

**RESTRICTED**

**Peer Review**

**[REDACTED]**

Review conducted by:  
**[REDACTED]**  
*Approved by:*

### **Peer Review - purpose and methodology**

This Peer Review has been commissioned by North East One Service Network Group as a result of the [REDACTED]. This review focuses on the whole customer journey rather than the handling of a complaint. It looks at whether Local and National standards have been followed to meet Key Stages of the Customer Journey or whether there is a need to revise and improve them to meet acceptable standards. The purpose of the review is as a continuous improvement tool and not to be used to seek out or apportion blame. However this does not in any way minimise the impact on the Customer or others involved in this case.

The review has been conducted by examining all available customer records, relevant evidence and current/appropriate guidance at the time of the events.

- [REDACTED]

This review will also concentrate on:-

- Was the claim dealt with correctly?
- [REDACTED]

### **Background**

- [REDACTED]

### **Summary of Findings**

A full timeline of events is attached at the end of this document with supporting documents at Annex 1.

#### **Evidence of Medical Condition and Vulnerability.**

[REDACTED]

#### **ESA Processes.**

[REDACTED]

## Lessons Learned

[REDACTED]

## Recommendations (both site and if appropriate national)

1. **Raise awareness with staff of the need to check all available systems** (Legacy, Cam etc) for the most up to date information on the customers claim.

2. **Consider reviewing the ESA process to aid identification of Vulnerable Customers.**

The current process is, once an ESA50 is returned, these are not read by staff, they are sent direct to ATOS. The content of an ESA50 is not seen until ATOS return a Medical Report.

Therefore staff are unaware whether customers should be considered as Vulnerable until after the WCA process/medical report returned.

3. **Consider appointing Customer Champions when a customer has threatened suicide or self harm** (as per Personal Independence Payment (PIP) model).

**Please see attachment at Annex 1.**

<b>Timetable of Events including Findings (and Processes at the time, where applicable):</b>
[REDACTED]
[REDACTED]

B

Peer Review - [REDACTED].

Annex 1.

Supporting Document description	Date Received	
[REDACTED]		

**Recommendations** (both site and if appropriate national)

- 1. Raise awareness with staff of the need to check all available systems**  
(Legacy, Cam etc) for the most up to date information on the customers claim.
- 2. Consider reviewing the ESA process to aid identification of Vulnerable Customers.** The current process is, once an ESA50 is returned, these are not read by staff, they are sent direct to ATOS. The content of an ESA50 is not seen until ATOS return a Medical Report. Therefore staff are unaware whether customers should be considered as Vulnerable until after the WCA process/medical report returned.
- 3. Consider appointing Customer Champions when a customer has threatened suicide or self harm** (as per Personal Independence Payment (PIP) model).

[REDACTED]