

**Department for Work and Pensions (DWP)**  
**Central Freedom of Information Team**

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

**Our reference:** VTR 1150

**Date:** 14 April 2015

Dear Mr Crosby

Thank you for your Freedom of Information request received on 24 March 2015. You asked:

1. How many different types of 'specialist advisors' (e.g. Disability Employment Advisors; Lone Parent Advisors; 'social justice' advisors) are there? I understand that they may be called different things in different districts, so please categorise each by broad purpose/group they support.
2. For each broad type of specialist advisor, please provide information on:
  - a. How many exist within JCP nationally as of the most recent data collected?
  - b. How many existed within JCP nationally, broken down by each financial year since 2011/12?
3. Please provide any official guidance relating to suggested case-loads for specialist advisors of all types.
4. Please provide model job descriptions for specialist advisors of all types.

1. and 2.

The information relating to the different types of ‘specialist advisors and the numbers nationally can be found in the table below:

	<b>2012.13</b>	<b>2013.14</b>	<b>2014.15</b>
Jobseekers Allowance (JSA) Adviser	7,793	6,626	6,822
Jobseekers Allowance (JSA) New Jobseekers Interview (NJI) Adviser	2,463	2,044	1,753
Post Work Programme Support (PWPS) Adviser		988	
Youth Contract Hot Spot Adviser		437	
Employment and Support Allowance (ESA) Adviser	804	890	1,136
Income Support (IS) Adviser	1,088	983	1,163

16/17 Year Old Specialist Adviser	176	144	115
Pilot for 16/17 Year Olds Adviser			13
18-19 Not In Employment Education or Training (NEET) Adviser			53
Disability Employment Adviser	520	444	368
ESA 18-24 Pilot Adviser		13	24
Local Authorities Families Programme Adviser		99	161
Community Outreach Adviser	91		
Outreach Adviser	230	222	
Remploy Personal Case Worker (PCW) Adviser		33	14
Discharged Prisoner Adviser			121
Universal Credit (UC) Adviser / Coach		33	195
Employer Advisers	1,113	1,072	1,232

## Notes

1. Figures for 2014.15 only include 11 months from April 2014 to February 2015. At the time of answering this FOI request, March 15 data was unavailable.
2. Information is not available prior to April 2012.
3. The numbers of advisers are expressed as Full Time Equivalents.
4. Source of MI: Work Services Activity Based Management Tool.

3. No upper or lower limit should be set for the size of a Work Coach's caseload. Sizes will need to vary according to need. If a Work Coach has a large number of more complex cases on their caseload, where the claimants need frequent contact, they will only be able to maintain a smaller caseload than a Work Coach who has a less complex caseload.

4. To put the format of this response into context I should explain a little about the Freedom of Information Act. The Act provides people with a right of access to recorded information held by public authorities such as DWP. The Act does not extend to requests for views, comments or questions about a particular matter. Your request can be in the form of a question, but DWP does not have to answer if this would mean creating information that is not already held in a recorded form.

There are no set job descriptions for each 'specialist advisor' role as they are personal to each member of staff. Therefore we estimate that the cost of complying with your request would exceed the appropriate cost limit, which for central Government has been set in Regulations at £600. This represents the estimated cost of one person spending 3.50 working days in determining

whether the Department holds the information, and locating, retrieving and extracting the information.

However, as they would be considered Work Coaches, the main activities associated with this role are:

- To make every claimant contact count by coaching them to take responsibility for getting themselves into work. Complete a Claimant Commitment and be accountable for the decisions made during interviews with claimants to help move them back into sustained employment.
- Agree the Claimant Commitment, obtain a signed copy from claimant and give the claimant a hard copy. Record on LMS that the Claimant Commitment has been accepted/disputed and verified before sending the claim pack to the Service Centre.
- Provide an immediate second opinion on colleagues' refuse to sign cases (Claimant Commitment)
- Promote and encourage the use of Universal Jobmatch (UJ) for jobsearch activity. Proactively suggest ways claimants may improve the matches they receive, encouraging claimants to create an account and explain the benefits of allowing DWP access to their account
- Offer dynamic, flexible advice and support to underpin claimants' personalised commitment of job search actions, and support them to develop the skills they need to look for and obtain work.
- To promote the use of the My Work Plan by coaching claimants to forward plan their own work search activities that will allow them the opportunity to document their plans and achievements towards finding employment.
- Support staff in implementing conditionality and ensuring they understand the level of evidence required in the My Work Plan.
- To be accountable for decisions on availability with a clear rationale for the level, frequency and intensity of contact they have with each claimant.
- Undertake Work Services activity with the claimant, including maintenance of claimant's skills/CV using Universal Jobmatch where appropriate
- Reconsider mandation decisions (Jobseeker's Directions) where requested by claimant.

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

Yours sincerely,

DWP Central Fol Team

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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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to: DWP, Central FoI 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  
[www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745