

RESTRICTED

Peer Review

Customer: [REDACTED]

Review conducted by:

Name: [REDACTED]

Role: [REDACTED]

Approved by: [REDACTED]

Peer Review - purpose and methodology

This Peer Review has been commissioned by [REDACTED] following on from a complaint received from the [REDACTED]. The aim is to provide an independent review of the case.

This review focuses on the whole claimant journey – 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]

Lessons Learned

[REDACTED]

Recommendations (both site and if appropriate national)

There are no recommendations from this Peer Review except for ensuring that in future all JSA 28 are retained as per guidance.

OPD Business Management Team

Timetable of Events

[REDACTED]

Annexes:

Additional papers listed below.

Annex 1	Annex 2	Annex 3	Annex 4
[REDACTED]			