



## Jobcentre Plus – Escalation Routeway

### Claimant Escalation Routeway

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|--|---|
| <b>Working Age Benefits</b><br>(e.g. JSA, ESA, Income Support) | <ul style="list-style-type: none"> <li>Call Benefit Enquiry Line on <b>0800 169 0310</b></li> </ul>   |
| <b>Universal Credit Live Service</b><br>(Non-Digital UC)       | <ul style="list-style-type: none"> <li>Call the Universal Credit Live Service - Service Centre on <b>0800 328 9344</b></li> </ul>                                     |
| <b>Universal Credit Full Service</b><br>(Digital UC)           | <ul style="list-style-type: none"> <li>Digitally – via Journal Facility in UC Digital System</li> <li>Call the UCFS Service Centre on <b>0800 328 5644</b></li> </ul> |

**Sources of information** on UC for customers & partner organisations (links enabled when viewed in slideshow mode):

- Unsure if you are in UC Live or Full service? Use the [Citizens Advice eligibility checker](#) to find out
- [www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk) & [Universal Credit partner toolkit](#) - useful guides to UC for claimants and partners
- [www.youtube.com/channel/UC7Km4IXfvJB1n8SQUmkJD0Q](https://www.youtube.com/channel/UC7Km4IXfvJB1n8SQUmkJD0Q) - useful range of videos on UC full service

### Partner Organisation Escalation Routeway

- Please note – this escalation Routeway is used to support Partner Organisations/Providers – **please do not issue this to claimants** as they will only be directed into the Routeway above.
- For UCFS we need **Explicit Consent** from the claimant to talk to a provider/partner organisation. The claimant can provide this via the Journal in their Digital Account or verbally to the Service Centre. They need to include the point of contact & name of organisation they give permission for us to speak to and details of the issue. For more information on disclosure follow this link [Universal Credit consent and disclosure of information](#)

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|--|---|---|
| <b>General Queries &amp; Questions</b>           | For generic queries that may affect multiple claimants<br><i>e.g. Does somebody need to claim UCFS if they move into this area?</i>   | <ul style="list-style-type: none"> <li>Zab Patel</li> <li>020 8271 4932</li> <li>Zab.patel@dwp.gsi.gov.uk</li> </ul>                                  |
| <b>Individual Claimant queries or escalation</b> | <i>e.g. We are supporting Joe Bloggs who has not received his UC housing payments and is under threat of eviction, can you look into this so housing costs can be paid asap ?</i> | <ul style="list-style-type: none"> <li>Contact the local Work Coach Team Leader for the relevant claimants office and benefit (see Page 2)</li> </ul> |
| <b>Complaints</b>                                | If a claimant has a complaint about DWP they can complain by phone, in person, or in writing  | <ul style="list-style-type: none"> <li><a href="#">How to complain</a></li> </ul>   |

# Redbridge Organisation Chart



Department for Work & Pensions

## Senior Operations Manager

Fergus Grant

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## Customer Service Operations Team Leader

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Billie-Jean Nelson

Work Coach Team Leader

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Paul Kennedy

Work Coach Team Leader

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Pauline Crudgington

Service Delivery Team

Leader

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### Housing Jasvinder Virdee

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Adil Chaudry

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080 8271 4884

### Payments / Work Capability Assessment / Labour Market Decisions / Advance Payments

Zab Patel

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Cherie Turner

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### External Relations

#### Partnership Manager

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#### Small Employer Adviser

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### External Relations

#### Community Partners Team Lead

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#### Drugs and Alcohol Community Partner

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#### Mental Health Community Partner

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