

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: FOI2018/07327 and IR 11221

29 November 2018

Dear Andy Pennington,

Thank you for your Freedom of Information (Fol) request received on 28 October and review request received on 25 November 2018

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 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:

A copy of the information you requested is enclosed for September 2018.

Jobcentre	September 2018
Bournemouth	
Ratio of Claimants to Work Coaches	173
Poole (includes Blandford)	
Ratio of Claimants to Work Coaches	239
Ringwood	
Ratio of Claimants to Work Coaches	148

Jobcentre	September 2018
Weymouth (includes Bridport)	
Ratio of Claimants to Work Coaches	221

Notes:

- Please note that the information supplied is derived from unpublished management information which was collected for internal Departmental use only, and has not been quality assured to National Statistics or Official Statistics publication standard. This information should therefore be treated with caution.
- The source of the Universal Credit claimant information is the [DWP Official Statistics Stat-Xplore at GOV.UK](#).
- The number of Work Coaches in Blandford Jobcentre is combined with those at Poole Jobcentre in the Departmental internal Activity Based Management Models, and those Work Coach figures are not reported separately.
- The number of Work Coaches in Bridport Jobcentre is combined with those at Weymouth Jobcentre in the Departmental internal Activity Based Management Models, and those Work Coach figures are not reported separately.
- The numbers provided are rounded to the nearest whole number.
- Please note that as the number of claimants on UC increases, there will be a proportion in work who have minimal contact if any with a work coach once their claim has been set up (ID verified and Initial Evidence Interview attended at a Job Centre).

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

Yours sincerely,

DWP Central Fol Team

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@dwpgsi.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 https://ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745