



FREEDOM OF INFORMATION REQUEST

Please note the text of this request has been reproduced exactly as received.

FOI Reference number: FOI 02/2026

Date: 2 March 2026

Request:

1. When was the practise of claimant feedback stopped?
2. Can you please supply, prior to its discontinuation, the number of "quality assurance" claimant feedback checks were carried out? I am not asking for personal details only the number of Q A checks.
3. Prior to the new system of "quality assurance" which you refer to in your response above how many checks were carried out? Numbers only, no personal details.
4. The above requests are 2020 onwards.
5. Please supply copies of all documentation recommending the discontinuation citing the rationale of the "claimant feedback"
6. How many SMP forums of performance monitoring have been carried out, and when did they start?
7. Please supply copies of the documentation recommending the establishment of the SMP forums and the instructions to SMP's to carry out this function?
8. How many SMP's did the performance monitoring relate to?
9. Have all SMP practitioner's been subjected to performance monitoring?
10. Supply Policing Board instructions on how the SMP performance monitoring is to be carried out?
11. Do SMP's carry out performance monitoring of their own assessments?
12. Supply the level of "quality assurance" checks carried out by PPIB? I do not request personal details what areas of review are included?
13. When did the "quality assurance" checks by PPIB staff start?
14. Please supply the instructions given to PPIB staff who carry out these reviews?
15. What grade of PPIB staff carry out these reviews?
16. What level of information, including personal and sensitive regarding a claimant do they have access to?
17. What records are kept of "quality assurance" checks?
18. Upon checking your webpage re SMP complaint policy, on (16/01/2026), a screen shot of which is above, you still have the incorrect information regarding performance monitoring and claimant's feedback. This is misleading to the public and will undermine public confidence in the NIPB who access your webpage. When will the correct information be available for public viewing?

Answer:

1. Claimant feedback stopped when arrangements for SMP medical assessments were brought in-house to the Board's premises in 2016.
2. Records show 494 claimant feedback exercises were carried out.

3. See response to Q2.
4. As per Q1, the practise of claimant feedback ceased in 2016.
5. The Board does not hold a record of the documentation requested.
6. Performance monitoring within the SMP Forum is not conducted on an individual SMP basis. Instead, performance monitoring is undertaken as part of each report completed by an SMP. The SMP forums themselves encompass a broad range of discussions which may include discussions around performance monitoring more broadly. Since 2006, a total of 69 SMP forums have been held which have included elements of performance monitoring.
7. The Board does not hold a record of the documentation requested.
8. See response to Q6. Performance monitoring is undertaken as part of each report completed by an SMP, therefore relates to all SMPs.
9. Yes
10. Please find attached SMP result checklist template.
11. No
12. See response to Q10.
13. 2018.
14. Please see response to Q10 & Q12.
15. Staff Officer and above
16. PPIB Officials have access to the administrative and medical files.
17. See response to Q10.
18. The website version was updated on 10 February 2026.

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should contact the Board's Chief Executive -

Via Email: foi@nipolicingboard.org.uk

Or in writing at the following address:

Northern Ireland Policing Board
James House
Block D
2 – 4 Cromac Avenue
The Gasworks
Belfast
BT7 2JA

You should contact the Board within 40 working days of this response.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. You should make complaints to the ICO within six weeks of receiving the outcome of an internal review.

The Information Commissioner can be contacted at the following web link –

www.ico.org.uk/foicomplaints

or in writing at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone: - 0303 1231114

Email: - ni@ico.org.uk

Please be advised that Policing Board replies under Freedom of Information may be released into the public domain via our website @ www.nipolicingboard.org.uk.

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

**SMP RESULTS
CHECKLIST & SIGN OFF**

Officer: _____ **Service Number:** _____

Caseworker: _____ **SMP:** _____

1	Has the correct name, rank, date of birth, service number and correct assessment date been recorded on the report and certificate?	
2	Has the correct template been used for the report and certificate? If Hearing Loss are audiogram tables included? (Templates CM, 147\18)	
3	Are the report and certificate both signed and dated?	
4	Does the report and/or certificate contain any typographical errors? Have these been corrected?	
5	Has the SMP provided an opinion on both IHR and IOD if this is a dual application?	
6	Has the SMP assessed all the conditions noted in the Case Referral and made a determination on respect of these conditions?	
7	Has NIPB ensured that the correct questions have been asked (per the legislation specific to the application)?	
8	Has the SMP answered all the questions in the report and (if applicable) in the certificate?	
9	Has the SMP provided a clear rationale/narrative to support the decision given?	
10	If an IOD has been granted	
	10.1 Do the bandings in the certificate and report match?	
	10.2 Has an implementation date been provided?	
	10.3 Is the implementation date later than the date of leaving?	
	10.4 Has a reassessment recommendation been made?	
	10.5 Has a reassessment recommendation been recorded on CM 334748 ? (Scheduled Reassessments Spreadsheet)	
	10.6 Have both CM 334748 been updated to remove any previously recommended reassessment dates?	
10.7 Has CM 415429 been updated? – New reassessment scheduled in 24/25 to be added to the list or Reassessment to be removed from Master list.		
11	Have the report and certificate been copied to CM 424\20 (From 1 April 2020-2024)? (Completed SMP Reports & Certificate Folder)	

12	Has CM 526917 (24-25 SMP Case Referral Checklist) been updated with result?	
13	13.1 Has Reports and Certificate(s) been saved to the Officer's CM folder?	
	13.2 Has the Report and Certificate(s) been deleted from G drive?	
14	Has PSD status been confirmed at CM 526917 (24-25 SMP Case Referral Checklist) for Serving Officers? If there are PSD issues, has this been escalated to DP/ Director?	
15	15.1 Has an invoice been received from the SMP?	
	15.2 Has invoice been referred to caseworker for processing and input to invoice tracker (25-26 Invoice Tracker CM 611687)	

NEXT STEPS

CHECKLIST SIGN OFF – STAGE 1		CHECKLIST SIGN OFF – STAGE 2	
Committee paper annex complete: (Yes/No)		Result approved by Committee (Yes/No):	
Case to be referred to Resources Committee on:		File returned to caseworker on:	
		To action Certificate and Report dated:	
Signed/Date (Stage 1): _____		Signed/Date (Stage 2): _____	
Award Details: _____			