



Date: 24.3.20

To: All Providers

**From: Gill Holmes**  
Employment Account Director  
Employment Account Division  
Contracted Health and Employment Services

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Dear Providers,

I just wanted to give you early notice, that as of today 24.3.20, Jobcentres will be physically closing their doors to customers but diverting all their resources to providing a telephony service.

We know that you are working with colleagues on alternative service delivery options, and we'll be liaising with you over the coming days. If not already covered in your plans, can you indicate please, should the only way of future referral to your provision be via the telephone, can you consider whether a) this would be possible for you and also b) if so, what that central referral telephone number might be.

Please can you send your responses to both questions to an existing centrally monitored inbox

[lpd.relationshipmanager@dwp.gsi.gov.uk](mailto:lpd.relationshipmanager@dwp.gsi.gov.uk)

Yours Sincerely,

Gill Holmes