

# Housing Benefit and Council Tax Benefit

## General Information Bulletin

Department for Work and Pensions, 1<sup>st</sup> Floor, Caxton House, Tothill Street, London, SW1H 9NA  
<http://www.dwp.gov.uk/housingbenefit/>

**HB/CTB G7/2010**

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<b>Who should read</b>	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
<b>Action</b>	For information

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## Improving on-line services for DWP customers

- 1 HB/CTB General Information Bulletin 17/2009 provided information on The Benefits Adviser Service that is accessed through Direct.gov.
- 2 The service has now been enhanced to incorporate the new Pensions Reform and Carers Credit legislative changes, as well as changes that improve customers' understanding of the questions.
- 3 These features improve the online service that already helps customers find out what benefits they are entitled to and how changes to their circumstances may affect these.
- 4 Launched in April 2008, the Benefits Adviser is one of Department for Work and Pension's (DWP's) popular online services with more than two million visitors since its launch. The service can be accessed at [www.direct.gov.uk/benefitsadviser](http://www.direct.gov.uk/benefitsadviser)
- 5 This is part of a wider range of online services which have been developed to meet the growing demands from customers wanting better access to our services.
- 6 For further advice or information please contact

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