons

RECEIVED 25 JUN 2014

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201388]

**Mrs 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.

**Written Answer (Department for Transport) - 23 Jun 2014**

RECEIVED 25 JUN 2014

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201389]

**Stephen Hammond:**

The department has three numbers in use detailed in the chart below.

Attachments:

1. Telephone lines used by DfT 0845, 0844, 0843 (201389 - table.doc)

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	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 use of the HA 0845 number was discontinued in November 2013.	Calls received in the 12 months preceding discontinuance of the number 11,244	HA only advertise the *0300 HAIL number (0300 1235000) now.
Highways Agency	0845 9556575	This is the national Highways Agency switchboard number.	20,851	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.



**Written Answer (HM Treasury) - 23 Jun 2014**

RECEIVED 25 JUN 2014

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201390]

**Andrea Leadsom:**  
**HM Treasury do not use 0845, 0844 or 0830 telephone numbers.**

**Written Answer (Department for Work and Pensions) - 01  
Jul 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Work and Pensions, 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 such number has received in the last 12 months; and whether alternative numbers charged at BT local rates are available in each such case. [201440]

**Esther McVey:**

- (a) Number of customer helplines with a prefix of 0845 is 139
- (b) The Department does not operate any 0844 numbers
- (c) The Department does not operate any 0843 numbers

Data sources and metric definitions will be placed in the library.

All numbers currently owned by Network Services relate to calls either managed entirely within the Department or split between DWP and outsourcing partners. If the Department sponsors any numbers on behalf of third parties data is not included within Network Services reporting.

During 2014 DWP are introducing 0345 numbers to run alongside existing 0845 numbers to provide a choice for the caller based on the arrangement they have with their telephony provider. Using 0345 numbers allows DWP to use the same last 7 digits as its 0845 range.

Charges for calls to 0345/0845 numbers vary and depend on the person's contract with their provider. When charges apply the costs are shown on the following web page for the Gov.uk site ([www.gov.uk/call-charges](http://www.gov.uk/call-charges))

If a customer raises concerns over the cost of a call we will offer to call them back from our enquiry lines. The Department also provides controlled access to telephones for claimants who require one in support of their jobsearch or benefit enquiry.

The department does not operate any prefixes that begin with 0844 or 0843 therefore no alternative numbers are available.

RECEIVED 0 9 JUL 2014

## Appendix 6

### Table of Responses by Department on higher rate telephone number phase out: September 2014

Department	Timetable for Phase Out of Higher rate telephone lines.
Business, Innovation and Skills	Higher rate telephone numbers will cease to be in operation by the end of 2014.
Ministry of Defence	No timetable to phase out higher rate telephone numbers.
Environment, Food and Rural Affairs	Operates a dual numbering system with the prefix 0345 as the primary number. No plans to phase out either '0845' or '0345 prefixed numbers.
Department of Health	Treats the use of '03' prefixed numbers as the default position for the provision of core public services. Will comply with Cabinet Office timetable and guidelines regarding the use of higher rate telephone numbers but no timetable given.
Home Office	"0845" numbers will be decommissioned by 31 December 2014.
International Development	"0845" number will be decommissioned by the end of 2014.
Ministry of Justice	Will implement Cabinet Office guidelines by November 2014.
Northern Ireland Office	Does not use higher rate telephone numbers for customer service lines.
Department for Transport	In the process of phasing out higher rate telephone numbers. No timetable given for completion.
Work and Pensions	Started the process of introducing '0345' numbers with full implementation by June 2015.



## Appendix 7

### Written answers by Department on higher rate telephone number phase out: September 2014

<b>Department:</b>	<b>Page</b>
<b>Business, Innovation and Skills</b>	<b>37</b>
<b>Ministry of Defence</b>	<b>38</b>
<b>Environment, Food and Rural Affairs</b>	<b>39</b>
<b>Department of Health</b>	<b>40</b>
<b>Home Office</b>	<b>41</b>
<b>International Development</b>	<b>42</b>
<b>Ministry of Justice</b>	<b>43</b>
<b>Northern Ireland Office</b>	<b>44</b>
<b>Department for Transport</b>	<b>45</b>
<b>Work and Pensions</b>	<b>46</b>

Departments that were not using higher rate numbers in June 2014 were not asked for a timetable.

These were:

Cabinet Office

Communities and Local Government

Culture Media and Sport

Department for Education

Energy and Climate Change

Foreign and Commonwealth Office

Scotland Office

Treasury

Wales Office

**Written Answer (Department for Business, Innovation and Skills)  
- 03 Sep 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Business, Innovation and Skills, under what timetable his Department plans to phase-out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207450]

**Jo Swinson:**

All of the Department's 0845, 0844 and 0843 numbers have now been replaced with 03 numbers and the 08 numbers will cease to be operational by the end of 2014. Telephone lines with dual numbering will also revert to the 03 number at the same time.

RECEIVED 4 SEP 2014

## Written Answer (Ministry of Defence) - 03 Sep 2014

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Defence, under what timetable his Department plans to phase-out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207451]

**Anna Soubry:**

The Ministry of Defence's (MOD) customer services lines cover a number of areas in three main categories:

- (1) Services for Veterans are provided through a well-publicised free help line (0800 1914 2 16);
- (2) Services for existing military staff are available on the MOD network. However, on those occasions where staff or their families need to call from outside the MOD, there are free (eg Army Welfare and Service Family Accommodation), national rate or business rate lines; and
- (3) Potential recruits have a choice of ways to communicate with our careers staff, with increasing emphasis on Digital tools such as Live Chat and Social Media. Careers lines for the Army are now 03, and for the RAF both 0845 and 03. Royal Navy Careers are currently business rate (0845), but 03 numbers will be imminently available.

The MOD does of course have many other numbers, which are geographic or business rate (including the number for low flying complaints).

The MOD does not use any premium rate (09) numbers.

RECEIVED 04 SEP 2014

**Written Answer (Department for Environment, Food and Rural Affairs) - 03 Sep 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Environment, Food and Rural Affairs, under what timetable her Department plans to phase-out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207453]

**Dan Rogerson:**

Core Defra operates three telephone lines under a dual numbering system with the prefix 0345 as the primary number. In accordance with Cabinet Office guidance, the 0845 prefix numbers have been retained for these lines to allow callers a choice based on their call package arrangements. There are no plans to phase out either the 0845 or 0345 prefixed numbers.

RECEIVED 04 SEP 2014



**Written Answer (Department of Health) - 03 Sep 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Health, under what timetable his Department plans to phase-out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207452]

**Dr Daniel Poulter:**

The Department will comply with the Cabinet Office timetable and guidelines regarding the use of non-geographical 0845, 0844 and 0843 numbers and treat the use of 03 prefix as a default policy position for the provision of core public services.

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## Written Answer (Home Office) - 03 Sep 2014

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for the Home Department, under what timetable her Department plans to phase-out the use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207454]

**Karen Bradley:**

The use of telephone lines with the prefix 0843, 0844 and 0845 will be phased out in accordance with the Cabinet Office guidance on customer service lines both where these have been the primary number or have been temporarily retained as secondary number behind a new 03 number.

The Home Office and Her Majesty's Passport Office operates no 0843/0844 numbers.

The Home Office's 0845 Nationality Contact / European Enquiry Line and Asylum support line has been migrated to 0300 prefix in March 2014. The original 0845 number will be fully decommissioned by 31 December 2014.

Her Majesty's Passport Office 0845 number for Customer letters migrated to 0300 prefix on 1 September 2014. The original 0845 number will be fully decommissioned by 31 December 2014.

RECEIVED 04 SEP 2014

**Written Answer (Department for International Development) - 05  
Sep 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for International Development, under what timetable her Department plans to phase out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207287]

**Mr Desmond Swayne:**

DFID will phase out 0845 numbers next month. A 0300 number will be available from mid-September 2014, the 0845 number will be decommissioned by end of 2014.

RECEIVED 08 SEP 2014

**Telephone Services (8 Sep 2014 : Column 429W)**

**Valerie Vaz:** To ask the Secretary of State for Justice under what timetable his Department plans to phase out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207291]

**Mr Vara:** The Ministry of Justice is making good progress towards phasing out telephone lines with the prefix

(a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer lines published in December 2013 and

(b) 03 and 08, where 03 is the primary number under a dual numbering system. The Department is widening engagement across the business to ensure a comprehensive solution within the Cabinet Office timelines, which allow until November 2014 for implementation.

Further to my answer to the hon. Member's parliamentary question of 23 June 2014, *Official Report*, column 11W, the Department has recently ordered the cancellation of 16 of the higher-rate numbers in the County Court Business Centre (CCBC) in Northampton, reducing the overall total of higher-rate numbers operated by the Department from 34 to 18.

Written answer from the Official Report.

**Written Answer (Northern Ireland Office) - 04 Sep 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Northern Ireland, under what timetable her Department plans to phase out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207290]

**Mrs Theresa Villiers:**

My Department does not use any of the prefixes listed for its customer service lines.

RECEIVED 05 SEP 2014

**Written Answer (Department for Transport) - 05 Sep 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Transport, under what timetable his Department plans to phase out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207289]

**Claire Perry:**

The process for phasing out telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance is now well advanced. There is one legacy 0845 850 0095 DVLA Drivers Medical Enquiries fax number published on GOV.UK which is retained for legacy reasons in case some literature with this number is still in circulation. Other numbers have transitioned to 0300 numbers which are charged at standard geographic rate (the same as 01 or 02 numbers) and are free as part of "inclusive minute" packages. In response to (b) there are no 03 and 08 combinations.

RECEIVED 08 SEP 2014

**Written Answer (Department for Work and Pensions) - 03 Sep 2014**

Valerie Vaz MP  
House of Commons

**Valerie Vaz:** To ask the Secretary of State for Work and Pensions, under what timetable his Department plans to phase out use of telephone lines with the prefix (a) 0845, 0844 and 0843 in accordance with the Cabinet Office guidance on customer service lines published in December 2013 and (b) 03 and 08, where 03 is the primary number under a dual numbering system. [207288]

**Esther McVey:**

DWP has committed to introduce 0345 numbers and this started on major helplines in March 2014. The Department does not operate any prefixes that begin with 0844 or 0843.

For its enquiry helplines, the Department will begin adding the choice of 0345 numbers to their 0845 helplines where its customers call for other reasons, and these are calls that typically take less time to resolve.

OFCOM proposals for implementing change to 08 numbers are due to be implemented in June 2015. The changes result in improved charge transparency for some non geographic numbers including 0845. DWP will monitor the impact these changes have on 08 charges.

RECEIVED 04 SEP 2014

## Appendix 8

### Comparison of Parliamentary Written Question Responses: Number of Higher Rate Telephone Lines in November 2013, June 2014 and September 2014.

Departments	Number of Higher Rate Telephone Lines		
	November 2013	June 2014	September 2014
Business, Innovation and Skills	4	4	Not given
Cabinet Office	3	0	0
Communities and Local Government	0	0	0
Culture, Media and Sport	0	0	0
Ministry of Defence	22	22	Not given
Department for Education	3	0	0
Energy and Climate Change	0	0	0
Environment, Food and Rural Affairs	1	3	3
Foreign and Commonwealth Office	0	0	0
Department of Health	6	3	Not given
Home Office	5	5	5
International Development	1	1	1
Ministry of Justice	35	34	18
Northern Ireland Office	1	1	0
Scotland Office	0	0	0
Department for Transport	3	3	0 (1 '0845' fax number)
Treasury	511	0	0
Wales Office	0	0	0
Work and Pensions	180	139	139



## 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).

Cabinet Office NMG Guidance on Customer Service Lines (December 2013)

The Week, 'UK passport delays: how long does an application take?' (October 2014):  
<http://www.theweek.co.uk/uk-news/58948/uk-passport-delays-how-long-does-an-application-take-now>

<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>