

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

freedom-of-information-request@dwp.gov.uk

**Our reference:** IR2020/45924

**Date:** 2 September 2020

Dear Andy Pennington

Thank you for your Freedom of Information review request received on 18 August. You asked:

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'What is the current ratio of Work Coaches to Universal Credit Claimants in the following Dorset Jobcentres.'

My request concerned the 'current ratio of Work coaches to Universal Credit Claimants'. Unfortunately, the response confined its self to the number of Work Coaches, not the ratio of WC's to UC claimants as requested. As my history of FOI requests will demonstrate.

I have asked this question in the past, suggesting finding the information and publishing it. Would not involve onerous work for the DWP staff concerned or prohibitive costs

**DWP Response:**

I am of a senior grade to the person who dealt with your request, I was not involved previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

I am content that your original request was dealt with correctly.

As from the response for FOI2020/41786, the Freedom of Information Act provides a legal right of access to recorded information held by a public authority like DWP, subject to certain exemptions that may apply. The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give advice, opinion or explanation, generate answers to questions, or create or obtain information we do not hold.

We have provided you with the recorded information that best answers the question. Once we have provided the recorded information, we have met our obligations under the Act; interpreting the information provided is up to you.

I hope this is helpful but if you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

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**Your right to complain under the Freedom of Information Act**

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](https://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745