

Personal Independence Payment

Outline evaluation proposals

Introduction

1 Officials within DWP are developing proposals for a programme of monitoring, evaluation and analysis that will help the Department to learn about and improve the delivery of Personal Independence Payment through early implementation studies and studies of the claimant experience of the claims process over the longer-term. This document sets out the outline proposals for evaluating the effects of the implementation of Personal Independence Payment. It covers the broad policy context, high-level evaluation approach and key evidence sources.

Policy context

2 Personal Independence Payment (PIP) is a new benefit that will be introduced from April 2013 and will replace Disability Living Allowance (DLA) for people aged 16-64. The aim is to create a benefit that is fair and supportive, in addition to being simple to administer and easy to understand, focusing on helping those who face the greatest challenges to remaining independent and leading full, active lives.

3 Receipt of Personal Independence Payment will be based on an assessment of individual need and the support required as a result of the health condition. The new assessment for the benefit will focus on an individual's ability to carry out a range of key activities necessary to everyday life. Information will be gathered from the individual, as well as healthcare and other professionals who work with and support them. Most people will be asked to a face to face consultation with a trained independent assessor as part of the claim process. There will be two components of Personal Independence Payment; a daily living component and a mobility component, each with a standard and enhanced rate.

Timetable for roll out

4 New claims will be accepted for six months from April 2013 with a controlled start in Bootle Benefits centre district from April and national new claims from June. From October 2013, claimants whose fixed term DLA award ends, or who report a change in their condition, will be invited to claim Personal Independence Payment. From October 2015 the remaining DLA caseload will be invited to claim Personal Independence Payment.

Evaluation approach

5 The evaluation will balance the need for short-term, timely, delivery-focused evidence, with longer-term outcome evidence to build the Personal Independence Payment evidence base. The approach to evaluation will be

flexible, recognising that over time the importance of issues may change and new areas of investigation may be required. The evaluation approach for Personal Independence Payment will reflect changing needs for information and will seek to fully utilise internal evidence sources such as performance management information and continuous improvement activity.

6 The Personal Independence Payment evaluation will involve the commissioning of new research projects, as well as ensuring, as far as possible, that Personal Independence Payment issues are addressed in existing surveys such as the Family Resources Survey and in the comprehensive evaluation of Universal Credit.

7 The evaluation will explore the various stages in the implementation of Personal Independence Payment. Early process studies will examine the delivery of the new claims process for Personal Independence payment and then the delivery of DLA natural reassessment from autumn 2013. The main stage of the evaluation will examine implementation issues throughout the reassessment period and beyond.

Evaluation themes

8 The evaluation will aim to explore the extent to which Personal Independence Payment has met its policy objectives. This will include supporting the Department to get the delivery of Personal Independence Payment right by providing evidence on early implementation and also understanding longer-term issues around delivery and claimant experiences of the delivery process.

9 The proposed evaluation themes will include an exploration of claimant experiences of the process for claiming Personal Independence Payment. This will include examining the experiences of different groups of claimants where possible, for example those of young people. The evaluation will also consider claimant outcomes, for example, by exploring the relationship between employment and Personal Independence Payment.

10 Another theme will be exploring the implementation and delivery of Personal Independence Payment to understand the effectiveness of the delivery model. Within this theme, a specific focus is likely to be on the effectiveness of the decision-making, reconsiderations and appeals process.

Evidence sources

11 The evaluation will draw on a range of information including, where appropriate, research commissioned by the Department. The anticipated key sources include:

- Primary research with staff, claimants, and assessment providers (both in-house and commissioned research),
- secondary analysis of internal Management Information (MI) and Administrative Data to track the claimant journey,

- analysis of financial data, and;
- analysis of existing surveys, such as the Family Resources Survey (FRS) and the Life Opportunities Survey (LOS).

Outputs

12 The evaluation will produce a range of outputs, including research reports and ad hoc analysis. In line with the DWP protocol on social research publication, the findings from the commissioned evaluation projects will be published as part of the DWP Research Report series.¹

Independent reviews

13 The evaluation will be designed to help inform and complement the two statutory independent reviews on the operation of the assessment for Personal Independence Payment. The reviews will be carried out by a senior independent figure and the aim is to complete the first review by the end of 2014, to allow for any required changes to be implemented by October 2015. The Government has also committed to undertake a third independent review if the second demonstrates ongoing issues with the operation of the assessment.²

¹ <http://research.dwp.gov.uk/asd/asd5/rrs-index.asp>

² Hansard, 17 January 2012, Columns 568 to 569:
<http://www.publications.parliament.uk/pa/ld201212/ldhansrd/text/120117-0003.htm#12011769000243>