

## **RESTRICTED**

### **Peer Review**

**Customer:** [REDACTED]

**Review conducted by:**

*Name:* [REDACTED]

*Role:* [REDACTED]

*Address:* High Riggs Jobcentre, 20 High Riggs, Edinburgh, EH3 9HU

*Signed off by:*

Guidance and Notes for Peer Review authors

1. The Peer Review process complies with the Ombudsman's Principles of complaint handling:
  - Getting it right
  - Being customer focused
  - Being open and accountable
  - Acting fairly and proportionally
  - Putting things right
  - Seeking continuous improvement
2. Consider all available evidence and if required ask for additional documents. The commissioning body will supply a detailed chronology.
3. For suicide/alleged suicide cases take into account actions that happened up until the customer's death, actions after that date can be considered but are usually outside of the scope of the investigation. Legal Services advice can be sought if required.
4. Any local recommendations identified by this review will be taken forward by the commissioning body.
5. Recommendations that impact on national Customer Journeys will be handed by Operational Intelligence Division.
6. This Peer Review must be signed off at SCS level, please ensure that this approval has been gained before returning the report to the Peer Review Focal Point.

### Peer Review - purpose and methodology

This Peer Review has been commissioned by [REDACTED]

This review focuses on the whole claimant journey rather than the handling of any complaint – looking at both any variances from Customer Journey national standards at the local level and any improvements required to the Customer Journeys. 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.

### Focus of Peer Review

[REDACTED]

### Background

[REDACTED]

### Summary of Findings/Lessons Learnt

[REDACTED]

### Recommendations for Local consideration

[REDACTED]

Customers with [REDACTED], so additional attends could again be appropriate.

The guidance states that “claimants must attend a Work Search Review every 2 weeks, as a minimum, although some may be required to attend more often. The frequency of a claimant’s attendance is determined by the level of Work Search support the Work Coach deems they require”. [REDACTED] may be vulnerable and, in this digital age, may be disadvantaged, so daily attendance would be good practice from that point of view also.

Record all advice given to customers.

### Recommendations for National Customer Journeys

Implement daily attendance for all customers with [REDACTED] as a good practice.

When customers are vulnerable consider additional contact by whatever means suits the individual. The additional support should prevent problems developing.

Advise staff to record all advice given to customers for future reference.

### Timetable of Events

Note add or delete rows as appropriate

| Date | [REDACTED] |
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OED Central Operations - Operations, Correspondence and Feedback Team

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## **Annexes:**

Additional papers listed below. [embed as required]

| Annex 1 | Annex 2 | Annex 3 | Annex 4 |
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