



Andy Pennington  
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[DWP Website](#)

Our Ref: FOI2022/55906

16th August 2022

Dear Andy Pennington,

Thank you for your Freedom of Information (Fol) request received on 18 July. You wrote:

“What is the current 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 you have requested. A copy of the information for the month of June 2022 is provided below.

Not all Universal Credit claimants are assigned a Work Coach.

Jobcentre	People on Universal Credit	Universal Credit Work Coaches (Full Time Equivalent)	Ratio to Universal Credit Claimants
<b>Blandford</b>	2,336	3.23	723
<b>Bournemouth</b> (including Rapid Estates Expansion Plan site)	22,877	80.03	286
<b>Bridport</b>	1,861	4.27	436
<b>Poole</b>	15,852	21.28	745
<b>Ringwood</b>	2,429	5.92	410
<b>Weymouth</b>	9,371	20.71	452

### Notes:

- Data is correct as of June 2022.
- The ratios are unpublished and have been provided to respond to this specific request and should not be compared to any other data obtained.

The Department continually impacts and assesses the service being offered to customers. Staff numbers, including the number of work coaches, decision makers and case

managers, and demand for Jobcentre services are reviewed on an ongoing basis, in line with the latest economic and benefit forecasts.

Claimants per UC work coach are not used to estimate the number of staff roles required nationally or locally.

It should also be noted that whilst ratios have been provided per UC claimant, UC claims are a single payment for each household, to help with living costs for those on a low income or out of work at household level.

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

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 FOI and EIR complaints](#) or telephone 0303 123 1113.