



DEBATE PACK

Number CDP-2017/0012, 16 January 2017

Future of the DWP estate

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Summary

MPs will debate the 'Future of the DWP estate' on Wednesday 18 January 2017 at 2.30 pm in Westminster Hall. Margaret Ferrier MP will lead the debate.

In 1998 the Department for Work and Pensions signed a 20-year Private Finance Initiative (PFI) contract with a private sector partner for the provision of serviced office accommodation. The contract is due to end in March 2018 and the Department is committed to reducing the size of its estate by 20% and increasing "co-location" of Jobcentre Plus offices with other local services such as local authority benefit teams and mental health services.

On 7 December 2016 DWP announced plans to close 8 out of the 16 Jobcentres in Glasgow, as part of its review. A [Westminster Hall debate](#) on the closures took place on 20 December, and an [online consultation](#) on the proposed closure of three of the Glasgow Jobcentres runs until 31 January. The implications of the Department's review of its estate for Jobcentres and DWP offices elsewhere in Great Britain are not yet clear. Discussions with landlords are ongoing.

This House of Commons Library briefing updates the [Debate Pack produced for the debate on 20 December in Jobcentre closures in Glasgow](#). It covers the debate on 20 December and other statements about the wider review of the DWP estate. More detailed background, press releases, press articles and relevant earlier parliamentary material can be found in the previous Debate Pack.

The House of Commons Library prepares a briefing in hard copy and/or online for most non-legislative debates in the Chamber and Westminster Hall other than half-hour debates. Debate Packs are produced quickly after the announcement of parliamentary business. They are intended to provide a summary or overview of the issue being debated and identify relevant briefings and useful documents, including press and parliamentary material. More detailed briefing can be prepared for Members on request to the Library.

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1. Background

Since 1998 the majority of offices occupied by the Department for Work and Pensions have been provided under a Private Finance Initiative (PFI) arrangement known as the PRIME contract. Under the terms of this 20-year PFI, the Department contracts to occupy fully serviced accommodation from a private sector partner, Telereal Trillium.

The contract is due to end in March 2018 and the Department is considering future locations for Jobcentre Plus and other offices ahead of its expiry. The DWP is committed to reducing the size of its estate by 20%, and to increasing “co-location” of Jobcentre Plus offices with other local services such as local authority benefit teams and mental health services.¹

1.1 Closure of Jobcentres in Glasgow

On 7 December 2016 DWP announced plans to close 8 out of the 16 Jobcentres in Glasgow, as part of its review of its estate.² Under the plans:

- Castlemilk and Langside Jobcentres would move to Newlands Jobcentre;
- Parkhead, Easterhouse and Bridgeton Jobcentres would move to Shettleston Jobcentre;
- Anniesland Jobcentre would move to Partick Jobcentre;
- Maryhill Jobcentre would move to Springburn Jobcentre; and
- Cambuslang Jobcentre would move to Rutherglen Jobcentre.

DWP states that the merging of the Jobcentres will not affect the level of service for their “customers.” It states that the changes provide the opportunity to modernise operations while ensuring its premises provide the best value to the taxpayer.

Members of Parliament, MSPs, Scottish Government Ministers, trades unions and others have voiced major concerns about the proposed closures and their potential impact on the ability of people to access Jobcentre Plus services, including whether it might increase the risk of benefit sanctions being incurred.³ There has also been criticism of the lack of consultation prior to the announcement. The Scottish Government has written to the UK Government asking them to clarify urgently their plans for Jobcentres across the rest of Scotland, and whether further closures should be expected.⁴

¹ [Spending Review and Autumn Statement 2015](#), Cm 9162, November 2015, para 2.54; [Department for Work and Pensions’ settlement at the Spending Review](#), DWP press release, 25 November 2016

² BBC News, [Half Glasgow’s Jobcentre Plus services to close under DWP plans](#), 7 December 2016

³ [More sanctions inevitable with JobCentre closures](#), Third Force News, 10 January 2017

⁴ [Clarity sought over Jobcentre Plus closures](#), Scottish Government press release, 11 December 2016

Social Security Committee evidence session

On 15 December the Scottish Parliament's Social Security Committee held an evidence session on Universal Credit roll-out at which Neil Couling, the DWP Universal Credit Director General, and Denise Horsfall, the Department's Scotland Work Services Director, gave evidence. The officials told the Committee that:

- The Department was in the process of negotiating leases for around 1,000 buildings across Great Britain
- The negotiations involved complicated commercial discussions with a very large number of landlords, so the "cards were kept very close to our chest" about the proposals
- The Department would hopefully know by the end of February of March at the latest what the plans were for all other sites across Great Britain
- There was a "high density" of Jobcentre sites in Glasgow – there were a number of smaller sites with insufficient space, and as a result the Department could not operate in ways it would wish to
- For five of the proposed closures, the Department judged the alternative offices to be within reasonable travelling distances. For the other three – Bridgeton, Castlemilk and Maryhill – the travelling distances to the alternative offices were longer. DWP was therefore consulting on these closures, and had written to "stakeholders."
- In determining travelling distances, DWP had used Traveline and Google Maps, but admitted there was "further work" to do.
- The 20-year PFI deal had "locked in" DWP – some sites had underutilised space, and in some cases the Department was "paying over the odds" for accommodation. The Department wanted to take some opportunities to co-locate services with some local authorities.

The [Official Report of the evidence session](#) is on the Scottish Parliament website.

Consultation on the proposed closure of the Bridgeton, Castlemilk and Maryhill jobcentres

The Department initially proposed to run a consultation on the proposed closure of the Bridgeton, Castlemilk and Maryhill jobcentres ending on 18 January 2017. The short timescale was criticised by, among others, the Scottish Parliament's Social Security Committee.

On 19 December 2016 DWP [launched an online consultation](#) on the proposals to close the three jobcentres. The consultation ends on 31 January 2017.

The consultation paper states that the closures "will contribute to the consolidation of the Glasgow jobcentre network and, through disposal, provide the Department for Work and Pensions (DWP) with the opportunity to deliver improved customer services at reduced costs to the taxpayer though better use of the office space we occupy."⁵

⁵ DWP, [Proposal for the future of Bridgeton, Castlemilk and Maryhill jobcentres](#), December 2016, p3

The consultation paper gives the following information on the background to the proposals, and what they mean:

After 20 years, the national contract covering many Department for Work and Pensions (DWP) offices expires on 31 March 2018. This gives the department an opportunity to review what offices are needed in the future, taking account of the welfare reforms that will be delivered over the coming years and the services on which so many of our customers depend.

By paying only for the space we need we will save many millions of pounds of taxpayers' money. Where it makes sense to do so, we will also continue to make use of opportunities to co-locate and share buildings with other organisations.

The financial savings secured from improving the efficiency of our estate is an integral part of the department's overall financial plan.

What this means for Glasgow

1. DWP is committed to maintaining a network of jobcentres, across Great Britain, delivering services that support an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment. Our commitment to Glasgow means we are proposing an estate that is right for the city, our benefit claimants and our colleagues; an estate that will deliver improved services by bringing together some neighbouring jobcentres where we can achieve access to more employers and partners. Our proposals will provide an estate that gives access to more employment opportunities for local claimants and allow us to achieve significant savings for the taxpayer.

The proposal

2. The city of Glasgow is split into 4 geographical areas - north, south, east and west. Jobcentres were historically built up within these areas, primarily within large housing estates. As unemployment has dropped across the city, so has the use of some of these smaller jobcentres.

3. DWP propose to bring these smaller jobcentres together into larger existing sites within the city's 4 geographical areas while retaining sites in locations which are accessible to all residents. Our overriding priority has been to ensure the locations of the sites we have proposed for retention are as accessible as possible to all of our claimants. We believe our current proposals are the best way to achieve this in Glasgow.

4. The larger sites are all geographically based in locations around the city that can offer better services to our claimants. This approach builds on the life changing improvements DWP has already delivered over recent years for the city by bringing services together to offer additional support to those who need it most.

5. We believe that it is a reasonable expectation that claimants travel to an office within 3 miles or 20 minutes by public transport of their existing jobcentre. This is an approach applied across the jobcentre network and not specific to Glasgow. If a proposed closure is outside of these criteria, we have chosen to consult publicly. This will ensure that we take into account the impact of any closure before we make a final decision.

6. This consultation proposes that 3 jobcentres are closed as follows:

- Bridgeton Jobcentre;
- Castlemilk Jobcentre; and
- Maryhill Jobcentre.

7. We have carefully considered where the workload and services of the jobcentres proposed for closure, could be relocated. We propose that service delivery for Bridgeton Jobcentre will relocate to Shettleston Jobcentre, services for Castlemilk Jobcentre will move to Newlands Jobcentre and, in respect of Maryhill Jobcentre, services will be merged with Springburn Jobcentre.

8. In designing the future estate, and making this proposal for these jobcentres, we have sought to maintain the services we offer claimants and to minimise the impact on claimants travel as far as possible. In some instances, this may mean slightly longer and slightly shorter journeys for some of our claimants.

Westminster Hall debate, 20 December 2016

On 20 December, Stewart Malcolm McDonald MP led a [Westminster Hall debate on the proposed Jobcentre closures in Glasgow](#).⁶

Introducing the debate, Mr McDonald referred to the “sham of a consultation that the Government have been dragged, kicking and screaming, to finally publish on their website”, and said that there should instead be consultation on the full package of closures, including “due consideration to the wider impact on the remaining jobcentres and how they will absorb staff members and all the extra people who will require their services.” With regard to the closure of the Castlemilk Jobcentre serving his constituency, Mr McDonald said that staff at the Castlemilk law centre had told him that it would “inevitably lead to more poverty, more exclusion and more disengagement with the services that are currently available.”

Mr McDonald said that the Minister had managed to unite Glasgow MPs, Members of the Scottish Parliament (including the two from his representing Glasgow), the Church of Scotland, trade unions, the Catholic Church in Scotland and other groups against the plans. He called upon the Minister to “halt these proposals right now, talk to us in a meaningful fashion about how to deliver a proper welfare service to the people of Glasgow, and engage with people in Glasgow by visiting the city during the consultation period.”⁷

Replying for the Government, the Minister for Employment, Damian Hinds, spoke of changes to the way that claimants access Jobcentre Plus services as a result of reforms such as Universal Credit, and to the drop in the claimant count from almost 1.5 million in 2010 to around 800,000 now. The Minister went on-

The background to this set of changes to the DWP jobcentre estate is that after 20 years, the private finance initiative contract that covers many DWP offices is nearing an end: it will expire at the end of March 2018. That provides us with an opportunity to review which offices we will need in the future, saving the taxpayer money while ensuring that our clients are able to access the support they need. When considering that question, our

⁶ HC Deb 20 December 2016 cc512-528WH

⁷ Ibid. cc512-3WH

overriding priority has been the future services we will offer our claimants. In every case, we have sought to minimise disruption, moving existing jobcentres into nearby sites and co-locating with other services wherever possible.

The UK labour market is in the strongest position it has been in for years, but we cannot predict the exact path that it will take in the future. I reassure hon. Members that these changes will continue to ensure that we retain sufficient flexibility and spare capacity in the system. Let me be clear: our aim is to reduce floor space, not to reduce the workforce who are so important in supporting claimants back into work. Staff and services in jobcentres that are being closed are being transferred into nearby sites. In answer to the question asked by the Opposition spokesperson, the hon. Member for Wirral West (Margaret Greenwood), there are no planned job losses among jobcentre staff as a result of these closures.

When a jobcentre closes, the Department will consider what outreach services we can expand and what facilities may be suitable. The Department supports outreach activity at community and partner facilities right across the country, which allows our work coaches and partner organisations to support the shared needs of claimants. By working with a range of partners, including local authorities, we are able to expand the range and offer of our services. In Glasgow we work closely with organisations such as Anniesland College to offer such services, including helping claimants with their job search and offering benefit advice.⁸

Mr Hinds added:

Our jobcentres in the quarters of Glasgow have built up over time, primarily within large housing estates. If we look at employment trends, we can see that the claimant count in Glasgow has fallen from 24,200 in 2010 to around 13,500 today. The hon. Member for Glasgow East mentioned unemployment statistics from her constituency; she will know that the claimant count in Glasgow East is down 47% since 2010. As the count has dropped across the city, so has the use of some of the smaller jobcentres. In some cases, the change has been so dramatic that we are now using only 25% of the space we are paying for under the PFI contract that was agreed by the then Government back in 1998.

Our proposals seek to bring the smaller jobcentres together into larger existing sites in the same area, thereby reducing our rents and freeing up funding for our services while still ensuring that our claimants are able to access them. The reduction in sites in Glasgow is in line with our spending review 2015 announcement that we would reduce our overall estate by some 20%. The number of jobcentres proposed for closure reflects the prevalence of smaller jobcentres in Glasgow and the large amount of space we are underusing in the city. It does not reflect a cut in our investment. In fact, between April and September 2016, we recruited 122 additional work coaches in Scotland. That number is set to increase further over the coming months.

When deciding what changes to make, we have carefully considered the impact on our claimants, including travel times, about which several hon. Members asked. We feel that asking someone to attend a new jobcentre which is either less than three miles or less than 20 minutes by public transport away from their existing jobcentre is a reasonable ask. Many claimants already

⁸ Ibid. cc524-5WH

travel much further than that, as do many people in work to get to their place of work. There are three proposed closures in Glasgow that are outside those criteria: in Bridgeton, Castlemilk and Maryhill. In such cases, it is crucial that we fully understand the implications for our claimants before any changes are made, which is why we are holding a public consultation—as we do for all similar cases throughout the country—to seek the views of elected representatives, local authorities and community bodies.⁹

1.2 Further information

Further information can be found in the Commons Library [Debate Pack on Closure of Jobcentres in Glasgow](#) prepared for the Westminster Hall debate on 20 December.¹⁰

At present, there is limited information on the implications of the DWP's review of its estate for other parts of Great Britain. Asked whether similar closure proposals to those announced for Glasgow would be announced elsewhere in Scotland, the DWP's Scotland Work Services Director, Denise Horsfall, said to the Scottish Parliament's Social Security Committee at its [evidence session on 15 December](#):

For the rest of Scotland, the process has not been concluded. I would love to assure you about the rest of the sites in Scotland but I cannot do so today. I hope that we will know by the end of February or March at the latest where we are with every single site across the UK, but I do not know and cannot tell you that today.

Earlier in the session, the DWP Universal Credit Director General, Neil Couling, told the Committee:

Imagine this: there are, in effect, 1,000 negotiations going on at the same time—I am probably exaggerating the number, because some of them are with a landlord who owns about 40 per cent of the buildings. However, just imagine: there are lots of negotiations going on, to different timescales, that are completing or not completing. Across Great Britain, some of Denise Horsfall's equivalents will know what is happening in locations and we will have published the outcomes; in other locations, though, discussions are still going on. Therefore, we do not have a complete national GB picture yet.

⁹ Ibid. c526WH

¹⁰ CDP 2016-0255

2. Press Articles

Links to selected press articles since 17 December 2016 are given below. Earlier press coverage is listed in section 3 of the [Library Debate Pack on Closure of Jobcentres in Glasgow](#).

Glasgow Evening Times, 16 January 2017

[Jobcentre closures can still be halted, says DWP](#)

The Herald (Glasgow), 15 January 2017

[DWP admits numbers using Jobcentres are unknown despite plans to close half of services in Glasgow](#)

UK Government admits number using Jobcentres is unknown despite Glasgow closure plans

Glasgow Evening Times, 12 January 2017

[MP's call to fight jobcentre cuts](#)

Glasgow Evening Times, 11 January 2017

[Protest walks against Glasgow Jobcentre closures](#)

Third Force News, 10 January 2017

[More sanctions inevitable with JobCentre closures](#)

Warning JobCentre closures will result in increased hardship for benefit claimants

Glasgow Evening Times, 9 January 2017

[Jobcentre cuts could violate human rights](#)

Glasgow Evening Times, 9 January 2017

[Leaders slam 'cruel and cynical' decision to close Glasgow Jobcentres](#)

Daily Record, 9 January 2017

[Rutherglen politicians call for job centre axe to be halted](#)

The centres in Cambuslang and Castlemilk are among those facing the axe

Glasgow Evening Times, 6 January 2017

[Calls for solidarity in midst of Jobcentre cuts](#)

Glasgow Evening Times, 4 January 2017

[Save our city jobcentres: Evening Times launches campaign to stop closures of vital service](#)

Scottish Housing News, 22 December 2016

[Glasgow Jobcentres must be kept open, says GWSF](#)

The Department of Work and Pensions (DWP) must reconsider its plans to close eight of the sixteen Jobcentres in Glasgow, according to the Glasgow and West of Scotland Forum of Housing Associations (GWSF)

The National, 21 December 2016

[Flats plan for Jobcentre building was approved nine months before closure announcement](#)

Glasgow North MP Carol Monaghan revealed that plans had already been passed to turn Anniesland Jobcentre into flats

Scottish Housing News, 21 December 2016

[Housing associations plead to keep Glasgow job centre open](#)

Three major Glasgow housing associations have called for a change of heart after plans were announced to close Maryhill Job Centre.

3. Parliamentary questions

Recent parliamentary questions on Jobcentre closures are given below. Earlier PQs are listed in section 4.2 of the [Library Debate Pack on Closure of Jobcentres in Glasgow](#).

- [Jobcentres: Closures](#)

Asked by: Monaghan, Carol | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, whether his Department plans to carry out impact assessments in the areas where jobcentre closures are proposed.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

We will be undertaking an equality analysis as part of the detailed planning for service reconfiguration. This will include feedback from public consultation in those locations where this applies. A decision regarding publication of the equality analysis will be made at that time

11 Jan 2017 | Written questions | Answered | House of Commons | 58932

Date tabled: 06 Jan 2017 | **Date for answer:** 11 Jan 2017 | **Date answered:** 11 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McGarry, Natalie | **Party:** Independent (affiliation)

To ask the Secretary of State for Work and Pensions, what assessment he has made of the effect that additional travelling will have on individuals with mobility problems in the event that the Jobcentre Plus office closures in Glasgow go ahead.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

We will be undertaking an equality analysis as part of the detailed planning for service reconfiguration. This will include feedback from public consultation in those locations where this applies.

The equality analysis and public consultation will help establish any impacts that additional travel will have on customers and inform decisions about additional provision, such as Outreach services. Current guidance makes alternative provision for those with mobility problems if they have a mental or physical disability, which restricts their mobility.

11 Jan 2017 | Written questions | Answered | House of Commons | 58711

Date tabled: 06 Jan 2017 | **Date for answer:** 11 Jan 2017 | **Date answered:** 11 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McGarry, Natalie | **Party:** Independent (affiliation)

To ask the Secretary of State for Work and Pensions, what assessment he has made of the effect of local public transport networks on people's ability to access alternative jobcentres in the event that Jobcentre Plus office closures in Glasgow go ahead.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

The department is committed to retaining an accessible Jobcentre network and continuing to serve customers in all areas of the country. Travel time by public transport is one of a number of factors that have informed our proposals for our future Jobcentre network. Where we propose to close a Jobcentre, customers will be advised on alternative Jobcentre locations, taking into account access to public transport. The equality analysis and public consultation will help establish people's ability to access services from alternative Jobcentre locations.

11 Jan 2017 | Written questions | Answered | House of Commons | 58707

Date tabled: 06 Jan 2017 | **Date for answer:** 11 Jan 2017 | **Date answered:** 11 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Scotland, what discussions he has had with the Scottish Government regarding jobcentre closure proposals for Glasgow.

Answering member: David Mundell | **Party:** Conservative Party |
Department: Scotland Office

I refer the hon Member to my answers of 14 December 2016 (UINs 56910 and 56916) and 20 December 2016 (UIN 57929).

For JobCentre Plus offices over three miles or 20 minutes away by public transport, DWP are carrying out local consultation prior to implementing any changes to help inform decisions about additional provision, such as outreach services. The consultation is available online and through the affected Jobcentres. This consultation was launched immediately after the announcements were made, and is open until 31 January. Staff will also advise customers on alternative Jobcentre locations, taking into account travel and access to the local labour market.

11 Jan 2017 | Written questions | Answered | House of Commons | 58152

Date tabled: 19 Dec 2016 | **Date for answer:** 09 Jan 2017 | **Date answered:** 11 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what plans he has to meet with representatives of the eight jobcentres in Glasgow earmarked for closure before his Department's public consultation ends on 31 January 2017.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

In relation to elected representatives, the Minister for employment wrote to the elected representatives from Glasgow on 7 December to inform them of the proposals and subsequently met with them on Thursday 15th December to discuss plans and hear views to ensure final proposals offer the best service possible for the people of Glasgow. On 20th December the Minister for Employment attended a Westminster Hall Debate on the proposals.

In terms of staff representation, this will be twofold, firstly via the affiliated Departmental Trade Unions and secondly, staff will have the opportunity to participate in 1-2-1 discussions with their managers. These conversations are already underway.

Representatives from local organisations can choose to respond to the proposals by participating in the consultation process, details of which are available on gov.uk and this will be open until 31 January 2016. Additionally, they may choose to respond when engaging in normal partnership activities.

10 Jan 2017 | Written questions | Answered | House of Commons | 58476

Date tabled: 20 Dec 2016 | **Date for answer:** 09 Jan 2017 | **Date answered:** 10 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what steps he is taking to provide an equality impact assessment in relation to the proposed jobcentre closures in Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

We will be undertaking an equality analysis as part of the detailed planning for service reconfiguration. This will include feedback from public consultation in those locations where this applies.

10 Jan 2017 | Written questions | Answered | House of Commons | 58475

Date tabled: 20 Dec 2016 | **Date for answer:** 09 Jan 2017 | **Date answered:** 10 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what assessment he has made of the potential effect of the proposed jobcentre closures in Glasgow on levels of deprivation in (a) Glasgow South constituency and (b) the city of Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party | **Department:** Department for Work and Pensions

Following the initial announcement we undertake a site level Equality Analysis, which covers both customers and colleagues, to enable us to pay due regard to people impacted by the change who have a protected characteristic under the Equality Act 2010.

In addition, the number of staff supporting customers isn't decreasing. Our proposal means we will be able to deliver enhanced services by bringing together some neighbouring jobcentres in Glasgow where we can achieve access to more employers and partners.

Increasingly, our customers access many of our services on-line. This includes claiming benefits, looking for jobs and keeping us informed of their efforts to find work. We tailor our service so that face-to-face contact can be focused on those who need extra support from us.

We have also agreed that where the distance from the current location to the proposed alternative jobcentre is over three miles or 20 minutes away by public transport, we are undertaking a public consultation to inform our final decisions on closure and alternative service delivery options.

We started this consultation on 7 December 2016 which includes information on the gov.uk website. The consultation will close on 31 January 2017.

Finally, employment is not just a DWP agenda and we will continue to work with Skills Development Scotland, the Scottish Government, local authorities and other partner organisations to provide access to employment opportunities.

10 Jan 2017 | Written questions | Answered | House of Commons | 58473

Date tabled: 20 Dec 2016 | **Date for answer:** 09 Jan 2017 | **Date answered:** 10 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what recent discussions he has had with third sector organisations on the proposed jobcentre closures in Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

We are committed to continuing to serve people in all areas of the country to make sure that they can continue to access the services they need.

We started a consultation process for the proposed closure of some Glasgow jobcentres on 7 December 2016 and have posted information on the Gov.uk website.

The consultation will close on 31 January 2017.

We will explain what any changes will mean for people using our services nearer to any agreed moves.

10 Jan 2017 | Written questions | Answered | House of Commons | 58472

Date tabled: 20 Dec 2016 | **Date for answer:** 09 Jan 2017 | **Date answered:** 10 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, how many of his Department's staff are expected to be relocated as a result of proposed jobcentre closures in Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

After 20 years, the PFI contract covering the majority of the department's buildings expires on 31 March 2018. This gives the department a once in a generation opportunity to review what offices it needs.

The department has around 900 offices. It needs to make better use of the space it occupies and reduce the amount of empty space that it has, reducing overall estate costs.

The department is committed to retaining an accessible jobcentre network and continuing to serve customers in all areas of the country. Increasingly, our customers access many of our services on-line. We tailor our service so that face-to-face contact can be focused on those who need extra support from us.

This exercise is not about reducing headcount, it is about the buildings the department works in.

Approximately 260 DWP members of staff are expected to be relocated as a result of proposed jobcentre closures in Glasgow.

10 Jan 2017 | Written questions | Answered | House of Commons | 58154

Date tabled: 19 Dec 2016 | **Date for answer:** 09 Jan 2017 | **Date answered:** 10 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McGarry, Natalie | **Party:** Independent (affiliation)

To ask the Secretary of State for Work and Pensions, whether the Government has conducted an Equality Impact Assessment to evaluate the effect that the closure of Jobcentre Plus offices will have in Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party | **Department:** Department for Work and Pensions

We will be undertaking an equality analysis as part of the detailed planning for service reconfiguration. This will include feedback from public consultation in those locations where this applies.

09 Jan 2017 | Written questions | Answered | House of Commons | 58624

Date tabled: 20 Dec 2016 | **Date for answer:** 09 Jan 2017 | **Date answered:** 09 Jan 2017

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what discussions he has had with the owners of the Castlemilk and Langside jobcentres on the proposed closure of jobcentres in Glasgow before the announcement of those closures on 7 December 2016.

Answering member: Damian Hinds | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The current leases on Castlemilk and Langside jobcentres are held as part of the private finance initiative with Telereal Trillium.

23 Dec 2016 | Written questions | Answered | House of Commons | 58068

Date tabled: 16 Dec 2016 | **Date for answer:** 20 Dec 2016 | **Date answered:** 23 Dec 2016

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what recent discussions he has had with the Public and Commercial Services Union on the proposed closure of jobcentres in Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

As is usual, we informed the Public and Commercial Services (PCS) Union of our specific proposals for Glasgow five days before we informed staff. A consultation which the PCS can contribute to is now underway and will feed into the final decision making process.

23 Dec 2016 | Written questions | Answered | House of Commons | 58044

Date tabled: 16 Dec 2016 | **Date for answer:** 20 Dec 2016 | **Date answered:** 23 Dec 2016

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what estimate he has made of the savings to the public purse which will accrue from the proposed closure of the jobcentre in (a) Castlemilk and (b) Langside.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

The closure of (a) Castlemilk and (b) Langside are currently only proposals and due to commercial negotiations still on-going we are unable to provide information on estimated savings until the negotiations have concluded.

23 Dec 2016 | Written questions | Answered | House of Commons | 58043

Date tabled: 16 Dec 2016 | **Date for answer:** 20 Dec 2016 | **Date answered:** 23 Dec 2016

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what recent discussions he has had with the Scottish Government on improving public transport connections after the proposed closure of jobcentres in Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party |
Department: Department for Work and Pensions

DWP has held a number of discussions with Scottish Government on a wide range of issues in relation to support for claimants and our strategic estate plans. We will continue to engage with both Scottish Government and the local authority to ensure alignment of strategic plans, including tackling barriers to employment such as transport. In this case, the majority of Jobcentres are between approximately one and four miles away from their new locations and the journey using public transport takes from 10 to 40 minutes.

We are carrying out a public consultation in areas where customers have to travel more than three miles or more than 20 minutes to help inform the final decision and planning.

23 Dec 2016 | Written questions | Answered | House of Commons | 58027

Date tabled: 16 Dec 2016 | **Date for answer:** 20 Dec 2016 | **Date answered:** 23 Dec 2016

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Scotland, what discussions he has had with the Department of Work and Pensions on the proposals for the closure of jobcentres in Glasgow.

Answering member: David Mundell | **Party:** Conservative Party | **Department:** Scotland Office

I refer the hon Gentleman to the answer I gave the hon Member for Rutherglen and Hamilton West on 14 December 2016, UINs 56910 and 56916.

In addition, for JobCentre Plus offices over three miles or 20 minutes away by public transport, DWP are carrying out local consultation prior to implementing any changes to help inform decisions about additional provision, such as outreach services. The consultation is available online and through the affected Jobcentres. This consultation was launched immediately after the announcements were made, and is open until 31 January. Staff will also advise customers on alternative Jobcentre locations, taking into account travel and access to the local labour market.

20 Dec 2016 | Written questions | Answered | House of Commons | 58060

Date tabled: 16 Dec 2016 | **Date for answer:** 20 Dec 2016 | **Date answered:** 20 Dec 2016

- [Jobcentres: South Lanarkshire](#)

Asked by: Stephens, Chris | **Party:** Scottish National Party

To ask the Secretary of State for Scotland, what discussions have taken place between his Department and the Department for Work and Pensions on the proposed Jobcentre closures in Glasgow and South Lanarkshire; and if he will make a statement.

Answering member: David Mundell | **Party:** Conservative Party | **Department:** Scotland Office

I refer the hon Gentleman to the answer I gave the hon Member for Rutherglen and Hamilton West on 14 December 2016, UINs 56910 and 56916.

In addition, for JobCentre Plus offices over three miles or 20 minutes away by public transport, DWP are carrying out local consultation prior to implementing any changes to help inform decisions about additional provision, such as outreach services. The consultation is available online and through the affected Jobcentres. This consultation was launched immediately after the announcements were made, and is open until 31 January. Staff will also advise customers on alternative Jobcentre locations, taking into account travel and access to the local labour market.

20 Dec 2016 | Written questions | Answered | House of Commons | 57929

Date tabled: 15 Dec 2016 | **Date for answer:** 20 Dec 2016 | **Date answered:** 20 Dec 2016

- [Jobcentres: Glasgow](#)

Asked by: Grady, Patrick | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, when he plans to publish details of the public consultation on the closure of job centres in Glasgow on his Department's website.

Answering member: Damian Hinds | **Party:** Conservative Party |

Department: Department for Work and Pensions

The current consultation process for the proposed closure of some Glasgow Jobcentres started on 7 December 2016 and now includes, as of 19 December, information on the Gov.uk website.

The consultation will close on 31 January 2017.

20 Dec 2016 | Written questions | Answered | House of Commons | 57924

Date tabled: 15 Dec 2016 | **Date for answer:** 20 Dec 2016 | **Date answered:** 20 Dec 2016

- [Jobcentres: Glasgow](#)

Asked by: McDonald, Stewart Malcolm | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, when he plans to publish on the Government's website the public consultation on proposed job centre closures in Glasgow; and if he will extend the time period for that consultation to take account of the time taken for such online publication since the Department's announcement on 7 December 2016 on plans for that consultation.

Answering member: Damian Hinds | **Party:** Conservative Party |

Department: Department for Work and Pensions

The current consultation process for the proposed closure of Glasgow Bridgeton Jobcentre, Glasgow Castlemilk Jobcentre and Glasgow Maryhill Jobcentre started on 7 December 2016. Stakeholders in the

area have been notified of this by letter, with leaflets and posters also made available to customers. The Department is currently considering other options on public consultation.

16 Dec 2016 | Written questions | Answered | House of Commons | 57534

Date tabled: 13 Dec 2016 | **Date for answer:** 16 Dec 2016 | **Date answered:** 16 Dec 2016

- [Jobcentres: Glasgow](#)

Asked by: McGarry, Natalie | **Party:** Independent (affiliation)

To ask the Secretary of State for Work and Pensions, what discussions he has had on what dates with the landlords of the Jobcentre Plus offices in (a) Shettleston, (b) Parkhead and (c) Easterhouse on the closure of Jobcentre Plus offices in Glasgow.

Answering member: Damian Hinds | **Party:** Conservative Party | **Department:** Department for Work and Pensions

Since 1998 the Department has occupied the majority of its accommodation under a Private Finance Initiative (PFI) known as the PRIME contract. Under the terms of this 20 year PFI, the department contracts to occupy fully serviced accommodation from its private sector partner, Telereal Trillium.

The leases for the buildings in question are included within the provisions of this PFI arrangement and are therefore not held directly by the department. As such, the Secretary of State for Work and Pensions has had no discussions with the landlords of a) Shettleston, (b) Parkhead and (c) Easterhouse Jobcentre Plus offices.

16 Dec 2016 | Written questions | Answered | House of Commons | 57325

Date tabled: 13 Dec 2016 | **Date for answer:** 16 Dec 2016 | **Date answered:** 16 Dec 2016

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