

The Home Office, Identity and Passport office and the Criminal Records Bureau do not class any of its phone/fax lines as 'hotlines' we have therefore produced information relating to Premium rate lines where it is held and where it is within the cost limit.

	<b>Home Office</b>	<b>Identity and Passport Office (IPS)</b>	<b>UK Border Agency (UKBA)</b>	<b>Criminal Records Bureau (CRB)</b>
1)	None, No information held	Since 1995 the Identity and Passport Service used 0870 521 0410, the main Passport Adviceline. Our new 0300 222 0000 number was introduced on 1 September 2008 and over 50% of our calls are now through it. From 1 May a divert was in place for the 0870 number to 0300 and it will be unavailable from 1 September 2009.	0870 606 7766 0870 241 0645 0114 207 4074 0845 010 6677 0845 010 5200 0845 602 1739 0845 010 5200 0845 602 1739 0300 123 4699 0300 123 8895/0208 681 5599 0300 123 2412	Information Line 0870 90 90 811, Registration Line 0870 90 90 822, Disputes Line 0870 90 90 778, Application Line 0870 90 90 844, Minicom line 0870 90 90 344, Welsh line 0870 90 90 223
2)	Not applicable	Calls to 0870 cost approximately £0.08 per minute from a residential BT landline ( daytime), although the cost could be considerably higher from a mobile phone /other network providers varied. Calls to the 0300 number cost customers the standard national rate.	08706067766 4.5ppm 08702410645 4.5ppm 01142074074 4ppm 08450106677 4ppm 08450105200 4ppm 08456021739 4ppm 08450105200 4ppm 08456021739 4ppm 03001234699 4.5ppm 03001238895 4.5ppm 02086815599 4.5ppm 03001232412 4.5ppm	This information is not available to the CRB. The CRB does not receive any income from non-geographical contact telephone numbers. The CRB delivers the Disclosure service in partnership with Capita Business Services who operate the administration infrastructure including telecommunications.
3)	None, No information held	Unfortunately we do not have the total running costs available in a format that can be easily understood.	See Annex A below for a breakdown of the total phone line costs for hotlines for the past 5 years.	Not applicable, see answer to Question 2.

		However, I can advise you that IPS received on average 1.5p per call minute from the 0870 number for the Passport Advice line. The revenue received is used to offset the costs of providing the Passport Advice line.		
4)	None, No information held	Information not held. Profits received were at a minimum and IPS runs at a loss after staff wages are taken into account.	The Home Office did not derive any income from such charges in each of the last five years.	The CRB does not receive any income from 0870 numbers. Telecommunications (including costs and income) are managed by the CRB's private sector partner who recover all of their costs through a transactional charge made to the CRB
5)	None, No information held	Monthly figures below are the latest and only available.  Mar 08 364,525 Apr 08 390,612 May 08 403,817 Jun 08 395,257 Jul 08 397,817 Aug 08 290,961 Sep 08 214,566 Oct 08 181,551 Nov 08 156,925 Dec 08 136,961 Jan 09 234,749 Feb 09 221,998	See Annex A Below for a breakdown of the total number of calls that were made to each hotline for the past 5 years.	The CRB, on average, receives between 20,000 and 25,000 calls per week. These statistics cover the 5 specified financial years.

#### Notes

- The **Identity and Passport Service (IPS)** replaced all 0870 numbers to the Passport Advice line with two 0300 numbers on 1 September 2008. The sole 0845 number to the Passport Advice line was replaced at the

same time with an 0300 number. There is however a transition period that is currently halfway through and both numbers will be accessible until 31 August 2009.

The General Register Office (GRO) part of IPS intends to investigate the introduction of an 0300-prefixed telephone number during the financial year 2009/2010.

- The revenue arising from the previous 0870 IPS arrangements was used to off-set the cost of providing the service to callers:
- The **Criminal Records Bureau (CRB)** does not receive any income from 0870 numbers. Telecommunications (including costs and income) are managed by the CRB's private sector partner, who recover all of their costs through a transactional charge made to the CRB
- **UK Border Agency (UKBA)** do not take any money from the customers on 0870 numbers from the supplier of the telephone services. They are charged to receive the call, and then pay the supplier. UKBA is moving towards using new 0300, a new UK-wide tariff specially set up for use by Government, public sector, and not for profit bodies to make this fact more transparent.
- **UKBA** utilise a number of 0845 numbers which charge at the Lo-Call rate (not local).

**ANNEX A – Breakdown of the UKBA ‘hotlines’ total cost and the number of calls to each line over the past 5 years.**

**Total cost to UKBA of all ‘hotlines’**

Costs	2004-5	2005-6	2006-7	2007-8	2008-9
BT Total	No figures	No figures	£14,155.96	£14,196.32	£18,095.54
OGC Costs	No figures	No figures	No figures	£29,818.20	£33,891.16
Total Call and line costs				£44,014.52	£51,986.70

**Number of calls to each UKBA ‘hotlines’;**

Number	2004-5	2005-6	2006-7	2007-8	2008-9
0870 606 7766	No figures	3586286	2723278	2727815	3426868
0870 241 0645	No figures	138671	128110	125111	123978
0114 207 4074	2,686,811	567,207	408,414	584,041	1,138,260
0845 010 6677	Service Started 2006		65,071	122,381	224,837
0845 010 5200					497313
0845 602 1739					106781
0845 010 5200					627054
0845 602 1739	Service started in year 2008				94028
0300 123 4699	No figures available				
0300 123 8895/0208					
681 5599	No figures available				
0300 123 2412	No figures available				