

Collection

Decision makers' guide: staff guide

Guidance for DWP staff who make decisions about benefits, pensions and allowances.

From: **Department for Work and Pensions**
(/government/organisations/department-for-work-pensions)

Published 28 October 2013

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This guidance is for DWP staff who make decisions about benefits and pensions. It helps them make decisions that are accurate and consistent.

The introduction of Universal Credit and Personal Independence Payment affects the guidance DWP staff use.

DWP decision makers now use Advice for decision making

(<https://www.gov.uk/government/publications/advice-for-decision-making-staff-guide>) (instead of the DMG) for decisions that involve:

- Universal Credit

- Personal Independence Payment
- contribution-based Jobseeker's Allowance and contribution-based Employment and Support Allowance for [people who are eligible for Universal Credit \(https://www.gov.uk/universal-credit/eligibility\)](https://www.gov.uk/universal-credit/eligibility)

Why we publish this guide

We publish this guide to help people understand how we make decisions.

Information for claimants

Information for claimants about eligibility and how to claim:

- [benefits \(https://www.gov.uk/browse/benefits\)](https://www.gov.uk/browse/benefits)
- [pensions \(https://www.gov.uk/browse/working/state-pension\)](https://www.gov.uk/browse/working/state-pension)

Documents

Decision makers' guide: memos: staff guide

[\(/government/publications/decision-makers-guide-memos-staff-guide\)](https://www.gov.uk/government/publications/decision-makers-guide-memos-staff-guide)

16 April 2025 Guidance

Decision makers' guide: abbreviations: staff guide

[\(/government/publications/decision-makers-guide-abbreviations-staff-guide\)](https://www.gov.uk/government/publications/decision-makers-guide-abbreviations-staff-guide)

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Volumes

Decision makers' guide: Vol 1: Decision making and appeals: staff guide

(/government/publications/decision-makers-guide-vol-1-decision-making-and-appeals-staff-guide)

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Decision makers' guide: Vol 2: International subjects: staff guide

(/government/publications/decision-makers-guide-vol-2-international-subjects-staff-guide)

11 September 2024 Guidance

Decision makers' guide: Vol 3: Subjects common to all benefits: staff guide

(/government/publications/decision-makers-guide-vol-3-subjects-common-to-all-benefits-staff-guide)

8 May 2025 Guidance

Decision makers' guide: Vols 4, 5, 6 and 7: Jobseeker's Allowance and Income Support: staff guide

(/government/publications/decision-makers-guide-vols-4-5-6-and-7-jobseekers-allowance-and-income-support-staff-guide)

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Decision makers' guide: Vols 8 and 9: Employment and Support Allowance: staff guide

(/government/publications/decision-makers-guide-vols-8-and-9-employment-and-support-allowance-staff-guide)

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Decision makers' guide: Vol 10: Benefits for incapacity, disability, maternity and bereavement: staff guide

(/government/publications/decision-makers-guide-vol-10-benefits-for-incapacity-disability-maternity-and-bereavement-staff-guide)

22 May 2025 Guidance

Decision makers' guide: Vol 11: Industrial injuries benefits: staff guide

(/government/publications/decision-makers-guide-vol-11-industrial-injuries-benefits-staff-guide)

15 May 2025 Guidance

Decision makers' guide: Vol 12: Pensions: staff guide

(/government/publications/decision-makers-guide-vol-12-widows-benefit-and-retirement-pension-staff-guide)

20 February 2025 Guidance

Decision makers' guide: Vols 13 and 14: State Pension Credit: staff guide

(/government/publications/decision-makers-guide-vols-13-and-14-state-pension-credit-staff-guide)

4 June 2025 Guidance

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