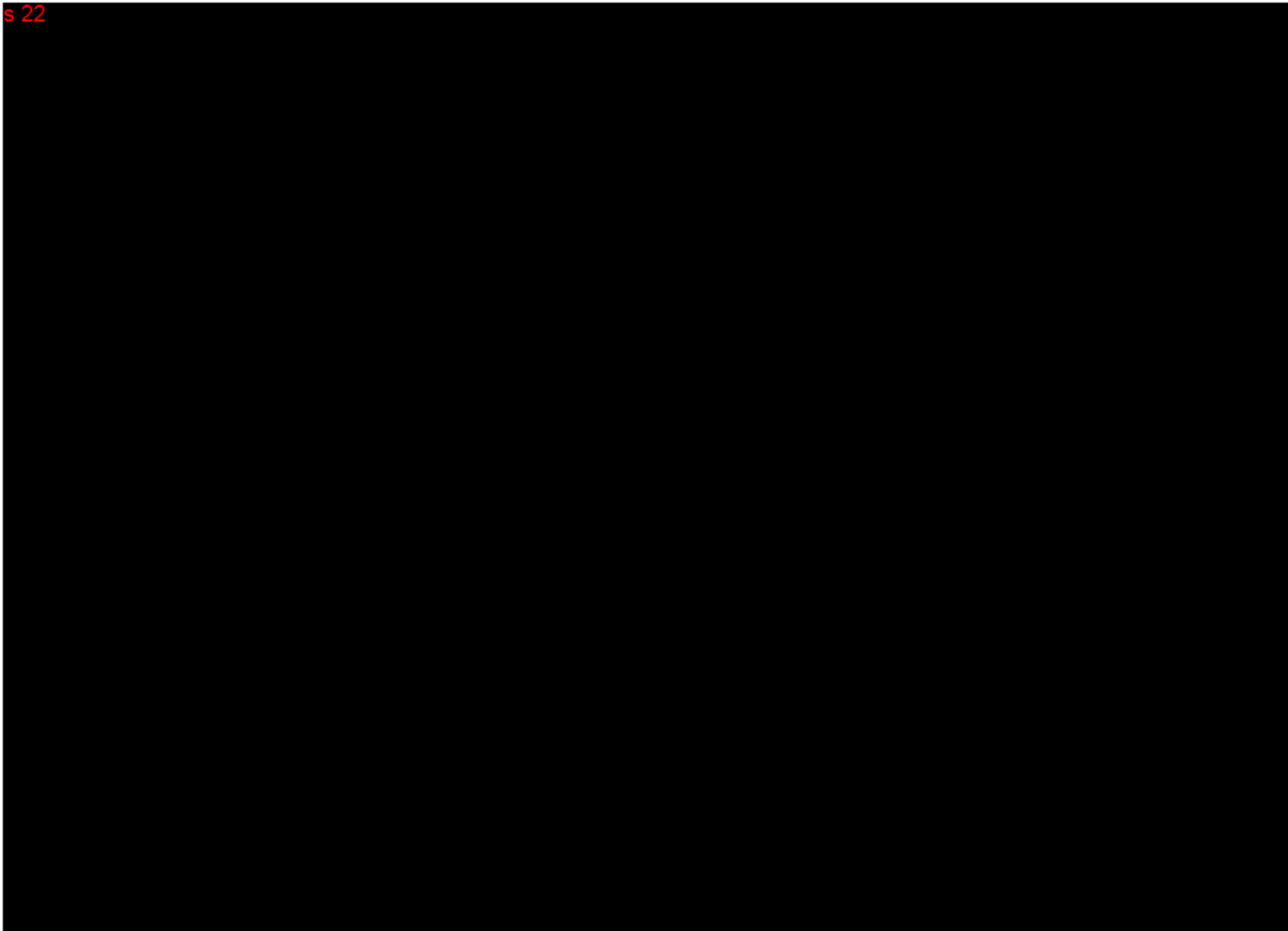


Status of implementation of specific recommendations

Each of the three objectives details the manner in which results against the objectives would be measured. The table below sets out the status of each recommendation made.

Opportunities and improvements	Changes to process	Status
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3. Initial Case Assessment streamlined

Initial Assessment is 'broad-stroke' (av. 5 mins) and does not include the Principal Director unless the case is potentially significant or systemic.

Preliminary assessments of incoming IC reviews are currently undertaken by the Director of Intake and Early Resolution and reviewed by the Principal Director. This process is undertaken on the basis that the IC review function is currently divided between 3 teams: Intake and Early Resolution, Reviews and Significant and Systemic under the broad leadership of the Principal Director.

A *Conducting IC reviews: Identification of systemic and significant issues* worksheet (TRIM link: [D2019/001898](#)) was developed in March 2019 to enable identification of systemic

Opportunities and improvements

Changes to process

Status

and significant issues at various stages of the IC review process.

A 'Conducting IC review: Assessments' [D2019/002542](#) work sheet was developed in March 2019 and updated in June 2019 to provide guidance on assessing IC review applications.

