

Our address

1st Floor  
Adelphi  
1-11 John Adam Street  
London  
WC2N 6HT

Address (Redaction)

Date 24 May 2006

Website

[www.dwp.gov.uk](http://www.dwp.gov.uk)

Dear (Redaction)

### FOI Request – Telephone Numbers

Thank you for your request for information about the use of 0800 and 0845 telephone numbers in the Department for Work and Pensions received on 06/05/2006.

Please find below a table showing the information requested.

Name of Line	Telephone Number
Jobseeker Direct	0845 606 0234 0845 605 5255 (txt)
Employer Direct	0845 601 2001 0845 601 2002 (txt)
Benefit Enquiry Line	0800 88 22 00 0800 24 33 55 (txt)
Disability Living Allowance	0845 7123456
Attendance Allowance	0845 7224433
National Benefit Fraud Hotline	0800 85 44 40
Child Support Agency National Enquiry Line	0845 4133 133
Energy Action Grants Agency	0800 1816 67
New Deal	0845 606 2626 0845 606 0680 (txt)
Pensions Direct	0845 301 301 1 0845 301 301 2 (txt)
State Pension Forecasting	0845 300 0168 0845 301 3169 (txt)
Winter Fuel Payment	0845 915 1515 0845 601 5613 (txt)
Pensions Guide	0845 606 5065



The Pension Service	0845 606 0265
Pension Credit Application Line	0800 99 1234
Pension Info	0845 731 3233
New State Pension	0845 300 1684
Blackburn Contact Centre	0845 604 9037
Blackpool Contact Centre	0845 600 8175 0845 600 8189 (text)
Bootle Contact Centre	0845 601 3615
Brigend Contact Centre	0845 601 3614
Coventry Contact Centre	0845 602 0265
Derby Contact Centre	0845 603 2953 0845 608 1620 minicom
Dundee Contact Centre	0845 600 4250
Garston Contact Centre	0845 601 6796
Grimsby Contact Centre	0845 600 8202
Halifax Contact Centre	0845 604 7231 Kirklees/wakefield 0845 850 0956 Bradford 0845 600 2433 Wales Eastern 0845 600 0103 West Wales
Hastings Contact Centre	0845 600 4254
Lincoln Contact Centre	0845 600 4258
Lowestoft Contact Centre	0845 603 2451
Middlesborough Contact Centre	0845 600 4262 0845 600 4265 (txt)
Newcastle Contact Centre	0845 600 0427 0845 600 9521 (fax)
Paisley Contact Centre	0845 601 6619
Poole Contact Centre	0845 600 4266
Sheffield Contact Centre	0845 600 2556
Telford Contact Centre	0845 602 3805
Torquay Contact Centre	0845 602 1036

If you are not satisfied with my handling of your request please tell me why. I will then arrange for an internal review of your request and my actions. The review will be conducted by another officer of a more senior grade to myself who took no part in my original decision. The reviewing officer will advise you of his decision in writing.

If you are still not satisfied after we have looked at your request again, you can then ask the Information Commissioner to look into the way your request has been handled. The Commissioner is an independent officer who is appointed by Her Majesty the Queen and reports directly to Parliament. The Commissioner can see all the papers about your

request and decide whether my decision is fair and meets the requirements of the Freedom of Information Act.

The Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline Telephone: 01625 545 745

Fax: 01625 545 510

email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Yours sincerely

Redaction

Redactions made under section 40 of the Freedom of information Act  
(Personal Information)