



# Personal Independence Payment

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What we found out about how Personal Independence Payment is working

January 2015



Easy Read

**DWP** Department for  
Work and Pensions

# Important

## Green writing

In this easy-read booklet we sometimes explain what words mean.

The first time we mention any of these words, it is in **bold green** writing. Then we write what the words mean in a blue box. If any of the words are used later in the booklet, we show them in **normal green** writing.

These words and what they mean are also in a Word list at the back of the booklet.

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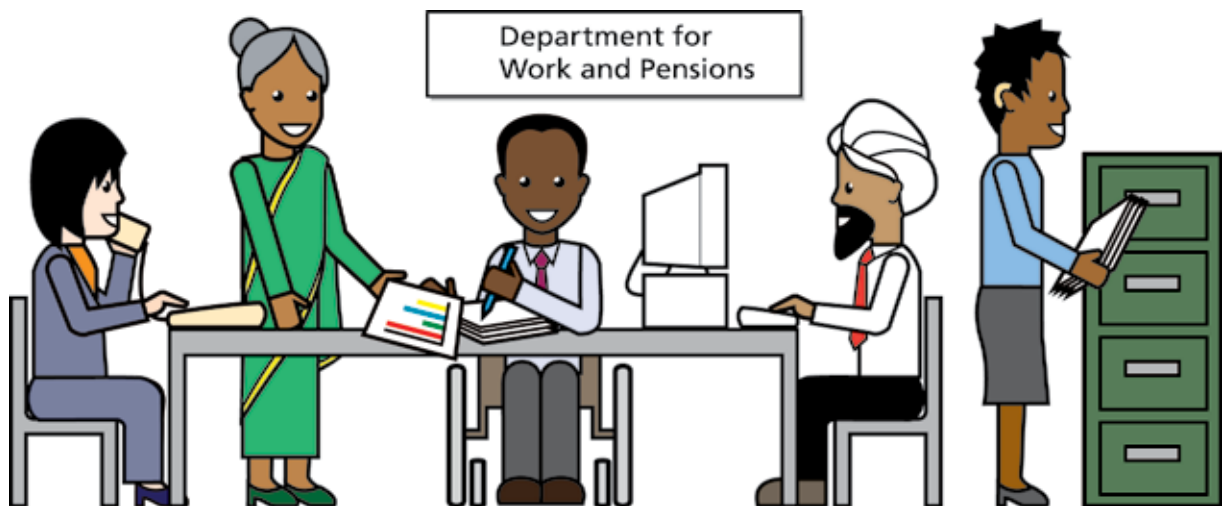
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# What this booklet is about

The **Department for Work and Pensions** asked Paul Gray to look at how **Personal Independence Payment** is working.

## Department for Work and Pensions

This is the part of government that is in charge of welfare and pensions. Some of the benefits it pays are to disabled people and people with a health condition.



## Personal Independence Payment

This benefit helps disabled people live full, active and independent lives. Disabled people who get the benefit get money to pay for the extra costs of being disabled.

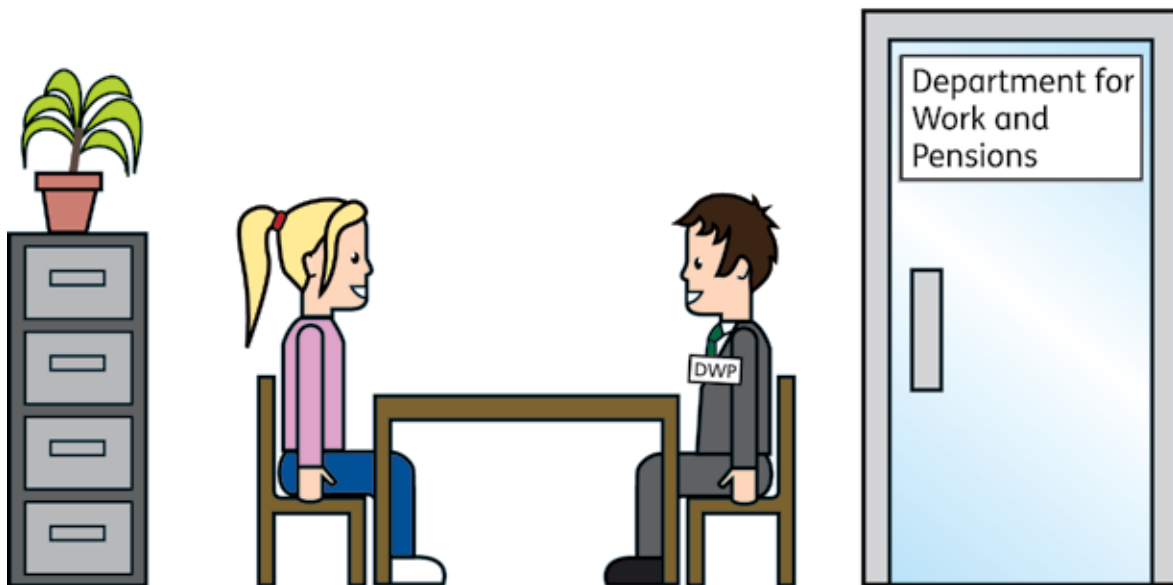
## What we found out about Personal Independence Payment

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Paul Gray used all the information he got to write a report. The report was published on 17 December 2014.

Paul Gray looked at these things.

- How people claim **Personal Independence Payment**.
- How extra details about disabilities or health conditions are collected.
- How people are told if they can get **Personal Independence Payment**.
- If people are being treated fairly and well.



Paul Gray has given the government 14 ideas about how he thinks **Personal Independence Payment** could work better.

# What Paul Gray did

The law says that **Personal Independence Payment** has to be looked at twice. And reports have to be written to say what was found out about how **Personal Independence Payment** is working.

The first report had to be finished by April 2015, so the government asked Paul Gray to do it.

Paul Gray talked to a lot of people to find out how **Personal Independence Payment** is working.

- People who have claimed **Personal Independence Payment**.
- People like members of a family or carers who have helped someone make a claim for **Personal Independence Payment**.
- Groups who help disabled people and people with health conditions.
- People who do the **assessments** for **Personal Independence Payment**. The **assessments** are carried out by health workers from Atos Healthcare and Capita Health and Wellbeing.

## Assessment

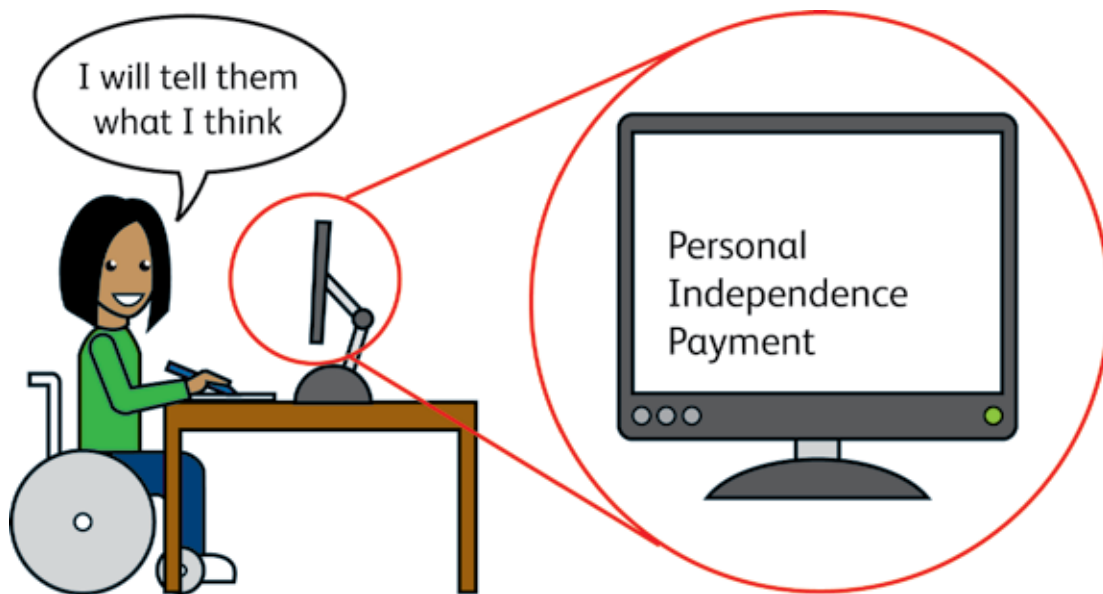
This is the way the **Department for Work and Pensions** works out if a person can get **Personal Independence Payment**. It looks at 12 everyday activities. Points are given based on how well a person can or cannot do the activities.

## What we found out about Personal Independence Payment

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- The people who work for the **Department for Work and Pensions** who make decisions about **Personal Independence Payment** claims.
- Doctors, professors and other experts.

Paul Gray also put questions onto the Internet to find out what people think about **Personal Independence Payment**.



# About Personal Independence Payment

**Disability Living Allowance** began in 1992. It did not change much from that date.

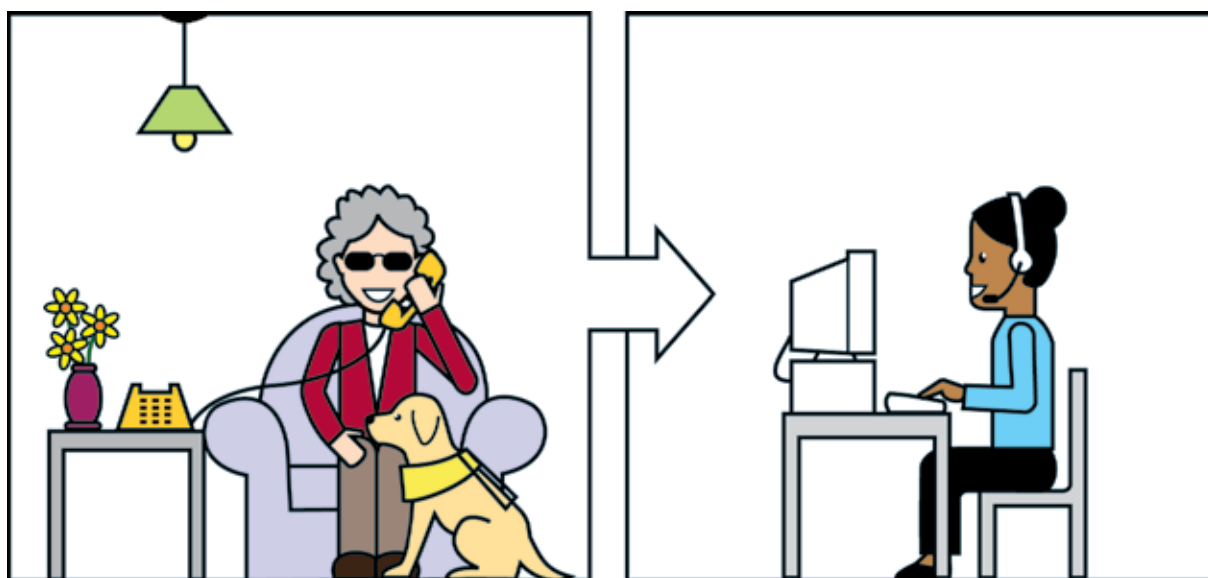
## Disability Living Allowance

This is money that someone with a disability or a health condition may be able to get to help them pay for the help and support they need.

The government wanted to make sure that disabled people and people with a health condition get help if they need it. So **Personal Independence Payment** took the place of **Disability Living Allowance** for people who are aged 16 to 64.

**Personal Independence Payment** began in April 2013.

A claim to **Personal Independence Payment** is made by telephone.





## What we found out about Personal Independence Payment

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The Department for Work and Pensions work out who can get Personal Independence Payment using an assessment.

Since Personal Independence Payment started, people have had to wait for a long time to see if they can get Personal Independence Payment or not.

# What people told Paul Gray about Personal Independence Payment

Some people find it hard to make the telephone call to claim **Personal Independence Payment**.

Some people find it hard to fill in the form to say how their disability or health condition affects them.



Some people did not think they had a good **assessment**. And they found it hard to get to the **assessment**.

Lots of people were unhappy with how long it takes to find out if they can get **Personal Independence Payment**.

Some people were unhappy that they are not told anything while they wait to find out if they can get **Personal Independence Payment**.

Some people find it hard to live and pay for things they need to help them with their disability or health condition.

## What we found out about Personal Independence Payment

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Some people do not think that doctors, health workers or other people who know about how the person's disability or health condition affects them get the right evidence.

The letters that tell people if they can get **Personal Independence Payment** or not are not easy to understand.

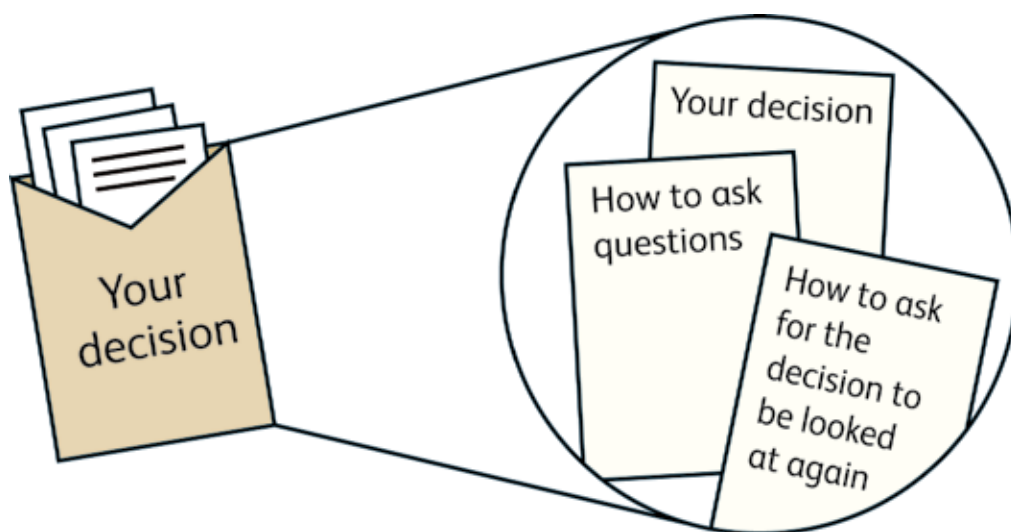
The people who work on **Personal Independence Payment** say that their computer systems need to be better. They also think it would help if they talked to each other more often.

# The changes Paul Gray thinks should be made

## What Paul Gray thinks should change straight away

Paul Gray thinks we should do these things straight away.

- Make sure people know what will happen when they make a claim for **Personal Independence Payment**.
- Make the letters that tell people if they can get **Personal Independence Payment** or not easier to understand.



- Make it easier for the people who work on **Personal Independence Payment** to talk to each other about the cases they are dealing with.
- In the **assessment** room, make sure the disabled person and the person carrying out the **assessment** sit at right angles to each other.

## What we found out about Personal Independence Payment

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- Make sure the person carrying out the **assessment** tells the disabled person why the **assessment** is being done.
- Make sure the people who work on **Personal Independence Payment** use the rules properly.



## What Paul Gray thinks should change before people have to make a claim

Paul Gray thinks we should change these things before everyone who gets **Disability Living Allowance** is told they must claim **Personal Independence Payment**.

- We should use different ways to tell people what is happening with their **Personal Independence Payment** claims. For example, text messages.
  - Make sure that **Personal Independence Payment** claims are only looked at again at the right time. Also, make sure that people are told why their claim is being looked at again.
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## Personal Independence Payment

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- Make sure that people know whether they have to give us more evidence or not. Use information from a **Work Capability Assessment** if it is useful. And get more evidence from people other than doctors if it will help.

## Work Capability Assessment

This is when people talk to a health expert about their health and how it affects them. And if they could move into work or if they should get the **Employment and Support Allowance**.

## Employment and Support Allowance

This is a benefit for disabled people and people who have a health condition. Most people will talk to a Jobcentre Plus worker who will help them get ready for work.

- Make sure that **Personal Independence Payment** is checked. When it is checked, make sure **Personal Independence Payment** is working properly for people with mental health conditions and people with learning disabilities.
- Make sure that people across the country are all assessed in the same way and that the **assessments** are fair.

### What Paul Gray thinks should be looked at in the future

Paul Gray thinks we should look at these things in the future.

- People should be able to find out what is happening with their **Personal Independence Payment** claim.
- If the **Department for Work and Pensions** already has information about people, it should use that information to make it easier for people to claim **Personal Independence Payment**.
- All letters and other paperwork should say **Personal Independence Payment** in big writing at the top of the page.



# Word list

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Zone South H  
Quarry House  
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Leeds  
LS2 7UA

Email: [pip.independentreview@dwp.gsi.gov.uk](mailto:pip.independentreview@dwp.gsi.gov.uk)

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