



Jobcentre Plus – Escalation Routeway

Claimant Escalation Routeway

Working Age Benefits
(e.g. JSA, ESA, Income Support)

- Call Benefit Enquiry Line on **0800 169 0310**

Universal Credit

- Digitally – via Journal Facility in UC Digital System
- Call the UC Service Centre on **0800 328 5644**

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

- [Universal Credit & You](#) - an introduction to UC for those claiming it
- 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 UC 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
e.g. Does somebody need to claim UCFS if they move into this area?

- Contact Local Partnership Manager
- Shane Byrne
- 01228 605088
- Shane.Byrne@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](#)



Customer Service Operations Team Leader

Amanda Buchanan

AMANDA.BUCHANAN@DWP.GOV.UK

External Partnership Manager

Elaine Herbert

ELAINE.HERBERT1@DWP.GOV.UK

Carlisle Jobcentre

**Broadacre House
16-20 Lowther Street
Carlisle CA3 8DA**

Margie Smith

Jobcentre Manager & JSA Claims

MARGIE.SMITH@DWP.GOV.UK

01228 605022

Luke Stephenson

Universal Credit ESA & IS
Work Coach Team Leader

LUKE.STEPHENSON@DWP.GOV.UK

01228 605098

Lyndsay Mason

Universal Credit ESA & IS
Work Coach Team Leader

LYNDSAY.MASON@DWP.GOV.UK

01228 605035

Penrith Jobcentre

**19-24 Friargate
Penrith CA11 7QH**

Christine Reay

Jobcentre Manager &
Universal Credit Live Service
& Legacy Benefits
Work Coach Team Leader

CHRISTINE.REAY@DWP.GOV.UK

01768 242865

Deputy: Susan Bradley

SUSAN.BRADLEY@DWP.GOV.UK

01768 242863

External Relations

Shane Byrne

Partnership Manager

(Supporting Partners & Providers)

SHANE.BYRNE@DWP.GOV.UK

01228 605088

Judith Wilkinson

Partnership Advisor

(Supporting Partners and Providers)

JUDITH.WILKINSON@DWP.GOV.UK

01228 605095

Tracey Ellmore & Helen Smith

Cumbria Social Justice Managers (Supporting
Refugees, Ex Offenders, Armed Forces Focus
Families & Schools)

TRACEY.ELLMORE@DWP.GOV.UK

HELEN.SMITH18@DWP.GOV.UK

Pam Aldren

Employer Advisor Leader
(Employer Support)

PAM.ALDREN@DWP.GOV.UK

07741 673688

Trudy Dane

Disability Employment Advisor Leader
Disability Support

TRUDY.DANE@DWP.GOV.UK

07741 687950



**Customer Service Operations Team
Leader**
Amanda Buchanan
AMANDA.BUCHANAN@DWP.GOV.UK

External Partnership Manager

Elaine Herbert
ELAINE.HERBERT1@DWP.GOV.UK

**Kendal Jobcentre
Kentmere House
1 Blackhall Rd
Kendal LA9 4BS**

Julia Charnley
Jobcentre Manager &
Universal Credit & JSA, ESA & IS
Work Coach Team Leader
JULIA.CHARNLEY@DWP.GOV.UK
01539 795034

Deputy: Anne Shepherd
ANN.SHEPHERD@DWP.GOV.UK
01539 795034

External Relations

Shane Byrne
Partnership Manager
(Supporting Partners & Providers)
SHANE.BYRNE@DWP.GOV.UK
01228 605088

Judith Wilkinson
Partnership Advisor
(Supporting Partners and Providers)
JUDITH.WILKINSON@DWP.GOV.UK
01228 605095

Tracey Ellmore & Helen Smith
Cumbria Social Justice Managers (Supporting
Refugees, Care Leavers, Ex Offenders, Armed
Forces Focus Families & Schools
TRACEY.ELLMORE@DWP.GOV.UK
HELEN.SMITH18@DWP.GOV.UK

Pam Aldren
Employer Advisor Leader
(Employer Support)
PAM.ALDREN@DWP.GOV.UK
07741 673688

Trudy Dane
Disability Employment Advisor Leader
Disability Support
TRUDY.DANE@DWP.GOV.UK
07741 687950

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 Leader & Disability Employment Advisors	<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 Team Leader & Employer Advisors	<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. Support employers and employees affected by redundancies
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 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 & Advisor	<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



Jobcentre Plus - Key Job Roles

Job Role	Responsibilities
Job Centre Manager	<ul style="list-style-type: none">• The Jobcentre Customer Service Manager is responsible for developing a welcoming, dynamic and professional feel and look to the inside and outside of the Jobcentre.• This encourages customers/claimants to use our facilities, including digital, at every opportunity to either:<ul style="list-style-type: none">• find and secure work• conduct work preparation.• Also, the Jobcentre Customer Service Managers have responsibility for the effective leadership of their sites' health and safety.• They also have a joint responsibility with the Work Coach Team Leader for the health and safety of all colleagues in the Jobcentre, in addition to line manager responsibility for their own team.
Service Delivery Coach	<ul style="list-style-type: none">• Provides an effective first point of contact service for claimants entering the Jobcentre, establish visitor needs and signpost as appropriate:• Ensure claimant flow is managed to prevent queues/bottlenecks• Issue forms and leaflets as appropriate• Identify claimants requiring an appointment or face to face help• Identify claimants requiring additional support including: 16/17 year olds; claimants from abroad (HRT action); claimants with health conditions; claimants who have recently been bereaved; claimants with complex needs and ensure they are supported appropriately• Handle claimant disputes sensitively and ensure that all complaints/compliments are recorded appropriately• Work with other roles e.g. Customer Care Officers to form a single 'One DWP' customer service team• Maintain the Customer Support Appointment and payment diary for face-to-face appointments• Action Statement of Fitness For Work (SOFFW) in accordance with operational instructions
Service Delivery Team Leader	<p>Delivering Customer Service from the front of house ensuring all stages of the claimant journey are supported</p> <p>The role of the Service Delivery Coach is to deliver a professional and engaging service to claimants, when not participating in activities with their work coach, to enable them to find and secure employment or support for work preparation. They will:</p> <ul style="list-style-type: none">• Provide a welcoming environment for partners and employers who are working with us and ensure suitable space is provided whenever possible• Provide effective leadership through a coaching culture.• Build own and teams capability, ensuring they have the confidence and skills to support their colleagues• Build effective relationships with colleagues and partners, working as one to deliver a dynamic customer focused service• Focus on working as One DWP with colleagues inside and out of own immediate business area