



The Pension, Disability and Carers Service (PDCS)

PDCS is an executive agency of the Department for Work and Pensions. It was created on 1 April 2008 from the merger of the former Pension Service and Disability and Carers Service.

Our **vision** statement, [Working Together to Make Lives Better](#), reflects the ethos of our organisation and the launch of the new Agency is allowing us to deliver products and services designed around our customers' needs.

What we do

We administer pensions, disability and carers benefits to the most vulnerable in our society, serving current and future pensioners, disabled people of all ages and carers, both here and abroad.

We have over 16,500 staff who process 10,500 new claims every day. Each year we receive around 17 million calls to our phone lines and pay around £85 billion in benefits and entitlements to nearly 15 million customers.

We also provide an holistic face to face service for our most vulnerable customers, seeing 2,600 customers every day. We do this in partnership with local authorities and other organisations.

Our service

PDCS provides financial support for pensioners, disabled people and carers through the administration of the following entitlements and benefits:

- ▶ **Attendance Allowance** a tax-free benefit for people aged 65 or over who need help with personal care because they are physically or mentally disabled.
- ▶ **Carers Allowance** a taxable benefit to help people who look after someone who is disabled.
- ▶ **Disability Living Allowance** a tax-free benefit for children and adults who need help with personal care or have walking difficulties because they are physically or mentally disabled
- ▶ **Pension Credit** an entitlement for people aged 60 or over living in Great Britain which guarantees a minimum income
- ▶ **State Pension** based on National Insurance (NI) contributions and paid to entitled people who have reached State Pension age
- ▶ **Winter Fuel Payment** an annual payment to help people aged 60 and over with the costs of keeping warm during the winter
- ▶ **Vaccine Damage Payment Scheme** for people who have been severely disabled as a result of a vaccination against certain diseases

Our organisation

PDCS operates out of a nationwide network of sites:

- ▶ Pension Centres
- ▶ Disability Benefit Centres
- ▶ Disability Contact and Processing Units
- ▶ Helpline and Benefit Enquiry Line
- ▶ Carers Allowance Unit
- ▶ Vaccine Damage Payment Unit
- ▶ Local Services
- ▶ Support Services

Working in PDCS

To achieve our aims of modernising the business, we need people with the skills and enthusiasm to deliver our vision of the customer experience. We are looking for the sort of person who:

- ▶ is committed to making a difference to pensioners' and disabled peoples' lives
- ▶ appreciates the need for staff and Government to deliver concrete results and meet targets

For those in strategic roles:

- ▶ can translate business strategy into practice
- ▶ has people, process and/or change management skills and experience.

The specific requirements of the role will depend on the area of the business in which you are employed.

More information about PDCS can found on our websites at

www.thepensionsservice.gov.uk and
<http://www.dwp.gov.uk/lifeevent/benefits/dcs/>