



Guidance on bodies eligible to use '030' telephone numbers

Version 3

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Section 1

Introduction

- 1.1 Ofcom has designated the '030' range of telephone numbers in the National Telephone Numbering Plan for allocation to communications providers on the basis that those numbers are used by public sector bodies and not-for-profit bodies such as registered charities.
- 1.2 Ofcom will publish this document on its website, updating it as necessary, to provide guidance on how individual bodies will be considered as eligible to use '030' numbers.

Criteria for eligible bodies

- 1.3 Ofcom considers that the bodies eligible to use '030' numbers should meet at least one of two basic criteria:
 - they should appear on one of the lists of appropriate bodies, maintained by other organisations, that are indicated by Ofcom in this document; or
 - they should fulfil any of the other criteria indicated by Ofcom in this document that identify them as an appropriate body.
- 1.4 Section 2 provides details on how Ofcom has applied these criteria.

Section 2

Bodies eligible for 030 numbers

Introduction

- 2.1 This section includes lists of bodies that are maintained by other parties. Ofcom will not comment on the appropriateness of including any specific body on one of those lists.
- 2.2 Ofcom retains discretion to indicate bodies other than those listed in this document as eligible for 030 numbers, but it would not normally expect to do that on an individual basis, to avoid undue administrative work. Other numbers are available in the '03' number range for use by those bodies not covered by the general criteria for eligibility to use '030' numbers outlined in this document.
- 2.3 Communications providers wishing to enquire about the eligibility of a particular body for a 030 number, or to suggest additional criteria for eligibility, should contact Ofcom's numbering applications team at numbering@ofcom.org.uk.

Lists of eligible bodies

- 2.4 Any body listed on the following lists will be eligible to use an '030' number. Ofcom considers it appropriate to include all bodies in these lists as eligible rather than specifically assessing the inclusion of particular bodies on the lists:
- List of Ministerial Responsibilities (including Executive Agencies and Non-Ministerial Departments) (http://www.cabinetoffice.gov.uk/ministerial_responsibilities.aspx)
 - List of Public Bodies (maintained by the Cabinet Office) (<http://www.civilservice.gov.uk/jobs/Departments-NDPBs-AtoL/Departments-NDPBs.aspx>)
 - Lists of Scottish Executive Departments, Agencies and Non-Ministerial Departments (<http://www.scotland.gov.uk/Topics/Government/public-bodies/government-scotland>)
 - List of Public Bodies that are the responsibility of the Scottish Executive (<http://www.scotland.gov.uk/Topics/Government/public-bodies/what-is>)
 - List of Welsh Assembly Government Departments (<http://new.wales.gov.uk/about/departments/?lang=en>)
 - Central Register of Charities – maintained by the Charity Commission (England & Wales) (<http://www.charity-commission.gov.uk/registeredcharities/first.asp>)
 - Scottish Register of Charities – maintained by The Office of the Scottish Charity Regulator (<http://www.oscr.org.uk/TheRegister.stm>)
 - Register of Charities – maintained by Her Majesties Revenue & Customs (<http://www.hmrc.gov.uk/charities/charities-search.htm>)

- Community Interest Companies – maintained by the Regulator of Community Interest Companies (<http://www.cicregulator.gov.uk>)

2.5 Ofcom also has obtained the following list of Welsh public bodies:

Countryside Council for Wales	Welsh Nursing and Midwifery Committee
National Library of Wales	Welsh Pharmaceutical Committee
Welsh Language Board	Welsh Therapies Advisory Committee
National Museums and Galleries of Wales	Welsh Medical Committee
Sports Council for Wales	Welsh Committee for Professional Development of Pharmacists
Arts Council of Wales	Welsh Industrial Development Advisory Board
Health Professions Wales	Social Services Inspectorate for Wales: Inspection Advisory Group.
Royal Commission for Ancient and Historical Monuments of Wales	Advisory Panel on Substance Misuse
Higher Education Funding Council for Wales	Agricultural Wages Committee (x6)
Care Council for Wales	All Wales Medicines Strategy Group
Local Government Boundary Commission	Independent Appeal Panel for Farmers
Environment Agency Wales	Valuation Tribunals (Wales) (x4)
Agricultural Dwelling House Advisory Committee (x6)	Registered Inspectors Appeals Tribunal (Wales)
Hill Farming Advisory Sub-Committee for Wales	Mental Health Review Tribunal for Wales
Welsh Scientific Advisory Committee	Agricultural Land Tribunal (Wales)
Welsh Optometric Committee	Rent Assessment Panel for Wales
Welsh Dental Committee	Wales Centre for Health

Other criteria

2.6 The following bodies may also be eligible to use an '030' number:

- Those with a website address ending in '.gov.uk'. Including this criterion confirms the eligibility of many public bodies set up between updates of the relevant lists;

- Those whose number is part of the Central Office of Information aggregated Government Telephony contract;
- Those with a website address ending in '.nhs.uk';
- GPs' practices and urgent care providers;
- Educational establishments including schools, universities and colleges;
- Organisations contracted to or otherwise working with public bodies to deliver a not-for-profit public service (e.g. Arms Length Management Organisations and other bodies working with local councils);
- Those with charitable status in Northern Ireland. There is currently no register of charities in Northern Ireland, but the Department for Social Development in the Northern Ireland Government gives guidance for charities. The guidance states that documentary proof of charitable status is provided by the official letter granting charitable status for tax purposes.
(http://www.dsdni.gov.uk/index/publications/charities_advice.htm)
- Not for profit voluntary organisations, including not for profit members of <http://join.ncvo-vol.org.uk/#3>, (<http://www.scvo.org.uk/scvo/ServiceAndResources/ViewServicesInformation.aspx?al=t&Info=692&TCID=143>) and (http://www.wcva.org.uk/members/dsp_membercat.cfm?typeid=1) A voluntary organisation is an independent, self-governing body of people who have joined together voluntarily to take action for the benefit of the community. A voluntary organisation may employ paid staff or volunteers, but must be established otherwise than for financial gain. The Organisation must be properly constituted and not time limited for a particular purpose - The aims, objectives and methods of working of your organisation must be written down in a publicly available document.
- Companies listed on Companies House under Section 30 of the Companies Act – which are not for profit companies.
- Not for profit organisations (e.g. tribunals, ombudsmen, helplines)

Excluded bodies

- 2.7 For the avoidance of doubt, the '030' range of telephone numbers should not be used by utility companies that are not public sector or not-for-profit bodies. Private companies operating in the water, energy, transport, financial and postal sectors therefore should not qualify to use '030' numbers. Political parties, trade unions and employer associations are not deemed appropriate to use '030' numbers.