

Chief Executive Office

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Dear Colleague,

## Changes in the Department for Work and Pensions

I am writing to let you know that our Department has today announced that we are bringing two of our existing Agencies, The Pension Service and the Disability and Carers Service, together into a single new Agency from 1<sup>st</sup> April 2008, to be known as the Pension, Disability and Carers Service. The new Agency will operate under a single Chief Executive and leadership team but initially will retain both of the current brands.

The fundamental reason which has led us to make this decision is that the two existing Agencies increasingly share a common customer base. More than fifty percent of the customers of the Disability and Carers Service are now also customers of the Pension Service and that proportion is growing as longevity increases. The launch of the new Agency will allow us to deliver more seamless products and services designed around our customers' needs, which is at the heart of our ambition for change.

While this is a significant administrative change, it will not make any difference to the way our customers interact with us in the short term. The same services will be available from the same staff via the same contact numbers and face to face channels. We are proud of the progress we have made around customer service, and we want the new Agency to build on that.

Both the existing Agencies currently work closely with Jobcentre Plus and we will continue this in the future while pursuing even closer working to ensure that we join up our service to



working age customers. Creation of the new Agency will not of itself change the way DWP delivers services to its working age customers.

As we bring the two Agencies together, it will be very much business as usual. We will continue to update customers and their representatives about progress via the Internet, Touchbase magazine and our other channels.

Whilst this change is unlikely to affect you in the short and medium term, I wanted to let you know of the announcement and I am happy to discuss this further with you at any time.

Yours sincerely



**Terry Moran**



**Vivien Hopkins**

