

# Withdrawn

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This publication is no longer current.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:** Work Programmes Division

**Memo Serial Number:** WP LR193

**Date:** 2 June 2015

**Subject:** Data Protection when contacting Provider Direct

**Action:** For information for all provisions when contacting Provider Direct

**Timing:** Immediate

### Background

Provider Direct is a telephony service where Providers can contact DWP to confirm the participant information they hold is still current.

We have been informed by The Provider Direct Service, that there have been several occasions where their Customer Service Agents have been unable to progress calls from Providers due to background noise levels in provider premises. It has also been identified as a potential data protection issue where it is apparent that calls are being made from public areas.

### Summary and action

This is a reminder for all Contracted Provision Providers who use Provider Direct to ensure that care is taken when calls are being made on behalf of one of their participants, to safeguard their personal details.

### 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.

**Regards**

**Work Programme Provision Enquiries Team**