

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dpw.gov.uk](mailto:freedom-of-information-request@dpw.gov.uk)

Our Ref: FOI2019/28983 and IR 32778

5 September 2019

Dear Andy Pennington,

Thank you for your Freedom of Information review request which we received on 4 September. I acknowledge that in this instance, the Department failed to respond within the 20 working days and DWP apologise for the delay. Furthermore, we apologise for not keeping you updated of the progress of your request. DWP is working to avoid any such errors occurring in the future.

In reviewing your request the reviewing officer upholds your complaint as the Department failed to respond to your request within 20 days.

The response to your original request received on 2 August is set out below. You asked:

*What is the ratio of Work Coaches to Universal Credit Claimants in the following jobcentres - Bridport, Blandford, Bournemouth, Poole, Ringwood, and Weymouth please.*

#### **DWP Response:**

We confirm that we do hold the information requested for the month of June 2019.

The figures as requested are:

<b>Jobcentre</b>	<b>People on Universal Credit</b>	<b>Universal Credit Work Coaches</b>
<b>Blandford</b>	Caseload and staffing managed by Poole	
<b>Bournemouth</b>	9,896	37.01
<b>Bridport</b>	Caseload and staffing managed by Weymouth	
<b>Poole</b>	7,704	28.57
<b>Ringwood</b>	660	5.73
<b>Weymouth</b>	4,926	17.85

Source: Stat-Xplore.

Blandford and Bridport are managed as satellite offices of Poole and Weymouth respectively. As such it is not possible to separate the caseloads out from the "parent" office.

The staffing numbers given are for Universal Credit (UC) Work Coaches and the caseload numbers are for UC claimants only. All figures are regularly reviewed.

Not all UC claimants are assigned a Work Coach. This will be dependent on the claimant's Labour Market Regime. More information on the Labour Market Regimes can be found using the following link: [http://data.parliament.uk/DepositedPapers/Files/DEP2019-0465/Labour\\_Market\\_regimes\\_v9.0.pdf](http://data.parliament.uk/DepositedPapers/Files/DEP2019-0465/Labour_Market_regimes_v9.0.pdf)

Please note: The figures provided for UC Work Coaches are taken from our 'Activity Based Management' (ABM) system. The provided data is derived from unpublished management information, collected and intended for internal departmental use and has not been quality assured to National Statistics or Official Statistics publication standard. As the DWP holds the information, we have released it. However, it is possible information may change due to operational reasons and we recommend that caution be applied when using it.

The data has been provided to respond to this specific request and should not be compared to any other data obtained.

If you have any queries about this letter, please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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#### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
Web: [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745