

**PEER REVIEW - [REDACTED]**

**BACKGROUND**

**[REDACTED]**

**MY FINDINGS**

**[REDACTED]**

**RECOMMENDATIONS**

Remind staff about the Six Point Plan.

This will be referred to the Customer Journey for consideration of further action to embed the Six Point Plan as it is a recurring theme.

**Author    [REDACTED]**

**Date      [REDACTED]**

