

RESTRICTED

Peer Review

Customer: [REDACTED]

NI Number: [REDACTED]

Review conducted by:

Name [REDACTED]

Role [REDACTED]

Address Corunna House

Approved by: [REDACTED]

Peer Review - purpose and methodology

This Peer Review has been commissioned by the Director, JCP North West [REDACTED].

This review focuses on the whole claimant journey rather than the handling of the complaint – 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 and current/appropriate guidance.

Background

[REDACTED].

Summary of Findings

[REDACTED]

Lessons Learned

First and foremost this review has highlighted that the laid down processes and guidance were, in the main, followed from start to finish, there is nothing to suggest that any additional information would have surfaced and resulted in different decisions being made.

[REDACTED]

Recommendations (both site and if appropriate national)

- 1) Consideration is given to a re-launch to staff of the importance of identifying vulnerable claimants and taking their needs into account throughout the whole process via updated bulletins, Comms discussions and any other practical means.
- 2) Consideration is given to a review of the decision making process with the relevant Benefit Centre Manager/Group Delivery Manager

OPD Business Management Team

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Annex 1

Timetable of Events

[REDACTED]	[REDACTED]
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Annex 2

Supporting Documents

[REDACTED]

