

RESTRICTED

**Peer Review
[REDACTED]**

Review conducted by:

Name- [REDACTED]

Role – [REDACTED]

Address – Plaistow Jobcentre

Approved by: [REDACTED]

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 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]

Recommendations (both site and if appropriate national)

There are no recommendations

Timetable of Events

	[REDACTED]

OID Operations, Correspondence, Communications and Feedback Team

