



Jobcentre Plus – Escalation Routeway

Claimant Escalation Routeway

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

Sources of information on UC for customers & partner organisations:

- Unsure if you are in UC Live or Full service? Use the [Citizens Advice eligibility checker](#) to find out
- www.understandinguniversalcredit.gov.uk & [Universal Credit partner toolkit](#) - useful guides to UC for claimants and partners
- 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 usually need **Explicit Consent** from the claimant to talk to a provider/partner organisation. They 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 further details & examples of information which can be disclosed without explicit consent follow this link [Universal Credit consent and disclosure of information](#)

General Queries & Questions	For generic queries that may affect multiple claimants <i>e.g. Does somebody need to claim UCFS if they move into this area?</i>	<ul style="list-style-type: none"> Contact Local Partnership Manager Dave Waller 07920 812385 Dave.waller@dwp.gsi.gov.uk
Individual Claimant queries or escalation	<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"> Contact the local Work Coach Team Leader for the relevant claimants office and benefit (see Page 2)
Complaints	If a claimant has a complaint about DWP they can complain by phone, in person, or in writing	<ul style="list-style-type: none"> How to complain

East Coast / North Yorkshire Organisation Chart

Customer Service Operations Team Leader
Karen Pinder
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Live Service
Work Coach Team Leader
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Cath Demmon
Universal Credit Full Service /
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Caroline Bains
Customer Service Team
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Sharon Knifton
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Linda Newby
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/ Live Service + Legacy
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Work Coach Team Leader
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If either not available contact
Sarah Simpson
Sarah.simpson1@dwp.gsi.gov.uk
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Tim Bird
Universal Credit Full Service
/ Live Service + Legacy
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External Relations

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