

RESTRICTED

Peer Review

Claimant: [REDACTED]

Review conducted by:

Name: [REDACTED]

Role: [REDACTED]

Approved by: [REDACTED]

Background **[REDACTED]**

Methodology

This review focuses on the whole claimant journey - looking at both any variances from national standards at the local level and any improvements required to these national standards. Its purpose is as a continuous improvement tool and not to be used to seek out or apportion blame.

The review has been conducted by examining all available claimant records, relevant evidence (including call recordings made by the claimant to CCD), completion of focus interviews with staff involved in the case, and a review of current/appropriate guidance.

Summary of Findings **[REDACTED]**

Recommendations (both site and if appropriate national)

This review has identified no new national recommendations – work continues to promote the need for claimants to provide all relevant information as early as possible in the assessment process.

Local recommendations are as follows:

- review local systems to avoid processing delays particularly where movement of work applies
- Decision Makers to positively record the nature of the Decision Assurance call to include a summary of discussion e.g. “advised Mr X that....., she was / was not distressed..., she does / does not plan to appeal”
- Use this case as part of customer service awareness discussions with staff to illustrate when a more a pragmatic (common sense) approach may be required in prioritising the handling of appeals (rather than in strict date order) – sites need to apply a more common sense approach to proactively manage cases[REDACTED] aiming to conclude outstanding actions much quicker. [REDACTED]

Operational Planning and Delivery - Business Management Team
Timetable of Events (including Observations from Peer Review)

[REDACTED]

Operational Planning and Delivery - Business Management Team

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