



Department  
for Work &  
Pensions

# Partnership Press

Durham and Tees Valley

Please circulate to appropriate staff

July 2016

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## Employer and Partnership Team

Partner Support Manager, Durham and Tees Valley

Jill O'Brien: [JILL.O'BRIEN@DWP.GSI.GOV.UK](mailto:JILL.O'BRIEN@DWP.GSI.GOV.UK) 07881 856667

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## Consultation

The Department for Work and Pensions Tabulation Tool is a website that allows users to customise and download Official Statistics on a range of benefits

This document sets out our plans to stop updating the DWP Tabulation Tool and seeks views from users.

<https://www.gov.uk/government/statistics/tabulation-tool-questionnaire-statistical-notice>

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## Discretionary Housing Payments

This Factsheet is intended for claimants and gives information about Discretionary Housing Payments (DHP). These provide extra money when a council decides that someone needs extra help to meet their housing costs. The factsheet has been amended to include UC information, and explains:

- Who can claim a DHP
- How they can use their payment
- How they can make a claim for DHP

<https://www.gov.uk/government/publications/claiming-discretionary-housing-payments>

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## Benefit and Pension Rates Leaflet

The Benefit and Pension Rates leaflet has now been published on GOV.UK. The leaflet also explains some rules on extra amounts payable for dependants and how income and savings can affect entitlement to certain benefits.

<https://www.gov.uk/government/publications/benefit-and-pension-rates-april-2016>

## New State Pension Statements

The number of people accessing their New State Pension Statements has increased by almost 40% in the last 6 months with approximately 400,000 requests for statements.

Anyone over the age of 18 can access information about their State Pension by using the new online 'Check your State Pension' service. This service provides a personalised estimate of what someone may receive when they reach State Pension age, based on their National Insurance contributions records. It can also highlight any gaps in National Insurance contributions and whether these can be filled with voluntary contributions.

State Pension statements are not sent automatically. Anyone aged 50 or over can use the online service or request a paper statement. The under 50s can obtain the statement digitally. You can find out how to request a statement on GOV.UK. Written statements are normally sent within 10 days

<https://www.gov.uk/government/news/demand-increases-for-new-state-pension-statements>

<https://www.tax.service.gov.uk/checkmystatepension>

<https://www.gov.uk/check-state-pension>

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## Pension Tracing Service

A new DWP Website has been launched by the Pension Tracing Service to help people find their lost pension savings.

There is currently an estimated £400 million in unclaimed pension savings. This is money people have previously saved for their retirement, and the new website aims to better help people locate their hard-earned savings.

The new service is simple to use and provides trace results immediately. Individuals enter their former employers' details into the online database and are provided with contact details for pension schemes they may have paid into.

The Pension Tracing Service is a free service that enables people to search a database of more than 320,000 pension scheme administrators.

<https://www.gov.uk/government/news/new-pension-tracing-service-website-launched>

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## Older People and the Workplace

The UK has an ageing population, which offers both challenges and opportunities for individuals, businesses and the economy. By 2022 there will be 3.2 million more people aged between 50 and State Pension age, yet 200,000 fewer people aged 16 to 49.

The Age Action Alliance is an independent partnership of organisations, including the Department for Work and Pensions, that works together to take a collaborative approach to the challenges of an ageing society.

The Age Action Alliance Employer Toolkit below offers guidance on retaining, retraining and recruiting older workers.

Record numbers of older people are bringing their skills, talents and experience into the UK workplace, read about Eddy Diget who is believed to be the oldest fitness trainer in the UK.

<http://ageactionalliance.org/employer-toolkit/>

<https://www.gov.uk/government/news/kicking-age-discrimination-into-touch>

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## Increasing State Pension

Men born between 6 April 1945 and 5 April 1950, and women born between 6 April and 5 October 1952 who don't get a full basic State Pension may be able to increase the State Pension they receive, by paying up to six additional years of voluntary Class 3 National Insurance Contributions, for years going back to 1975.

A factsheet is available on GOV.UK, that explains more about options available.

Until the 5 April 2017, applications can be made to make a Class 3A voluntary contribution to top up State Pension by up to £25 per week. This is available for men born before 6 April 1951, and women born before 6 April 1953.

<https://www.gov.uk/government/publications/how-to-increase-your-state-pension-if-you-reach-state-pension-age-between-6-april-2010-and-5-april-2015>

<https://www.gov.uk/state-pension-topup>

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## Disability Confident Partner Organisations

Through the Disability Confident campaign, the government is working with employers to remove barriers, increase understanding and ensure that disabled people have the opportunities to fulfil their potential and realise their aspirations.

The list of organisations that Disability Confident has as partners has recently been updated. Partner organisations can find out how to become a Disability Confident partner or learn more about the campaign by emailing the team at: [dwp.disabilityconfident@dwp.gsi.gov.uk](mailto:dwp.disabilityconfident@dwp.gsi.gov.uk)

<https://www.gov.uk/government/collections/disability-confident-campaign>

<https://www.gov.uk/government/publications/disability-confident-partner-organisations>

## Universal Credit Guide: If you have a Disability or Health Condition

This guide (now updated to provide the latest information about Universal Credit) provides information on the support and financial help that is available for Universal Credit claimants who have a disability or health condition.

It explains how Universal Credit simplifies the claim process and gives an overview of the changes that Universal Credit brings.

It also covers Work Capability Assessments and how these relate to the Universal Credit Claimant Commitment, as well as what is expected of a claimant will depend on their personal situation.

<https://www.gov.uk/government/publications/universal-credit-if-you-have-a-disability-or-health-condition-quick-guide>

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## Access to Work Guide for Employers

Access to Work is a specialist disability service from Jobcentre Plus that gives practical advice and support to disabled people, whether they are working, self-employed or looking for employment.

Access to Work is provided where someone needs support or adaptations beyond the reasonable adjustments which an employer is legally obliged to provide under the Equality Act.

- Access to Work Guide for Employers has been updated to include information about the Access to Work cap which took effect from April 2016.

<https://www.gov.uk/government/publications/access-to-work-guide-for-employers>

- Access to Work Factsheet for Customers has also been updated.

<https://www.gov.uk/government/publications/access-to-work-factsheet>

<https://www.gov.uk/access-to-work>

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## New Carer's Allowance claim form

Use this form to claim Carer's Allowance by post if customers can't claim online.

The Carer's Allowance DS700 forms and notes have been updated with new versions. Please ensure that anyone who assists customers in making claims to Carer's Allowance are aware and use this form to claim Carer's Allowance by post if they are unable to make the claim online. Wherever possible claims should be made online.

<https://www.gov.uk/government/publications/carers-allowance-claim-form>

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## What is Carer's Credit?

Many carers don't realise that they're missing out on a National Insurance credit. Each year's credit could boost their State Pension by £230 a year once they reach State Pension age (2016/17 figures).

We've posted a short video on PensionTube to explain Carer's Credit. Please share it with your customers, colleagues, friends and family. If you're on Twitter, use the hashtag #carerscredit. For more information on Carer's Credit, visit below website

[www.gov.uk/carers-credit](http://www.gov.uk/carers-credit).

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## Find an Apprenticeship

Search the find an apprenticeship service for apprenticeships in England. You don't need an account to search

<https://www.findapprenticeship.service.gov.uk>

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## The Daily Jobseeker on Tumblr

Tips and advice to help give your job search a boost – New job search ideas, CV & interview tips, Advice from recruitment experts, Working in a new industry, How Universal Credit can help.

<http://dailyjobseeker.tumblr.com/>

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## Department for Work and Pensions (DWP) Telephone Numbers

The Department is aware that there are a number of organisations that promote DWP services through their websites. Whilst the majority of them provide the correct telephone numbers, there are a minority that provide expensive alternatives that then route customers through to our services. These companies are not affiliated with DWP and we do not support their use of these costly telephone numbers.

Could you please remind DWP customers that all of our telephone numbers feature on our written correspondence or on our website GOV.UK. If there is any uncertainty we would encourage customers to check them before calling us.

<https://www.gov.uk/>

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## New DWP Postal Addresses

DWP is modernising how it receives and processes post by gradually transforming the department's paper led system to a modern, digital solution. This transformation has resulted in changes to office postal addresses and new details are provided to ensure that any correspondence is correctly addressed.

More offices will be added to the annex as they approach their rollout date. Offices that are not shown on these lists are not changing and their current address should continue to be used.

All external partners, including Local Authorities, should ensure that they are using the appropriate Business Reply Envelope. These can be obtained via the business as usual route way. More information and the guidance can be found via the attached link.

<https://www.gov.uk/government/publications/new-dwp-postal-addresses>

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## How to Complain to DWP

Some useful information for partner organisations to be aware of:

Complaints Procedure :

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure>

Child Maintenance Complaints :

<https://www.gov.uk/child-maintenance/complaints-and-appeals>

About the DWP our Service Standards leaflet :

<https://www.gov.uk/government/publications/about-the-dwp-our-service-standards-leaflet>

Our Customer Charter :

<https://www.gov.uk/government/publications/our-customer-charter>

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