

**RESTRICTED**

**Peer Review**

**Customer: [REDACTED]**

**Review conducted by:**

**Name: [REDACTED]**

**Role: [REDACTED]**

**Address: Dundee Pensions Service**

**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 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]

#### **Lessons Learned**

[REDACTED]

### **Recommendations for Local consideration**

In cases referred to DWP visiting where a customer has been identified as potentially vulnerable an additional check of appointment dates and times on all correspondence should be considered.

Where an overpayment is calculated and the monetary amount of the overpayment is deemed to be such that the customer falls in to the potentially vulnerable category a mandatory, independent accuracy check of the Decision Makers calculation *prior* to issue to the customer and subsequent referral to Debt Management should be considered.

### **Recommendations for National Customer Journeys**

Where an overpayment is calculated and the monetary amount of the overpayment is deemed to be such that the customer falls in to the potentially vulnerable category a mandatory, independent accuracy check of the Decision Makers calculation *prior* to issue to the customer and subsequent referral to Debt Management should be considered.

### Timetable of Events

Note add or delete rows as appropriate

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**Annexes:**

Additional papers listed below. [embed as required]

Annex 1	Annex 2	Annex 3	Annex 4
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