

Professor Harrington's recommendation	IB (IS) Reassessment customers	ESA customers
<p>No 1.</p> <p>Jobcentre Plus to manage and support the customer during the course of their benefit claim and to identify their chosen healthcare adviser</p>	<p>New customer journey in place from 28th February 2011.</p>	<p>Phased national implementation of a revised customer journey from June 2011.</p>
<p>No 2.</p> <p>Initial questionnaire, ESA50, to include a more personalised justification so that the customer can express the issues that they face in a short paragraph</p>	<p>Revised ESA50 available from 14th March.</p>	<p>Revised ESA50 available from 14th March.</p>
<p>No 3.</p> <p>In the longer term, to review the ESA50 to ensure it is the most effective tool for capturing relevant information about the customer</p>	<p>Use of ESA50 to be kept under review.</p>	<p>Use of ESA50 to be kept under review.</p>
<p>No 4.</p> <p>To review written communications to the customer to ensure they are clear, less threatening, contain less jargon and fully explain the process</p>	<p>New set of IB (IS) Reassessment specific communications in place from 28th February.</p>	<p>Main ESA forms and notifications reviewed and revised.</p>

Continued

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No 5. Every Atos assessment to contain a personalised summary of the assessment in plain English	Personalised Summary Statement to be introduced from June 2011.	Personalised Summary Statement to be introduced from June 2011.
No 6. Every customer is sent a copy of the Atos personalised summary and is able to discuss any inaccuracies with a Decision Maker	Trial of routinely copying the Personalised Summary Statement to disallowed customers from July 2011	Trial of routinely copying the Personalised Summary Statement to disallowed customers from July 2011
No 7: Atos to provide mental, intellectual and cognitive champions in each medical assessment centre	Mental health Champions to be in place from May 2011.	Mental health Champions to be in place from May 2011.
No 8: Atos to pilot the audio recording of assessments to determine whether such an approach is helpful for customers and improves the quality of assessments	No decision yet made on national implementation of audio recording assessments.	Audio recording Pilot involving 500 ESA customers commenced on 21 st March 2011 in Newcastle Medical Examination Centre. Evaluation Report due to be completed end of May to inform decision on further pilot or national implementation.

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<p>No 9:</p> <p>Atos to develop and publish a clear charter of customer rights and responsibilities, and to consider publishing the Health Care Practitioner guidance online for customers and advisers</p>	<p>Customer Charter displayed in all Medical Examination Centres from 31st March 2011.</p> <p>Customer Charter and HCP Guidance also published on-line.</p>	<p>Customer Charter displayed in all Medical Examination Centres from 31st March 2011.</p> <p>Customer Charter and HCP Guidance also published on-line.</p>
<p>No 10:</p> <p>Jobcentre Plus Decision Makers put back at the heart of the system and empowered to make an independent and considered decision</p>	<p>IB (IS) Reassessment Decision Making Learning and Development modules delivered to all Decision Makers.</p> <p>Continuous improvement practices in place including:</p> <ul style="list-style-type: none"> ▪ On-site surgeries at the Benefit Centres to facilitate discussions between HCPs and Jobcentre Plus Decisions Makers; ▪ Communication forums for Decision Makers to share best practices; and ▪ Introduction of a Quality Assessment Framework for Decision Making standards. 	<p>ESA Decision Making Learning and Development modules to be delivered to all Decision Makers.</p> <p>Continuous improvement practices in place including:</p> <ul style="list-style-type: none"> ▪ On-site surgeries at the Benefit Centres to facilitate discussions between HCPs and Jobcentre Plus Decisions Makers; ▪ Communication forums for Decision Makers to share best practices; and ▪ Introduction of a Quality Assessment Framework for Decision Making standards.

Continued

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<p>No 11:</p> <p>A better use of the reconsideration process</p>	<p>IB (IS) Reassessment Customer journey in place from 28th February includes a touch point to contact the customer before a disallowance decision is made to ensure there is no further evidence for the Decision Maker to consider. This should ensure the right decision is made from outset and reduce the number of reconsiderations and appeals.</p>	<p>Revised touchpoint introduced nationally from November 2010 to reconsider decisions before preceding with an appeal.</p> <p>Revised customer journey (recommendation 1) will incorporate additional touch point to contact the customer before a disallowance decision is made as for IB (IS) Reassessment customers..</p>
<p>No 12:</p> <p>Decision Makers are able to seek appropriate chosen healthcare professional advice to provide a view on the accuracy of the report</p>	<p>As above for recommendation 10</p>	<p>As above for recommendation 10</p>
<p>No 13:</p> <p>Better communications between Decision Makers and Atos healthcare professionals to deal with borderline cases</p>	<p>As above for recommendation 10</p>	<p>As above for recommendation 10</p>
<p>No 14:</p> <p>Decision Makers receive training so</p>	<p>As above for recommendation 10</p>	<p>As above for recommendation 10</p>

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