



To: National Housing Federation

From: Ian Marshall

cc: UC Service Centre Group
Managers

Date: 3rd June 2015

A new escalation telephony service line for Registered Social Landlord and Local Authority (LAs) Housing Cost enquiries will be launched 4th June 2015

Issue

Registered Social Landlords and LAs have expressed concerns around the way their urgent enquiries are handled and escalated within the Universal Credit (UC) Service Centre.

UC currently operates a process whereby Social Landlords and LAs can escalate queries via a dedicated email inbox, and if they receive no reply, they can call a dedicated telephone extension number answered by the Housing Costs Team.

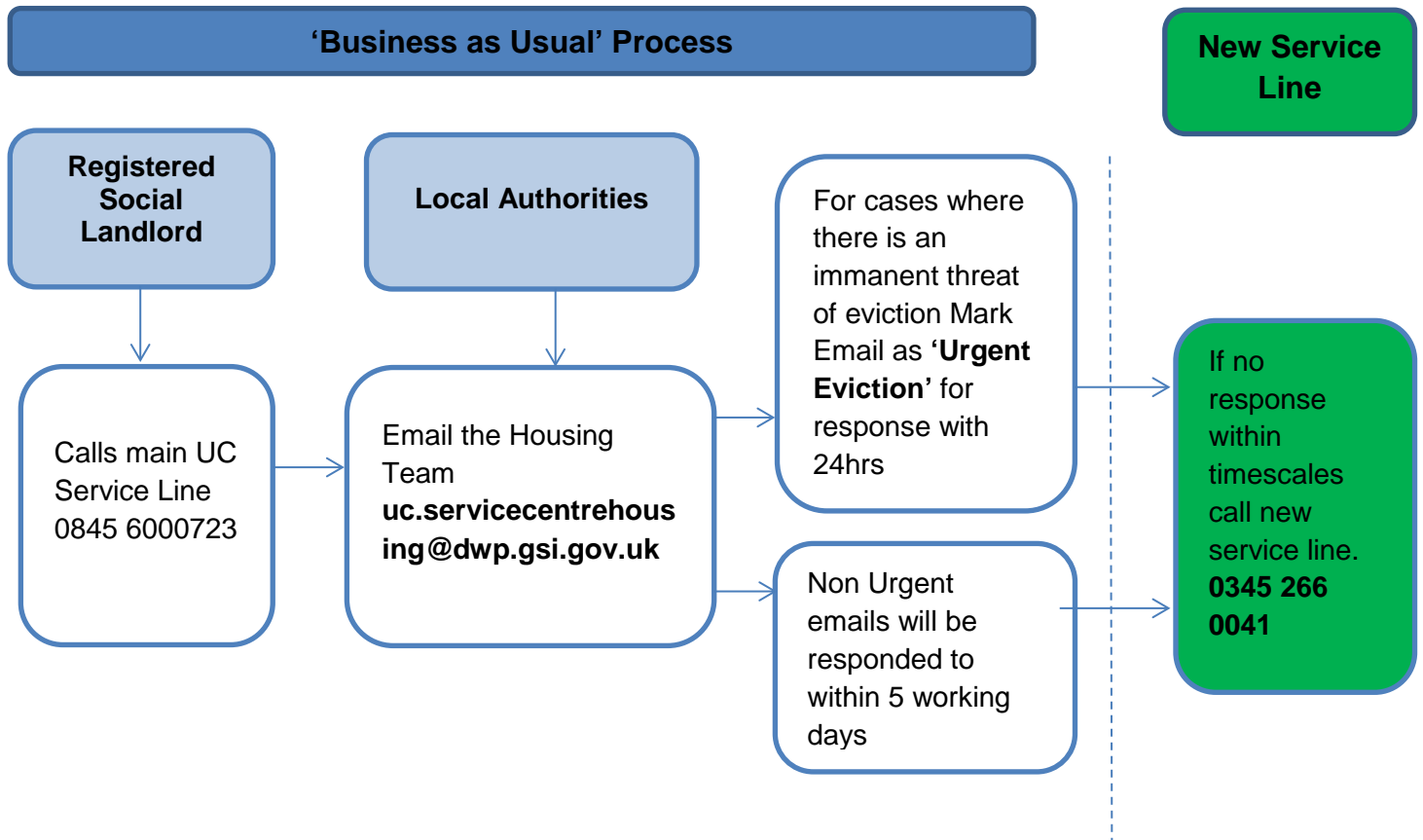
However, the volume of calls to this number is making this process unsustainable and therefore requires a fully dedicated telephony service line.

Solution

A new dedicated telephony service line will be launched **4th June 15**. From this date the previous service number 01204 514474 will become obsolete.

The new number is **0345 266 0041** and will be available **Monday to Friday 10-12noon and 2-4pm**. To avoid high volumes at 10am and 2pm we recommend that Landlords and LA's stagger their calls across the two periods. **Under no circumstances should this number be given to claimants/tenants**

This new service line is **only** to be used once the current 'business as usual' escalation routes have failed. Prior to calling the new service line Registered Social Landlords and LA's will be required to complete the following process:



Only after completing the 'business as usual' process, and not receiving a satisfactory outcome within the timescales, should Registered Social Landlords and LA's call the new service line. Any inappropriate calls will be redirected to the appropriate channel and investigated/analysed for root cause.

Please note: This facility is a temporary arrangement for use in the current UC Live Service and may not form a part of the Digital delivery of UC services.