

**RESTRICTED**

**Peer Review**

**Customer: [REDACTED]**

**Review conducted by:**

*Name: [REDACTED]*

*Role: [REDACTED]*

*Approved by: [REDACTED]*

### **Peer Review - purpose and methodology**

This Peer Review was commissioned by North West England Group Benefit Manager's Office [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]

This review focuses on the whole claimant journey looking at both 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 relating to the claim.

### **Summary of Findings**

[REDACTED]

### **Lessons Learned**

[REDACTED]

### **Recommendations (both site and if appropriate national)**

The only recommendation, from a national process perspective, might be to introduce a follow up call to customers who have been sent a decision letter following a WCA but where the DM. has been unable to speak communicate that decision verbally. There would be a resource impact here as additional time for making further follow up calls would need to be factored into the Decision Maker's role.

#### OPD Business Management Team

The standard letter that is used to communicate the decision does, however, clearly set out the customer's options and stresses the need to contact DWP to discuss the decision further.

[REDACTED]

#### Timetable of Events

[REDACTED]

