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Department for Work and Pensions

Mandatory Work Activity Live Running Memo

To: Mandatory Work Activity Providers

From: Change, Policy and Planning Division

Copy: Category Managers, Supplier Managers, Senior Performance Managers, Performance Managers, Rachel Radice

Memo Serial No: **LR24**

Date: 04 August 2015

Subject: Decommissioning of 0845 numbers

Action: For information and action

Timing: **Immediate**

Background

1. As part of a decision to reduce the cost of accessing public services, from 15 April 2015, the Secretary of State for Work and Pensions has requested the decommissioning of primary benefit 0845 enquiry line numbers.
2. All 0845 telephone numbers will be replaced with a 0345 telephone number. Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in landline or mobile phone contracts (Note that a charge can still be made for 0345 calls if you don't have any inclusive minutes left on your plan. The rate charged can be confirmed by your phone company).

Summary and Action

3. DWP are in the process of decommissioning of primary benefit 0845 enquiry line numbers.
4. The changes have taken effect for some numbers already. If you or the public dial the old 0845 number, you will hear the recorded message:

"You have dialled a number beginning zero eight. Please re-dial the same number but replace the leading zero eight with zero three. BT has not charged you for this call."

5. For MWA, the following numbers, referenced in the MWA provider guidance are affected:
 - Annex 4, Leaver Letter – The UC telephone number will now be 0345 600 0723;
 - Annex 8, Complaints – In the standard wording for your final response to claimant the telephone number for ICE will now only be 0345 606 0777; and
 - In the MWA Provider Direct Guidance – In paragraph 12 the number for the Provider Direct telephone number will now be 0345 604 4015.

Please note: that the PraP Support Team telephone number (see Paragraph 8.9, 2nd bullet point) remains unchanged (0845 604 5406) at present. We expect this to change to 0345 604 5406 by mid August 2015.

6. Guidance will be amended but in the meantime please use this memo to update your information and that used by any of your supply chain, as appropriate.

Further Information and Contact Details

7. All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.