

## **Generic and Cross Benefit instructions**

### **A to C**

Attendance at a Public or Independent Inquiry as a witness or core participant  
Bank Holiday - Advance Payments  
Benefit Involved Cases  
Bulletins – Legacy Benefits  
Capital Disregard  
Carer's Credit Instructions  
Common Update Enquiry Dialogue (CUED)  
Complaint Handling  
Council Tax bands  
Customer Accessibility

### **D to F**

Decision Making & Appeals (DMA): Gaining Customer Feedback from Employers

### **Decision Making and Appeals Case Recorder (DMACR)**

Decision Making and Appeals Case Recorder (DMACR) Compliance guide  
Decision Making and Appeals Case Recorder (DMACR) Staff Administration Guidance  
DMACR - Management Information Guidance  
DMACR - User Guidance  
DMACR – Staff Administration

### **Decision Making And Appeals System (DMAS)**

DMAS Contingency Guide  
DMAS Known Problems Guide  
DMAS Release Contents Guide  
DMAS user guide

Delivering adverse decisions within a Jobcentre  
Digital Imaging Guidance  
DWP Freephone numbers  
eNIRS2 Guidance  
eNIRS2 Security Manual  
Exportability Team Instructions

### **Finance guides for operations**

Bank Wizard Guidance  
Business Continuity Faster Payment Contingency (FPC) Guide  
Cashiers Guide  
Finance Managers Guide  
Missing Payments Instructions  
Payment Instructions

### **G to L**

Habitual Residence Test (HRT)  
HM Government Payment Exception Service (HMGPEs)  
Housing Benefit and Council Tax Reduction  
Housing costs dealt with by the Benefit Office  
Jobcentre Plus Twitter service  
Leaving a Message on a Customer's Answering Machine

## **M to R**

Method of Payment discussion for new claims  
Modern Slavery  
Mortgage Interest  
Overpayments for DWP  
Post Office card accounts instructions  
Premiums  
Record Storage Instructions  
Reducing telephony contact between DWP business areas  
Right of Access Request instructions

## **S to Z**

Scotland Act 2016 Taxation changes 2017-18 and subsequent tax years

## **Social Fund instructions**

Budgeting Loan Guide  
Social Fund Cold Weather Payment Handbook  
Social Fund Draft Letters  
Social Fund Forms  
Social Fund Job Aid  
Social Fund Management Guidance  
Social Fund Procedural Instructions  
Social Fund Quality Assurance Guide  
Sure Start Maternity Grant Instructions

Support for Mortgage Interest loan instructions  
Tax Free Childcare instructions  
Telephony manager / Team leader standards for call backs  
Transcription Service

## **Uprating**

Benefit Uprating Schedule  
Uprating

Vaccine Damage Payment Scheme  
Verify Earnings and Pensions service  
Verifying Identity for DWP  
Video Relay Service  
Vulnerability instructions (additional support for individuals)  
Wales Act 2014 Taxation Changes 2019/2020 and subsequent years  
Winter Fuel Payment  
Working with Representatives Guidance