



Jobcentre Plus – Escalation Routeway

Claimant Escalation Routeway

Legacy 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**