Claimant Escalation Routeway		
Working Age Benefits (e.g. JSA, ESA, Income Support)	Call Benefit Enquiry Line on 0800 169 0310	
Universal Credit Live Service (Non-Digital UC)	Call the Universal Credit Live Service - Service Centre on 0800 328 9344	
Universal Credit Full Service (Digital UC)	 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 (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 & 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

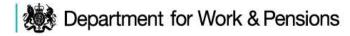
Partner Organisation Escalation Routeway

- 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 <u>Universal Credit consent and disclosure of information</u>

General Queries & Questions	For generic queries that may affect multiple claimants e.g. Does somebody need to claim UCFS if they move into this area?	 Contact Local Partnership Manager Amarpreet Hullait Amarpreet.Hullait@dwp.gov.uk
Individual Claimant queries or escalation	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?	 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	How to complain

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 -

helen.bigland@dwp.gov.uk - 0208 258 2181

CUSTOMER SERVICE MANAGER

- LAURENCE BROWN -

laurence.brown@dwp.gov.uk 0208 258 2109

WATFORD JOBCENTRE Exchange House 60 Exchange Road Watford WD18 0JJ

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WORK COACH TEAM LEADER
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WORK COACH TEAM LEADER
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WORK COACH TEAM LEADER Gordon Wallis

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CUSTOMER SERVICE MANAGER
John Flood
UCFS

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EXTERNAL RELATIONS

PARTNERSHIP MANAGER

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PARTNERSHIP ADVISER

DAWN DRAPER

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07825 106445

DISABILITY EMPLOYMENT ADVISER LEAD

Sharon Hose

sharon.hose@dwp.gov.uk 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