

Communication and escalation routes for Linked JC Sites & Partners

Version 19/10/12

Key to delivery of service to our customer is robust two way communication between Jobcentre Plus and Local Authorities. Please use these communication and escalation routes to raise issues, discuss solutions and share good practices. This product will be reviewed quarterly and updated to reflect changes. Please note that the escalation telephone numbers **must not** be issued to the public.

Name of BC: Glasgow Northgate Benefit Centre

Normal method of telephone contact for Local Authority staff – **Tel 0845 608 8582 (This number is public enquiry line)**

Escalation routes (not for issue to the public).

	Team or Manager	Name	E-mail address or team in box for level 1	Telephone number
Level 1	JSA	Ask for team leader	<p>JSA New Claims (London) A-Cap Car-Gol Gom-K L-N O-R S-Z JCP Glasgow BDC JSA New Claims glasgowbdc.isanewclaims@jobcentreplus.gsi.gov.uk</p> <p>JSA Changes (London) A-Z JCP Glasgow BDC JSA Changes glasgowbdc.jsachanges@jobcentreplus.gsi.gov.uk</p>	<p>0141 338 5077 0141 207 0539 0141 338 5109 0141 354 8803 0141 354 8819 0141 240 8150</p> <p>0141 240 5498</p>

	ESA	Ask for team leader	ESA New Claims London JCP Glasgow BDC ESA NEW CLAIMS GLASGOWBDC.ESANEWCLAIMS@JOBCENTREPLUS.GSI.GOV.UK ESA Changes London A-B & W-Z C-G H-L M-V JCP GBDC Load Callbacks ESA gbdc.loadcallbacksesa@jobcentreplus.gsi.gov.uk	0141 338 4083 0141 207 0001 0141 207 0150 0141 207 0431 0141 207 0389 0141 207 0457
	IB	Ask for team leader	IB Changes London JCP Glasgow BDC IB Team 1 glasgowbdc.ibteam1@jobcentreplus.gsi.gov.uk	0141 207 0319
	IS	Ask for team leader	IS Claims London JCP Glasgow BDC IS New Claims GLASGOWBDC.ISNEWCLAIMS@JOBCENTREPLUS.GSI.GOV.UK IS Changes London JCP GLASGOW BDC IS LONDON CLAIMS MAINTENANCE GLASGOWBDC.ISLONDONCLAIMSMAINTENANCE@JOBCENTREPLUS.GSI.GOV.UK	0141 207 0129 0141 354 8776
Level 2	Manager	Moirra Goligher David Conlan Fred Musleh Sharon Collins David Gibson Jim Shanks	JSA Claims – London (A-K) moira.goligher@jobcentreplus.gsi.gov.uk JSA Claims – London (L-Z) david.conlan@jobcentreplus.gsi.gov.uk JSA Changes – London alfred.musleh@jobcentreplus.gsi.gov.uk ESA Claims sharon.collins@jobcentreplus.gsi.gov.uk ESA Changes – London david.w.gibson@jobcentreplus.gsi.gov.uk IB Claims & Changes	0141 354 8758 0141 240 5645 0141 207 0257 0141 207 0545 0141 338 5149 0141 207 0875

		Gerry Welsh	james.shanks@jobcentreplus.gsi.gov.uk IBR Claims & Changes – London	0141 207 0166
		Isobel Murray	gerry.welsh@jobcentreplus.gsi.gov.uk IS Claims	0141 354 8659
		Ricky Thomas	isobel.murray@jobcentreplus.gsi.gov.uk IS Changes	0141 207 0114
		Bill Murphy	richard.j.thomas@jobcentreplus.gsi.gov.uk Customer Services bill.murphy@jobcentreplus.gsi.gov.uk	0141 354 8782
Level 3	BC Operations Manager	June Miller	JSA/LMDMA/MWA june.miller@dwp.gsi.gov.uk	0141 207 0459
		Gregor Alexander	ESA/DM/WCA gregor.alexander@jobcentreplus.gsi.gov.uk	0141 204 0478
		Steve Broome	IS/IB/Third Party/IBR steve.broome@dwp.gsi.gov.uk	0141 207 0203
		Maureen McLaren	Appeals/FARIO/Finance/Accuracy/GMS/ECO/CRT/SPU/Change/Contracts/Continuous Improvement/Operational Support maureen.mclaren@jobcentreplus.gsi.gov.uk	0141 354 8785
Level 4	BC Manager	Ann Russell	ann.russell2@jobcentreplus.gsi.gov.uk	0141 354 6765

Vulnerable Customers

Identification of Vulnerable Customers

When making a judgment about whether a customer is vulnerable it is vitally important that you communicate with the person. Vulnerability is not a static state associated with a particular circumstance or situation, it can only be determined as part of a measured assessment. In the Jobcentre, this assessment may need to be conducted in a matter of seconds.

When communicating with the customer you will need to assess whether they:

- Are in distress;
- Not understanding;
- Are giving one word responses, for example 'yes' or 'no';
- Are upset;
- Are frustrated

The following personal factors can be associated with being vulnerable:

- Mental health conditions;
- Sensory impairments;
- Drug or alcohol dependency or both;
- Physical disabilities;
- Learning disabilities;
- Literacy Levels;
- Language Skills; or
- Difficulty in communicating

Whilst we have many customers who may fall into the categories, these circumstances and behaviours are associated with vulnerability and cases should only be referred through the escalation route for customers who, due to their circumstances, cannot wait 3 hours for a callback.

Any official correspondence or complaints should be addressed to:

Glasgow Benefit Centre
Baird Street
Glasgow
G90 8AG