

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Department for Work and Pensions

Work Programme Live Running Memo

To: Providers who contact Provider Direct

Cc: Category Managers
Supplier Managers
Senior Performance Managers
Performance Managers
Liam Murray, John Tiplady

From: Change Policy & Planning Division

Memo Serial Number: WP LR196

Date: 31 July 2015

Subject: Decommissioning of 0845 numbers
New telephone number for Provider Direct

Action: For information for all provisions when contacting
Provider Direct

Timing: Immediate

Background

Provider Direct is the 0845 telephony service where Providers can contact DWP to confirm the participant information they hold is still current before raising a sanction doubt when a participant has failed to undertake a mandatory activity.

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.

All 0845 telephone numbers will be replaced with 0345 telephone numbers to which the cost is no more than a standard geographic call.

Summary and action

The telephone number for Provider Direct has changed to **0345 604 4015**. The Work Programme Provider Direct guidance has been updated and MWA and CWP guidance will be updated very shortly. In the meantime can you please ensure that your records are updated accordingly.

Further information contact details

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.