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# **PCS opposes outsourcing of 2,500 jobs in DWP**

The Department for Work and Pensions intends to outsource 2,500 jobs to deliver Universal Credit Targeted Case Review work.

DWP intends to outsource 2,500 jobs to deliver Universal Credit Targeted Case Review work. The Department states, “....with endorsement of DWP Executive Team, the current preferred option is to secure temporary support from a commercial provider.” PCS categorically opposes outsourcing and is demanding that the DWP seeks a different approach to delivering this work.

## **Targeted Case Review (TCR) work**

The DWP and the government are claiming that due to easements introduced during the pandemic and changes in the types of claimant claiming Universal Credit, with a greater proportion of claimants being self-employed or having capital, there are greater levels of fraud and error in Universal Credit. They claim by introducing the TCR processes, and investing in nearly 6,000 additional staff, savings of £6.3bn for the period 2022/23 to 2027/28 can be made.

## **Staffing Crisis**

It is clear that the DWP is experiencing a serious staffing crisis. Even before the government announced huge swathes of extra work for the DWP in both the 2022 Autumn Statement and 2023 Spring Budget announcements, members and reps across the Department were reporting that there were not enough staff to do the work. Since the Spring Budget the Department has embarked upon an ambitious programme to recruit 5,000 new staff per quarter. Unsurprisingly due to chronic low pay in DWP, it would appear that the Department has been unable to meet its recruitment targets. Outsourcing core DWP work is not the solution. Better pay and terms and conditions would make the DWP a more attractive place to work.

## **Urgent meeting**

Regrettably the decision to outsource TCR work was broadcast to staff and commercial interests before there was any consultation with PCS. PCS has

demanded an urgent meeting to discuss the plan to outsource TCR work, where we will reiterate our stance against all outsourcing in DWP.