



Department
for Work &
Pensions

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

Andy Pennington
request-1121903-05d8b49e@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2024/33880

7 May 2024

Dear Andy Pennington,

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

“What is the current ratio of Work Coaches to Universal Credit households in the following jobcentres - Bridport, Blandford, Bournemouth, Poole, Ringwood, and Weymouth please.”

DWP Response

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

We hold information regarding number of Work Coaches in the Jobcentres listed above. This is shown in the table below. We also hold information regarding Universal Credit (UC) households in the Jobcentres listed above which can be found online (further details below). 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.

With regards to the number of Universal Credit (UC) households accessing each jobcentre, we can confirm that the Department holds this information. However, the information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

However, to be helpful you can find the information you seek in the '[Households on Universal Credit](#)' dataset on the [Stat-Xplore website](#). The monthly statistics are available up to November 2023, and the Jobcentre office breakdown can be obtained by using the 'Geography (Jobcentre Plus)' variable. The specific offices you have requested can be selected within the 'Dorset, Wiltshire, Hampshire and Isle of Wight' district, or you can use the search bar located at the bottom of the left-hand side of the screen to find each office.

You can log in or access [Stat-Xplore](#) as a guest user and, if needed, you can access [guidance](#) on how to extract the information required. If you have any difficulties extracting the

relevant information, please let us know.

With regards to the number of Work Coaches relating to each jobcentre please see table below.

Jobcentre	Universal Credit Work Coaches (ABM FTE)
Blandford	7
Bournemouth (Tamarisk House)	35
Bournemouth (Tringham House)	20
Bridport	4
Poole	32
Ringwood	5
Weymouth	17

Notes:

- Data is correct as of March 2024.
- Figures have been rounded to the nearest whole number.
- The number of Work Coaches has 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.
- The number of Work Coaches refers to staff involved in conducting regular engagement with UC claimants hence the data does not include Work Coaches – Existing Benefits (Legacy), Work Coach Team Leaders and Disability Employment Advisers.

If you have any queries about this letter, 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-reqxxxx@xxx.xxx.xx 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