

## **RESTRICTED**

### **Peer Review**

**Customer: [REDACTED]**

**Review conducted by:**

*Name: [REDACTED]*

*Role: [REDACTED]*

*Approved by: [REDACTED]*

**Background (inc' reason for Peer Review/remit and methodology)**

**[REDACTED]**

**Summary of Findings**

**[REDACTED]**

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

1. Vulnerable customer guidance to clearly highlight the actions required to mark a claim as vulnerable.
2. Ensure that all DMs make use of all available medical evidence in assessing a claim for ESA, including evidence from previous decisions, and not solely the outcome of the WCA.
3. Review the ESA guidance on contacting customers on disallowance cases where no phone contact is possible to align it with similar guidance for ESA deaf customers (use of ESA270/ESA270a) and IB Reassessment customers (using IBM270/IBM270a).
4. Review the Vulnerable Customer and ESA guidance to consider using DWP Visiting for vulnerable customers where it has not been possible/is not possible to talk to them on the phone.
5. **[REDACTED]**

**Timetable of Events**

**[REDACTED]**

**Annexes:**

Additional papers listed below.

Annex 1	Annex 2	Annex 3	Annex 4
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

