



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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Roy Peterson  
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[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2022/20885

29 March 2022

Dear Roy Peterson,

Thank you for your Freedom of Information (Fol) request received on 15 March. You wrote:

"I am writing to find out under the FOI Act whether or not you currently have any foreign call centres?

Do you have any foreign call centres (or customer service centres or whatever you call them) dealing with customers via phone and/or email and/or social media and/or any other methods?

I am defining "foreign" as meaning outside of, England, Wales, Scotland, Northern Ireland, Jersey, Guernsey, Alderney, Herm, Sark, Isle Of Man, so anywhere outside of these places is what i am asking about.

If the answer is no then just tell me that and you can ignore the rest of my request below:

However if the answer is yes then please tell me:

What countries and what cities within these countries are these call centres located in?

How many people work in these call centres?

How many people work during one shift in these call centres?

How many hours do these call centre employees work per day and per week and per month?

What are the shift times (in the local time of that country) that the employees work?

How much (in the local currency of that country) do these call centre employees get paid?

How is the wage worked out (eg is it per hour or per day or a salary)?

How often do they get paid (eg weekly or monthly)?

How are they paid (eg cash or cheque or direct to bank account)?

Are they directly employed by you or by another company or agency on behalf of you?

What is the minimum age of the people that work in these call centres?

What measures have you put in place to ensure the employees are treated well and fairly especially if they are located in a country without any decent labour laws?

I am awaiting your response regarding my questions within twenty working days.”

## **DWP Response**

We confirm that DWP use contact centres based within the United Kingdom. We can also confirm any services we outsource use contact centres based in the United Kingdom.

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@dpw.gov.uk](mailto:freedom-of-information-request@dpw.gov.uk) or by writing to: DWP Central Fol 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.