

RESTRICTED

Peer Review

Customer: [REDACTED]

FINAL

Review conducted by:

Name: [REDACTED]

Role: [REDACTED]

Address: Stockport Jobcentre, Heron House Stockport SK1 3BE

Signed off by: [REDACTED]

Guidance and Notes for Peer Review authors

1. The Peer Review process complies with the Ombudsman's Principles of complaint handling:
 - Getting it right
 - Being customer focused
 - Being open and accountable
 - Acting fairly and proportionally
 - Putting things right
 - Seeking continuous improvement
2. Consider all available evidence and if required ask for additional documents. The commissioning body will supply a detailed chronology.
3. For suicide/alleged suicide cases take into account actions that happened up until the customer's death, actions after that date can be considered but are usually outside of the scope of the investigation. Legal Services advice can be sought if required.
4. Any local recommendations identified by this review will be taken forward by the commissioning body.
5. Recommendations that impact on national Customer Journeys will be handed by Operational Intelligence Division.
6. This Peer Review must be signed off at SCS level, please ensure that this approval has been gained before returning the report to the Peer Review Focal Point.

Peer Review - purpose and methodology

This Peer Review has been commissioned by Southern England OSN [REDACTED].

This review focuses on the whole claimant journey rather than the handling of any complaint – looking at both any variances from Customer Journey national standards at the local level and any improvements required to the Customer Journeys. 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.

Focus of Peer Review

No scope provided other than Commissioning Document attached (with initial queries for SPOCs).

Background [REDACTED]

Summary of Findings/Lessons Learnt

[REDACTED]

Recommendations for Local Consideration

2.1] Benefit Delivery Centres need to ensure CAM notes are clear, jargon free and 'tell the story' for their Telephony Agent colleagues. [REDACTED]

2.2] System notes MUST be updated regularly when work is exported/imported explaining WHY work has moved and the stage the case is at.

2.3] Calls into [REDACTED] Contact Centres were poor demonstrating a lack of empathy, summing up, follow up, proactivity and setting realistic expectations. I would suggest that staff are regularly reminded WHY progress chasing calls need to be noted in detail i.e. to 'tell the story' for the next Agent. [REDACTED]

Recommendations for National Customer Journeys

3.1] Where claimants in long term receipt of IVB/IB are subject to reconsideration and are found to have no Limited Capability for Work, a warm touch point with WSD is added so that early support can be given to help the claimant with the transition to the JSA regime. [REDACTED]

3.2] [REDACTED]

3.3] [REDACTED]

3.4] Once customer first indicates suicidal ideation, the case needs to be considered by a more senior officer to decide on whether or not it merits extra care. I believe this may now be in updated guidance. [REDACTED]

3.5] The key calls in this customer journey are made between the customer and the Benefit Centre. These calls are not routinely recorded which makes this kind of investigation difficult. Are there plans for this to happen during modernisation activity? [REDACTED]

3.6] [REDACTED]

Timetable of Events
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