

## Chief Executive's report

**I am pleased to introduce the first Pension, Disability and Carers Service Annual Report and Accounts. The past 12 months have been very challenging, exciting and progressive. In its first year, the new agency has made positive improvements in the service delivered to customers.**



Through our staff much has been achieved. Their commitment continues a proud tradition of the two former agencies where we work hard to improve the impact we have on more than 15 million customers every year. Most of this happens 'behind the scenes'. Our people are committed to developing, learning and growing to meet the challenges they face.

The impact of the recession on the welfare system is significant. We will continue to play our part in the wider Department for Work and Pensions to tackle the challenges it presents.

Looking forward, I am confident that we have laid a firm foundation for our ambition to join up services around our customers. We are by no means a model of public service yet. I am nevertheless clear that we continue to progress.

Finally, during the year thousands of people from many organisations have also contributed to the agency's success and improvement. It is impossible to thank them all individually in this report. I would, however, like to pay tribute to Peter Lehmann, who was a Non-Executive Director of the agency and the predecessor Disability and Carers Service, from March 2002 until his untimely death in November 2008. He was a considerable force in the drive for continuous improvement.

I hope that you find the Annual Report and Accounts both useful and informative.

A handwritten signature in black ink, which appears to read 'Terry Moran'.

**Terry Moran**  
Chief Executive  
8 July 2009