

# Personal Independence Payment

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Tell us how you think Personal Independence Payment is working

July 2016



Easy Read



Department  
for Work &  
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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# What this booklet is about

The **Department for Work and Pensions** has asked Paul Gray to look again 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.

## Tell us how you think **Personal Independence Payment** is working

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

There has been one report about **Personal Independence Payment** before this one. That report was written by Paul Gray.

The government said there would be 2 reports about how **Personal Independence Payment** is working. Paul Gray's new report will be report number 2.

The **Department for Work and Pensions** will send Paul Gray's report to Parliament by April 2017.

This booklet is for people and groups who can tell Paul Gray what it is like to claim **Personal Independence Payment**. He also wants to know about these things.

- How quickly and how well we get evidence during **assessments**. We will also look at how computers are used when we are getting evidence.

### Assessment

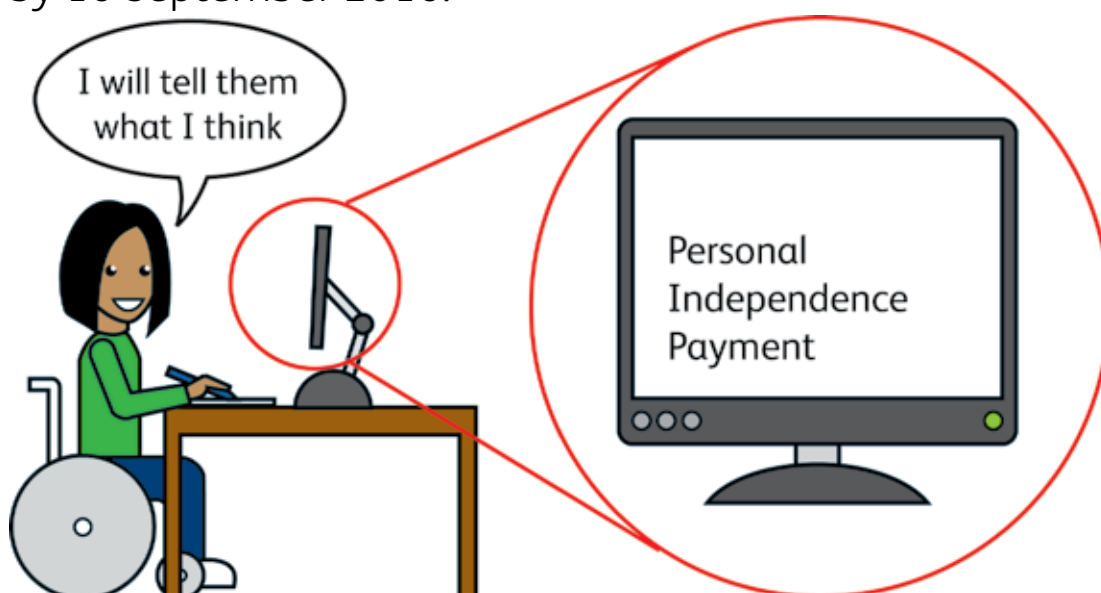
This is the way the **Department for Work and Pensions** works out if a person can get **Personal Independence Payment**. It looks at 12 everyday activities. Points are given based on how well a person can or cannot do the activities.

## Personal Independence Payment

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- How we share information in the **Department for Work and Pensions**. And how we share information with other government departments.
- How we share information with other groups and organisations to make health and care services better.
- How evidence that we have been given, like a person's care plan or a letter from a doctor, is used to help us make the right decision about **Personal Independence Payment**.

Paul Gray started to ask people what they think about **Personal independence Payment** on 11 July 2016. He needs your reply by 16 September 2016.



# About Personal Independence Payment

In April 2013, the government changed **Disability Living Allowance** for people aged 16 to 64 years old to a benefit called **Personal Independence Payment**.

## 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 extra costs of being disabled.

The **Department for Work and Pensions** works out how people get **Personal Independence Payment**. This is done using an **assessment**.

10 of the activities are about daily living and 2 are about how well you can move.

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



# About the questions

This **call for evidence** started on 11 July 2016 and it ends on 16 September 2016.

If we get any replies to Paul Gray's questions after 16 September 2016 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/XXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXX](http://www.gov.uk/government/consultations/XXXXXXXXXXXXXXXXXXXXX<br/>XXXXXXXXXXXXXXXXXXXXXXXXX)

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  
Department for Work and Pensions  
Floor 4, Caxton House  
Tothill Street  
London  
SW1H 9NA

There are 2 sets of questions. One set of questions is for people who have claimed **Personal Independence Payment** for themselves or for someone else. And the other set of questions is for people, groups or organisations with an interest in the **Personal Independence Payment** process.

Please answer the questions that apply to you.



# Questions for people who claimed Personal Independence Payment for themselves or for someone else

## Question 1

Are you answering as someone who claimed **Personal Independence Payment** for yourself?

Are you answering as a friend, a carer or a family member who claimed **Personal Independence Payment** for someone else?

Would you rather not say?

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### Question 2

Do you, or the person who gets **Personal Independence Payment**, get support to help manage your, or their, health condition from anywhere else?

A doctor

A hospital doctor

A healthcare professional, like a specialist psychiatric nurse or an occupational therapist

A social worker

Other – please give details

Would you rather not say

### Question 3

Who helped you send in your claim for **Personal Independence Payment**?

A carer

A family friend

A friend

A support organisation like Citizens Advice

A health or social care worker

Other – please give details

## Tell us how you think Personal Independence Payment is working

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### Question 4

We may want to get in touch with you or use what you tell us in our report. If you are happy for us to get in touch with you please tell us your name and address. We will also need your email address and your telephone number.

Name

Address

Email address

Telephone number

### Further evidence

When a **Personal Independence Payment** claim has been made, people can send in any evidence they have that helps us to understand their circumstances. This is called further evidence.

The further evidence can be things like prescription lists, care plan reports or information from people who help the person like doctors, specialist nurses and occupational therapists.

The firms who run the assessments, called Atos or Capita, can ask for more evidence to help them carry out the **assessment**.

Most **assessments** are carried out face-to-face with the person who wants to claim **Personal Independence Payment**. But we may not need to do this if we get enough evidence to make an assessment.

### Question 5

As well as your claim form did you send in any further evidence as part of the claim? If yes, what did you send?

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### Question 6

Was it clear to you what further evidence you should or should not send in?

Please explain your answer.

### Question 7

When you sent in your claim how important did you think it was to send in further evidence? Why did you think this?

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### Question 8

If you could get more evidence, how easy was it for you to send the evidence to us? Please explain your answer.

### Question 9

If you made an appeal, did you have further evidence to help with your appeal. Why was this?

### Data sharing

We are now going to look at sharing information. This could be information that is shared across the Department and also shared with other groups or organisations, so we can give better support to people.

We could also share information that people have already sent in. If, for example, a person had claimed **Employment and Support Allowance** and sent in evidence about their circumstances, we may be able to use that evidence to help us make the right decision on their claim for **Personal Independence Payment**.

### 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.

Personal information would still be covered by the Data Protection Act.

### Question 10

Have you ever sent other evidence to the **Department for Work and Pensions** that you think could have been used in your claim for **Personal Independence Payment**? What was this evidence?

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### Question 11

Do any other parts of government, like the NHS or social services, hold information about you that could have been used in your **Personal Independence Payment** claim? If yes, what is this evidence?

### Question 12

If you had any evidence that you thought would help your claim, would you think about sending it in with your **Personal Independence Payment** claim? What are your reasons for this?



## Question 13

If it would help with your claim to **Personal Independence Payment**, would you be happy for the **Department for Work and Pensions** to share information about you. This could be with different computer systems or with other parts of government, like the health and social care sector.

Please tell us the reasons for your answer.

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### How you feel about the Personal Independence Payment claim process

#### Question 14

How happy were you with the **Personal Independence Payment** claim process? Why was this?

#### Question 15

Is there anything that would have made your face-to-face meeting with Atos or Capita better? Please explain your answer.

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### Question 16

Did you ask the **Department for Work and Pensions** to look again at their decision about your claim? If yes, what did you think about this?

### Question 17

Did you appeal against the decision about your **Personal Independence Payment** claim? If yes, what did you think about the appeals process?

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### Question 18

Have you had any other **assessments** like the **Personal Independence Payment assessment**? For example, a Work Capability **Assessment** for **Employment and Support Allowance**, a social care **assessment** or an occupational health **assessment**. How do the **assessments** compare?

### Question 19

Has your award of **Personal Independence Payment** affected your ability to stay in work or go back to work? Please explain your answer.

## Question 20

Do you have anything else you would like to tell us about the Personal Independence Payment assessment process?

# Questions for people, groups or organisations with an interest in the Personal Independence Payment process

## Question 1

If you are replying as a person are you

- A healthcare professional
- A worker for Atos or Capita
- A worker for the **Department for Work and Pensions**
- Other – please say what
- Prefer not to say

If you are replying as a group or an organisation, or part of an organisation, please tell us these things.

- The name of your group or organisation.
- Who does your group or organisation speak up for?
- If you did this, how did you get the views of your members?
- Does your group or organisation directly support people claiming **Personal Independence Payment**?

## Tell us how you think Personal Independence Payment is working

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### Question 2

We may want to get in touch with you or use what you tell us in our report. If you are happy for us to get in touch with you please tell us your name and address. We will also need your email address and your telephone number.

Name

Address

Email address

Telephone number

### Further evidence

When a **Personal Independence Payment** claim has been made, people can send in any evidence they have that helps us to understand their circumstances. This is called further evidence.

The further evidence can be things like prescription lists, care plan reports or information from people who help the person like doctors, specialist nurses and occupational therapists.

The firms who run the **assessments**, Atos or Capita can ask for more evidence to help them carry out the **assessment**.

Most **assessments** are carried out face-to-face with the person who wants to claim **Personal Independence Payment**. But we may not need to do this if we get enough evidence to make an **assessment**.

### Question 3

From what you know, what types of further evidence do people send as part of their claim?



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### Question 4

From what you know, what types of further evidence do Atos or Capita ask people for?

Is this asked for on time? Is it used properly and fairly?

### Question 5

Is it clear what further evidence people are being asked for?  
Please explain your answer.

### Question 6

From what you know, when people send in a claim form how important do they think it is to send further evidence? Please explain your answer.

### Question 7

Are there any **barriers** that stop people sending further evidence. Please tell us what these **barriers** are.

#### Barriers

In this booklet, these are things that stop you getting the evidence you need to help with your claim to **Personal Independence Payment**. For example, getting evidence costs money, or it is hard to get copies of papers.

## Question 8

From what you know, when people go through the appeals process do they send in further evidence at this time?

Why is this?

## Data sharing

We are now going to look at sharing information. This could be information that is shared across the **Department for Work and Pensions** and also shared with other groups or organisations, so we can give better support to people.

We could also share information between computer systems, like the **Employment and Support Allowance** computer system and the **Personal Independence Payment** computer system.

Personal information would still be covered by the Data Protection Act.

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### Question 9

Do you know about any technology that the **Department for Work and Pensions** could use to make the collection of **Personal Independence Payment** data better? Please give examples.

### Question 10

Do you know about any ways that the **Department for Work and Pensions** could share information it has got from the **Personal Independence Payment assessment** with other organisations to make health and care services better?

Please give us examples or ideas.

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### Question 11

From what you know, how good are the computer systems that the **Department for Work and Pensions** has at dealing with the **Personal Independence Payment** claim process?

Please give us examples.

### How people feel about the Personal Independence Payment claim process

We would now like you to think about the **Personal Independence Payment** claim process. This includes making a claim, the **assessment** and getting a decision.

### Question 12

From what you know, how could the **Personal Independence Payment** claim process be made better?

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### Question 13

From what you know, what effect does the award of **Personal Independence Payment** have on a person's ability to stay in work or go back to work?

### Question 14

Think about other assessments like a Work Capability **Assessment** for **Employment and Support Allowance**, a social care **assessment** or an occupational health **assessment**. How do the **assessments** compare with the **Personal Independence Payment assessment**?

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### Question 15

From what you know, why do people appeal against decisions on a claim to **Personal Independence Payment**?

How do people feel about the appeals process?

Please give us examples.

### What has happened since the last review

The **Department for Work and Pensions** has made some changes to **Personal Independence Payment** that were suggested in the first review.

### Question 16

From what you know, how have these changes changed the way people feel about the **Personal Independence Payment** claim process?

**Question 17**

Do you have anything else you want to tell us about the **Personal Independence Payment assessment** process?



## Word list

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

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