

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/29079

2 September 2019

Dear Michael Carroll-Owen,

Thank you for your Freedom of Information (Fol) request received on 5 August. You asked:

Since January 2016 how many 'Vulnerable Customer Champions' does the Department for Work & Pensions currently have trained?

Since January 2016 how many 'Vulnerable Customer Champions' are deployed in each of the following Nations; England, Scotland, Northern Ireland and Wales?

DWP Response:

I confirm that the Department holds no recorded information to answer your request. However, to be helpful you may find the following explanation useful. This has however been provided outside our obligations under the Freedom of Information regime.

'Vulnerable Customer Champions' is not a term the Department uses. However, all work coaches undergo mandatory training in how to support vulnerable customers and those with complex needs. Jobcentres also have subject matter experts for groups of customers with particular complex needs based on local demographic need, as well as links with a network of local charities with whom DWP works in partnership to provide support for vulnerable customers. Every Jobcentre also has a single point of contact who liaises with Local Authority Leaving Care teams to ensure that care leavers approaching 18 years of age have a smooth transition onto Universal Credit.

DWP has recently undertaken an exercise to upskill Jobcentre Customer Service Managers on homelessness and domestic abuse. The following GOV.UK announcements provide more information:

- [GOV.UK - Increased support for women experiencing domestic abuse](#)
- [GOV.UK - People experiencing homelessness set to benefit from new jobcentre support](#)

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

Yours sincerely,

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@dwpgov.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 or telephone 0303 123 1113 or 01625 545745