



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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[DWP Website](#)

Our Ref: FOI2021/47076

5 July 2021

Dear Andy Pennington,

Thank you for your Freedom of Information (FoI) request received on 10 June. You wrote:

“What is the current ratio of Work Coaches to Universal Credit Claimants (nationally).

Similarly, what is the current ratio of Case managers to Universal Credit Claimants (nationally).

Finally what is the current ratio of Decision Makers to Universal Credit Claimants (nationally) please.”

### **DWP Response**

I can confirm that we do not hold the recorded information to respond to your request in the format in which you asked.

However, we can inform you that as of May 2021 we had a total of 5,759 Case Managers supporting Universal Credit customers nationally, along with 1,053 Decision Makers.

We also had 20,669 Universal Credit only Work Coaches supporting an Intensive Work Search (IWS) caseload of 2,258,129. The total number of Work Coaches for the same period (which includes non-UC activities) was 23,786.

For the same period (May 2021), we had a total Universal Credit Caseload 6,010,269 individuals.

Please note that the supplied figures above are Full Time Equivalent (FTE) and calculates the time spent by individuals doing that specific activity, therefore the actual overall contracted hours FTE or equivalent Staff in Post (SiP) figure is likely to be significantly higher.

Updates to this information can be found on the gov.uk website here:

<https://www.gov.uk/government/statistics/universal-credit-statistics-29-april-2013-to-13-may-2021>

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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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 FoI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.