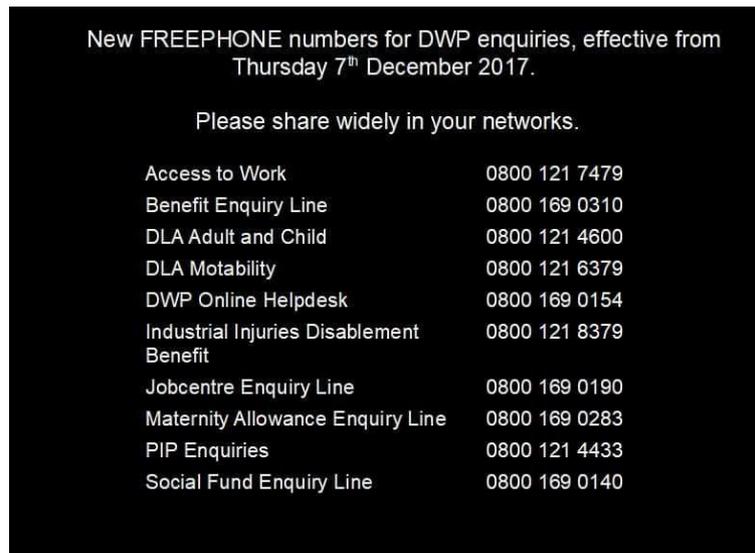


**DWP Freephone helplines –
more work needed before the end of the year**

On 18 October 2017, [the DWP announced](#) that the Universal Credit Helpline would switch to a 0800 number in November and “*Freephone numbers will be rolled out to all remaining DWP customer phone services by the end of the year. Further details will be released in due course.*”

The Universal Credit helpline was duly switched on 29 November.

On Thursday 7 December 2017, the following image was found on a number of tweets, although we are still waiting to find out who prepared it and how it came to be in the public domain.



Investigation has found that the information is accurate and that many of the 0345 numbers previously used for these enquiries are no longer quoted, and give free-to-caller messages advising of the need to re-dial the appropriate 0800 number if called.

Omissions

We have found that a number of benefit helplines have not been included in this work. The 0345 numbers continue in service, causing some callers to incur costs of up to 55p per minute.

- ⌋ **Disability Service Centre, 0345 605 6055** - <https://www.gov.uk/disability-benefits-helpline>
- ⌋ **Carers Allowance, 0345 608 4321** - <https://www.gov.uk/carers-allowance-unit>
- ⌋ **State Pension, 0345 606 0265** - <https://www.gov.uk/contact-pension-service>
- ⌋ **Bereavement Benefits, 0345 608 8601** - <https://www.gov.uk/contact-jobcentre-plus/existing-benefit-claims>
- ⌋ **Child Support Agency, 0345 713 3133** - <https://www.gov.uk/child-maintenance/contact>
- ⌋ **DWP Debt Management, 0345 850 0293** - <https://www.gov.uk/government/publications/dwp-debt-management-performance-data/dwp-debt-management-customer-service-standards>
- ⌋ **Winter Fuel Helpline, 0345 915 1515** - <https://www.gov.uk/winter-fuel-payment/how-to-claim>
- ⌋ **Independent Case Examiner, 0345 606 0777** - <https://www.gov.uk/government/organisations/independent-case-examiner>

Perhaps the most serious omission is the benefit which is included within Universal Credit, where this is implemented, but otherwise administered by HMRC, not DWP:

- ⌋ **Tax Credits, 0345 300 3900** - <https://www.gov.uk/government/organisations/hm-revenue-customs/contact/tax-credits-enquiries>

We wait to hear how, or if, Mr Gauke's promise will be fulfilled.

