

Case Review Issues Log and Improvement Plan		
Customer: [REDACTED]		
Issue: [REDACTED]		

Date	Issue	Resolution
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[REDACTED]

This case took place in an office in [REDACTED].

Staff in JD and the BC linked to it have been reminded of the correct process to take and have put in place new processes as outlined in the plan above.

It is clear that we had several opportunities to identify and address the errors made over the duration of this claim, but we neglected to do so.

At the BC involved, senior managers have reminded teams of the importance of communication between them, to ensure responsibility is taken. Management teams in both BC and JC have been made aware of the case and the issues that were identified from it, and processes in both have been revised to ensure it does not happen again, to , make sure we provide adequate support for vulnerable customers.

These proposals will be shared through the [REDACTED] District Distribution Network, and through the BC network, to ensure that all staff in the district are working in the same manner.

The process whereby Performance Team Leaders were calling appropriate BC to discuss non payment of benefit was not successful, due to the difficulties in making contact and numbers involved. It may be that it is more appropriate for a list to be collated on a daily basis and emailed to appropriate BC to resolve issues preventing payment.

These issues will be discussed at a future [REDACTED] DDN, to ensure that all BCs are following processes and aware of JC actions.

The 'Tell Us Once' Project, which is being rolled out nationally will assist to overcome the systemic issues due to the requirement to have form BD8 before actions can be taken to formally close claims, and will reduce the distress felt by those notifying the death.

Both the BC and JC have taken on board the lessons learnt from this case, and it will raise the level of service for many of our customers