



Department
for Work &
Pensions

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7 March 2014

Replacement of the online Benefits Adviser

DWP is making significant changes to the way it supports self service customers to determine their potential eligibility to benefits and tax credits.

The department's existing online benefits calculator, Benefits Adviser, is being decommissioned and will be taken offline on **31st March 2014**. DWP will not be developing a replacement; instead, visitors to GOV.UK will be directed towards high quality online benefit calculators offered by other organisations. Only services that meet a set of rigorous standards relating to privacy, security, accuracy and user experience will be included.

There are several reasons for implementing this new approach, but first and foremost is the desire to improve the user experience. Feedback has shown that too many people are simply dissatisfied with Benefits Adviser.

To prepare for the change, your website may need updating if it contains links to the Benefits Adviser:

- www.gov.uk/benefits-adviser (the page which gives an overview of the service) **will remain in use** and will host the links to the alternative services
- www.dwpe-services.direct.gov.uk/portal/page/portal/ba/lp (the direct link to the service itself) will be taken offline

We hope you'll agree that this approach will significantly enhance the department's online service offering.

Yours faithfully

David Baldry
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