

16 July 2018

Dear Dawn Smith,

Thank you for your Freedom of Information request received on 19 June 2018.

You asked:

"I am unaware how you store and retrieve information relating to my request so will limit the period to 01/06/2017 - 01/07 2017, however if it is possible for you to supply me with data that encompasses a longer period of time then I would be grateful if you could supply me with that in your reply.

By front line staff I am specifically referring to work coaches, work coach assistants or employment officers who deal face to face with members of the public.

During the period 01/06/2017 - 01/07 2017 How many DWP front line staff were employed as part time workers and claiming Universal Credit.

Of those front line staff identified as working part time and claiming Universal credit during the period 01/06/2017 - 01/07 2017 had a benefit doubt raised against their claim.

Finally of those front line staff identified working part time and claiming Universal credit during the period 01/06/2017 - 01/07 2017 chose to be interviewed at an office other than their place of work."

We can confirm that we hold some information falling within the description specified in your request. However, we estimate that the cost of complying with your request would exceed the appropriate limit for central Government, set by regulations at £600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department holds the information, and locating, retrieving and extracting it. Under section 12 of the Freedom of Information Act the Department is not therefore obliged to comply with your request and we will not be processing it further.

Under section 16 of the Act we should assist the requester in helping narrow their request so that it may fall beneath the cost limit. We would recommend that you remove your final question, relating to interview location, from this request. In addition we would recommend narrowing your request to focus on a single month in time that falls within the time period covered by the Official Statistics (see below), such as 'for July 17'. We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit.

The latest set of Official Statistics was released in May 2018 and covers sanction decisions made to January 2018 and a summary of this data can be found through the following link:
<https://www.gov.uk/government/statistics/benefit-sanctions-statistics-to-january-2018>

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/>