

RESTRICTED

Peer Review

[REDACTED]
[REDACTED]

Review conducted by:

Name [REDACTED]

Role [REDACTED]

Address 3rd floor, Erdington Jobcentre, 37 Sutton New Road, Birmingham, B23 6TD

Approved by: [REDACTED]

Peer Review - purpose and methodology

This Peer Review has been commissioned by [REDACTED] CRT following on from a complaint raised by [REDACTED]

This review focuses on the whole claimant journey rather than the handling of any complaint – looking at both any variances from national standards at the local level and any improvements required to these national standards. 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.

Background

[REDACTED]

Summary of Findings

[REDACTED]

Lessons Learned

[REDACTED]

Recommendations (both site and if appropriate national)

Overpayment decisions need to be thoroughly checked to ensure that the department is not pursuing customers for overpayments inappropriately.

[REDACTED]

My recommendations are:

1. [REDACTED]

2. Overpayments are thoroughly checked to ensure that we have followed our procedures before we pursue customers.

Timetable of Events

Note add or delete rows as appropriate

Date	[REDACTED]
Comment	

OED Central Operations, Correspondence, Communications and Feedback Team

Date	
Comment	
Date	
Comment	
Date	
Comment	
Date	
Comment	
Date	
Comment	
Date	
Comment	
Date	
Comment	
Date	
Comment	

Annexes:

Additional papers listed below. [embed as required]

Annex 1	Annex 2	Annex 3	Annex 4
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Annex 5			
[REDACTED]			

