

To: [REDACTED]

From: [REDACTED]

cc: [REDACTED]

Tel: [REDACTED]

Fax: [REDACTED]

Date: [REDACTED]

**Re: Peer review of serious customer complaint**

[REDACTED]As a result of a serious complaint [REDACTED]that may have implicated Jobcentre Plus, you asked me to lead a peer review of the service offered to [REDACTED]

[REDACTED]were appointed to carry out the initial research. This was done by visiting the South East and talking to various members of staff, by accessing computer records and by checking processes.

The report sets out the findings of the review, key events, the handling of the case and lessons that can be learned.

I am grateful to [REDACTED]for their support in conducting this review.

#### **Summary of findings**

[REDACTED]

#### **Additional facts and evidence**

[REDACTED]

**The review of this case does not in my view suggest any serious breach of regulations or maladministration, however across the ODN delivery arm, we have not provided the customer with the standard of service we would expect. [REDACTED].**

Additionally, when considering the information gathering requirements after the notification of death, people were clearly trying to pull evidence together for their part of the business. Evidence suggests that this was carried out in a very process-like manner rather than in a customer-driven manner and the overall end-to-end "one customer, one service" ethic was lost. In learning from this experience, the roles and responsibilities of senior managers across the ODN and the requirements for them to be involved need to be emphasised.

I have proposed a number of recommendations based on the findings of the review. Recommendations are attached along with a more detailed timetable of events.

[REDACTED]

## Recommendations

1. BFD to seek new assurances from the BDC Site Manager that the BDC are acting on Managing JSA Changes guidance and that a system of checks has been introduced to support that assurance.
2. BFD to consider whether a one-off assurance is required from all BDCs.
3. Consideration to be given by CSD to introduce requirement for FJROs to access dialogue 504 to check that evidence is held and that there is no payment inhibit.
4. CSD to use Customer Insight to review the FJR content and structure to consider whether the content of the four-minute FJR needs to be re-enforced with a minimum "Must Do" set of actions and whether a more proactive approach to customer needs can be built in. It may be appropriate to refer this recommendation to ASoF for further impact and consideration.
5. COO to consider issuing guidance and handling strategy on the action required when we are notified of a customer's suicide or where Jobcentre Plus may be linked to a customer's death. This should explicitly cover the roles and responsibilities of senior managers.
6. COO to consider the ODN customer complaints operating model and to clarify responsibilities and expected levels of involvement, particularly those of senior managers. ODN members must ensure that they are clear about their roles and work together to facilitate a speedy and complete resolution to any similar issues that impact on the end to end customer experience.
7. [REDACTED]

### Report on key events

This shows what happened at various stages of the customer's claim and also the contacts made by [REDACTED]. It is based on computer records and conversations with members of staff.

Date	Event/activity	Comments
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[REDACTED]

