Subject: DWP Cyber Incident – Service Impact and Guidance

Dear Valued Customer,

We are aware of the cyber incident affecting the Department for Work and Pensions (DWP), reported in the news today, 27 November 2026. We appreciate that this may cause concern and are writing to clarify the current impact on our services and our advice for your Authority.

Housing Landlords Portal:

As part of its preventative measures, DWP are currently blocking the APIs used by NEC Housing Landlords Portal, and so this is temporarily unavailable. Users will see the below message from DWP:

Temporary disruption to some DWP online services
We have taken some DWP online services offline as a precaution after we identified a cyber incident affecting our systems.
We are working closely with the National Cyber Security Centre and Government Cyber Coordination Centre to investigate and to bring services back online as quickly as possible and to minimise any disruption.
Regular benefit and pension payments are not affected and will be paid as normal.
If an online service you need is unavailable, please try again later. As always, we will never message you to ask for bank details or ask you to click on links.

Searchlight CIS for Entitlements Services:

DWP has advised that *"Some Local Authorities are still able to access Searchlight but may encounter issues with data not being fully available on all screens. We will continue to provide regular updates to LAs via GlassCubes."*

NEC R&B and NEC Orbis R&B:

These services are still available, however as a precautionary measure, our current recommendation is to switch off the DWP Queue Manager within your NEC R&B and NEC Orbis R&B solution and consider not downloading DWP files such as ATLAS and UC4CTR until there have been further updates on GlassCubes, or until we issue a further bulletin.

We recognise the importance of these services to your Authority and appreciate your understanding while DWP's preventative measures remain in place. Once all services have made available again by DWP, we will advise you how to reset any failed requests to ensure that you receive all the necessary files from your transactions.

Yours,

NEC Cyber Security