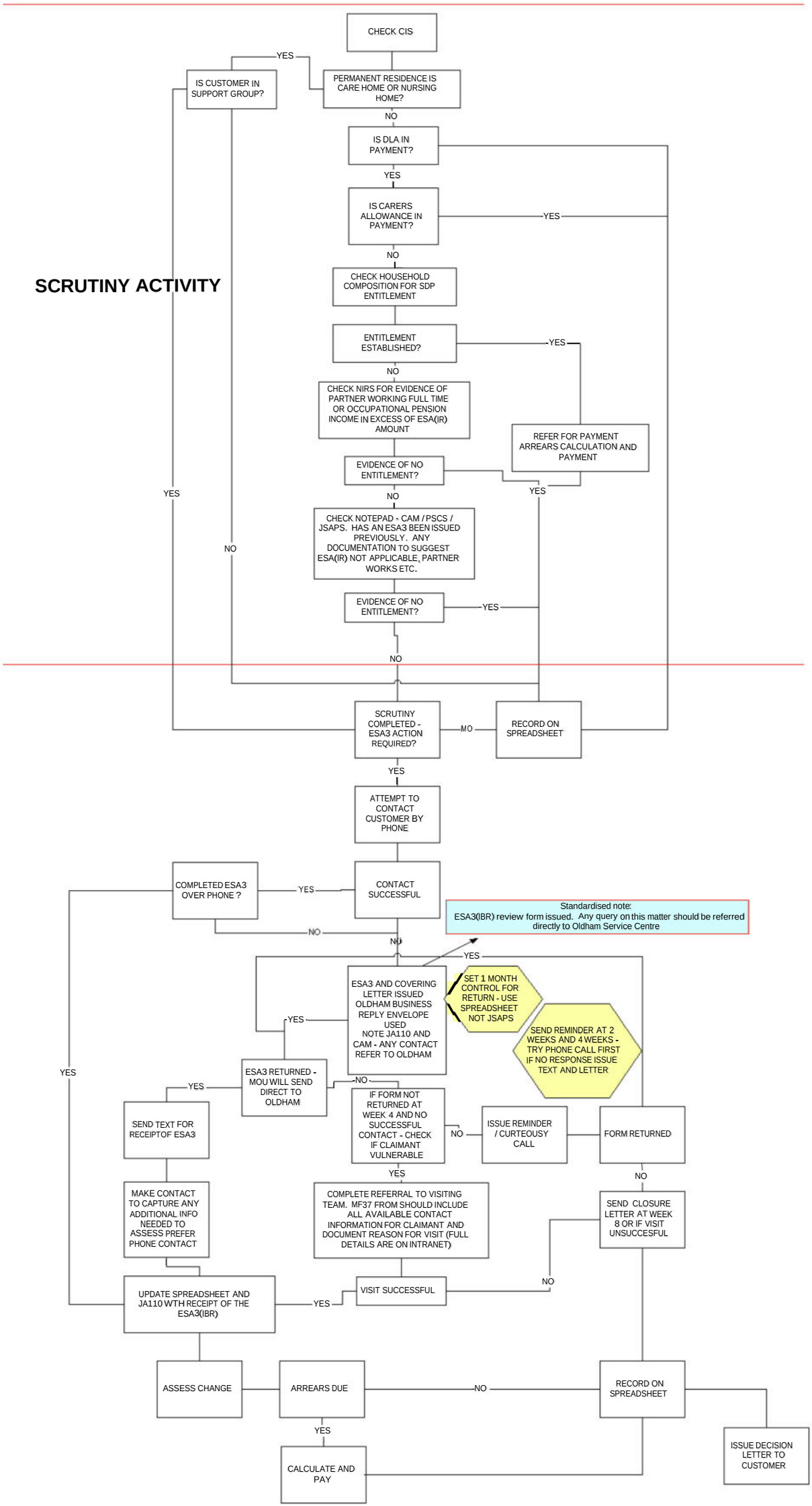
SCRUTINY ACTIVITY
CHECK CIS
PERMANENT RESIDENCE IS CARE HOME OR NURSING HOME?
YES
IS CUSTOMER IN SUPPORT GROUP?
NO
IS DLA IN PAYMENT?
YES
IS CARERS ALLOWANCE IN PAYMENT?
YES
NO
CHECK HOUSEHOLD COMPOSITION FOR SDP ENTITLEMENT
ENTITLEMENT ESTABLISHED?
YES
NO
CHECK NIRS FOR EVIDENCE OF PARTNER WORKING FULL TIME OR OCCUPATIONAL PENSION INCOME IN EXCESS OF ESA(IR) AMOUNT
REFER FOR PAYMENT ARREARS CALCULATION AND PAYMENT
EVIDENCE OF NO ENTITLEMENT?
YES
NO
YES
CHECK NOTEPAD - CAM / PSCS / JSAPS. HAS AN ESA3 BEEN ISSUED PREVIOUSLY. ANY DOCUMENTATION TO SUGGEST ESA(IR) NOT APPLICABLE, PARTNER WORKS ETC.
NO
EVIDENCE OF NO ENTITLEMENT?
YES
NO
SCRUTINY COMPLETED - ESA3 ACTION REQUIRED?
MO
RECORD ON SPREADSHEET
YES
ATTEMPT TO CONTACT CUSTOMER BY PHONE
COMPLETED ESA3 OVER PHONE ?
YES
CONTACT SUCCESSFUL
NO
Standardised note:
ESA3(IBR) review form issued. Any query on this matter should be referred directly to Oldham Service Centre
NO
YES
ESA3 AND COVERING LETTER ISSUED OLDHAM BUSINESS REPLY ENVELOPE USED NOTE JA110 AND CAM - ANY CONTACT REFER TO OLDHAM
SET 1 MONTH CONTROL FOR RETURN - USE SPREADSHEET NOT JSAPS
SEND REMINDER AT 2 WEEKS AND 4 WEEKS - TRY PHONE CALL FIRST IF NO RESPONSE ISSUE TEXT AND LETTER
YES
YES
ESA3 RETURNED - MOU WILL SEND DIRECT TO OLDHAM
NO
YES
SEND TEXT FOR RECEIPTOF ESA3
IF FORM NOT RETURNED AT WEEK 4 AND NO SUCCESSFUL CONTACT - CHECK IF CLAIMANT VULNERABLE
NO
ISSUE REMINDER / CURTEOUSY CALL
FORM RETURNED
YES
NO
MAKE CONTACT TO CAPTURE ANY ADDITIONAL INFO NEEDED TO ASSESS PREFER PHONE CONTACT
COMPLETE REFERRAL TO VISITING TEAM. MF37 FROM SHOULD INCLUDE ALL AVAILABLE CONTACT INFORMATION FOR CLAIMANT AND DOCUMENT REASON FOR VISIT (FULL DETAILS ARE ON INTRANET)
SEND CLOSURE LETTER AT WEEK 8 OR IF VISIT UNSUCCESFUL
UPDATE SPREADSHEET AND JA110 WTH RECEIPT OF THE ESA3(IBR)
YES
VISIT SUCCESSFUL
NO
ASSESS CHANGE
ARREARS DUE
NO
RECORD ON SPREADSHEET
YES
CALCULATE AND PAY
ISSUE DECISION LETTER TO CUSTOMER