



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>	<ul style="list-style-type: none"> • Contact Local Partnership Manager • Emma Wareham • 07855 319618 • EMMA.WAREHAM@DWP.GSI.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



Coastal Cluster Organisation Chart – Sept 18

Senior Operations Manager
Chris Burr
CHRISTOPHER.BURR@DWP.GSI.GOV.UK

Customer Service Operations Team Leader
Janet Hughes
JANET.HUGHES3@DWP.GSI.GOV.UK

Bognor

Gloucester House
High Street
Bognor Regis
PO21 1HH

Work Coach Team Leader

Dave Phillips
01243 846366
DAVE.PHILLIPS
@DWP.GSI.GOV.UK

Jobcentre Customer Service Manager

Karen Brooks
01243 846460
07775028212
KAREN.BROOKS2
@DWP.GSI.GOV.UK

Chichester

5 Southgate
Chichester
PO19 8EH

Work Coach Team Leader

Gill Newman
01243 224104
07901110688
GILL.NEWMAN1
@DWP.GSI.GOV.UK

Jobcentre Customer Service Manager

Sam Rose
01243 224124
SAM.ROSE@DWP.
GSI.GOV.UK

Littlehampton

33 Church Street
Littlehampton
BN17 5ER

Work Coach Team Leader

Liane Newton
01903 545535
07717851485
LIANE.NEWTON
@DWP.GSI.GOV.UK

Jobcentre Customer Service Manager

Simon Brooks
07733 307145
SIMON.BROOKS
@DWP.GSI.GOV.UK

Worthing

Crown House
High Street
Worthing
BN11 1NG

Work Coach Team Leader

Laura Hart
01903 223701
LAURA.HART
@DWP.GSI.GOV.UK

Adele Marshall
ADELE.MARSHALL
@DWP.GSI.GOV.UK

Jobcentre Customer Service Manager

Sian Drabble
01903 286082
SIAN.DRABBLE
@DWP.GSI.GOV.UK

External Relations

Local Partnership Manager

Emma Wareham
07855 319618
EMMA.WAREHAM
@DWP.GSI.
GOV.UK

Local Partnership Adviser

Gemma Stevens
07918 361832
GEMMA.STEVENS
@DWP.GSI.GOV.UK

Brighton & Hove Cluster Organisation Chart



Department for Work & Pensions

Senior Operations Manager

Chris Burr
CHRISTOPHER.BURR@DWP.GSI.GOV.UK

Customer Service Operations Team Leader

Toby Harrison
TOBY.HARRISON@DWP.GSI.GOV.UK

Brighton Jobcentre

30-35 Edward St, Brighton BN2
0LN

Martin Jennings Jobcentre Service
Manager
07979 748224

Zara Manley Jobcentre Service
Team Leader
01273 647672

Greg Walker Work Coach Team
Leader
01273 647589

Tim Claydon Work Coach Team
Leader
01273 647425

Pier Harrison Work Coach Team
Leader
01273 647672

Hove Jobcentre

87A Boundary Rd, Hove BN3
7GA

Dee Robinson Jobcentre Service
Manager
01273 368161

Nicki Woods Work Coach Team
Leader
01273 368161

Hayden Miller Work Coach Team
Leader
01273 368161

External Relations

Mischa Harrison Partnership Manger
Mischa.harrison@dwp.gsi.gov.uk
07789 943855

Julie Wan Partnership Adviser
Julie.wan@dwp.gsi.gov.uk
07717 690315

Lead Community Partner
Julia Stapleton
JULIA.STAPLETON@DWP.GSI.GOV.UK
01372 853328



Gatwick Diamond Cluster Organisation Chart

Senior Operations Manager
Ron Francis
RON.FRANCIS1@DWP.GSI.GOV.UK

Customer Service Operations Team Leader
Sophia Sami
SOPHIA.SAMI@DWP.GSI.GOV.UK

Redhill Jobcentre
15 London Road
Redhill
RH1 1BQ

Sharon Goodwin
Customer Service Manager
01737 755858
SHARON.GOODWIN@DWP.GSI.GOV.UK

Alison Finn
Workcoach Team Leader
01737 755886
ALISON.FINN@DWP.GSI.GOV.UK

Ce Danaher
Workcoach Team Leader
01737 755857
CE.DANAHER@DWP.GSI.GOV.UK

Crawley Jobcentre
Gresham House
20-22 Station Road
Crawley
RH10 1EZ

Ginny Grey
Customer Service Manager
01293 728222
VIRGINIA.GREY1@DWP.GSI.GOV.UK

Rachel Austin
Workcoach Team Leader
01293 728302
RACHEL.AUSTIN@DWP.GSI.GOV.UK

Paul Willson-Morris
Work Coach Team Leader
01293 728278
PAUL.WILLSON-MORRIS@DWP.GSI.GOV.UK

Horsham Jobcentre
Malborough house
50 East Street
Horsham
RH12 1HN

Sally Pound
Customer Service Manager
01403 355732
SALLY.POUND@DWP.GSI.GOV.UK

Paul Fuller
Workcoach Team Leader
01403 355797
PAUL.FULLER@DWP.GSI.GOV.UK

Epsom Jobcentre
50 East Street
Epsom
KT17 1HQ

Clare Boniface
Customer Service Manager
01732 853333
CLARE.BONIFACE@DWP.GSI.GOV.UK

Mandy Hurst
Workcoach Team Leader
01372 853303
MANDY.HURST@DWP.GSI.GOV.UK

External Relations

Partnership Manager
Alison Barrett
01737 755888
ALISON.BARRETT@DWP.GSI.GOV.UK

Partnership Adviser
Mike Tran
07741 181595
MICHAEL.TRAN@DWP.GSI.GOV.UK