



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2022/55901

3 August 2022

Dear Andy Pennington,

Thank you for your Freedom of Information (Fol) request received on 18 July. You wrote:

“What is the current ratio of Work Coaches to Universal Credit Claimants (nationally).

Similarly, what is the current ratio of Case managers to Universal Credit Claimants (nationally).

Finally what is the current ratio of Decision Makers to Universal Credit Claimants (nationally) please.”

DWP Response

We confirm that we do hold the information you have requested. A copy of the information is provided below.

The table should be interpreted in the following way:

In June 2022, the average number of Universal Credit (UC) claimants per full time equivalent Universal Credit Work Coach was 300.

Role type (Full Time Equivalent)	Ratio to Universal Credit Claimants
Jobcentre work coach (including team leaders but excluding Disability Employment Advisors)	300
Service Centre Case Management	1,450
Decision Makers	3,570

Notes:

- Data is correct as of June 2022.
- Figures have been rounded to the nearest 10.
- These ratios are unpublished and not routinely produced. As with all clerically derived stats they should therefore be treated with caution as they have not been quality assured to National Statistics or Official Statistics publication standards.
- To derive these ratios the number of people on Universal Credit has been taken from externally published official statistics on [StatXplore](#).

- The number of work coaches, case managers and decision makers have been derived. It is an estimated FTE, based on a point in time estimate by Line Managers, as recorded on our internal systems each month.

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.

It should be noted that whilst ratios were requested per UC claimant, UC payments/figures relate to a household.

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-request@dwp.gov.uk or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO FOI and EIRcomplaints](#) or telephone 0303 123 1113.