

RESTRICTED

Peer Review

Customer: [REDACTED]

Review conducted by:

Name [REDACTED]

Role [REDACTED]

Address Jobcentre Plus, 4th Floor, Tresco House, 65 Lisson Grove, London, NW1 6UH

Background (inc' reason for Peer Review/remit and methodology)

[REDACTED]

Summary of Findings

[REDACTED]

Lessons Learned

We should try to ensure that we speak to customers at key points in their customer journey, particularly when identified as vulnerable.

[REDACTED]

Recommendations (both site and if appropriate national)

A: The Vulnerable Customer Guidance identifies personal factors that can make a customer vulnerable. The IB Reassessment guidance also states that vulnerable customers will be identified during the customer journey. The guidance however is not specific enough about the actions staff should take, once a claimant has been identified as vulnerable. Minimum actions that need to be taken by staff need to be agreed across the full IB Reassessment process.

B: Increased staff awareness about customers who should be treated as vulnerable.

C: Ensure that a Decision Maker speaks to a vulnerable customer or their representative to explain a disallowance decision and the next steps, before implementing the decision.

D: Special care should be taken when handling claimants, who have received IB/IS due to incapacity for a long time and have been identified as vulnerable. [REDACTED]

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F: Contact to be made with a claimant's GP where they have been identified as vulnerable and there is often a delay in obtaining medical evidence for an appeal. Permission to contact the GP can be obtained at the point that the customer is identified as vulnerable or an appropriate third party can be asked to assist the customer to obtain this information.

Annex 1

Timetable of Events

Note add or delete rows as appropriate

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