

Government bodies that deal with benefits or debt

Department for Work and Pensions (DWP)

Administers most benefits. This department took over the old DSS, the Department for Education and Employment and the Employment Service in June 2001. It has links to the new Jobcentre Plus and Pensions Service sites. (Includes internal guidance and social security law and case law). Gives details of its operations, press releases and has details of its offices.

Child Support

Child Support Agency website.

Social Fund Inspectors (SFI)

This body deals with reviews against decisions made by Social Fund Officers. It gives summaries of many of their decisions, which can help to support a Social Fund claim or challenge. It also links to the Social Fund Officer's Guide.

Revenue and Customs

Administers Tax Credits, Child Benefit, National Insurance Contributions and Statutory Sick, Adoption, Maternity and Paternity Pay. There are links to internal **Revenue and Custom guidance manuals**.

Regarding Tax Credits, it explains how to claim and contact them and has online calculators. There is also a special area on the **Tax Credits** and **official Tax Credits guidance**. Complaints to Revenue and Customs can be made to the **Adjudicator's Office**

Housing Benefit Official guidance on Housing Benefit from the DWP website. Includes guidance on the new **Local Housing Allowance scheme**

Jobcentre Plus

From April 2002, Jobcentre Plus offices took over from the Employment Service and Benefit Agency for working age claimants. Most of whom will have to attend a work focussed interview as well as making a benefit claim. Jobcentre Plus 'went live' in Newcastle in early 2003. **More Jobcentre Plus details**

The Appeals Service

Explains how to appeal against most benefit decisions, what happens when you do and the forms involved. The 'Advisory Centre' includes internal guidance to its tribunals called "President's Protocols".

The Tribunals Service

Government agency to administer tribunals from April 2006 **The Court Service** (look in 'You and the Courts') Advice and forms on appealing against benefit decisions. Including the General Commissioners of Income Tax, which hears appeals on National Insurance and SSP etc.

[Social Security Commissioners Office](#)

How to appeal against an appeal tribunal decision. Forms and case law.

[War Pensions](#)

This Service Personnel and Veterans Agency website replaced the previous War Pensions site. Has guidance on the War Pension Scheme as well as other veterans related information. It is part of the Ministry of Defence website.

[War Pensions appeals](#)

The Pensions Appeal Tribunals.

[The Pension Service](#)

Part of the Department for Work and Pensions website. Specific information on state, personal and occupational pensions as well as other areas such as winter fuel payments. Helps find nearest outreach session in 'contact us' section.

[DWP performance](#)

New Treasury site that monitors the DWP and other Government Departments against set criteria. For example 'reducing child poverty'.

[Social Security Advisory Committee](#)

Consults on and reviews Government benefit plans.

[Scottish Courts](#)

Covers civil and criminal courts including the Court of Session and tribunals. Cases and description of their work.

[Scottish Social Security Commissioners Office](#)

Description of their work and practice, including those of interest to advisers.