




Supporting people with the  
digital skills to access  
Pension Credit online

# How to use this document

These resources have been collated to support you alongside Digital Communities Wales' training.

We have included webpages within this document that contain helpful information for supporting others. We have included these as links in this document. Look out for the **pink link symbol**, which you can select with your cursor or finger, to open and view the link. 

If you are viewing a printed resource, either type the website address into a web-browser or scan the QR code to open the webpage.

## How to scan a QR code

1. Open your QR code app on your device. On many modern smart phones, this is your camera app.
2. Point the camera at the QR code and ensure all of the code is in the frame.
3. Look at your phone screen to see if a website link has appeared. If it has, touch it with your finger and it will open the website!



# Guidance for supporting older people

At Digital Communities Wales we aim to empower and provide choice to include everyone in Wales with digital skills and support. We have collaborated with the Department of Work and Pensions team to provide free guidance, along with video guides signposting to useful online resources to support older people to access Pension Credit online.

With learning any new digital skill, consider who it is you are helping, and their needs. If you are based in Wales and require more advice and support helping others to get online, please contact Digital Communities Wales.



# Helping people to get online

You may be in a position to support others to get online. Digital Communities Wales can provide ongoing advice and guidance to organisations and community groups in Wales to support them to help others get online.



<https://bit.ly/4dlg3RN>

Please **contact us** for further advice.

## Citizens Advice

For more information about where to start with a Pension Credit application, Citizens advice provide useful help pages.



Citizens Advice may also be contacted if extra support is needed <https://bit.ly/4fuycP2> for a Pension Credit application.



## Learn My Way

Learn My Way provides bitesize digital skills courses for learners. Visit

[www.learnmyway.com](http://www.learnmyway.com) to find out more.

# Pension Credit online

## Key websites

The Pension Credit webpage listed on the Government's webpage is the place to start and find out useful information about eligibility and what details you need to have prepared to apply:

**<https://www.gov.uk/pension-credit>** 


There is a detailed guide to Pension Credit available online, for advisers and those in positions of supporting others:

**<https://bit.ly/4hCuVhX>** 

As well as a Pension Credit Toolkit that contains a collection of materials to help older people understand how they could get Pension Credit:

**<https://bit.ly/3UKs2lr>** 

Use the Pension Credit calculator tool to see if someone you support may be eligible for Pension Credit:

**<http://bit.ly/3AGCfs4>** 




## Apply online for Pension Credit

The only place to submit an application for Pension Credit online is through the official DWP Pension Credit application webpage, found on the UK Government website:


**<https://apply-for-pension-credit.service.gov.uk/apply-citizen-ui/start>** 


# Accessibility and safety

For further information about Pension Credit please contact the Pension Credit helpline:

- Telephone: **0800 99 1234** (option 2 for Welsh language).
- Textphone: **0800 169 0133**
- Call charge information can be found here:  
**<https://bit.ly/4hHGFj7>** 


**Relay UK** service is available if you cannot hear or speak on the phone: **18001** then **0800 99 1234**.

**British Sign Language (BSL)** have a video relay service if you're on a computer: **<https://bit.ly/3077ksb>** 

Find out how to use the BSL service on mobile or tablet:  
**<https://bit.ly/4hEXFqp>** 

You may also apply for Pension Credit using their postal service: **<https://bit.ly/40Lfdey>** 

## Online safety

It is important to remain vigilant of online safety when making a Pension Credit application online. The only webpage to use for a Pension Credit application is listed on the previous page in this document. You can contact Action Fraud if you feel you may be a victim of cyber crime: **<https://www.actionfraud.police.uk/>** 

# Helpful resources

## DWP's pension tracing service

Use this service to find contact details to search for a lost pension.



<https://bit.ly/3CtE7ox>

There are many services around the UK that can offer further support and guidance about Pension Credit, including:

- [Citizen's Advice - https://bit.ly/3AoL6i9](https://bit.ly/3AoL6i9)
- [AgeUK - https://bit.ly/3Cev5f6](https://bit.ly/3Cev5f6)
- [Turn2Us - https://bit.ly/3Awl0ia](https://bit.ly/3Awl0ia)

## Useful MoneyHelper online tools for older people

### Tools and calculators

The MoneyHelpers website has a useful online tools and calculators landing page, that includes several useful categories for older people.



<https://bit.ly/3TEJreG>

Tools and calculators that are useful starting points for discussions about finances include:

- [Pensions calculator - https://bit.ly/3Bh9Hp6](https://bit.ly/3Bh9Hp6)
- [Find out your pension type - https://bit.ly/3zsSFnu](https://bit.ly/3zsSFnu)
- [Find a retirement adviser - https://bit.ly/4gEcLM8](https://bit.ly/4gEcLM8)

# Pension Wise

Pension Wise is a government service from MoneyHelper that offers free, impartial guidance to over 50s about their defined contribution pension options. No matter how large or small your pension pot may be.



 <https://bit.ly/4eChc8j>

**You will get specialist pension guidance which usually takes up to an hour over the phone or local to you.**

Who can Pension Wise help?

- If you are aged 50 or over.
- Want to make sense of your options.
- Have a personal or workplace defined contribution pension.





# Support for accessing data and devices

**Welsh Government's** DataMap Wales service helps identify places you can go to support someone to get online.



<https://bit.ly/4fcJs27>

**Good Things Foundation** created the National Databank to give people access to the Internet through free data sims.



<https://bit.ly/40xzMe2>

## Social Tariffs

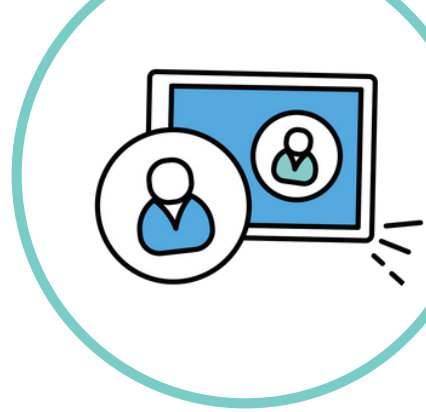
Social tariffs are discounted broadband and mobile deals for people on Universal Credit and other benefits. **Ofcom** provides a list of social tariffs available.



<https://bit.ly/3B016qT>

# Get in touch

With learning any new digital skill, consider who it is you are helping, and their needs.



If you are based in Wales and require more advice and support helping others to get online, please contact Digital Communities Wales.

## What next?

To find out more about our support, get in touch:



[digitalcommunities.gov.wales/contact-us/](https://digitalcommunities.gov.wales/contact-us/) 



0300 111 5050



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