

Using call centres to deliver public services

The Call Centres that responded to the NAO survey

All the 133 call centres listed responded to the NAO survey. The following list sets out names and phone numbers. Some centres handle calls for more than one number and for others one national number routes calls to centres in varying locations.

Call Centre	Purpose	Telephone Numbers
24 hour National Domestic Violence Helpline, Department of Health	Victims of domestic violence and their representatives' phone for help, advice, support and access to refuges throughout the UK.	08457 023 468
ACAS Helplines	Employers, trade unions, trade associations, lawyers and members of the public phone for clarification on employment relations matters including the rights and obligations of employment law.	08457 474747
Access Mapping Helpline, Countryside Authority	Farmers, land owners and members of the public phone for information on mapping of open country and common land. For example when they can view the maps, or about right of way.	0845 100 3298
Active Schools Helpline, Sport England	Schools, PE and Sport professionals phone for application advice and to request information.	0207 2731500
Army Personnel Centre Help Desk	Banks, credit agencies, members of the public or army units phone for information concerning army service details for current or former soldiers.	0141 224 2023
Army Recruitment Information Line, Ministry of Defence	The public with an interest in a career in the army phone for information on the army or to arrange an appointment at an army careers office.	08457 300 111
Attendance Allowance and Disability Living Allowance Helpline, Department for Work and Pensions	Attendance Allowance and Disability Living Allowance claimants, their carers and representatives phone for information on AA and DLA claims. For example, progress of ongoing claims, reviews and appeals, requests for claim packs and payment enquiries.	08457 123456
Benefit Enquiry Line, Department for Work and Pensions	People with disabilities, their carers and professional representatives' phone for advice and information about social security benefits. For example, how to fill in a claim form, qualifying conditions and how benefits overlap.	0800 88 22 00
British Cattle Movement Service Call Centre DEFRA	Farmers, Abattoirs, Markets and the general public phone for information on cattle passports, movement regulations and animal identification. For example, Foot and Mouth Disease restrictions and details on the interim movement regime.	0845 050 1234
Business Link, Small Business Service	Provides business-related information and advice for small to medium enterprises. For example, business owner/managers and would be entrepreneurs phone for information on regulations or how to set up a business.	0845 600 9006 Service now delivered through local service points (Business Link Operators)
Campaign Against Living Miserably (CALM) Helpline,	Young men aged between 15 – 35 phone for advice related to depression. For example, low mood, mental health issues, relationship problems, illness, sexuality	0800 585858

Department of Health	worries and loneliness.	
Cardiff Contact Centre, Inland Revenue	Employers and taxpayers phone for information on operating payroll and the payment of Tax credits. At certain times of the year the 'main types' change. For example end of year deal mainly with change of rates and closing down the financial year.	0845 300 3949
Career Development Loans and Small Firms Training Schemes, Department for Education and Skills	Post Graduate students, foreign students and businesses phone for information on funding for further education. For example, small firm training loans, requests for application packs and interest rates on loans.	Career Development Loan (students): 0800 585 505 Small Firms Training Scheme: 0800 132 66 00
Charity Commission	Charity trustees, their professional representatives and the general public phone for information on charities and charity administration. For example, how to register as a charity or how to complete accounts.	0870 333 0123
Child Benefit Centre Enquiry Line, Department for Work and Pensions	Parents and guardians responsible for children up to the age of nineteen years of age phone with enquiries, changes to the method of payment, requests for claims packs, and because their children aged 16 are remaining in full-time education.	0870 155 5540
Child Support Agency – Client Helplines, Department for Work and Pensions	Resident- and non-resident parents, Citizen Advice Bureaux, Lone Parent Advisers, solicitors and employers phone with general and case specific queries. For example, applications for child maintenance, to report changes in circumstances and payment details.	Belfast 08457 132 000 Birkenhead 08457 138 000 Dudley 08457 131 000 Hastings 08457 134 000 Plymouth 08457 137 000
Child Support Agency National Enquiry Line, Department for Work and Pensions	Parents who live apart and parents who plan to live apart phone to ask who is liable to pay/receive child maintenance money and how much money is involved.	08457 133 133
Child Support Agency, Scotland and North East England Business Unit, Department for Work and Pensions	Separated parents phone to check that payments have been received from an absent parent and to obtain information on the progression of cases.	Scotland and North East England 08457 136 000
Commission for Health Improvement Stakeholder Line	Patients, carers and the general public who make use of NHS trust services phone to make appointments for local stakeholder meetings or to present their experiences of the trusts.	020 7448 9200
Commission for Racial Equality Customer Services/Complaints Helpline	Businesses, local authorities, schools and individuals phone for information about community organisations, legal advice, population statistics and equality publications.	020 7939 0000
Community Legal Service Directory Line, Lord Chancellor's Department	Members of the public and legal advice providers phone for details of legal advice providers and with queries about the LSC and CLS, CLS funding and to make payments.	0845 608 1122
Companies House Central Enquiries Unit	Company directors and employees, banks, professional firms and members of the public phone for advice and information on company administration. For example, how to comply with Companies Act obligations or requests for annual accounts.	0870 333 3636
Contact a Family, Department of Health	Parents and carers of children with disabilities phone for information on medical conditions and support groups. For example, from parents who would like to contact others caring for a child with the same condition	0808 808 3555

	or disorder.	
Criminal Injuries Compensation Authority Enquiry Service	Victims of crime or their representatives phone for information on eligibility and the application process for potential compensation.	0800 358 3601
Criminal Records Bureau	Job seekers, volunteers, employers and voluntary organisations phone for information on criminal records, applications for disclosures and complaints.	0870 909 0811
Customs and Excise National Advice Service	National and international businesses and members of the public phone for advice on taxes and duties. For example, VAT legislation and liability.	0845 010 9000
Defective Medicines Report Centre, Medicines Control Agency	Manufacturers, pharmacists, Environmental Health/Trading Standards Officers, members of the public, doctors, nurses, Royal Pharmaceutical Society, and other regulatory authorities phone to report suspected defective medicinal products.	020 7273 0574
Defence Bills Agency Helpdesk	MOD contractors and external MOD branches phone regarding payment queries and the financial details of a particular contract.	0151 237 6500
DEFRA Helpline	The public, farmers, businesses and students phone for advice on all areas of DEFRA's remit.	0845 933 5577
Dental Practice Board General Helpdesk	Patients, dentists, surgery staff and health officials phone for dental remuneration, terms of service and claims and payment processes and other enquiries. For example, providing explanations of the regulations governing dentistry, answering queries about treatment plans, payment arrangements and the processing of payment claims for treatment provided.	01323 433550
Department for Education and Skills Public Enquiry Unit	Parents, teachers, students and pupils phone for information on any aspect of education. For example, action that can be taken over a child being bullied, steps that can be taken to try and secure a child a place in their school of choice or financial support for students.	0870 000 2288
Department for Education and Skills Publications Helpline	Parents, teachers, schools and employers phone for information on and the placement of orders for DfES communications and publicity material.	0845 602 2260
Department for International Development Public Enquiry Point	Members of the public, charities, NGO's, trade unions, businesses, schools and students phone for information on the work and organisation of the DfID. For example, response to disasters and conflicts, debt relief, funding mechanisms and expenditure.	0845 300 4100
Drinkline, Department of Health	Members of the public concerned about alcohol misuse by themselves or their family or friends phone for information and advice on alcohol misuse and sensible drinking.	0345 32 02 02
Driving Standards Agency Information and Booking Service	The general public, training bodies and current or potential driving instructors phone to book/amend and cancel driving test appointments and for information such as what types of vehicles their licence entitles them to drive.	0870 0101 372
DTI Enquiry Unit	Businesses and the general public contact the unit for information on the Department of Trade and Industry and for referral to the correct section within the Department or to another government department or outside body.	020 7215 5000
DTLR Telephone Enquiry Services Team	Members of the public, local authorities, solicitors, other government departments and businesses phone for information and to express their opinion on policy and	No longer in service

	to request DTLR publications.	
Duty Solicitor Call Centre Service, Lord Chancellor's Department	Solicitors, policemen and others with Power of Arrest phone to log details of detainees and to find a Duty Solicitor who is able to deal with the case.	Number is not available to the general public
DVLA – Customer Enquiries Unit	The motoring public and motor trade phone for information on driver licensing and vehicle registration matters. For example, the date a vehicle was first registered.	0870 240 0009
Early Years Helpline, OFSTED	The general public phone to register as a childminder, make complaints about people wanting to register as a childminder and make complaints about existing childminders.	0845 601 4771
E-IACS Helpdesk, Rural Payments Agency	IACS form submitters, for example farmers and agents phone for advice on how to register for government gateway and how to complete electronic IACS form.	0845 601 3482
Employer Direct, Department for Work and Pensions	Employers, of all types from private households to multinational and multi site companies phone to talk through the requirements of the job that needs filling.	0845 601 2001
Employment Tribunals Service Enquiry Line	The parties in Employment Tribunal cases, press, solicitors and Citizen's Advice Bureaux phone with queries concerning Employment Tribunal procedure, e.g. how to apply, what do I need to put on the form, what happens at certain hearings, what are the time limits for making an application.	0845 7959 775
English Heritage Customer Services	Public, tourists, specialists/professionals phone for information about heritage sites and to book tickets, or with general enquiries or requests for literature.	0870 333 1181
English Nature Enquiry Service	The public, particularly teachers, students, planners, consultants, environmental or nature conservation organisations phone with queries about nature conservation and species of plants and general enquiries about English Nature.	01733 455 101
Equality Direct, ACAS	Managers and employees phone for advice on equality issues. For example, how to provide photo ID for a Muslim woman who wishes to keep her face covered.	0845 600 3444
Floodline, Environment Agency	All householders and businesses in England, Wales and Scotland especially those in the 2 million homes on floodplains telephone for current flood warning information and general information enquiries.	0845 988 1188
Foods Standards Agency	Caterers and restaurant staff phone with enquiries about food hygiene.	020 7276 8000
Foods Standards Agency ECL	Trade (catering staff, organisations and professionals working with food, or concerned with food hygiene) and Local Authorities phone with queries on publications and orders.	020 7276 8000
Foot and Mouth Helpline, Meat and Livestock Commission	Farmers, slaughterers, DEFRA, Local Authorities and the public phone for information on the requirements for movement licences, location of C&D facilities and general FMD related enquiries.	01908 844 794
Forensic Science Service	Solicitors, coroners, judicial agencies, Trading Standards, investigation services, and commercial customers phone enquiring about services and wishing to place work, for example DNA testing for paternity cases.	0121 607 6800
Forestry Commission Public Enquiry Line	The public, particularly students, school children, and forestry businesses phone for information for projects, for recreation information, import/export advice and grant application packs.	0845 367 3787

Health and Safety Executive Books	Employers, employees, Health & Safety Consultants, and retail booksellers phone with orders and associated enquiries about HSE publications.	01787 88 11 65
Health and Safety Executive Infoline	Employers, employees, the general public, students, lawyers, consultants and researchers phone, write, fax or email for information relating to health and safety at work.	0870 154 5500
Health and Safety Executive Riddor Incident Contact Centre	Businesses across all industry and service sectors phone to report injuries, diseases and dangerous occurrences arising from, or connected with, work activities.	0845 300 99 23
Health Costs Advice Line, Department of Health	The general public, including the sick and those in receipt of benefits, pharmacists, dentists and opticians phone for advice on exemption criteria for NHS charges and the required evidence.	0800 917 7711
Highway Agency Information Line	Road users in general, including Local Authorities, road haulage associations, pedestrians, and cyclists phone about the Agency and the road Network, for example: with complaints regarding traffic management, noise levels or pollution; and with enquiries about route planning to avoid major roadworks.	08459 55 65 75
HM Treasury Public Enquiry Unit	The public, lobby consultants, businesses, and other departments phone for information on main economic indicators, details of major announcements, details on measures announced in the budget and pre budget reports, and on European Monetary Union, PPP and PFI.	020 7270 4558
Home Office, Immigration and Nationality Enquiry Bureau	People of all nationalities, including British citizens, phone with general enquiries about nationality rules, enquiries about their immigration case, to notify of employers suspected of employing illegal immigrants, to request application forms, to report that they have not received their asylum support.	Applications forms: 0870 2410645 General Enquiries: 0870 6067766
Immigration Appellate Authority, Lord Chancellor's Department	Appellates and their representatives phone for information on appeals of decisions by the Home Office regarding Asylum. For example, appeal decisions, how to appeal, appeal locations, to rearrange appointments and to book interpreters.	0845 6000 877
Information Commissioners Office Notification Helpline	Representatives of organisations that use computers to process personal data for their business purposes phone for advice on compliance with the Data Protection Act 1998. For example, do they need to notify and how to renew or amend their notification.	01625 545 740
Information Line, Information Commissioners Office.	Individuals phone for information, mainly concerning credit records and representatives of data controllers phone mainly about direct marketing.	01625 545 745
Information Services Branch, Pesticides Safety Directorate, DEFRA	Members of the public, farmers, growers, consultants, pesticide and food industries and students phone for advice on whether a certain pesticide product is approved in relation to a specific crop.	01904 455 775
Inherited SERPS, Department for Work and Pensions	People born between 6th October 1937 and 5th October 1945 (men) and 6th October 1942 and 5th October 1950 (women) phone to request a personal estimate of inheritable SERPS and an information pack about SERPS and state pensions.	08457 313233

Inland Revenue East Kilbride Contact Centre	Employers, employees, contractors, agents or accountants phone with enquiries on PAYE or NIC procedures. For example, registrations of new employers, explanations of communications issued and claims to allowances.	0845 0703 703
Inland Revenue Longbenton Contact Centre	Individuals, companies or their recognised agents phone with tax queries. For example, about bills received, registrations, penalties and the current minimum wage rate.	Self Employed Call Centre 0845 915 4655 Helpline for the Newly Self Employed 0845 915 4515 Contracted Out Pensions Helpline 0845 915 0150 National Minimum Wage 0845 600 0678 International Services Helpline 0845 915 4811 National Insurance Registrations Helpline 0845 915 7006
Inland Revenue Manchester Contact Centre	Employees and their agents of businesses and the general public in the UK or abroad phone with tax queries. For example, about PAYE tax codes, tax in the Construction Industry and filing Self-Assessment.	0845 300 0627
Inland Revenue Orderline	Taxpayers, sub contractors and contractors in the construction industry, company secretaries and accountants, and the general public phone with tax queries. For example, to request stationery and pay tax bills by debit card.	Employers: 08457 646 646 Contractors/sub-contractors: 0845 300 0551
Inland Revenue Portsmouth Contact Centre,	Employees, pensioners, the self-employed and their representatives phone with tax queries. For example, coding, PAYE and Self Assessment statement enquiries.	East Hampshire and Wight 0845 300 0628 West Hampshire 0845 302 1400
Inland Revenue Sunderland Contact Centre,	Employees and their agents in the UK or abroad phone with tax queries. For example, about PAYE tax codes, tax in the Construction Industry and filing Self-Assessment Returns by the internet.	0845 302 1414
Inland Revenue Tax Credit Office Helpline,	Tax credit applicants and third party representatives phone to check the progress of their claims, report changes in circumstances and lost Giro's or orderbooks.	Working Families Tax Credit: 0845 609 5000 Disabled Person's Tax Credit: 0845 605 5858
Insolvency Service Enquiry Line	Potential or actual insolvents, creditors, advice organisations and insolvency practitioners phone for information on bankruptcy and liquidation, and to request for confirmation as to whether individuals/companies are subject to insolvency proceedings.	020 7291 6895
Jobseeker Direct, Department for Work and Pensions	Unemployed and employed Jobseekers phone for job searches using the national labour market service database, which holds 400,000 vacancies.	0845 606 0234
Land Registry Telephone Services	Land Registry account holders, for example solicitors, financial institutions, and mortgage lenders phone to lodge applications.	Counties in England 0845 308 4545 Counties in Wales (and Welsh language) 0845 307 4535

Legal Services Commission Leaflet Line, Lord Chancellor's Department	Advice Organisations, local government departments and the general public phone to request LSC leaflet(s).	0845 3000 343
Medicines Control Agency Central Enquiry Point	The pharmaceutical industry, its consultants, other regulatory and government bodies, healthcare professionals, patients and the public with queries about licensing, regulation and control of medicines in the UK.	020 7273 0000
MET Office	The public and those who need weather information for their businesses phone for information on the weather.	0845 300 0300
Milk Quotas Helpline, Rural Payments Agency	Farmers, quota agents, milk purchasers, solicitors, trade organisations and other government departments phone with enquiries on transfers and leases, quota information, production statistics and the interpretation on regulations.	0139 226 6466
Minimum Income Guarantee Claimline, Department for Work and Pensions	The general public phone for information regarding the minimum income guarantee and for help in completing the electronic claim form.	0800 028 1111
Mining Reports and Surface Damage Service Helpline and Support, Coal Authority	Solicitors, developers, local authorities and the general public phone to make enquiries on coal mining reports and subsidence matters.	0845 762 6848
National AIDS Helpline, Department of Health	The general public, health professionals and students phone for information and advice about HIV, AIDS and other sexually transmitted infections. For example, the transmission and testing of HIV.	0800 567 123
National Benefit Fraud Helpline, Department for Work and Pensions	Any member of the public phones anonymously to provide information against a member of the public and provides an address, a description and also the allegation details.	0800 85 44 40
National Blood Service Helpline	Existing and potential donors phone to register as blood donors, arrange to give blood, to confirm suitability to be (or become) blood donors and change personal details.	0845 7711 711
National Drugs Helpline, Department of Health	Drug users and members of the public concerned about or affected by drugs phone for advice, information and support regarding drug misuse and its consequences.	0800 77 66 00
National Savings and Investment customer management unit	Savers and investors of NSSI products phone with queries about interest rates, premium bond prizes, statements layouts and information and valuations.	0845 964 5000
National Statistics Customer Enquiry Centre	Other government departments, academia, students, businesses, the media and the general public phone for statistical information on a range of subjects or to obtain information about the National Statistics website.	0845 601 3034
NHS Asian Tobacco Helpline, Department of Health	Asian-speaking tobacco users and their friends or family phone for advice on how to stop smoking.	Urdu 0800 169 0881 Punjabi 0800 169 0882 Hindi 0800 169 0883

		Gujarati 0800 169 0884 Bengali 0800 169 0885
NHS Careers, Department of Health	Potential and existing employees of the NHS phone for information on careers and career paths in the NHS. For example, entry requirements for careers and courses, training opportunities, the application process and available funding.	0845 60 60 655
NHS Direct, Department of Health	The general public phone for advice and information from a qualified nurse about illness and health. For example, a mother ringing with a health query about a child under the age of 5.	0845 4647
NHS Information Authority	NHS staff, commercial organisations, academics and the public phone for general information about the work of the NHS Information Authority. Many public enquiries are redirected to NHS Direct.	0845 366 0066
NHS Pregnancy Smoking Helpline, Department of Health	Pregnant women, their partners and family members, phone to request advice, literature and support on giving up smoking.	0800 169 0169
NHS Smoking Helpline, Department of Health	Smokers, their friends and relatives and Health Professionals phone for advice and literature on how to give up smoking.	0800 00 22 00
Office of Fair Trading Consumer Representation Line	Members of the public phone for information on, or to complain about, services offered by telecom providers.	08457 22 44 99
Office of Fair Trading Liaison Unit	Members of the public phone with individual consumer complaints, to receive information on their statutory rights and to enquire about the organisation best placed to advise and assist them.	08457 22 44 99
Office of National Statistics Census Customer Services	Statisticians, other government departments, academics, retail and commercial organisations, Health and Local Authorities and members of the public phone for information on the Census. For example, requests for statistics, advice regarding census products and services and maps of census boundaries.	01329 813 800
Office of National Statistics Certificate Services Contact Centre	Other government departments, specialist researchers, academia and the general public phone to order Birth, Marriage or Death certificate(s) or with general enquiries regarding Family History research.	0870 243 77 88
Ordnance Survey	Individuals or organisations phone for mapping data, geographical information and information on Ordnance Survey's products and services and Ordnance Survey's role.	08456 05 05 05
Organ Donation Literature Line, Department of Health	The general public phone for information and literature on organ donation.	0845 60 60 400
OTMS Helpline, Rural Payments Agency	Farmers and traders phone about non- or late-payments, problems with paperwork and scheme requirements.	0118 968 7333
Pensions Direct, Department for Work and Pensions	The public phone to with changes of circumstance and benefit queries.	0191 203 0203
Pet Travel Scheme Helpline DEFRA	Pet owners, vets, transport companies and animal health officers phone for information on the pet travel scheme. For example, quarantine regulations and exceptions, vaccinations and the prevention of the importation of rabies.	0870 241 1710

Public Guardianship Office	Representatives of people with mental incapacity, solicitors, attorneys or clients phone to requests information leaflets, application forms, general advice on mental health issues and information on Enduring Powers of Attorney.	0845 330 2900
Public Record Office Contact Centre	Members of the public and businesses phone regarding PRO services, family history research and academic research.	020 8392 5200
Radiocommunications Agency Enquiry Point	Industry representatives, RA licensees and members of the public with radio or TV reception problems or interest in mobile phone masts and TV interference phone for advice, with licence enquiries and requests for copies of publications.	020 7211 0211
Response Line/ Health Literature Line, Department of Health	Health professionals and the general public phone to order Department of Health Reports and Literature.	0800 555 777
Retirement Pension Forecasting Team, Department for Work and Pensions	The public, of working age, phone for pension forecasts.	0191 218 7585
Retirement Pensions Tele-Claims, Department for Work and Pensions	The public phone to complete a State Retirement Pension electronic claim for customers approaching State Pension Age.	08457 31 32 33
Royal Mint Coin Club, Royal Mint	Coin collectors phone to make enquiries, for product information, orders and payments for coins.	01443 623 456
Running Sport & VIP Hotlines, Sport England	Sports club volunteers and sports development professionals phone to join the Volunteer Investment Programme or to enquire about/book onto Running Sport workshops.	Running Sport: 0845 7585 136 VIP: 0800 363 373
Sexwise, Department of Health	Young people phone for education and advice on sex and sexual health matters. For example, enquiries about sexual terms and what they mean and local family planning and sexual health services.	0800 28 29 30
Social Work Recruitment	The general public phone for information on careers in social care. For example, requests for a career booklet, funding, voluntary work, qualifications and locations of courses.	0845 604 6404
Sport England Lottery Line	Voluntary sports clubs, community groups, local authorities, schools and colleges, members of the public, consultants and national governing bodies of sport phone for application forms and general enquiries about eligibility for funding.	08457 649 649
Sport England Publications	Students, schools and colleges and members of the public phone for publications and queries regarding postage and packaging.	0870 5210 255
Sporting Champions, Sport England	Schools, youth organisations, Sporting Champions, agents, National Governing Bodies, Sport England, clubs and teams phone to request information, applications forms, event details and to confirm visits, profiles and registration forms by Champions.	0800 328 4903
Student Loans Company Limited	Graduates or former student with loans, nominated contacts of customers, external tracing agents, Local Education Authorities, Higher Education Institutions and Inland Revenue customers phone to make arrangements for repayment, deferment, income and expenditure assessment, negotiate repayment of arrears, repayments by debit card and to change to bank details/repayment methods.	New loan enquiries 0800 40 50 10 Accounts Maintenance (maintenance of existing accounts e.g. banking updates) 0870 242 2211 Special Arrangements 0870 606 0704 Income Contingent Repayment (i.e. repayment through salary) 0141 204 5605

		Arrears (all accounts 0-3 months in arrears) 0870 241 4998 Government Retained Accounts (accounts over three months in arrears) 0870 242 3220 Accounts sold to Private Sector in Debt Sale 1 (accounts over three months in arrears) 0870 241 7241 Accounts sold to Private Sector in Debt Sale 2 (accounts over three months in arrears) 0870 608 0908 Accounts subject to recovery through litigation 0870 241 4647
Teacher Training Agency Communication Centre	Graduates, career changers and others interested in teaching phone for information on how to enter the profession, what funding is available and what are the next steps for candidates.	0845 6000 991 Welsh Speakers: 0845 6000 992
The Housing Corporation - Online Helpdesk	Staff and external customers - Registered Social Landlords and Local Authorities – call with queries about the on-line grant application.	London 020 7292 4400 Croydon 020 8253 1400 Exeter 01392 428 200 Leicester 0116 242 4800 Wolverhampton 01902 795 000 Leeds 0113 233 7100 Manchester 0161 242 2000 Liverpool 0151 242 1200
The Patent Office	Individuals and professional intermediaries such as Chartered Patent and TradeMark Agents phone for information packs and general queries. For example, the various legislation and recent changes in policy.	08459 500 505
The Winter Warmth Advice Line, Department of Health	The general public, mainly the older age groups, phone for general advice about keeping warm in winter. For example, information on Cold Weather Payments, Winter Fuel Payments, diet, clothing, and the improvement of energy efficiency in the home.	0800 085 7000
Theory Driving Test Booking Service	The general public phone to book, amend and cancel theory driving tests.	0870 0101 372
Trade Partners UK Enquiry Service, British Trade International	British businesses looking to secure overseas sales and outward investment phone for information such as business practices in a particular country, potential agents/distributors or information on export related events and opportunities.	020 7215 5444/5
UK Passport Service Adviceline	The general public phone to enquire about how to submit a passport application, the progress of applications, seeking assistance with completion of a passport application form and help with urgent travel requirements.	0870 521 0410
Vehicle Inspectorate Enquiry Unit	The public, MOT garages and Enforcement Bodies phone to seek advice on MOT test standards and the Single Vehicle Approval (SVA) scheme. HGV and PSV Operators are able to phone to book or check the progress of a test appointment and for information on HGV/PSV vehicles such as those that are exempt from testing.	0870 60 60 440

Viewers Relations Unit, Independent Television Commission	Members of the public, academics, commercial/professionals, licensees and broadcasters phone with complaints about television programmes, for general programme and advertising enquiries and enquiries about ITC policy issues.	0845 601 3608
Winter Fuels Helpline, Department for Work and Pensions.	Newly entitled customers aged 59 and over, and customers in receipt of pension and other benefits phone with requests for claim forms and payment queries.	08459 15 15 15

Local Authority Call Centres that responded to the survey

Liverpool City Council (Liverpool Direct)	The general public phone for information on council services. For example, disabled parking, pest control, Environmental Services, recruitment, education awards, tourism information and Council tax.	0151 233 3000
London Borough of Lewisham (Callpoint - Corporate call centre)	The general public and businesses phone for information on council services. For example, housing benefits, repairs and inspections, skip and scaffold licences, Council Tax Benefits, Blue badge applications, domestic & trade refuse and waste disposal and recycling.	020 8314 6000
Newcastle City Council (Envirocall)	The general public phone for information on council services. For example, pest control, refuse collection, street cleaning, graffiti removal, roads and pavement, streetlighting and winter maintenance.	0191 274 4000
Oldham Metropolitan Borough Council (Operational & Leisure Service)	The general public phone for information on services. For example, refuse collection issues, customers requesting a new bin, informing us of a missed collection, requesting a bulky collection service.	0161 911 4444
Oldham Metropolitan Borough Council (Tax Line)	Benefit claimants and the general public phone to advise of a change of circumstances and to request information. For example, whether they are entitled to benefit/discounts, an explanation of benefit calculation, and to respond to documentation issued.	0161 911 3939
Oldham Metropolitan Borough Council (Co-Ordination Team)	Members of the public, local ward councillors, local/ward housing tenants, local authority staff and internal services phones for information on housing maintenance/repairs, highway, streetlighting and grounds maintenance/repairs.	0161 911 3030
Tameside Metropolitan Borough Council (Council Call Centre)	The general public phone for information on council services. For example, transactions on Council Tax and Benefits, requests for service and complaints for environmental issues - pot holes, fly tips, street lamps.	0161 342 8355
West Sussex County Council (East Grinstead Help Point)	The general public phone for information on council services. For example, road and pavement conditions, streetlighting, schools, adult education, Blue badges and housing and other benefits.	01342 410 050

