

## **RESTRICTED**

### **Peer Review**

**Customer: [REDACTED]**

**Review conducted by:**

**Name: [REDACTED]**

**Role: [REDACTED]**

**Address: Doncaster Benefit Centre, Crossgate House Wood Street Doncaster DN1 3LL**

**Signed off by:**

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 Wales [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

[REDACTED]

### Background

[REDACTED]

### Summary of Findings/Lessons Learnt

[REDACTED]

### Recommendations for Local consideration

1. [REDACTED]to review their processes on identification of vulnerable customers and referral to ESA advisors where similar claimants present themselves. [REDACTED]
2. Review of when DEA appointments are necessary. [REDACTED]
3. Review of Customer Resolution process needed [REDACTED]

### Recommendations for National Customer Journeys

1. The guidance links and awareness of Dealing with Vulnerable Customer's instructions and supporting products to be more visible within the Journey, and reminders given across all Operational arms at regular intervals to remain high on staffs radar.
2. [REDACTED]
- 3.

**Timetable of Events**

Note add or delete rows as appropriate

[REDACTED]

**Annexes:**

Additional papers listed below. [embed as required]

Annex 1	Annex 2	Annex 3	Annex 4
[REDACTED]			