

## 2008-09 at a glance

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### Every working day we:

#### Monday

- receive around 10,000 vacancies;
  - interview 50,000 customers as we help them prepare for work;
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#### Tuesday

- process over 19,000 new benefit claims;
  - receive over 1.25 million job searches;
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#### Wednesday

- assess over 3,000 applications for State Pension;
  - clear over 1,200 claims to Pension Credit;
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#### Thursday

- visit over 3,000 customers;
  - oversee 3,000 new or renewal claims for Disability Living Allowance;
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#### Friday

- answer 300,000 telephone calls to our helplines;
  - make around 2.5 million benefit payments.
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**Working age**



- improved the Financial Assistance Scheme
- tripled cold weather payments
- gave additional winter fuel and Christmas payments to pensioners
- merged the pension and carers services

received 16.9 million visits to Directgov (May 2009)

**Children**



made efficiency savings of more than £500m

- implemented Pathways to Work nationally
- successfully introduced the Employment and Support Allowance
- published 'Improving Health and Work: Changing Lives'



## Health and safety

- worked with local authorities to target reductions in work-related accidents like slips, trips and falls
- promoted the management of process safety in the nuclear, offshore and onshore chemical sectors
- consulted on a new strategy for health and safety in Great Britain

made almost 160,000 affordable loans with a value of over £53m to people on low incomes

made the biggest contribution (£681m) to the Office of Government Commerce targets to deliver value for money

reduced the average days lost through sickness from 10.1 to 8.9

## Pensions

- Published the white paper 'Raising expectations and increasing support: reforming welfare for the future'
- published the first Secretary of State reports on disability and equality

## Disabled people



4.2 million visits to Directgov jobs and skills search (May 2009)

## Environment

came out of our second 'Capability review' with one of the highest set of scores of any government department

- reduced our carbon emissions from offices by over 10%
- energy consumption fell by 14% in our largest 300 buildings

reduced the level of fraud and error across all benefits to its lowest level ever (2%)

renewed our contract with the Post Office for the Post Office Card Account

- established the Child Maintenance and Enforcement Commission
- secured record levels of child maintenance payments (£1,132m in the year to March 2009)
- launched the Child Maintenance Options service



## Recognition of excellence



The Pension, Disability and Carers Service (PDCS) communications team won Corporate Team of the Year 2008-09 at the annual Communicators in Business (CiB) awards ceremony. PDCS is the first central government organisation to scoop this prestigious award.



The Future Pension Centre won the Service Delivery to Citizens Award and Contact Centre of the Year 2008 at the Customer Contact Association (CCA) Excellence Awards 2008. The CCA sets the standard in contact centre operations. The Future Pension Centre fought off fierce competition from other government, public and private sector organisations.



DWP's *Plus* magazine won Best Magazine of the Year 2008 at the Chartered Institute of Public Relations Pride awards which recognise excellence in public relations and communications. The judges praised *Plus*' clear aims and commented that "articles on how to deal with clients, case studies of staff and new Jobcentre Plus initiatives are spot on."



The Area Initiatives and Communities Division and Jobcentre Plus received the Partnership and Collaboration prize at the annual Race for Opportunity awards for a project helping ethnic minority customers to improve their incomes and to find work.