



## Jobcentre Plus – Escalation Routeway

### Claimant Escalation Routeway

<b>Working Age Benefits</b> (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> (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> (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](#)

<b>General Queries &amp; Questions</b>	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"> <li>Contact Local Partnership Manager</li> <li>Amarpreet Hullait</li> <li><a href="mailto:Amarpreet.Hullait@dwp.gov.uk">Amarpreet.Hullait@dwp.gov.uk</a></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>

# Borehamwood and Watford Organisation Chart



**Senior Operations Manager**  
ALAN BURTON

**Customer Service Operations Team Leader**  
GRAHAM GILLETT

**BOREHAMWOOD  
JOBCENTRE,  
GOVERNMENT OFFICES  
ELSTREE WAY  
BOREHAMWOOD  
HERTS  
WD6 1JR**

**WORK COACH TEAM LEADER**  
– HELEN BIGLAND –  
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258 2181

**CUSTOMER SERVICE  
MANAGER**  
– LAURENCE BROWN –  
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**CUSTOMER SERVICE MANAGER**  
John Flood  
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## EXTERNAL RELATIONS

**PARTNERSHIP MANAGER**  
AMARPREET HULLAIT  
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**PARTNERSHIP ADVISER**  
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**DISABILITY EMPLOYMENT  
ADVISER LEAD**  
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Tel:07785111579

**PLEASE NOTE: FRONT OF  
HOUSE TEAMS CAN BE VERY  
BUSY. PLEASE CAN YOU  
FOLLOW UP YOUR CALL WITH  
AN EMAIL IF THERE IS NO  
IMMEDIATE RESPONSE**