

Annex

To estimate the potential for time savings for Department for Work and Pensions workers using AI tools, we first matched occupations from the O*NET database to roles within the DWP using the Warwick University Computer Assisted Structured Coding Tool¹ (CASCOT). As the O*NET database lists occupations within the United States, we used CASCOT to identify the UK Standard Occupational Classification (SOC) for different DWP roles. This was then used to find the closest match in the O*NET database.

Once suitable equivalents were identified, we used our bespoke TBI tool to calculate the estimated time savings for each DWP occupation. The TBI tool used large-language models to analyse the ability of AI to perform nearly 20,000 tasks associated with different occupations from the O*NET database. This information was then merged with UK Labour Force Survey data to calculate overall time savings based on the relative importance of each task to the role. This analysis was performed for more than 900 tasks for a total of 28 roles. Here we provide examples of our results across three different roles within the DWP.

DWP ROLE: WORK COACH

Civil service grade: Executive Officer

The role today: Work coaches provide guidance, help with job applications, offer advice on job-search strategies and training opportunities to those who are unemployed, looking for a job and claiming benefits. Work coaches monitor claimants' applications, ensure benefit compliance and liaise with employers. In the current operational model, work coaches are allotted 10-minute appointments per claimant and often have 25 or more appointments scheduled per day. During the session, work coaches are required to address a series of questions that monitor claimants, leaving little time for actual support.

SOC 2020 match: 4111 National Government Administrative Occupations

Closest O*NET-SOC occupation match: 43-4061 Eligibility Interviewers, Government Programmes

Overall time savings: 40.8 per cent

O*NET-SOC tasks	Time savings	Potential for AI transformation
Compute and authorise amounts of assistance for programmes, such as grants, monetary payments and food stamps.	70%	AI-powered analytics provide work coaches with data-driven insights into labour-market trends,

Keep records of assigned cases and prepare required reports.	40%	demand for skills and career trajectories, enabling them to offer more precise and personalised guidance to claimants. Work coaches spend the bulk of their time engaging with claimants and other service users directly, with a good knowledge of their circumstances and the most effective interventions to help them build long-term financial independence.
Compile, record and evaluate personal and financial data to verify completeness and accuracy, and to determine eligibility status.	70%	
Interview and investigate applicants for public assistance to gather information pertinent to their applications.	0%	
Interview benefits recipients at specified intervals to certify their eligibility for continuing benefits.	0%	
Interpret and explain information such as eligibility requirements, application details, payment methods and applicants' legal rights.	60%	
Initiate procedures to grant, modify, deny or terminate assistance, or refer applicants to other agencies for assistance.	40%	
Check with employers or other references to verify answers and obtain further information.	0%	
Answer applicants' questions about benefits and claim procedures.	70%	
Provide social workers with pertinent information gathered during applicant interviews.	40%	
Refer applicants to job openings or to interviews with other staff, in accordance with administrative guidelines or office procedures.	70%	
Schedule benefits claimants for adjudication interviews to address questions of eligibility.	40%	
Provide applicants with assistance in completing application forms, such as those for job referrals or unemployment compensation claims.	50%	

Prepare applications and forms for applicants for such purposes as school enrolment, employment and medical services.	40%	
Investigate claimants for the possibility of fraud or abuse.	70%	
Conduct annual, interim and special housing reviews and home visits to ensure conformance to regulations.	0%	
Monitor the payments of benefits throughout the duration of a claim.	50%	

DWP ROLE: CONTACT CENTRE CUSTOMER SUPPORT

Civil service grade: Executive Officer

The role today: Overrun with callers, staff have no choice but to leave claimants for many benefits waiting on average half an hour for calls to be answered. Once connected to a claimant, contact centre customer-support staff using pre-provided scripts must verify callers' identities, help them fill in forms, provide information, input data and record calls made.

SOC 2020 match: 711 Call and Contact Centre Occupations

Closest O*NET-SOC occupation match: 43-4051.00 Customer Service Representatives

Overall time savings: 43.5 per cent

O*NET-SOC tasks	Time savings	Potential for AI transformation
Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts or obtain details of complaints.	40%	AI-assisted call handling streamlines the process, screening and categorising calls so that they can be

Keep records of customer interactions or transactions, recording details of inquiries, complaints or comments, as well as actions taken.	70%	directed to the next available worker with the right expertise. Call centre customer-support staff focus on complex cases and address queries from more vulnerable service users first. AI systems provide up-to-date information on benefits, eligibility criteria and policy changes most relevant to the call at hand, with live analysis of questions and cross-referencing to information shared by the citizen (with prior consent). Follow ups can be scheduled automatically for a time that suits the citizen and AI keeps an accurate record of each conversation, which is also available to the citizen.
Check to ensure that appropriate changes were made to resolve customers' problems.	0%	
Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.	50%	
Determine charges for services requested, collect deposits or payments, or arrange for billing.	40%	
Complete contract forms, prepare change of address records or issue service-discontinuance orders, using computers.	50%	
Refer unresolved customer grievances to designated departments for further investigation.	70%	
Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money or adjusting bills.	40%	
Review insurance policy terms to determine whether a particular loss is covered by insurance.	40%	
Review claims adjustments with dealers, examining parts claimed to be defective and approving or disapproving dealers' claims.	0%	
Solicit sales of new or additional services or products.	40%	
Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.	40%	

Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.	70%	
Order tests that could determine the causes of product malfunctions.	40%	
Recommend improvements in products, packaging, shipping, service or billing methods and procedures to prevent future problems.	50%	

DWP ROLE: POLICY ADVISOR

Civil service grade: Higher Executive Officer/Senior Executive Officer

The role today: Policy advisors are responsible for shaping and implementing UK welfare and employment policies. They conduct research on social and economic issues, develop policy proposals, and draft briefings for ministers and senior officials. Part of this role includes burdensome drafting of correspondence, briefings, commissions, minuting and compliance checks of funded programmes.

SOC 2020 match: 2439/01 Policy Officers

Closest O*NET-SOC occupation match: 19-2041.01 Climate Change Policy Analyst

Overall time savings: 29.6 per cent

O*NET-SOC tasks	Time savings	Potential for AI transformation
Provide analytical support for policy briefs related to renewable energy, energy efficiency or climate change.	40%	AI-powered data analysis provides policy advisors with deeper, more comprehensive insights into social and economic trends, allowing them to make better decisions about policy design and implementation. With dozens of scenarios generated in minutes, AI-powered simulations help test potential policy outcomes, including
Propose new or modified policies involving use of traditional and alternative fuels, transportation of goods and other factors relating to climate and climate change.	0%	
Prepare study reports, memoranda, briefs, testimonies or other written materials to inform government or environmental groups on environmental issues, such as climate change.	40%	

Analyse and distil climate-related research findings to inform legislators, regulatory agencies or other stakeholders.	70%	adverse impacts, and predict the long-term effect of policy more accurately. AI helps identify other departments working on related issues, enabling better cross-government collaboration, and highlights relevant academic and international evidence of best practice.
Make legislative recommendations related to climate change or environmental management, based on climate-change policies, principles, programmes, practices and processes.	0%	
Present climate-related information at public interest, governmental or other meetings.	50%	
Gather and review climate-related studies from government agencies, research laboratories and other organisations.	70%	
Review existing policies or legislation to identify environmental impacts.	0%	
Promote initiatives to mitigate climate change with government or environmental groups.	0%	
Research policies, practices or procedures for climate or environmental management.	40%	
Write reports or academic papers to communicate findings of climate-related studies.	50%	
Develop, or contribute to the development of, educational or outreach programmes on the environment or climate change.	50%	
Present and defend proposals for climate-change research projects.	0%	
Prepare grant applications to obtain funding for programmes related to climate change, environmental management or sustainability.	0%	

¹ <https://cascotweb.warwick.ac.uk/#/classification/soc2020>