

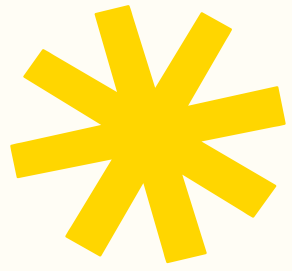


# Community Work Coach Presentation



An overview of the Community Work Coach role and the meaningful impact it makes in our local communities.





# Introduction to CWC



Support for vulnerable claimants

Removing barriers to engagement

Person centred approach

Tailored to claimants needs



# Mission and Vision



## Mission:

- Support our Pennine Job Centres
- Tailored one to one support for claimants
- Collaborate with other community support

## Vision:

- A valuable community resource

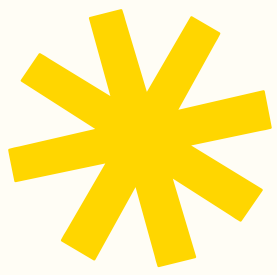




# CWC Aims



- Provide excellent customer service
- Take ownership
- Financial Support
- Tailor the customer journey
- Build strong working relationships
- Be a visible presence in our local community



# Guiding Values



**We Care**



**We Deliver**



**We Adapt**

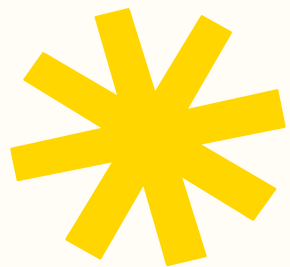


**We Work Together**

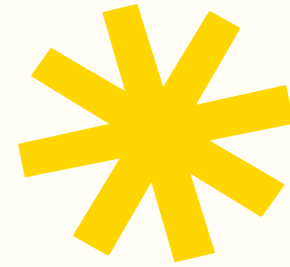


**We Value Everybody**





# Who We Work With



## Our Claimants

**Those who need extra support due to their personal circumstances or complex needs:**

- Homelessness
- Alcohol / Drug Addiction
- Domestic abuse
- Ex – Offenders / POP
- Debt / Financial Issues
- Armed Forces
- Care Leavers

## Our Partner Organisations

**We attend community services and accept referrals from local organisations such as:**

- Community organisations
- Homelessness Services
- Probation / Police
- Drug and Alcohol Services
- Local Housing Associations
- Councils and Local Authority
- Mental Health Services

## Our Colleagues

**We collaborate with our colleagues within DWP and wider government :**

- Work Coaches
- Partnerships Teams
- Disability/Employment Advisors
- UC Service Centre
- PIP / DLA / AA Advisors
- State Pension / Pension Credit Advisors
- Legacy Benefit (JSA / ESA) Advisors

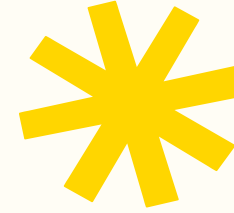
# What the CWC Can Do



- Full Universal Credit case reviews
- Create a support plan
- Help our claimants for as long as necessary
- Respond to queries
- Community outreach
- Support Job Centre and Service Centre colleagues



# What the CWC Can't Do



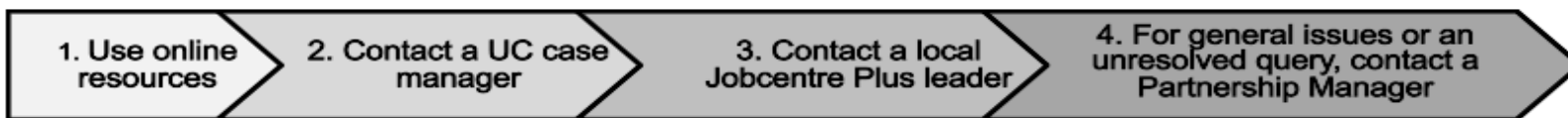
- Give benefit advice
- Home visits / places that haven't been risk assessed
- Deal with payments when working from outreach locations
- Work with people who aren't ready to access support / not JCP claimants
- Doesn't replace the Job Centre escalation pathway






# Escalation Pathway

## Universal Credit - escalation route for DWP partners

Most Universal Credit queries can be resolved by claimants via their journal and/or work coach or case manager. Third party representatives from may need to support with issues claimants cannot resolve themselves. Support organisations and partners only should follow the steps outlined below.



<b>1. Online resources</b>	<b>Understanding Universal Credit</b> Information for new and existing claimants. Information for partners and landlords. <a href="#">Understanding Universal Credit – Home</a>			<b>Universal Credit: Housing Queries Routeway</b> Resolving landlord queries with online information and telephone numbers for specialist support. <a href="#">Universal Credit: Housing Queries GOV.UK</a>
	<b>Universal Credit: information for partners</b> <a href="#">Universal Credit: stakeholders partners GOV.UK</a>		<b>YouTube - Universal Credit in Action</b> <a href="#">Universal Credit full service overview - June 2017 (youtube.com)</a>	
<b>2. UC Case Manager</b>	<b>Individual Universal Credit queries and escalations</b> To contact a <b>Universal Credit case manager</b> on behalf of a claimant call <b>0800 328 5644</b> <u>Representatives need the claimant's explicit consent</u> , phone number, address, postcode and date of birth. For more information about Explicit Consent: <a href="#">Universal Credit consent and disclosure of information - GOV.UK (www.gov.uk)</a>			
<b>Other benefits</b>	<b>Other working age benefits:</b> For Jobseeker's Allowance (JSA), Income Support, Incapacity Benefit and Employment Support Allowance (ESA) queries, call <b>0800 169 0310</b>			
<b>Explicit consent</b>	Claimants must provide <b>explicit consent</b> for their information to be disclosed to a third party. They can use the journal, telephone, writing/email or face-to-face contact to do this. The claimant must say what information is needed and why plus the name of their representative and/or the organisation representing them. <a href="#">Universal Credit consent disclosure GOV.UK</a>			
<b>3/4. Local contacts</b>	<b>Local Jobcentre Plus – specific queries for individuals:</b> See contact details overleaf	<b>Partnership Manager – general queries or unresolved issues</b> See contact details overleaf		
<b>Complaints</b>	<b>Complaints procedure for customers:</b> To complain about the service received from the Department or Work and Pensions: <a href="#">Complaints procedure - Department for Work and Pensions - GOV.UK (www.gov.uk)</a>			

# CWC Impact

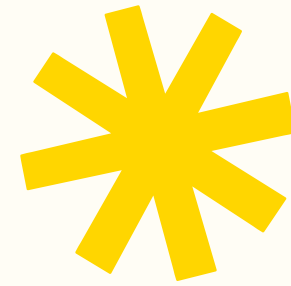


***“Helping one person might  
not change the world, but it  
could change the world for  
one person.”***

Helen Barry



# How To Refer



Please send referrals to the **Community Work Coach Team Inbox.**

**For Work Coach referrals, please contact the Community Work Coach directly.**



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**Michaela  
Bridge**

**Community Work Coach**  
(Burnley and Nelson JCP)

