

# Personal Independence Payment

---

What the government say about the second review on how Personal Independence Payment is working

December 2017



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.

# Contents

About the first report of the Personal Independence Payment assessment . . . . .	4
What we have done since the first report of Personal Independence Payment. . . . .	7
Making the Personal Independence Payment process easier for the customer to understand . . . . .	8
About further evidence. . . . .	9
How effective the assessment is . . . . .	10
About the second report of Personal Independence Payment . . . . .	11
What the second report of Personal Independence Payment aims to do . . . . .	12
The Department for Work and Pensions' reply to the ideas in the second report. . . . .	15
Further evidence . . . . .	15
Getting more people to trust the Department for Work and Pensions and making their ways of working clear to everyone. . . . .	18
Quality and consistency. . . . .	19
What need to be done in the future . . . . .	24
Word list . . . . .	28

---

# About the first report of Personal Independence Payment assessment

The government knew that setting up **Personal Independence Payment** was a big job. Because of this the government said it would carry out at least 2 independent reports of the **Personal Independence Payment assessment**.



## Personal Independence Payment

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

## Assessment

This is the way the **Department for Work and Pensions** works out if a person can get **Personal Independence Payment**. It looks at 10 everyday activities and 2 activities on how a person can go outside. Points are given based on how well a person can or cannot do the activities.

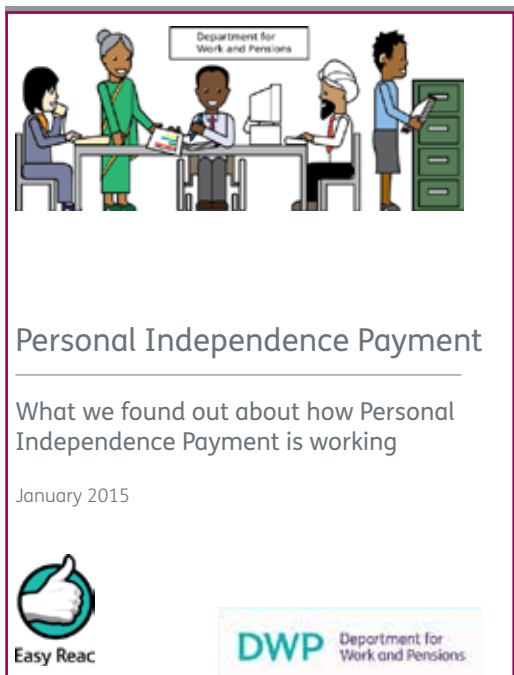
## What the government say about the second review

---

In April 2014, the Secretary of State for Work and Pensions asked Paul Gray to look at how the **Personal Independence Payment** assessment was working.

Paul Gray has been the head person, called the Chair, of the Social Security Advisory Committee since 2012. This is an independent group that gives advice to the Secretary of State for Work and Pensions about social security.

Paul Gray wrote his first report in December 2014. An easy read version was written in January 2015. It was called What we found out about how **Personal Independence Payment** is working.



## Personal Independence Payment

---

In the first report 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 came up with 14 ideas about how **Personal Independence Payment** could work better.

At that time, **Personal Independence Payment** had just started and there were some problems that needed to be sorted out.

Paul Gray came up with 14 ideas that covered a lot of areas. So the **Department for Work and Pensions** decided to reply in 2 stages.

### 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.

In February 2015, the **Department for Work and Pensions** looked at the ideas that could be sorted out quickly.

In November 2015, the **Department for Work and Pensions** looked at the ideas that would take a long time to sort out.

# What we have done since the first report of Personal Independence Payment

Since Paul Gray's first report we have made the **assessment** process better.



The **Department for Work and Pensions** agreed that delays in the way claims were being worked out were not good enough. We took action to fix this straight away.

Now people wait around 13 weeks for a decision about their claim to **Personal Independence Payment**. In April 2014 it was taking about 40 weeks for a decision to be made.

The **Department for Work and Pensions** has done some work on most of the 14 ideas that Paul Gray came up with.

# Making the Personal Independence Payment process easier for the customer to understand

We did these things.

- We made our decision letters easier to understand.
- We made sure that the **Department for Work and Pensions** case managers worked better with health experts.
- We set up a Video Relay Service for people that use **British Sign Language**. This makes it easier for deaf people to get in touch with the **Department for Work and Pensions**.

## British Sign Language

This is a language for deaf people. Instead of speaking, people use their hands to make signs that deaf people see as words. People who use it are sometimes called signers.





## What the government say about the second review

---

- We set up Next Generation Text for people who are deaf or hard of hearing who cannot use **British Sign Language**.
- We started to use text messaging to keep people informed about their claim.
- We made the process for checking decisions on claims for **Personal Independence Payment** better.
- We changed the law so that terminally ill people who are getting **Disability Living Allowance** do not have to wait at least 28 days when they transfer to **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 help and support they need

### About further evidence

We did these things.

- We changed the written rules for our **case managers**. This shows how important it is to get further evidence.

### Case manager

This is a person who works for the Department for Work and Pensions who decides how much help you may get.

- We made a digital channel so that doctors, health workers and consultants can fill out forms to help claims for terminally ill people.

## Personal Independence Payment

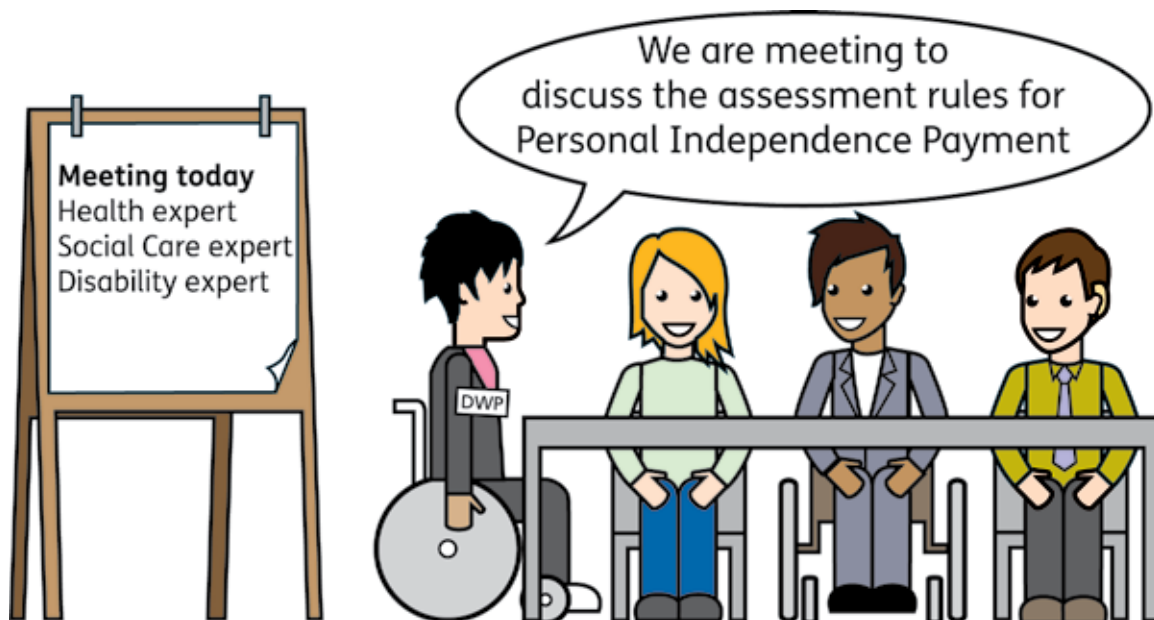
---

- We made sure that we use all the evidence we have for people making a claim to **Personal Independence Payment**. For example, if someone is getting **Disability Living Allowance** this can be used to help with their claim for **Personal Independence Payment**.

## How effective the assessment is

We did these things.

- We made the training and the rules for case managers better. This means that **case managers** will make sure they use the right rules for the daily living and mobility components.
- We had training events to make sure everyone uses the rules in the same way.



- We made a better system for **assessment** providers to tell us what they think.

# About the second report of Personal Independence Payment

The **Department for Work and Pensions** is going to answer this report in a different way to the first report. For this second report we are only going to reply once.

Our reply to the second report gives our answers to the new ideas by Paul Gray. This report is the last one, but we will keep working hard to make **Personal Independence Payment** better.

The ideas in the second report build on the ideas given in the first report. There were 14 ideas in the first report and 14 ideas in the second report. There are 28 ideas in total and we will work through them all.

The **Department for Work and Pensions** would like to thank everyone who took the time to reply to Paul Gray's questions. We would also like to thank all those groups and organisations who helped us look at the ideas.

We will keep working with disabled people and their organisations to make sure that people are happy going through the **Personal Independence Payment** claim process.

# What the second report of Personal Independence Payment aims to do

A law, called the Welfare Reform Act 2012, tells the Secretary of State to ask someone who does not work for the Department for Work and Pensions to give two reports to Parliament on how the Personal Independence Payment Assessment is working.

The first report had to be written within 2 years of **Personal Independence Payment** starting. A second report had to be written within 4 years of **Personal Independence Payment** starting.



The first report was written in December 2014. The second report had to be written by April 2017.

The second report shows how the claims process for **Personal Independence Payment** is working after changes were made from Paul Gray's first report.

## What the government say about the second review

---

The second report looked at these things.

- Helping you know what you need to do when making a claim for **Personal Independence Payment**.
- How to use information technology in a better way.
- How to make sure a family member or carer can help you at the **assessment**.
- Giving you more information when the **Department for Work and Pensions** writes to you telling you of the help you will get.
- Having your **assessment** voice recorded.
- Making sure that the **Department for Work and Pensions** understands the problems you have on a daily basis.
- Understanding your medical history.
- Making sure the person who will see you at your **assessment** has more time to think about the details you have brought in.
- Making sure the **Department for Work and Pensions** and the person who sees you at your **assessment** better understands the information you have given to them.
- Making sure the person that sees you writes down what you talked about at your **assessment** straight away.

## Personal Independence Payment

---

- Making sure the **Department for Work and Pensions** and the people that see you at your **assessment** are all working in the same way.
- Doing more research on how the **Personal Independence Payment** is working.
- Making sure that if you have a job you won't lose out because of it.
- Helping to make the claim process easier by letting you make a claim online.

# The Department for Work and Pensions' reply to the ideas in the second report

## Further evidence

### Idea 1 – What the report said

To help you know what you need to do when making a claim for **Personal Independence Payment**.

The **Department for Work and Pensions** need to make it clear to people why further evidence is needed. They also need to make it clear what further evidence is needed, and what people need to do.



## Personal Independence Payment

---

### Idea 1 – What the Department for Work and Pensions says

The **Department for Work and Pensions** will make some videos that will show you what will happen when you ask for **Personal Independence Payment**.

We will look at all our letters and forms to make sure they are easy to understand.

We will look at **Personal Independence Payment** again to see where we can make it better. We want to do this early next year.

### Idea 2 – What the report said

When you are making a claim for **Personal Independence Payment** you should give the **Department for Work and Pensions** all the information you have about your disability. You should not think that the **Department for Work and Pensions** will get in touch with your doctor.

### Idea 2 – What the Department for Work and Pensions says

We will make a new version of a booklet called How your disability affects you. This booklet will make sure that people know what they need to do and what information they need to get. People should not get in touch with their doctor as they may have to pay.



### Idea 3 – What the report said

The **Department for Work and Pensions** need to make sure that evidence from carers and family members is treated in the same way as any other evidence.

### Idea 3 – What the Department for Work and Pensions says

We will make sure our **case managers** get the training they need so they treat evidence from carers and family members in the same way as any other evidence.

#### Training for Case Managers



# Getting more people to trust the Department for Work and Pensions and making their ways of working clear to everyone

## Idea 4 – What the report said

It needs to be made clear to everyone how a decision is made and a copy of the **assessment** report should be sent out with the decision letter. That way, even if people do not agree with the decision they can see how, and why, the decision was made.

In the future, face-to-face **assessments** could be recorded. Having a voice recording of the interview can help both the person being assessed and the health expert prove what was said during the **assessment**.

It is important that the health expert offers to record the **assessments** for people. But if someone does not want their **assessment** to be recorded, then it will not be recorded.

## Idea 4 – What the Department for Work and Pensions says

We agree with some of the idea. People can already ask for a copy of their **assessment** report whenever they want it. The **Department for Work and Pensions** will look at ways of making this more clear. We have already looked at recording some **assessments** and we will look at this again next year.

### Quality and consistency

#### Idea 5 – What the report said

During the **assessment**, the health expert needs to make sure they look at how a person's condition affects them when they are doing things or going outside.

If there are ways of checking a person's medical history these should be looked at before the **assessment** is carried out. This will give the person carrying out the **assessment** more time to check how a person's condition affects them.

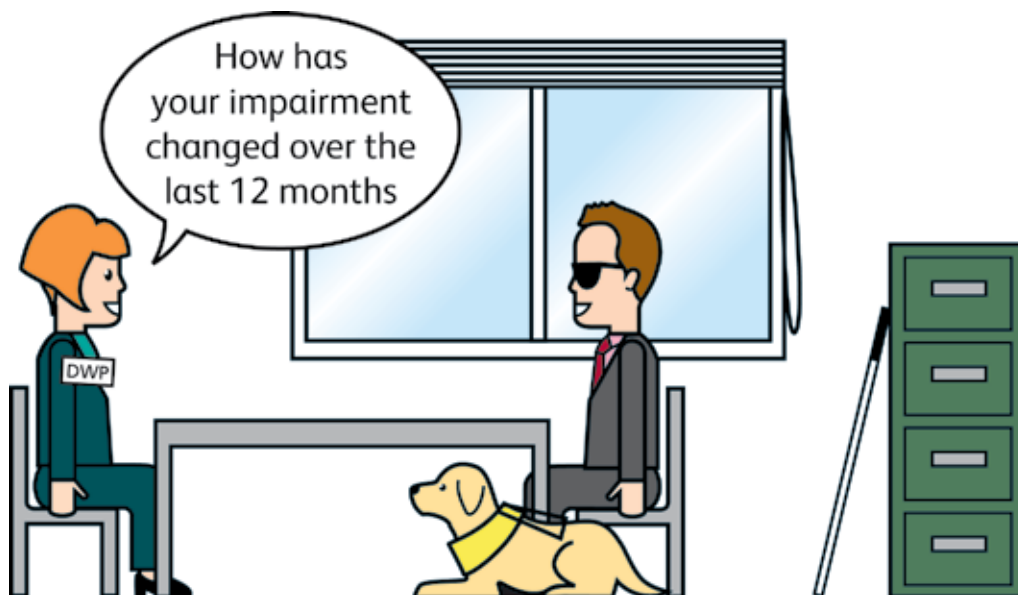
#### Idea 5 – What the Department for Work and Pensions says

The **Department for Work and Pensions** will work with the people that will see you at your **assessment** to make sure they are looking at how your disability stops you from doing things. The people who do your **assessment** will look at ways of checking your medical history to help them understand how your disability stops you from doing things.

## Personal Independence Payment

---

The person seeing you at your **assessment** should understand how your disability affects you each day and the problems you have.



The **Department for Work and Pensions** will work with the people that see you at your **assessment** to have a better understanding of the time it takes them to get ready to do an assessment.

### Idea 6 – What the report said

The **Department for Work and Pensions** need to make sure there is enough time to look at the evidence before the **assessment** takes place.

### Idea 6 – What the Department for Work and Pensions says

We will make a system to test getting your information ready early in difficult cases.

### Idea 7 – What the report said

The **Department for Work and Pensions** and the people that do your **assessment** should be given time to look again at the information you gave them at the **assessment** or ask for more if this is to help with your claim.

### Idea 7 – What the Department for Work and Pensions says

The **Department for Work and Pensions** will work with the people that do your **assessment** to see how new information can be looked at after the **assessment**. The **Department for Work and Pensions** will also look at bringing in different rules for the people that carry out the **assessments** to make sure this happens.

### Idea 8 – What the report said

A record of the **assessment** must be written as soon as possible after the **assessment** takes place.

### Idea 8 – What the Department for Work and Pensions says

We will keep working closely with the people who carry out the **assessments** to make sure they are of good quality and are finished on time.

### Idea 9 – What the report said

The **Department for Work and Pensions** are checking the way the **Personal Independence Payment** process works, they should look at how good the **assessment** is as well as how good the report is. There should also be a voice recording of the **assessment**.

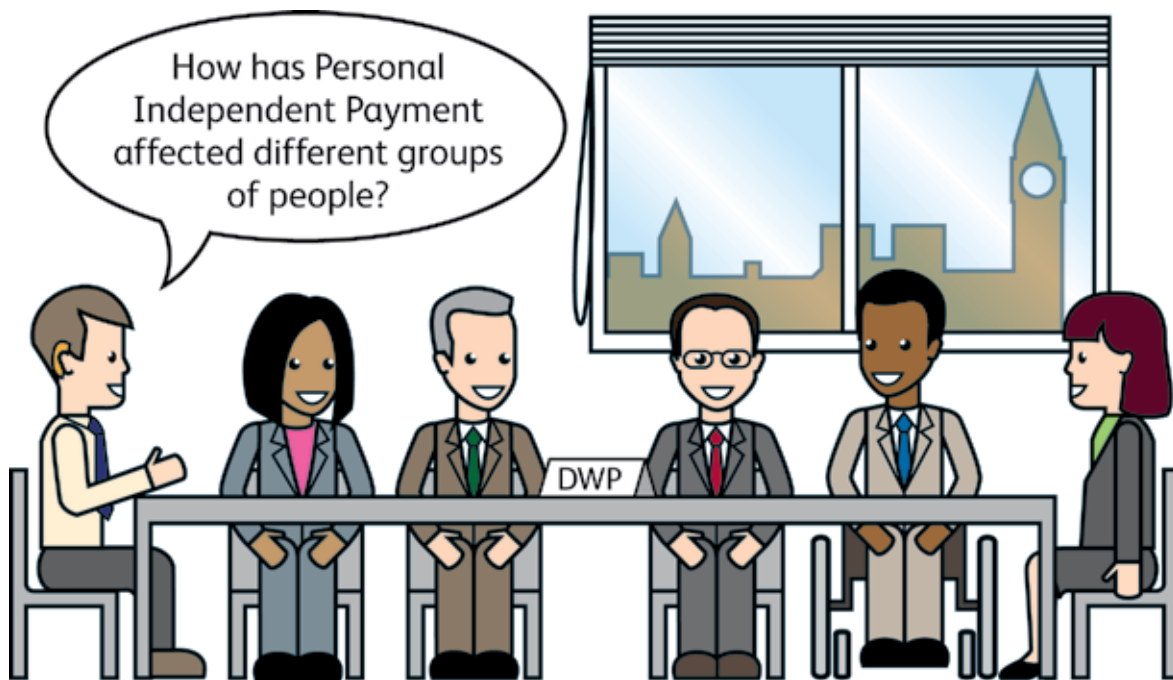
### Idea 9 – What the Department for Work and Pensions says

We may ask new people to do your **assessment** in the future. The **Department for Work and Pensions** will ask their managers to consider watching the **assessments** to make sure they are right. They will also think about how voice recording can help with the **assessment**.

The **Department for Work and Pensions** will continue to watch some face-to-face assessments to make sure they are being run properly.

### Idea 10 – What the report said

The **Department for Work and Pensions** need to make sure that their checks include looking at the claim process the person has gone through when claiming **Personal Independence Payment**.



### Idea 10 – What the Department for Work and Pensions says

The **Department for Work and Pensions** will look at the claim process and make sure that it is being done right. They will only ask you to go to a face-to-face **assessment** if you need to be there.

The **Department for Work and Pensions** will also look at the advice it gives to case managers so they can make sure the **assessment** report is good enough. If it is not good enough they will return it to the people that do your **assessment**.

## Personal Independence Payment

---

### Idea 11 – What the report said

The **Department for Work and Pensions** will make sure that the results of **assessments** in different parts of the country are not too different. They should be similar.

### Idea 11 – What the Department for Work and Pensions says

The **Department for Work and Pensions** will use research to understand how the **Personal Independence Payment** is working and look at where it can be made better.

The **Department for Work and Pensions** will also look at how better training and better information can make decisions better.

## What needs to be done in the future

### Idea 12 – What the report said

The **Department for Work and Pensions** will do more research on how **Personal Independence Payment** is working. The **Department for Work and Pensions** will look at the results of **assessments**, the way **Personal Independence Payment** is paid and the appeals process.



### Idea 12 – What the Department for Work and Pensions says

The **Department for Work and Pensions** will keep working with **Ipsos MORI** and will keep asking people about what they think about **Personal Independence Payment**.

The **Department for Work and Pensions** will look at making the first appeal, called a **mandatory reconsideration**, better. The **Department for Work and Pensions** will also look at the quality of your outcome once you have had an **assessment**.

#### Ipsos Mori

**Ipsos Mori** is the second largest market research organisation in the United Kingdom. It carries out surveys for lots of groups and organisations.

#### Mandatory reconsideration

If you do not agree with the **Department for Work and Pensions'** decision about your **Personal Independence Payment**, you can ask for the decision to be looked at again. This is called mandatory reconsideration. The **Department for Work and Pensions** will look at the decision again. They will send you a letter telling you whether or not they have changed their mind.

## Personal Independence Payment

---

### Idea 13 – What the report said

The **Department for Work and Pensions** should see if more can be done to put people in touch with job advice and support services.



This should be done when people claim **Personal Independence Payment** and they are either in work or they want to get a job.

The **Department for Work and Pensions** should let people know that being in work will not affect their chances of getting **Personal Independence Payment**.

### Idea 13 – What the Department for Work and Pensions says

We will work closely with other government departments, including JobCentre Plus and **Access to Work**. We will check to see what more can be done help people stay in work or move towards getting a job.

#### Access to Work

**Access to Work** gives advice and support to people whose disability or health condition affects how they do their work.

**Access to Work** can help pay for a support worker, or the extra costs a disabled person might have in travelling to and from work. It can also help pay for things like special computers a disabled person might need to help them do their job.

### Idea 14 – What the report said

People and health experts should be able to go online and upload evidence safely, to help with a **Personal Independence Payment** claim.

### Idea 14 – What the Department for Work and Pensions says

We will work towards building a computer program that will allow people and health experts to upload documents to help with their claim.

# Word list

## Access to Work

**Access to Work** gives advice and support to people whose disability or health condition affects how they do their work.

**Access to Work** can help pay for a support worker, or the extra costs a disabled person might have in travelling to and from work. It can also help pay for things like special computers a disabled person might need to help them do their job. . . . .27

## Assessment

This is the way the **Department for Work and Pensions** works out if a person can get **Personal Independence Payment**. It looks at 10 everyday activities and 2 activities on how a person can go outside. Points are given based on how well a person can or cannot do the activities. . . . .4

## British Sign Language

This is a language for deaf people. Instead of speaking, people use their hands to make signs that deaf people see as words. People who use it are sometimes called signers . . . .8

## Case manager

This is a person who works for the Department for Work and Pensions who decides how much help you may get. . . . .9

## 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. . . . .6

## 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 some of the help and support they need . . . . .9

## Ipsos Mori

Ipsos Mori is the second largest market research organisation in the United Kingdom. It carries out surveys for lots of groups and organisations. . . . .25

## Mandatory reconsideration

If you do not agree with the **Department for Work and Pensions'** decision about your **Personal Independence Payment**, you can ask for the decision to be looked at again. This is called mandatory reconsideration. The **Department for Work and Pensions** will look at the decision again. They will send you a letter telling you whether or not they have changed their mind. . . . .25

## Personal Independence Payment

This benefit helps disabled people live full, active and independent lives. Disabled people who get the benefit get money to pay some of the extra costs of being disabled . . . . .4





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.gov.uk/government/publications](http://www.gov.uk/government/publications)

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 Report Team  
Caxton House  
Tothill Street  
London  
SW1H 9NA

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

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

© Crown Copyright 2017

Published by the Department for Work and Pensions

December 2017