

## **RESTRICTED**

### **Peer Review**

**Customer: [REDACTED]**

**Review conducted by:**

**Name:** [REDACTED]

**Role:** [REDACTED]

**Address:** 33-43 Townhead Street, Cumnock

**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 [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**

(Taken from Commissioning Template)

- Establish all pertinent facts leading up to incident, with particular reference to DWP involvement
- Ensure guidance and procedures were applied correctly by DWP staff/Providers during claim process
- Ensure Managing Customers Suicide and Self Harm Declarations framework was utilised appropriately if relevant
- Establish any lessons to be learnt

### **Background**

[REDACTED]

### **Summary of Findings/Lessons Learnt**

In reviewing this case, my findings were based on the evidence I ascertained taking into account the whole claimant journey. There was not a lot of evidence or records to identify claimant interactions and agreed actions; this should have been more robust.

[REDACTED]

### **Recommendations for Local consideration**

Lesson to be learned from this case would be to ensure that claimant journey at all times moves at some pace and that a full record of adviser interaction of that journey is recorded and maintained.

[REDACTED]

**Recommendations for National Customer Journeys**

None identified.

**Timetable of Events**

Note add or delete rows as appropriate

[REDACTED]