

About the Pension, Disability and Carers Service

History

The Pension, Disability and Carers Service was launched on 1 April 2008, as an executive agency of the Department for Work and Pensions (DWP). It was formed by merging the Disability and Carers Service (DCS) and The Pension Service (TPS). We are here to provide a service for current and future pensioners, disabled people of all ages and carers. We work closely with Jobcentre Plus and other partner organisations across Great Britain with whom we share customers.



We operate through a network of pension centres and disability benefits centres supported by a face-to-face service and are responsible for delivering benefits, entitlements and other services to over 15 million customers in Great Britain and overseas.

Creating the Pension, Disability and Carers Service provided us with the opportunity to build upon the strong relationships that were already in place with our customers by continuing to listen and learn from them. We seek to make sure that our customers can access our services and their full entitlements in ways that suit their individual needs.



"Our vision is working together to make lives better."

Yvonne Burke, DLA/AA Helpline, Blackpool



"Our mission is to be an accessible, trusted and efficient service whose people feel valued and energised to respect, understand and fulfil our customers needs every day."

Katie Taylor, Resources and Performance Team, Newcastle

Departmental objectives

The DWP's strategic objectives that have directed our performance over the year are to:

- promote independence and well-being in later life, continuing to tackle pensioner poverty and implement Pensions Reform;
- promote equality of opportunity for disabled people;
- pay our customers the right benefits at the right time; and
- make the DWP an exemplar of effective service delivery to individuals and employers.

Principal activities 2008/09

We have:

- delivered a large range of pensions, benefits and entitlements accurately to people of all ages;
- provided information to future pensioners to enable them to make informed decisions about their pension provision in later life;
- provided a face-to-face service in a place that was convenient for customers or in the comfort of their own home;
- received and answered customer queries over the phone, by post, by email and through our websites;
- advised customers how they could access other pension and disability related entitlements and services; and
- worked in partnership with other local organisations to deliver pension and disability related services.

Performance targets

Our targets were set out in our 2008/09 Business Plan; a detailed description is provided on pages 11 to 13 of this Annual Report. Future performance targets are set out in our 2009/10 Business Plan, published May 2009.





During 2008/09, we delivered the following benefits and associated services:

- Attendance Allowance
- Carers Allowance
- Christmas Bonus Payments – including a one-off Additional Christmas Bonus Payment
- Disability Living Allowance
- Occupational and Personal Pension Tracing
- Over 80 Pension
- Pension Credit
- State Pension
- Additional State Pension
- State Pension Forecasts
- Winter Fuel Payments
- Payments made under Vaccine Damage Payments Scheme
- Cold Weather Payments



PDCS in brief:

• Pensioners who receive our benefits	12.1 million
• Disabled customers who receive our benefits	4.6 million
• Carers who receive our benefits	0.5 million
• Pension, disability and carers centres	26
• Staff at 31 March 2009	15,017
• Value of benefit paid to our customers	£89.9 billion
• Number of people visiting our pension website	3.9 million
• Number of people visiting our disability website	4.9 million
• Telephone calls from the public	17 million
• Referrals to our face-to-face service	266,701
• Successful pension traces	76,282
• Customers who received Winter Fuel Payments	12.6 million
• Customers who received extra £60 Christmas Bonus payments	15 million