

Freedom of Information request 2014-5268

Date received 5th December 2014

Date of response 12th January 2015

Information request

The PCS Union reported on its website on 17/11/14 that:

"PCS have also learned that an exercise was recently undertaken to reduce the number of customers identified as "needing support" raising the likelihood of a vulnerable customer being missed."

The PIP assessment guide which was updated on 21/10/14 is identically worded to how it was before on 'Identifying claimants with additional support needs' (p.60/ 2.1).

- 1) Please confirm whether or not any changes have been made to identifying and dealing with claimants with additional support needs? If changes have been made please explain what they are, or if any future changes are planned?*
- 2) What percentage of people who have made a claim for PIP have been identified as having 'additional support needs'?*
- 3) What percentage of those with additional support needs have in fact been dealt with differently to claimants who have not been identified as such?*
- 4) What percentage of claimants with additional support needs have gone on to be awarded PIP and how does this compare to general claimants?*

DWP response

During the implementation and national roll of Personal Independence Payment the Department has put in place adjustments to its processes based on the experiences of staff. Applying the additional support marker to individuals is a case in point. Based on lessons learned, the telephony script that our Claim Telephone Agents used was adjusted to focus on claimants who are expected to have difficulty in completing our forms and not unnecessarily capturing claimants who do not require support. Following this, further changes were made to ensure those claimants who have existing support mechanisms in place such as support workers, families or friends etc., and feel they can rely on this to help, will no longer be marked as requiring additional support from the Department. We have made changes to bring it in line with the original policy intent and the initial assumptions. The process continues to allow telephony agents to mark a case accordingly if they identify potential vulnerability during the call.

The latest official PIP statistics on the number of people who have made a claim for PIP between 8th April 2013 and 31st October 2014, were published on 17th December at <https://www.gov.uk/government/collections/personal-independence-payment-statistics>

The below table provides supplementary information regarding those claims with and without an additional support marker, as requested.

	New Claims (non-SRTI)	Reassessments (non-SRTI)
Total Registrations (published data)	568,500	75,500
% With Additional Support Marker	39%	32%
% Returning PIP2 Form (With Additional Support Marker)	67%	88%
% Returning PIP2 Form (Without Additional Support Marker)	75%	90%
% Awarded - of claims that have reached the decision point (With Additional Support Marker)	59%	82%
% Awarded - of claims that have reached the decision point (Without Additional Support Marker)	42%	77%

Source: PIP Computer Systems

Data covers the period 8th April 2013 to 31st October 2014

Notes to table:

This data presents claims that are normal rules at the point of registration. Some claims may transition from normal rules to special rules during the claimant journey. Therefore the award rates given may include some claims that were special rules at the point of clearance.