



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	<ul style="list-style-type: none"> • Digitally – via Journal Facility in UC account • Call the UC Service Centre on 0800 328 5644
To contact a Universal Credit claimant’s case manager	<p>To contact a UC claimant’s case manager on their behalf, you should have the telephone number the claimant has registered with Universal Credit, the first line of their address, their post code and their date of birth.</p> <p>You will need permission from the claimant for you to act for them – see Universal Credit consent and disclosure of information.</p>

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

- 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 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](#)

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 • Name: Julie Casson • Telephone number: 07825111877 • E-mail: Julie.Casson@dwp.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

Escalation Routes



Customer Service Operations Team Leader
Lorraine Townson

Lorraine.Townson@dwp.gov.uk

Deputy Customer Service Leads Joanne.Wright@dwp.gov.uk
and Karen.Keogh@dwp.gov.uk

External Partnership Manager
Nicola Avery

Nicola.Avery@dwp.gov.uk

Blackpool Jobcentre
Municipal Buildings
Corporation Street
Blackpool
FY1 1EJ

Jobcentre Manager – Ian Whatmough Ian.Whatmough@dwp.gov.uk

Deputy Jobcentre Manager / Service Delivery Coach – Gillian Keleher
Gillian.Keleher@dwp.gov.uk

Karen Keogh/50Plus 50+ Team Leader
Karen.Keogh@dwp.gov.uk

Helen Capp – Legacy Benefits/Universal Credit
helen.capps@dwp.gov.uk

25+ Work Coach Team Leader
Joanne Wright /Universal Credit
joanne.wright@dwp.gov.uk
Sophie Streeton
sophie.streeton@dwp.gov.uk

Alex Booth
Alex.booth@dwp.gov.uk

Service Delivery Team
Christine Davey
Christine.Davey1@dwp.gov.uk

Youth (Youth Hub & YECs)
Simone Larsson
Simone.Larsson@dwp.gov.uk

External Relations

Julie Casson
Partnership Manager
(Supporting Partners &
Providers)
07825111877
Julie.Casson@dwp.gov.uk

Judith Dowling
Social Justice & Advanced
Customer Support Leader
Judith.Dowling@dwp.gov.uk

Jobcentre Plus - Key Job Roles

Job Role	Responsibilities
Work Coach	<ul style="list-style-type: none"> Supporting all claimants to equip themselves with the tools/skills they need to progress towards, or into employment. Responsible for delivering personalised and quality interventions with claimants Working with claimants with complex health conditions and/or a disability. Manage a caseload of claimants and hold regular interventions tailored to the needs of the claimant.
Disability Employer Adviser	<ul style="list-style-type: none"> Providing mentor support to Work Coaches to deliver an excellent service to claimants who have a complex health condition or disability which impacts on their ability to find or sustain work. Liaising with Partner Organisations, GPs, NHS and charities in the local area who can provide specialist support to claimants with health conditions.
Work Coach Team Leader	<ul style="list-style-type: none"> Responsible for Line Managing the Work Coach team Providing mentoring and coaching to ensure quality of the interventions to our claimants. Building effective relationships with Partner Organisations, working as one to deliver a dynamic customer focused service.
Employer Adviser	<ul style="list-style-type: none"> Working with Employers to proactively secure vacancies and opportunities for our claimants. Managing a portfolio of claimants/employers and providers building & maintaining effective working relationships. Supporting employers and encourage Disability Confident. Offer bespoke tailored recruitment package to support employers.
Strategic Employer Lead & Small Employer Adviser	<ul style="list-style-type: none"> Specialist support overseeing all local employer engagement in respect of claimants with health conditions and disabilities Driving forward the importance of working and supporting small employers to employ a customer with a Disability or Health condition. Supporting employers with Disability Confident. Working with employers to provide quality work experience placements and work trials or claimants with a health condition or disability
Social Justice Manager	<ul style="list-style-type: none"> Responsible for delivering the DWP's Social Justice agenda which is about enabling disadvantaged individual's to access to benefits and support to help them turn their lives around. Managing the Focus Families Work Coaches and the Schools Advisor Supporting Local Authority Care Leavers with access to benefits, training, apprenticeships and employment opportunities Working with external organisations and Work Coach Team Leaders to ensure that ex offenders receive targeted support Ensure DWP's maintains commitment to support the Armed Forces and their families and veterans, and raise the profile of the support available to this community through key partnerships both internal & external
Partnership Manager	<ul style="list-style-type: none"> Works collaboratively with all local partners and stakeholders within their local area to support moving all claimants into employment. Supports local partners and stakeholders providing information and advice about Welfare Reform changes & DWP updates