



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 (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 [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>	Contact Local Partnership Manager <ul style="list-style-type: none"> Paul Szyszko PAUL.SZYSZKO@DWP.GOV.UK Mobile 07717361745
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

Cambridgeshire Cluster Organisation Chart

Senior Operations Manager
Shaun Sadler



Department for Work & Pensions

Customer Service Operations Team Leader

Lisa Barraclough Customer Services Leader for Cambridgeshire (Cambridge, Ely, Huntingdon & Wisbech) LISA.BARRACLOUGH@DWP.GOV.UK Phone 0845 604 3719 Mobile 07984 401802

Wisbech Jobcentre Plus UCFS 12th Sep 18

Albion House, Albion Place, Wisbech, PE13 1AN.

Rebecca West

Work Coach Team Leader

REBECCA.WEST@DWP.GOV.UK

Phone: 01945 675854

Mobile: 07880 784540

Stephen Wenn

Work Coach Team Leader

STEPHEN.WENN1@DWP.GOV.UK

Phone 01945 675813

Mobile 07502 171691

UCFS Vulnerable contact email (from 12th Sep 2018)

WISBECH.VULNERABLECLAIMANTQUERIES@DWP.GOV.UK

Ely Jobcentre Plus UCFS 12th Sep 18

52 Market Street, Ely, Cambridgeshire, CB7 4LU

Carla Buey

Work Coach Team Leader

CARLA.BUEY@DWP.GOV.UK

Phone 01353 605420

Mobile 07769361756

Neil Duncan

Work Coach Team Leader Deputy

NEIL.DUNCAN@DWP.GOV.UK

Phone 01353 605437

UCFS Vulnerable contact email (from 12th Sep 2018)

ELY.VULNERABLECLAIMANTQUERIES@DWP.GOV.UK

Cambridge Jobcentre Plus 17th Oct 18

Henry Giles House,73-79 Chesterton Road, Cambridge, CB4 3BQ

Suzanne Dickinson

Work Coach Team Leader

SUZANNE.DICKINSON@DWP.GOV.UK

Mobile 07770 282243

Jo Conde-Mullord

Work Coach Team Leader

JO.CONDE-MULLORD@DWP.GOV.UK

Phone 01223 545227

Mobile 07824 608040

Jackie Bax

Work Coach Team Leader

JACKIE.BAX@DWP.GOV.UK

Phone 01223 545328

Delia Chesney

Jobcentre Customer Service Manager

DELIA.CHESNEY@DWP.GOV.UK

Phone 01223 5453822

Mobile 07342056990

UCFS Vulnerable contact email (from 17th Oct. 2018)

Lea Ansell

01223 545347 /07919175937

Wendy Belbin

Direct Dial 01223 543822

CAMBRIDGE.VULNERABLECLAIMANTQUERIES@DWP.GOV.UK

Huntingdon Jobcentre Plus 17th Oct 18

Pathfinder House. St Mary's Street Huntingdon PE29 3TN

Joanne Dobson

Jobcentre Customer

Service Manager Team Leader

JOANNE.DOBSON1@DWP.GOV.UK

Phone 01480 367251

Lesley McKeag

Work Coach Team Leader

LESLEY.MCKEAG@DWP.GOV.UK

Phone 01480367273

UCFS Vulnerable contact email (from 17th Oct. 2018)

Lisa Coulson

01480 367252

Glynis Newman

01480 367275

Jacqueline Ellis

01480 367262

HUNTINGDON.VULNERABLECLAIMANTSQUERIES@DWP.GOV.UK

External Relations

Paul Szyszko

Partnership Manager
Cambridgeshire Cluster
PAUL.SZYSZKO@DWP.GOV.UK

Mobile 07717361745

Dave Winterton

Cambridgeshire
Partnership Adviser
East Anglia Corporate Cluster

DAVE.WINTERTON@DWP.GOV.UK

Phone 01733 465546

Mobile 07919 218537

Guy Wordingham

Cambridgeshire
Partnership Adviser
East Anglia Corporate Cluster

Guy.Wordingham@dwp.gov.uk

07881847229