

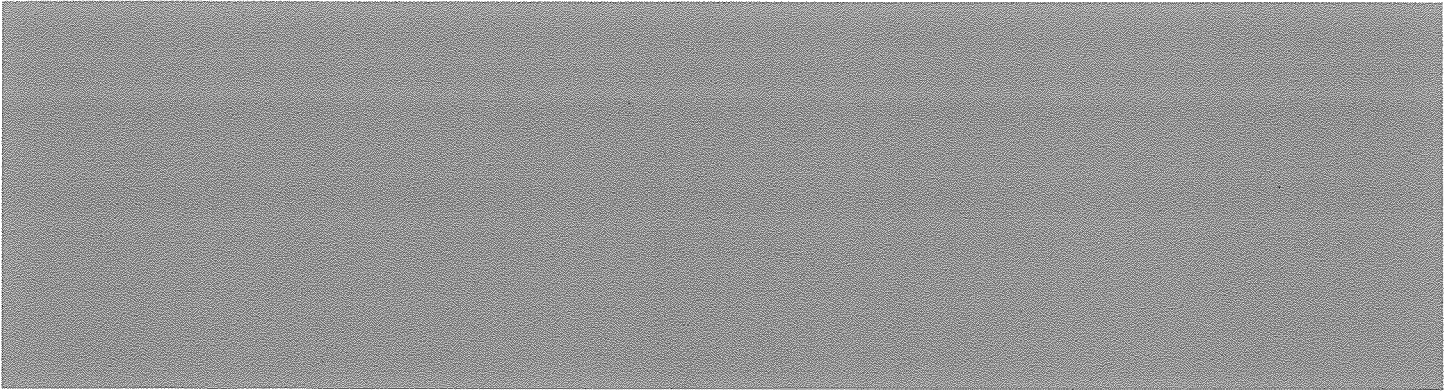
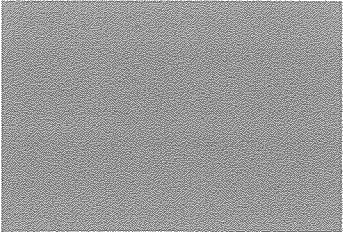
Dear Sir/Madam,

**Re: Disability Living Allowance Reform – Easy Read Consultation
Document Question 11**

These are the individual questions which attendees at our event answered independently – please note the questions are the same but the numbering different from the Easy Read consultation document.

This question is Q.11 from the Easy Read Consultation Document.

Yours sincerely,



4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

This may be possible to arrange through Options for Life, but requires a little bit of planning. Day time is best when support staff are available to support them.

4. **An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.**

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Not everyone is comfortable with their communication skills, or lack of, therefore this (provisional) approach may not be the most appropriate for everyone.

Some people may not be at ease/embarrassed with their disability and are not comfortable with 'exposing' it to the outside world.

Is there a time when it would be inappropriate to meet someone face to face?

ANY time the person does not want to meet face to face.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Would need support to help understand what you are being asked and support to get there.

Would need to fit with concessionary bus pass
(after 10)

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

The main difficulty may be getting to see the required level of professional. Trying to get appointments for clinical purposes with health care professionals is difficult. This is likely to be even more so for administrative assessment purposes.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*If you do not have access to someone who
can fill in forms / correctly -*

*They can only assess on the day and usually
it will only be a brief assessment -*

*With mental health, people can present well
for short periods -*

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Good: Voicing your opinion face-to-face.
"Getting things off chest".

Your opinion on local things.

~~Be~~ Being listened to; i.e. having "your" time to speak - appointment of say 1 hour.

Bad Not all people feel able to talk face-to-face.

Frightened to say what really think.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

(1) I CAN TALK BUT I CANNOT SEE
TO TAKE PART IN EVERYDAY LIFE
WITHOUT HELP.

(2) ANYTIME AS LONG AS MY HUSBAND
IS CAREER IS THERE WITH ME.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face? NO

MY SON CANNOT COMMUNICATE - YOU CAN COME AND
SEE FOR YOURSELVES.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

I do not mind meeting anyone face to face

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?* OK

Is there a time when it would be inappropriate to meet someone face to face?

NO .

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

(A)

Personally I would prefer to meet anyone on a face to face basis.

(B)

As a 24/7 wheelchair user, the venue for such meetings has to be totally accessible, or done in the home environment!

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

- My son would need his carer to help with understanding and helping answer questions.
- Someone unknown could cause anxiety and distress.
- Would a G.P. or Consultant be more qualified and know the person to make a more accurate assessment than someone who meets the person for a one off session?
- I have no objections to a face to face assessment.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Any body suffering with a disability often finds its difficult to talk to new people. Many people do not like to be judge in such a way. This will cause difficulty with people trying get their condition across.

The problems with a stranger coming into your home may also be difficult for many people to deal with. They maybe having a particularly difficult day and may not be able to talk to that person and get their point across.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

most people who are older and disabled
have lost confidence and would find it
hard to talk to someone face to face

most people would not be able to say
how hard it is to describe how they feeling
if they have a good day and the pain not
bad or on a bad day when all they want to do
is cry

Talking to a stranger who has no idea how you
are coping in pain only feed up not being able to
do thing you used to do

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

YOU HAVE TO DO THIS AT PRESENT
WHEN A DOCTOR UNKNOWN TO YOU
IS SENT TO ASSESS YOUR DISABILITY.
FOR D L A

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

That person needs to be trained in the specialist areas that they are assessing e.g. Deaf blind people need a deaf blind specialist.

May leave a lot of people vulnerable as unable to explain or communicate properly if the person lacks capacity to make a number of decisions then should be multi disciplinary team that helps decide 'best interests'

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

It is important to be with someone in this situation.

The time is Always Do Not Do This Alone

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

NO PROBLEM. IT MAY BE EASIER
TO TALK TO SOMEBODY RATHER
THAN WRITING THINGS DOWN.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

GOOD IDEA - WOULD BE EASIER TO TALK TO SOMEONE ABOUT MY DISABILITIES (AS THERE ARE MANY) THAN IT WOULD BE TO WRITE EVERYTHING DOWN, LIKE THE USUAL PROCESS,

THE INDEPENDENT PERSON COULD ALSO VISUALLY¹ SEE MY DISABILITIES + HOW I AM AFFECTED,

I THINK IT WOULD ENHANCE MY ASSESSMENT.

MAYBE, AN INDIVIDUAL MAY BE SELF-CONSCIOUS OR QUITE ILL, + WOULD PREFER NOT TO SPEAK TO SOMEONE, PERSONALLY

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

Negative

1) A feeling of being judged, singled out and a feeling of being trapped into saying all the wrong things so the governments can take away your money/support.

2) A stranger in the home can make you feel vulnerable.

positive

1) Save on travel expenses if they come to you.

2) You could meet at ideal & have a member of their team with you for support.

3) You get to ask them questions?

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

1. It may or may not make you more active
2. Do meet a person face to face.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

Our ~~child~~ child is non-verbal, just some basic words/signs. She cannot hold a conversation. An assessor would need to understand her communicating difficulties and maybe adapt forms (include symbols?) so our child could express her needs/wants.

Could be stressful to the family - Sometimes child asked for views on care plan - but she is unable to express her needs.

Independent person coming in home - would be OK, may be difficult travelling to unknown location.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

- Our child is primarily non verbal & struggles to communicate. Trying to talk to someone would be a waste of everyone's time.*
- We would at least need someone who understands & communicates with PEGS. Even then I doubt a useful interview could take place.*
- No provision for interviews for people with a mental disability / learning provision is being altered for.*

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Adam is not Capable . as he dont understand the question.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Richard couldn't do it, because he gets angry easily and ^{it} is sometimes difficult to understand as his speech + language isn't good. He easily gets frustrated if he doesn't understand the question.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*A lot of people who receive benefit
may not be able to express their
opinion on a one to one basis and
would need help with any
interview*

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

a lot of people who would receive benefit may not be able to express their opinion on a one to one basis and would need help in any interview.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

- ① How would you feel about speaking to an independent person face to face?
- ② How might it affect your assessment?
- ③ Is there a time when it would be inappropriate to meet someone face to face?
- THERE ARE SEVERAL WAYS OF THINKING ABOUT THIS SITUATION
- ① I OFTEN PREFER TO SPEAK FACE TO FACE. AN OBSERVANT INTERVIEWER CAN DRAW MORE INFORMATION OUT OF A PERSON BY SEEING FACIAL EXPRESSIONS ETC. THE ANSWER TO ONE QUESTION MIGHT LEAD TO ANOTHER WHICH THE PERSON BEING INTERVIEWED HAD NOT THOUGHT OF. IF THE INTERVIEWER HAD TO STICK TO A SET SCRIPT POSSIBLY NOTHING EXTRA COULD BE GAINED OVER THE COMPLETION OF A STANDARD FORM. IF THE TWO PEOPLE CONCERNED WERE NOT EASILY ABLE TO COMMUNICATE e.g. ONE FELT INTIMIDATED, NERVOUS OR GENERALLY UNHAPPY SPEAKING TO A STRANGER THE INTERVIEW WOULD NOT WORK SATISFACTORILY. ON THE OTHER HAND PEOPLE OFTEN FIND IT HARDER TO PUT DOWN ON PAPER ALL OF THE THINGS THEY NEED TO SAY. WHEN THERE ARE LITTLE BOXES TO PUT IMPORTANT FULL DETAIL INFORMATION A FEW WORDS ARE OFTEN WRITTEN WHICH DO NOT GIVE THE FULL PICTURE. FACE TO FACE CONTACT IS AN OPPORTUNITY TO GIVE A FULLER PICTURE OF A SITUATION — IF YOU ARE ABLE TO, AND ALLOWED TO.
- ② NOT EVERYONE IS ABLE TO EXPRESS THEIR NEEDS IN A FACE TO FACE SITUATION. SOMEONE TO CHIP IN OR SPEAK FOR THEM MAY BE NEEDED. IT IS LIKELY THAT A LOT OF CLAIMS WILL INITIALLY BE DECLINED AND THEN ALLOWED ON APPEAL AS HAS BEEN THE PATTERN WITH THE CURRENT DIA FORMS.
- ③ IT IS ALL DOWN TO INDIVIDUAL PREFERENCES SOME PEOPLE WITH MENTAL HEALTH PROBLEMS MAY NEVER WANT INTERVIEWS. THE SYSTEM MUST GIVE CHOICE AND HAVE THE FLEXIBILITY FOR INDIVIDUAL NEEDS

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

I would prefer to fill in a form, so that I could think about the Questions before giving an answer.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

FACE TO FACE IS THE BEST WAY TO GET YOUR OPINION ACROSS TO EXPLAIN YOUR EVERYDAY ACTIVITIES AND WHAT YOU NEED TO CARRY THEM OUT. TRYING TO EXPLAIN OVER THE PHONE CAN LEAD TO PROBLEMS IF THE PERSON HAS A DIFFICULTY CONCENTRATING OR HEARING/SIGHT PROBLEM.

SEEING SOMEONE IN THEIR OWN HOME WILL PUT THEM AT EASE AND THE INDEPENDENT PERSON CAN SEE JUST HOW THE DISABLED PERSON IS MANAGING IN THEIR SURROUNDINGS.

I WOULD ALWAYS SUGGEST THAT THERE BE A SECOND PERSON AT THE TIME OF THE VISIT A FRIEND OR RELATIVE SO THEY CAN EXPLAIN TO THE DISABLED PERSON IF THEY ARE NOT SURE OF THE QUESTIONS.

THE ONLY TIME I THINK IT WOULD BE BEST NOT TO MEET FACE TO FACE WHEN SOMEONE SUFFERS FROM A CONDITION WHERE THEY ARE VERY DISRUPTIVE AND IT WOULD BE BETTER TO PERHAPS FILL IN THE FORMS AND POST THEM ON.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

I don't think this is needed as long as you have reports from doctors, it is all the proof you need. The doctors don't tell lies!!! I might not be able to get because when I am bad I can't lift my head up!! or walk even come out of the house!

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

This really depends on the skills and training of the independent person doing the assessment.

In a civilized society, it is completely unacceptable for the needs of a severely disabled person to be assessed by someone lacking either the empathy, integrity, skills or training to do so.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

① MOST PEOPLE HAVE ALREADY HAD A FACE TO FACE INTERVIEW BEFORE ANY BENEFIT IS GRANTED AND REVIEWED SEVERAL TIMES BEFORE IT IS PLACED ON AN INDEFINITE PERIOD.

② IF THE PERSON IN QUESTION HAD GOT WORSE they may be entitled to MORE BENEFIT WHICH they ARE MISSING OUT ON.

OR

THEY MAY APPEAR TO BE NOT TOO BAD ON THE PARTICULAR DAY they ARE INTERVIEWED WHICH COULD BRING ADVERSE ACTION, BUT THIS NEEDS CAREFUL AND SYMPATHETIC COUNSELLING AS, DAYS VARY CONSIDERABLY / I.E. ONE DAY COULD BE A GOOD PHYSICAL & HEALTH DAY - FOLLOWED BY MANY EXTREMELY BAD DAYS. (WHICH THE IND. PERSON DOES NOT GET TO SEE)

ALSO MOST BENEFIT RECIPIENTS HAVE HAD AN INDEPENDANT DOCTOR SENT OUT BY ~~BE~~ DLA TO ACCESS their CAPABILITIES & GENERAL HEALTH PROBLEMS

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

it causes panic and anxiety.

Some days you can have good days if an independent person saw you then they may get a different view to a normal or bad day.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

I AM NOW 74 GOING ON 75 YEARS OLD, AND OVER THE YEARS HAD MANY A MEETING WITH ASSESSMENT BOARDS. MY DISSABILITIES OVER THE YEARS DO NOT GET BETTER THEY ONLY GET WORSE WITH AGE.

AT THE AGE I NOW AM, I WOULD CONSIDER HAVING TO DEAL WITH AN ASSESSMENT BOARD AGAIN, AWAY OR IN THE HOME WOULD BE A WORRY, ACT, TOTALLY DEGRADING AND EXTREMELY EMBARRASSING.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

I WOULD FEEL NERVOUS, WORRIED AND
SELF CONSCIOUS ABOUT HOW I WOULD EXPRESS
MY DIFFICULTIES AND NEEDS TO A COMPLETE
STRANGER.

DISABLED PEOPLE HAVE GOOD AND BAD DAYS
IF A PERSON WAS ASSIST ON A GOOD DAY BY
AN ASSESSOR THIS MAY LEAD TO AN UNFAIR
DECISION BEING REACHED.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

As long as the independent person has the best interests of the disabled person at heart then there is no problem and it can be of benefit as their experience would help to ensure that the disabled person receives all available benefits and support. It would only be a problem if the independent person had the objective to reduce expenditure.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*When you don't feel well
everyday is different some days you
feel ok to talk and other days
you don't*

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Look at the balls up Employment Support
Allowance assessments are . . . !!

What a Fiasco. Look at the number of appeals.

How can they be 'independent' if they work
for the Government.

People who have lifelong multiple disabilities are
already known to many medical professionals.

Surely the medical professionals are able
to confirm that a person has need for
significant support to live independently.

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What good things and bad things may this bring?

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*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

For some people with disabilities they can't communicate properly, and don't understand what's going on, also some are children so they can't speak for themselves.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

FACE TO FACE WOULD BE LIKE A MEANS TEST

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?

How might it affect your assessment? Not confident

when talking to a stranger face to face

Is there a time when it would be inappropriate to meet someone face to face?

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

AFTER TEA TIME AND AFTER DAY/LIGHT HOURS
AND A SECOND PERSON SHOULD BE AVAILABLE

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

- 1/ APPREHENSIVE
NERVOUS
RELUCTANT
SCARED

INAPPROPRIATE

- 1/ WHEN SOMEONE IS DEPRESSED
2/ WHEN PERSON IS UNWELL
3/ WHEN PERSON IS STRESSED

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*I HAVE ISSUES / PROBLEMS WITH MY BLADDER & BOWLS
TALKING TO A STRANGER FACE TO FACE WILL BE
EMBARRASSING AND ALSO REMIND YOU OF THE
PROBLEMS YOU HAVE WHICH YOU TRY TO FORGET,
ON A DAILY BASIS.*

MAY BRING ON DEPRESSION

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

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How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

Without face to face assessment how do you assess?
Good things means client can ~~be~~ talk to the visitor
and explain more clearly their needs

Bad thing when personalities clash - and communication breaks down

Many people could not - and would ^{NOT} fill in yet another form.

If a person is mentally disabled it would be wiser to have a professional ~~and one~~ who understands the needs of the person.

Always have a relative or friend with the client, on hand

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How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

- A good perspective if you speak to someone face to face
- More accuracy in information
- People less likely to exaggerate their concerns/needs
- However someone might be nervous about speaking face to face with a 'stranger' about their disability.
- Might not be appropriate for a 'vulnerable' person.

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What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*my husband has a problems with eye-concent
& not be able to eat ~~from~~ Front of
independent person.*

G.F.M.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

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*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

I think a face to face is a big opportunity to express a lot of views and to get issues to the surface quickly and directly.

Inappropriate times are many treatment times, late in the day or very early are not really good times.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*I think I am alright meeting
an independant person.*

*Also person would need to
make arrangements to meet
me prior to coming to my
home.*

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

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*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

If an independent person took the time to get to know & understand the individual & their wants, needs & requirements before making an 'Snap' decisions then that's on.
Also the individual person needs to act on behalf of the individual rather than away of cutting costs for government.

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What good things and bad things may this bring?

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How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

*This would be OK. But like life itself.
Two days are never the same.
Strangers are not very good at understanding
age, young or old. What people go through
day by day, they seem to access the
what they see, not understand unknown.
disease, if it not in the book it don't count.*

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What good things and bad things may this bring?

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*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

- * Communicator - Lack of resources to this training on disability

- * More understanding into disabilities

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What good things and bad things may this bring?

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*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Doing the assessment in our own home is not the problem but having to fill in an assessment form periodically is

My daughter was given D.L.A for LIFE as she has multiple disabilities now we will have to fill in this form more often.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*It would affect me Face to Face if
I didn't understand what the person
was saying, wasn't clear in their
assessment -*

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

Willing to talk to Someone
Wouldn't no what to do if they don't
understand my health problems
He
~~they~~ would like to come to somewhere
that like the ILC where they understand
my needs.

wants someone who understands my health
Diabetes, Heart trouble, liver, Kidney + Blood
pressure. Also Suffer with my nerves - How will
they send someone independent who knows about
me.

My own doctor
worried I might loose this money

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*When someone sits there in front of you
I always forget about most important
things. I should have said*

*It needs a person who can talk you
through all the problems you might have
so you can pick on the things that apply to
you.*

*Short term memory loss is a problem for many
of us*

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What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

*A person with a learning Disability + O.C.D.
Can not give a true account of all their needs
I think you have got to talk to the person
(carer) who looks after them + knows their
needs. If you talk to the person face to face
you may not get the full picture of all his
or her needs, which could affect the assessment.*

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

SOME DAYS VERY WELL OTHERS VERY POOR

IF YOU WANT TO COME TO ME YOU CAN
MY N° [REDACTED]

BEWARE I CAN LOSE MY TEMPER AND SHOUT.
I TRY VERY HARD TO CONTROL IT.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

- ~~It is~~ Dependent on ~~how~~ independent person's knowledge, attitude and whether they have ~~set~~ goals/targets to achieve..
- Will they be human?
- Whether it's inappropriate depends on circumstances.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

Is there any time when it would not be right to say that a person had to meet an independent person face to face, either in the person's home or somewhere else?

*How would you feel about speaking to an independent person face to face?
How might it affect your assessment?*

Is there a time when it would be inappropriate to meet someone face to face?

Sometimes it is appropriate.

When you speak to someone face to face they only understand what they see at that time. I have good days & bad days when I am less able, an assessor does not always understand this.

4. An important part of the new benefit may be talking face to face with an independent person about how well you can do the things you need to do to take part in everyday life.

What good things and bad things may this bring?

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How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

People may well be able to express themselves (independently or ^{supported} ~~alone~~) in up right consultation on the hand other people may well find this consultation difficult and intimidating, and lead ^{to} more stress, ~~confused~~ and ~~bewildered~~ confusion and bewilderment.

An other consideration, of a up right consultation ~~is~~ you can enquire directly concerning benefits and entitlements. However, ~~a~~ these requirements should be entitled before the ~~na~~ first consultation in order that a disabled person can prepare themselves with any unnecessary stress or confusion, and have support required.

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What good things and bad things may this bring?

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How would you feel about speaking to an independent person face to face?
How might it affect your assessment?

Is there a time when it would be inappropriate to meet someone face to face?

Positives

Less anxious

Feel in control as in own house.

Not in strange/
Environment

You would be able to answer things fully as you have the info at home, eg. box file.

The assessor can observe you in natural setting.
to clarify things.

Negatives

Nerve wrecking

New place /
environment makes me feel uncomfortable.

Would need extra support to get to office / time to engage in assessment process