



# The Pension, Disability and Carers Service

## Annual Report and Accounts 2008/09



**DWP** Department for  
Work and Pensions  
**Disability and Carers Service**

Part of the Department for Work and Pensions



Staff from our Carers Allowance Unit, enjoy a placement at the Stanley Grange centre for adults with learning disabilities in Preston.

Two members of staff from Walsall Pension Centre assist Local Service with a Pension Credit campaign.



Disability and Carers Service staff re-decorate a flat in West Yorkshire for a man who had previously found himself homeless.

Motherwell Pension Centre staff get their hands dirty changing a piece of waste ground into a community garden for New Wortley Community Centre in Leeds.



---

# The Pension, Disability and Carers Service

## Annual Report and Accounts 2008/09

Presented to the House of Commons pursuant to Section 7 (2)  
of the Government Resources and Accounts Act 2000

Ordered by the House of Commons  
To be printed 20 July 2009



© Crown Copyright 2009

The text in this document (excluding the Royal Arms and other departmental or agency logos) may be reproduced free of charge in any format or medium providing it is reproduced accurately and not used in a misleading context. The material must be acknowledged as Crown copyright and the title of the document specified.

Where we have identified any third party copyright material you will need to obtain permission from the copyright holders concerned.

For any other use of this material please write to Office of Public Sector Information, Information Policy Team, Kew, Richmond, Surrey TW9 4DU or e-mail: [licensing@opsi.gov.uk](mailto:licensing@opsi.gov.uk)

A number of images have been supplied by the Office for Disability Issues ([www.odi.gov.uk](http://www.odi.gov.uk)).

ISBN: 978-0-10-296202-4

# Contents

<b>Chief Executive's report</b> .....	<b>4</b>
<b>About the Pension, Disability and Carers Service</b> .....	<b>5</b>
<b>Our journey</b> .....	<b>8</b>
<b>How we performed</b> .....	<b>11</b>
<b>What our customers told us and how we responded</b> .....	<b>14</b>
<b>How we improved our service</b> .....	<b>18</b>
<b>Our people</b> .....	<b>20</b>
<b>Our leadership team</b> .....	<b>23</b>
<b>Effective management</b> .....	<b>26</b>
<b>How much we spent</b> .....	<b>27</b>
<b>Policy reform</b> .....	<b>30</b>
<b>The efficiency challenge</b> .....	<b>31</b>
<b>A sustainable agency</b> .....	<b>33</b>
<b>Management commentary</b> .....	<b>35</b>
<b>Remuneration report</b> .....	<b>42</b>
<b>Statement of the Pension, Disability and Carers Service and Chief Executive's responsibilities</b> .....	<b>50</b>
<b>The Pension, Disability and Carers Service Statement on Internal Control</b> .....	<b>51</b>
<b>The Certificate and Report of the Comptroller and Auditor General to the House of Commons</b> .....	<b>59</b>
<b>Accounts</b> .....	<b>62</b>