

## Response From Sheffield City Council

I am writing in response to the above consultation document.

Sheffield City Council is currently undertaking a comprehensive audit and review of its public facing and business critical numbers. The aim of this review is to rationalise and re-brand the Council's communication lines, with a target of creating a suite of around 10 top numbers.

In undertaking this exercise we have been looking to assess the value of moving to 08 numbers, both in terms of the functionality they provide and the consistency of numbering ranges. In doing this, we are keen to work with a number of outsourced partners to ensure that the approach is integrated (e.g. to make sure that they don't offer an 0800 number, where we are providing 0845 numbers).

We are also mindful that the advances in technology are quickly moving the debate beyond the traditional fixed line telephony routes and that it will be important to future-proof any solution so that it can accommodate issues raised by texting, VOIP and wireless services.

Clearly, key targets for Sheffield City Council are to establish a service level that is transparent (in terms of service provided), accessible and comprehensive (in terms of service level) and affordable (in terms of service costs).

Consequently we are greatly interested in Ofcom's proposals and would like to see further details of how proposals will be taken forward and within what timescales.

Given the timescales for response I'm unable to include responses to all the questions included in the document, but can do so in the next fortnight if this would be helpful.

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