



# Personal Independence Payment

---

A call for evidence – tell us what you think

August 2014



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.

# Contents

What this booklet is about . . . . .	4
What Paul Gray says. . . . .	6
What you need to know about Personal Independence Payment . . . . .	7
About the questions. . . . .	11
Question 1. . . . .	13
Question 2. . . . .	15
Question 3. . . . .	16
Question 4. . . . .	16
Question 5. . . . .	17
Question 6. . . . .	18
Question 7. . . . .	18
Question 8. . . . .	19
Question 9. . . . .	19
Question 10 . . . . .	20
Question 11 . . . . .	20
Question 12 . . . . .	21
Question 13 . . . . .	21
Word list . . . . .	22

# 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.

## A call for evidence – tell us what you think

---

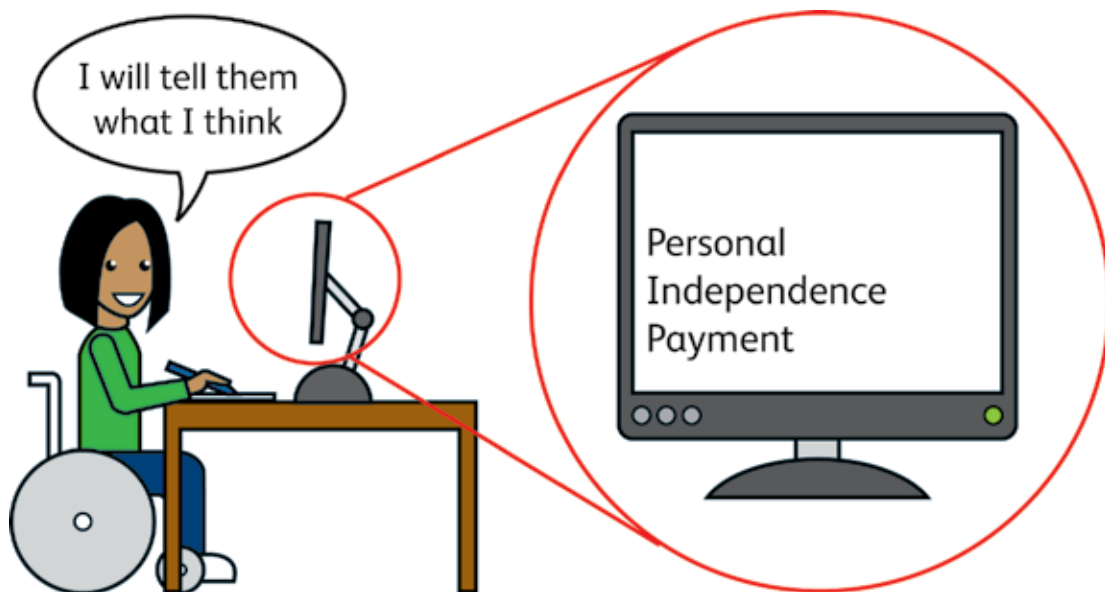
Asking people what they think about **Personal Independence Payment** is just one of the ways Paul Gray will use to see how it is working. This is called a **call for evidence**.

### A call for evidence

In this booklet, this is when you can tell Paul Gray what you think about how **Personal Independence Payment** is working.

Paul Gray will use all the information he gets to write a report. The report will be published by the end of 2014.

Paul Gray started to ask people what they think about **Personal Independence Payment** on 23 June 2014. He needs your reply by 5 September 2014.



# What Paul Gray says

A lot of what is known about the way **Personal Independence Payment** works is at an early stage.

This **call for evidence** gives me the chance to look at **Personal Independence Payment** while it is being started in different parts of the country.

The **Personal Independence Payment assessment** is meant to look at how a person's condition affects them. It is not meant to look at the condition the person has.

This **call for evidence** will check if the **assessment** is being used properly.

This **call for evidence** will also look at other parts of **Personal Independence Payment**. For example, I will look at these things.

- How people claim **Personal Independence Payment**.
- How people are told if they can get **Personal Independence Payment**.
- If people are being treated fairly and well.

I hope that everyone who has something to say about **Personal Independence Payment** will answer the questions in this booklet.

# What you need to know about Personal Independence Payment

**Personal Independence Payment** began in April 2013. It is for disabled people and people with a health condition.

**Personal Independence Payment** is taking the place of **Disability Living Allowance** for people who are aged 16 to 64.

## 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.

From October 2013 the **Department for Work and Pensions** started to ask some people who were getting **Disability Living Allowance** to make a claim for **Personal Independence Payment**.

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

## 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.

Payment of **Personal Independence Payment** and how much a person gets depends on the number of points they get in the **assessment**.

## Personal Independence Payment

---

The **assessment** looks at each person separately and makes sure **Personal Independence Payment** goes to the people who need it most.

This means that **Personal Independent Payment** is based on how a person's condition affects them, not the condition they have.



There are 2 parts, called components, to **Personal Independence Payment**.

- A daily living component.
- A mobility component.

Also, the daily living component and the mobility component each have 2 rates. These are called the standard rate and the enhanced rate.

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



## A call for evidence – tell us what you think

---

In most cases the **Department for Work and Pensions** will send a form to the person who made the claim. The form is called How your disability affects you. This form is not sent to people who are terminally ill.

Most people who make a claim to **Personal Independence Payment** have a face-to-face **assessment**.

The **assessment** is carried out by health workers from Atos Healthcare and Capita Health and Wellbeing.



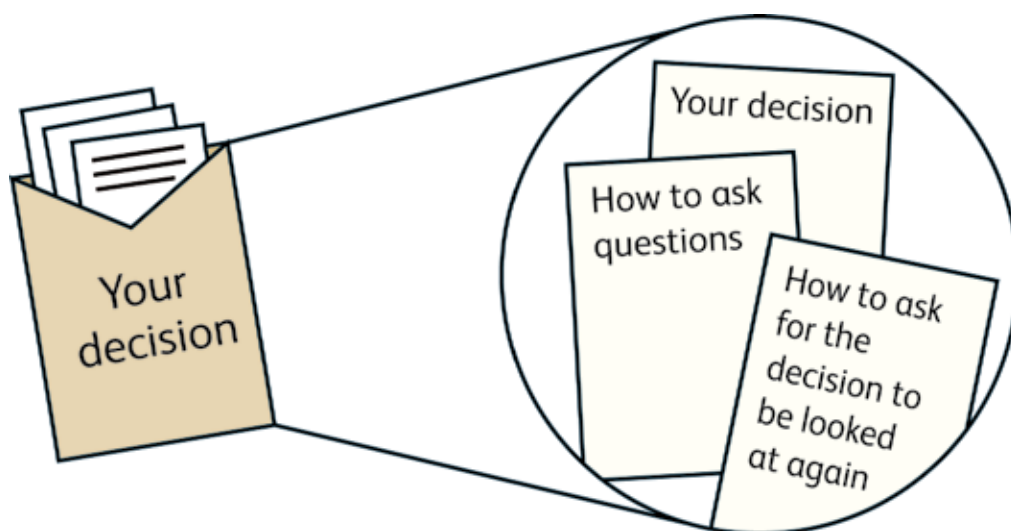
The **Department for Work and Pensions** decide if a person can get **Personal Independence Payment**. They look at these things.

- What the health worker said about the **assessment**.
- What the person said on the form called How your disability affects you.
- Any other evidence that supports the claim to **Personal Independence Payment**.

## Personal Independence Payment

---

The **Department for Work and Pensions** will send a letter about the decision and why it has been made.



If the decision is not to pay **Personal Independence Payment** a decision maker from the **Department for Work and Pensions** will try to get in touch with the person to explain why.

The person can ask the **Department for Work and Pensions** to look at the decision again if they think it is wrong. This also gives the person another chance to show the **Department for Work and Pensions** any other evidence that may help with the claim to **Personal Independence Payment**.

If the claim is looked at again but the person still thinks the decision is wrong, they can appeal to an independent tribunal.

## About the questions

This **call for evidence** started on 23 June 2014 and it ends on 5 September 2014.

If we get any replies to Paul Gray's questions after 5 September 2014 they may not be included in his report.

You can tell us what you think in 3 ways.

**1** You can visit the website and fill in a form. Go to

[www.gov.uk/government/consultations/personal-independence-payment-pip-assessment-first-independent-review](http://www.gov.uk/government/consultations/personal-independence-payment-pip-assessment-first-independent-review)

**2** You can send an email to

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

**3** If you want to send a letter, or if you have used the answer pages at the back of this booklet, send them to

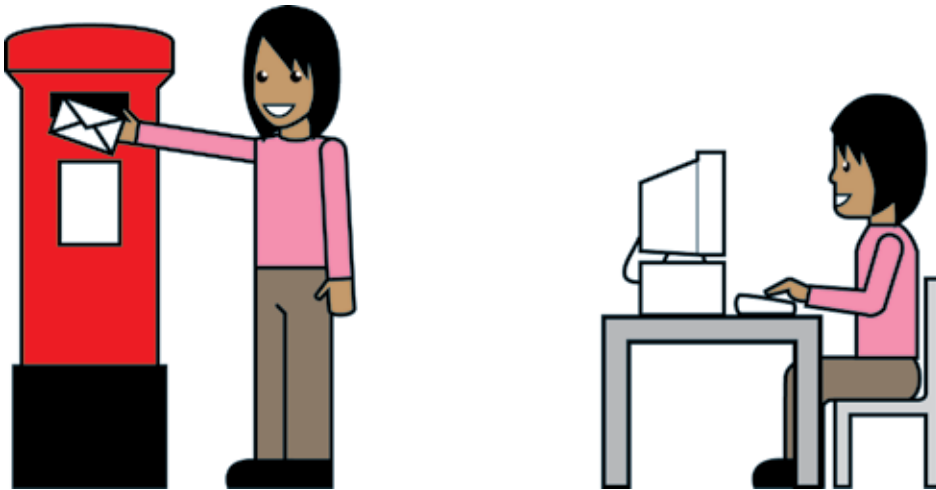
PIP Independent Review Team  
Room 3S25  
Zone South H  
Quarry House  
Quarry Hill  
Leeds  
LS2 7UA

## Personal Independence Payment

---

When you send your answers to us, please let us know us if you are answering for yourself or if you are answering for a group or organisation.

If you are answering for a group or organisation, please tell us who they are. Also, please tell us how you found out what they think.



## Question 1

Please tell us about yourself.

- Are you a person who has claimed **Personal Independence Payment** for yourself? Yes  No
- Are you a person with a disability or health condition who has not claimed **Personal Independence Payment**? Yes  No
- Are you a friend, carer or family member acting for a person who has claimed or is claiming **Personal Independence Payment**? Yes  No
- Are you a member of a group or organisation who has given help and support to someone claiming **Personal Independence Payment**? Yes  No
- Are you a healthcare worker? Yes  No
- Are you a worker at Atos Healthcare or Capita Health and Wellbeing? Yes  No
- Are you a worker at the **Department for Work and Pensions**? Yes  No



# Personal Independence Payment

---

If you are none of these, please tell us about yourself.

---

---

---

---

---

If you want to, you can tell us your name, address and telephone number. This means that if we would like to ask you about your answers we can get in touch with you. But you do not have to do this if you do not want to.

---

---

---

---

---

---

---

---

---

---



## Question 2

The **Personal Independence Payment** process includes making a claim, the **assessment** and getting a decision.

How easy is it for people to understand the whole **Personal Independence Payment** process?

---

---

---

---

---

---

How easy is it for people to make a claim for **Personal Independence Payment**?

---

---

---

---

---

---

---



## Personal Independence Payment

---

### Question 3

Please tell us what it was like to meet face-to-face with a health worker from Atos Healthcare or Capita Health and Wellbeing.

---

---

---

---

---

---

### Question 4

Please tell us if more evidence

- is being asked for properly by Atos Healthcare or Capita Health and Wellbeing.
- is being sent on time.
- is being used properly and fairly to help with making a decision about **Personal Independence Payment**.

---

---

---

---

---

---





## Question 5

Do you think the **Personal Independence Payment assessment** works well for these people?

- People with 1 health condition?
- People with more than 1 health condition?
- People with a health condition that changes a lot?
- People with a terminal illness?

---

---

---

---

Do you think the **assessment** works well when the **Department for Work and Pensions** need to decide if a person should get

- the standard rate or enhanced rate of **Personal Independence Payment**?
- the mobility component of **Personal Independence Payment**?

---

---

---

---

---



## Personal Independence Payment

---

### Question 6

From what you know, why do people ask the **Department for Work and Pensions** to look again at their decision about whether they can pay **Personal Independence Payment**?

---

---

---

---

### Question 7

From what you know, why do people make an appeal to Her Majesty's Courts and Tribunals Service about **Personal Independence Payment**?

---

---

---

---



## Question 8

From what you know, how long does it take a person to get a decision about **Personal Independence Payment** after they make a claim?

---

---

---

---

---

## Question 9

What effect does the time it takes to get a decision about a claim to **Personal Independence Payment** have on people?

---

---

---

---

---

---

---



## Personal Independence Payment

---

### Question 10

What could be done to make the **Personal Independence Payment** process better?

How would the things you say help to make the **Personal Independence Payment** process better?

---

---

---

---

### Question 11

From what you know, how happy are you with the **Personal Independence Payment** process?

Why do you feel this way?

---

---

---

---

---



## Question 12

Are you happy that the decisions made about **Personal Independence Payment** are made fairly and properly?

Yes  No

Why do you feel this way?

---

---

---

---

## Question 13

Please tell us anything else you think we need to know about **Personal Independence Payment**.

---

---

---

---

---



# Word list

## A call for evidence

This is when you can tell Paul Gray what you think about how **Personal Independence Payment** is working .....5

## 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.

Payment of **Personal Independence Payment** and how much a person receives will depend on the number of points they get in the assessment .....7

## 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 .....4

## 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 .....7

## 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.....4

© Crown copyright 2014

You may use the words in this booklet in any way you want to as long as you make sure you use them correctly.

The Open Government Licence covers the use of the words. The only thing you cannot use are the logos.

If you want to know a bit more about the Open Government Licence or if you need some help to understand what we have said, the website which tells you more about the Open Government Licence is

[www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence)

Or you can write to

The National Archives  
Kew  
London  
TW9 4DU

Or email your questions to [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)

If you need more of these easy-read reports, please contact us. Our address is shown below. Easy-read reports are free.

If you want to look at the full report written in English, you can see it on our website at [www.dwp.gov.uk/pip](http://www.dwp.gov.uk/pip)

A copy of this easy-read report is also on this website.

Copies of the full report can be made available in other formats on request. Our contact details are shown below.

PIP Independent Review Team  
Room 3S25  
Zone South H  
Quarry House  
Quarry Hill  
Leeds  
LS2 7UA

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

Please contact us if you have any other problems getting the report.

© Crown Copyright 2014

Published by the Department for Work and Pensions

August 2014

ISBN: 978-1-78425-294-6