



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Andy Pennington
request-1121902-f5e23c30@whatdotheyknow.com

[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2024/33874

01 May 2024

Dear Andy Pennington,

Thank you for your Freedom of Information (Fol) request received on 24 April. You wrote:

““What is the current ratio of Work Coaches to Universal Credit households (nationally). Similarly, what is the current ratio of Case managers to Universal Credit households (nationally). Finally what is the current ratio of Decision Makers to Universal Credit households (nationally) please.””

DWP Response

We confirm that we do hold some of the information you have requested.

We hold information regarding Work Coaches nationally, Case Managers nationally and Decision Markers nationally. However, we do not hold the information you have requested as a ratio.

This is because the FOI Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). 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 in relation to issues/policies under question. If you ask a question, rather than requesting recorded information, we will provide 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.

Data on Universal Credit (UC) households is available to November 2023 on [StatXplore](#) in the public domain. Stat-Xplore provides a guided way to explore DWP benefit statistics, currently holding data relating to a range of different benefits/programmes.

The number of households on UC is defined as the number of households that have an assessment period that spans the count date (second Thursday of each month). The total number of households on UC as at the end of November 2023 (the latest publicly available information) is 5,362,860.

Please note that not every household or claimant will see a work coach regularly or be asked to meet conditionality agreements. We therefore do not use metrics such as ratios of work coaches to UC households as they give a misleading view of the availability of work coach supply to demand.

To comply with the request, a table has been created to show the numbers of work coaches, case managers and decision makers, and the ratio to UC households for the month of November 2023.

Role Type	ABM FTE (November 2023)	ABM FTE (March 2024)
Work Coaches (excluding Team Leaders and Disability Employment Advisers)	14,520	16,480
Case Managers	3,600	3,640
Decision Makers	1,900	2,020

Notes:

- Data is correct as of November 2023 and March 2024 respectively.
- Figures have been rounded to the nearest 10.
- The number of Work Coaches, Case Managers and Decision Makers have been derived from DWP's Activity Based Model (ABM). This model gives an estimated Full Time Equivalent (FTE), based on a point in time estimate by Line Managers, as recorded on our internal systems each month.
- For Case Managers and Decision Makers, the figures include supply provided by external partners such as Department for Communities and HMRC. External supply does not exist for Work Coaches.
- The number of Work Coaches does not include Work Coach Team Leaders and Disability Employment Advisers.

The Department continually impacts and assesses the service being offered to customers. Staff numbers, including the number of Work Coaches, Decision Makers and Case Managers, and demand for Jobcentre services are reviewed on an ongoing basis, in line with the latest economic and benefit forecasts.

Claimants or households per UC role type (e.g. work coach, decision maker, case manager) are not used to estimate the number of staff roles required nationally or locally. The Department has complex models to estimate the resource required in Jobcentres at a national level. These models cover activities across all DWP customer groups and job roles.

There are some households in conditionality groups which don't need to see a work coach regularly and not all Universal Credit claimants are assigned a Work Coach. This will be dependent on the claimant's Labour Market Regime. More information on the Labour Market Regime can be found using the following link: [Labour Market Regimes](#)

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

Yours sincerely

DWP Central Freedom of Information Team
Department for Work and Pensions

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@dw.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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 FOI and EIR complaints](#) or telephone 0303 123 1113