



# Scotland Office

Mike Dailly  
Solicitor Advocate & Principal Solicitor  
Govan Law Centre  
Orkney Street Enterprise Centre  
18-20 Orkney Street  
Glasgow  
G51 2BZ

Dover House  
Whitehall  
London SW1A 2AU  
020 7270 6807

Website: [www.gov.uk/scotland-office](http://www.gov.uk/scotland-office)

Our ref: OR 17/1151

31 July 2017

Dear Mr Dailly,

Thank you for your letter of 10 July concerning the closure of Jobcentre Plus offices in Scotland. I have been asked to reply to you on behalf of the Secretary of State for Scotland.

On 31 March 2018, DWP's 20-year private finance initiative contract with Telereal Trillium, which covers the majority of the DWP's current property portfolio of around 900 sites, comes to an end. Ahead of this date, DWP have reviewed their estate with the aim of providing better value for the taxpayer and making best use of the space available, whilst continuing to deliver vital support to claimants. In the city of Glasgow the claimant count has come down by 43% since 2010, and several Jobcentre locations in the city are severely underutilised.

The changes in Scotland will result in 11 Jobcentre merging into nearby offices, three Jobcentres moving into shared offices with local authorities and councils and one Jobcentre moving into an improved building in the same town. The resulting 85 jobcentres across the country leaves Scotland with significantly more offices per head of population than England, and Glasgow will still have the greatest coverage of Jobcentres per head of population of any large city in the UK.

In reference to your query around the claimant commitment, where a claimant is asked to travel to a different Jobcentre, they will be fully supported through this move by DWP staff and there is no reason that a sanction would be imposed.

The UK Government is confident that the service provided to claimants will not be negatively affected, and the number of work coaches being recruited is increasing to support this. I hope this goes some way to reassuring you.

Yours sincerely,

Jessica Niven  
Senior Policy Advisor  
Welfare & Employability

