

Wiltshire Council

Council

25 February 2014

Item 10 - Questions from Councillors

From Councillor Jon Hubbard, Melksham South Division

To Councillor Jane Scott OBE, Leader of the Council

Question 5

The majority of the contact telephone numbers for Wiltshire Council are now based on either local geographic numbers or 0300 numbers. This is good and I applaud that the majority of contact points for Wiltshire residents can be made a minimal or no cost.

However there are a few services still relying on expensive 0845 numbers. I was particularly concerned that the out-of-hours number for vulnerable adults is still an 0845 number.

Could the cabinet member tell me how many chargeable 08xx numbers the council still maintains, what services they are for and if there are plans to replace them with local or 0300 numbers?

Response

I have recently asked officers to review our out of ours telephony and as part of this, to ensure we replace as many of the few remaining 0845 numbers with 0300 numbers as possible.

I confirm that, as you mentioned, the only number regularly used at this time is the Emergency Duty Service which is an 0845 number for use out of normal working hours. This number has been in place for several years and is used for out of hours contact.

When Customers call our main number out of hours they may be diverted to 0845 numbers, however as their call is the diverted call, they will only be charged at the local call rate. .

At this moment in time there are no plans to allocate 0300 numbers to any further services however this will be reviewed in the future. Requests for these changes generally come from the specific service areas, often following a systems thinking review.

I have attached a breakdown of the 0845 & 0870 numbers used for customer enquiries for your information.

Number	Deliver to	Alternative delivery number	Service Provider	Contact	Comments
0845 275 0123	01306 747 767	BT	Parking Payments Line		Ported from Freedom Sep 2010. Should probably be delivered to <somewhere else> - SPM. Talk to Karen Perrett
0845 601 0487	01249 706 265	BT	NWDC Concessionary Travel		Not much used - legacy number. Still on Kingston Langley village website. Kill off?
0845 602 4149	01225 718 772	BT	Property Services		Making changes re OOH/Keyline summer 2013
0845 607 0888	01249 454 630	BT	Emergency Duty Service		Moved to Fox Talbot House Chippenham Aug 2011 from Hopton Devizes 732 338
08456 52 52 55		Switchcall	Connect2Wiltshire	Dave Gillett	Costing c. £200/month. Press 1 for this etc. See http://www.bookaride.co.uk/index.php?option=com_content&view=article&id=119&Itemid=54