



Department  
for Work &  
Pensions



# Claimant Survey – Wave 2

Personal Independence Payment  
Claimant Research, Ipsos MORI

---

September 2018

# Ipsos MORI for Department of Work and Pensions Personal Independence Payment (PIP) Claimant Survey – Wave 2

## NOTES

- This is the specification for a Computer Assisted Telephone Interview script (CATI). The routing instructions were used by a programmer to create a questionnaire which asked people the correct questions for their circumstances.
- Textfills were used in the questionnaire so that the wording of the question was appropriate to the claimant. For example if someone was claiming on behalf of someone else the wording referred to 'the person you are claiming for' rather than 'you'. This is indicated in the script using {VARIABLE TEXT BASED ON A4}.
- These questions were read out by a telephone interviewer. The script includes instructions to interviewers e.g. SINGLE CODE ONLY which are also used by the programmer to set up the script correctly. These were not communicated to claimants.
- The text in bold shows the questions which claimants were asked. Except where it says READ OUT... interviewers did not read out the answer options but coded verbatim answers given by claimants to the appropriate categories.
- The wording shown here is what was asked for claimants. Sometimes the current (official terminology) was not used, but instead terminology which would be understood by participants was used e.g. Citizens' Advice Bureau (CAB) or PIP application form.
- A paper questionnaire was offered as an alternative for claimants who could not or did not wish to complete the interview by telephone. The answers from that were coded by telephone interviewers into the telephone script once they were received back from participants.
- The questionnaire was presented to some claimants who had taken part in a wave 1 interview as well (referred to as longitudinal sample) as well as to a new sample who had not taken part at wave 1 (referred to as new sample). The routing for these two groups was slightly different as it required different introductions and also different demographic information to be collected.
- See project technical report for further details about sampling and fieldwork.
- [BLANK STATEMENT] and [BLANK CODE] are used to indicate that the statement letter or answer code number were not used after removal of a statement or code between the pilot and the mainstage. They are retained like this so as to remain consistent with the dataset which used this numbering and lettering. The same applies to missing question numbers.

FOR LONGITUDINAL SAMPLE ONLY.

INTERVIEWER: PLEASE CONFIRM YOU ARE SPEAKING TO THE RIGHT PERSON AND THAT THEY REMEMBER TAKING PART IN THE PREVIOUS INTERVIEW. IF YOU ARE IN DOUBT ABOUT WHETHER YOU ARE SPEAKING TO THE RIGHT PERSON, DO NOT CONTINUE. IT IS POSSIBLE THAT THE PERSON WHO RESPONDED LAST TIME IS NO LONGER ABLE TO TAKE PART, BUT THEY WOULD LIKE SOMEONE ELSE TO TAKE PART IN THIS SURVEY ON THEIR BEHALF. THIS IS ACCEPTABLE.

1. Speaking to the same person as during the first interview
2. Speaking to someone else who has been nominated by the first person and is clear that the interview is about the application of the person who responded before
3. Speaking to someone who does not recall taking part last time and we cannot be sure is the same person spoken to last time THANK AND CLOSE.

ASK ALL.

**S1. Are you free to discuss this now?**

SINGLE CODE ONLY.

1. Yes, appropriate time – WITH NAMED SAMPLE MEMBER GO TO S2
2. Yes, appropriate time – WITH SOMEONE NOT NAMED ON SAMPLE  
GO TO S2
3. Happy to take part but need to call back MAKE APPOINTMENT
4. Refused THANK & CLOSE
5. Named respondent has died – DO NOT CONTINUE THANK & CLOSE

ASK NEW SAMPLE ONLY.

**S2. Before we begin, can I just check that...**

[IF NEW CLAIMANT] ...last year you contacted the Department for Work and Pensions claim line by telephone to make an application for Personal Independence Payment, or PIP?

[IF NATURAL (RE)ASSESSMENT] ...last year you contacted the Department for Work and Pensions claim line by telephone after being asked to apply for Personal Independence Payment, or PIP?

[IF FULL PIP ROLL-OUT] ...last year you contacted the Department for Work and Pensions claim line by telephone after being told that your existing DLA payments will end and being invited to apply for Personal Independence Payment, or PIP?

NOTE TO INTERVIEWER: IF PARTICIPANT SAYS THEY ARE APPLYING ON SOMEONE ELSE'S BEHALF: **If you are applying on behalf of someone else in a professional or personal capacity as their appointee we would still be interested in speaking to you.**

NOTE TO INTERVIEWER: IF PARTICIPANT SAYS THEY MADE THE INITIAL CLAIM CALL BUT THEY HAVE NOT COMPLETED OR WILL NOT BE COMPLETING THE FORM THEMSELVES: **If you have applied for PIP with the help of someone else we would still be interested in hearing about your experiences.**

SINGLE CODE ONLY. DO NOT READ OUT.

- |   |                 |
|---|-----------------|
| 1. Yes, have applied for PIP  | CONTINUE TO A1  |
| 2. Yes, did telephone to apply for PIP, but have since decided not to complete the claim form | THANK AND CLOSE |
| 3. No, have not applied for PIP   | THANK AND CLOSE |

READ OUT: **This interview is about your application for PIP (Personal Independence Payment). Please think about this and not any other benefits or payments you have applied for recently.**

INTERVIEWER NOTE: IF PARTICIPANT SEEMS UNCLEAR ABOUT WHICH BENEFIT WE ARE TALKING ABOUT PLEASE READ OUT THE FOLLOWING TEXT TO EXPLAIN TO THEM WHAT PIP IS: **Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term ill-health or a disability for people aged 16 to 64. It replaces DLA (Disability Living Allowance). Applications for PIP are made to DWP. It involves an initial call to a claim line followed by completing a paper form.**

## CURRENT STATUS (SCREENER PART 2)

ASK NEW SAMPLE ONLY.

**A1. Since making the original telephone call to the PIP claim line have you completed the paper application form and submitted it to DWP?**

INTERVIEWER: IF RESPONDENT SAYS THEY ARE CLAIMING ON BEHALF OF SOMEONE ELSE TELL THEM THAT THESE QUESTIONS REFER TO THAT APPLICATION.

SINGLE CODE ONLY.

1. Yes
2. No THANK AND CLOSE –  
ROUTE TO SCREEN WITH NUMBER OF PIP ENQUIRY LINE
3. Don't know THANK AND CLOSE –  
ROUTE TO SCREEN WITH NUMBER OF PIP ENQUIRY LINE

ASK LONGITUDINAL SAMPLE IF NOT SENT IN APPLICATION FORM BEFORE LAST INTERVIEW (LAST INTERVIEW A2=2)

**A2. Last time we spoke to you, you had received your application form for PIP but not yet sent it to DWP. Have you now sent the application form to DWP?**

1. Yes GO TO A4
2. No THANK AND CLOSE –  
ROUTE TO SCREEN WITH NUMBER OF PIP ENQUIRY LINE
3. Don't know THANK AND CLOSE –  
ROUTE TO SCREEN WITH NUMBER OF PIP ENQUIRY LINE
4. Can't remember THANK AND CLOSE –  
ROUTE TO SCREEN WITH NUMBER OF PIP ENQUIRY LINE

ASK NEW SAMPLE IF FORM HAS BEEN COMPLETED AND SENT TO DWP (CODE 1 AT A1) OR LONGITUDINAL SAMPLE AND A2=1.

**A4. Was the application for yourself or on behalf of someone else?**

SINGLE CODE. DO NOT READ OUT.

1. For myself
2. For someone else
3. Don't know

ASK NEW SAMPLE IF FORM HAS BEEN COMPLETED AND SENT TO DWP (CODE 1 AT A1) OR LONGITUDINAL SAMPLE AND A2=1.

**A7. Have {VARIABLE TEXT FROM A4} you/they had a face-to-face assessment consultation with an assessment provider? This means a face-to-face assessment consultation which {VARIABLE TEXT FROM A4} you/the person you are claiming for attended in person.**

SINGLE CODE. DO NOT READ OUT.

1. Yes – had face-to-face assessment consultation
2. No – have not had face-to-face assessment consultation
3. Don't know

THANK AND CLOSE

ASK NEW SAMPLE IF FORM HAS BEEN COMPLETED AND SENT TO DWP (CODE 1 AT A1) OR LONGITUDINAL SAMPLE AND A2=1.

**A3. Have you received a decision letter, telling you the outcome of your application for PIP?**

INTERVIEWER: IF THEY ARE CLAIMING FOR SOMEONE ELSE AND THAT PERSON HAS RECEIVED THE LETTER, CODE YES.

1. Yes, received letter
2. No, did not receive letter
3. Don't know
4. Can't remember

THANK AND CLOSE

THANK AND CLOSE

ASK NEW SAMPLE IF FORM HAS BEEN COMPLETED AND SENT TO DWP (CODE 1 AT A1) OR LONGITUDINAL SAMPLE AND A2=1 and DID NOT HAVE A FACE TO FACE ASSESSMENT (A7=2) .

**A6. Were {VARIABLE TEXT FROM A4} you/they invited to a face-to-face assessment consultation for PIP?**

SINGLE CODE. DO NOT READ OUT.

1. Yes – invited to a face-to-face assessment consultation
2. No – not invited to a face-to-face assessment consultation
3. Don't know

ASK IF HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**A8. Which month was the face-to-face assessment consultation in? PROBE: If you are unsure, please provide your best estimate of the month.**

SINGLE CODE. DO NOT READ OUT.

1. February 2017
2. January 2017
3. December 2016
4. November 2016
5. October 2016
6. September 2016
7. End of 2016
8. Beginning of 2017
9. Don't know

ASK NEW SAMPLE ONLY IF HAD A DECISION (A3=1):

READ OUT: **We're interested in knowing about the various reasons why people might apply for PIP.**

**A9. {VARIABLE TEXT FROM A4} You/the person you are claiming on behalf of may have one or more disabilities or long-term health conditions. We do not need to know exactly which disability or condition(s) {VARIABLE TEXT FROM A4} you/they have, but please tell us whether they affect {VARIABLE TEXT FROM A4} you/them in any of the following ways.**

READ OUT. MULTICODE OK. PROBE FULLY.

1. Vision (for example blindness or partial sight)
2. Hearing (for example deafness or partial hearing)
3. Mobility (for example walking short distances or climbing stairs)
4. Dexterity (for example lifting and carrying objects, using a keyboard)
5. Learning or understanding or concentrating
6. Memory
7. Mental health
8. Stamina or breathing or fatigue
9. Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)
10. Other (PLEASE SPECIFY: **What other area(s) do any of your disabilities or conditions affect {VARIABLE TEXT FROM A4} you/them in?**)
11. None of these
12. Refusal/Don't know (DO NOT READ OUT)

ASK IF NOT HAD A DECISION (A3=2) NOT HAD A FACE-TO-FACE ASSESSMENT (A7<>1) AND INVITED TO A FACE TO FACE ASSESSMENT (A6=1)

**A10. What were the reasons {TEXTFILL ACCORDING TO A4} you/they did not have a face-to-face assessment interview?**

DO NOT READ OUT. MULTICODE OK.

1. I am still waiting for my face-to-face assessment consultation
2. I was/they were advised that I/they no longer needed a face-to-face assessment consultation
3. My appointment was cancelled by the provider and still awaiting a new one
4. My appointment was cancelled by the provider and I did not go to the replacement one
5. I could not get hold of the provider/DWP to rearrange/make another appointment
6. I was not offered a suitable location (not possible to travel to the place(s) offered)
7. The building(s) where they offered the appointment(s) were not accessible to me (about accessibility of the venue itself)
8. I requested a home assessment but this was not provided
9. The appointment(s) were at time(s) I could not attend (because of work)
10. The appointment(s) were at time(s) I could not attend (because of other commitments)
11. I was not given enough notice of the appointment time (s)
12. I could not find a carer or supporter to come with me
13. I could not afford to get to an assessment
14. I was not well enough to go to a face-to-face assessment consultation
15. Going to a face-to-face assessment would have made my condition worse
16. Other reason

**ANYONE WHO HAS NOT HAD A DECISION A3=2 OR DOESN'T KNOW A3=3 SHOULD THANK AND CLOSE**



## PRIOR KNOWLEDGE

ASK ALL WHO HAD A FACE TO FACE ASSESSMENT (A7=1)

READ OUT: I'd now like you to think back to the time before the PIP application was assessed and {VARIABLE TEXT FROM A4} you/the person you are claiming for received a decision from DWP.

ASK IF HAD A FACE TO FACE ASSESSMENT (A7=1)

**B4. Did you obtain any advice or information from DWP about the assessment process in any of these ways?**

READ OUT. MULTICODE OK. PROBE FULLY.

- Phoning the PIP enquiry line
- Phoning another DWP telephone line
- Using the DWP website
- Reading the information provided with the application form
- [BLANK CODE]
- Using another source of information from DWP
- Did not obtain any advice or information from DWP
- Don't know

ASK IF OBTAINED ADVICE OR INFORMATION FROM DWP (B4=1-6)

**B6. What type of information or advice did you obtain from DWP?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

1. How long the assessment process takes from filling in the application to receiving a decision
2. What the overall assessment process involves
3. How to reschedule appointments
4. How long the face-to-face assessment consultation will last
5. Where the face-to-face assessment consultation would take place
6. How to get to the assessment centre
7. How to arrange a home assessment
8. How to prepare for a face-to-face assessment consultation
9. How to act during face-to-face assessment consultations
10. Who would conduct the face-to-face assessment consultation
11. What supporting evidence is required at the face-to-face assessment consultation
12. Whether you/they could take somebody with you/ them
13. Whether you/they could bring supporting evidence that was not originally submitted with your/ their application
14. How you/they would be informed about the decision after the face-to-face assessment consultation

15. Other information or advice about PIP ( PLEASE SPECIFY)
16. Don't know
17. Can't remember

ASK THOSE WHO RECEIVED INFORMATION OR ADVICE FROM DWP (B4=1-6)

**B7. How clear or not was the information you got from DWP about the assessment process?**

SINGLE CODE. READ OUT.

1. Very clear
2. Fairly clear
3. Not very clear
4. Not at all clear
5. Don't know (DO NOT READ OUT)

ASK IF DID NOT CONSULT DWP SOURCES (B4=7)

**B8. You said you did not get any advice or information from DWP about the assessment process. Why was this?**

DO NOT READ OUT. MULTICODE. PROBE FULLY

1. I did consult DWP but did not get any advice or information
2. I did not need any advice or information
3. I used advice or information from other sources
4. I did not know I could get advice or information from DWP
5. I did not think the DWP information would be helpful
6. I felt the DWP information would be biased/I did not trust the DWP information
7. I preferred to get advice or information from other sources
8. The person I was claiming for found out about it themselves
9. Other (PLEASE SPECIFY)
10. Don't know

ASK IF HAD A FACE-TO-FACE ASSESSMENT (A7=1)

**B14. How long did {VARIABLE TEXT FROM A4} you/the person you are claiming for wait from sending in the application form to the date of your/their face-to-face assessment consultation appointment? PROBE: If you are unsure, please provide your best estimate.**

SINGLE CODE. DO NOT READ OUT.

1. One week or less
2. Two weeks
3. Three weeks
4. Four weeks

5. Five weeks
6. Six weeks
7. Seven weeks or more
8. Don't know
9. Can't remember

ASK IF HAD A FACE-TO-FACE ASSESSMENT (A7=1)

**B15. Was {VARIABLE TEXT FROM A4} your appointment/the appointment for the person you are claiming for later than you expected, sooner than expected or about the time you expected?**

SINGLE CODE. DO NOT READ OUT.

1. Later than expected
2. Sooner than expected
3. About the time expected
4. Don't know

ASK IF HAD A FACE TO FACE ASSESSMENT (A7=1)

**B16. Did DWP make it clear or not:**

READ OUT. SINGLE CODE ONLY.

- A. That {VARIABLE TEXT FROM A4} you/the person you are claiming for might need to have a face-to-face assessment consultation
- B. Why {VARIABLE TEXT FROM A4} you/the person you are claiming for might need to have a face-to-face assessment consultation?
- C. What happens at a face-to-face assessment consultation?
- D. [BLANK STATEMENT]
- E. How long {VARIABLE TEXT FROM A4} you/the person you are claiming for could expect to wait for an appointment for a face-to-face assessment consultation after sending in the application form.
  1. Yes, did make clear
  2. No, did not make clear
  3. Don't know [DO NOT READ OUT]

ASK IF HAD A FACE TO FACE ASSESSMENT (A7=1)

**B17. What did you expect to be asked during the face-to-face assessment consultation?**

INTERVIEWER: If participant needs additional guidance explain that:

**“We are interested in what questions you expected {VARIABLE TEXT based on A4} you/they would be asked and what you expected {VARIABLE TEXT based on A4} you/they would be asked to do.”**

MULTICODE. DO NOT READ OUT. PROBE FULLY.

1. To be asked about the information in my/their application form
2. To be asked about my/their current condition
3. To be asked about how my/their condition affects me/them day to day
4. To be asked about treatments I am/they are receiving or have received for my/their condition
5. To be asked about medication I am/they are receiving or have received for my/their condition
6. To be asked about any hospital stays I/they may have had related to my/their condition
7. To be asked about the supporting evidence I submitted when I sent in the application form
8. To be asked to do some functional tests to see what I/they can do (e.g. walking, lifting, sight, breathing tests, etc.)
9. I did not know what to expect
10. Don't know/can't remember

## THE ASSESSMENT

ASK IF HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1), READ OUT: **Now I'd like to ask you some questions about face-to-face assessment consultations.**

ASK IF HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**C1. Did {VARIABLE TEXT FROM A4} you/the person you are claiming for attend the face-to-face assessment consultation {VARIABLE TEXT FROM A4} you/they were initially offered?**

SINGLE CODE. DO NOT READ OUT.

1. Yes, attended the face-to-face assessment consultation initially offered
2. No, did not attend the face-to-face assessment consultation initially offered
3. Don't know

ASK IF HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**C11. Where did {VARIABLE TEXT FROM A4} your/their face-to-face assessment consultation take place?**

SINGLE CODE. READ OUT.

1. At a venue arranged by the assessment provider
2. At home
3. At my/their local surgery or health centre
4. Other
5. Don't know/can't remember

ASK IF DID NOT ATTEND FACE-TO-FACE ASSESSMENT CONSULTATION INITIALLY OFFERED (C1=2)

**C2. What were the reasons {VARIABLE TEXT FROM A4} you/ the person you are claiming for did not attend the face-to-face assessment consultation initially offered?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. My/Their initial appointment was cancelled by the provider
2. I/they could not get to the location offered (not possible to travel to that place)
3. The building where they offered the appointment was not accessible to me/ the person I am claiming for (about accessibility of the venue itself)
4. I/They requested a home assessment
5. [BLANK CODE]
6. It was at a time I/they could not attend (because of other commitments)
7. I was/they were not given enough notice of the appointment time
8. I/They could not find a carer or supporter to come with me/them at that place or time

9. I/They could not afford to get to that location
10. I was/They were not well enough to go to a face-to-face assessment consultation
11. Going to a face-to-face assessment consultation would have made my/their condition worse
12. Other reason
13. Don't know

ASK ALL WHO HAD A FACE TO FACE ASSESSMENT (A7=1) OR INVITED TO A FACE-TO-FACE ASSESSMENT CONSULTATION (A6=1)

**C3. Please tell me to what extent you agree or disagree with each of the following statements?**

READ OUT. SINGLE CODE ONLY FOR EACH STATEMENT.

- A. The appointment time {VARIABLE TEXT FROM A4} I was/they were offered was convenient for me/them.
- B. {VARIABLE TEXT FROM A4} I was/They were informed of the assessment time and place in enough time to make preparations
- C. {VARIABLE TEXT FROM A4} I/They knew who to contact if {VARIABLE TEXT FROM A4} I/they needed to ask questions or rearrange appointments
- D. [BLANK STATEMENT]
- E. DWP made it clear to {VARIABLE TEXT FROM A4} me/them that {VARIABLE TEXT FROM A4} I/they could bring someone to the face-to-face assessment consultation if {VARIABLE TEXT FROM A4} I/they wanted to
- F. The face-to-face assessment consultation offered was in a venue or building that was accessible to {VARIABLE TEXT FROM A4} me/them (e.g. with suitable ramps, handrails, light, sound proofing, toilets etc.) (ONLY IF c11<>2)
- G. The face-to-face assessment consultation offered was in a location that {VARIABLE TEXT FROM A4} I/they could get to easily (ONLY IF c11<>2)
  1. Strongly agree
  2. Tend to agree
  3. Neither agree nor disagree
  4. Tend to disagree
  5. Strongly disagree
  6. Don't know (DO NOT READ OUT)

ASK IF HAD A FACE-TO-FACE ASSESSMENT (A7=1) AND C3A=4 OR 5 (APPOINTMENT TIME WAS NOT CONVENIENT) OR C3F=4 OR 5 OR C3G=4 OR 5 (NOT ACCESSIBLE OR LOCATION NOT EASY)

**C4. Did {VARIABLE TEXT FROM A4} you/you or they ask for an alternative appointment time, date or location?**

INTERVIEWER: IF YES, PROBE FOR WHETHER TIME/DATE OR LOCATION OR BOTH

SINGLE CODE. DO NOT READ OUT.

1. Yes, alternative time or date only
2. Yes, alternative location only
3. Yes, alternative time/date and location
4. No, did not ask
5. Don't know/can't remember

ASK IF C4=1,2,3 (asked for new time/date or location)

**C8. How easy or difficult was it to arrange this new time or location for {VARIABLE TEXT FROM A4} your/their appointment?**

SINGLE CODE. READ OUT.

1. Very easy
2. Fairly easy
3. Neither easy or difficult
4. Fairly difficult
5. Very difficult
6. Don't know/can't remember [DO NOT READ OUT]
7. Not applicable [DO NOT READ OUT]

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**C13 What preparation, if any, did {VARIABLE TEXT FROM A4} you/you or they do in advance of your/their face-to-face assessment consultation?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. I/They spoke to someone who had had a face-to-face assessment consultation before
2. I/They spoke to my GP or health professional
3. I/They spoke to my social worker or care and support worker
4. I/They spoke to charity or support group
5. I/They did some research on the internet
6. [BLANK CODE]
7. I/They gathered some additional supporting evidence to take with me/them
8. I/They read through a copy of my/their application form

**Department of Work and Pensions: Personal Independence Payment (PIP) - Wave 2**

9. Other preparation (PLEASE SPECIFY)
10. I/They didn't know what preparations to make
11. Someone else prepared for me/them / I prepared on their behalf
12. I was/They were not well enough to prepare
13. I/They did not make any preparations
14. Don't know/can't remember

ASK IF NOT HAD A FACE-TO-FACE ASSESSMENT (A7=2 or DK) and was invited to an assessment (A6=1)

**C14. What were the reasons {TEXTFILL ACCORDING TO A4} you/they did not have a face-to-face assessment interview?**

DO NOT READ OUT. MULTICODE OK.

1. I am/they are still waiting for my/their face-to-face assessment consultation
2. I was/they were advised that I/they no longer needed a face-to-face assessment consultation
3. My/Their appointment was cancelled by the provider and still awaiting a new one
4. My/Their appointment was cancelled by the provider and I/they did not go to the replacement one
5. I/They could not get hold of the provider/DWP to rearrange/make another appointment
6. I was/They were not offered a suitable location (not possible to travel to the place(s) offered)
7. The building(s) where they offered the appointment(s) were not accessible to me/them (about accessibility of the venue itself)
8. I/They requested a home assessment but this was not provided
9. The appointment(s) were at time(s) I/They could not attend (because of work)
10. The appointment(s) were at time(s) I/They could not attend (because of other commitments)
11. I was/They were not given enough notice of the appointment time(s)
12. I/They could not find a carer or supporter to go with me/them
13. I/They could not afford to get to an assessment
14. I was/They were not well enough to go to a face-to-face assessment consultation
15. Going to a face-to-face assessment would have made my/their condition worse
16. Other reason



ASK IF NOT HAD A FACE-TO-FACE ASSESSMENT (A7=2 or DK) and was invited to an assessment (A6=1)

**C15. Did {VARIABLE TEXT FROM A4} you/you or they ask for an alternative appointment time, date or location?**

**INTERVIEWER: IF YES, PROBE FOR WHETHER TIME/DATE OR LOCATION OR BOTH**

SINGLE CODE. DO NOT READ OUT.

1. Yes, alternative time or date only
2. Yes, alternative location only
3. Yes, alternative time/date and location
4. No, did not ask
5. Don't know/can't remember

ASK IF C15=1,2,3 (ASKED FOR NEW TIME/DATE OR LOCATION)

**C16. How easy or difficult was it to arrange this new time or location for {VARIABLE TEXT FROM A4} your/their appointment?**

SINGLE CODE. READ OUT

1. Very easy
2. Fairly easy
3. Neither easy or difficult
4. Fairly difficult
5. Very difficult
6. Don't know/can't remember [DO NOT READ OUT]

## **DURING THE FACE-TO-FACE ASSESSMENT CONSULTATION**

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D1. Did anyone come into the face-to-face assessment consultation room with you? {TEXTFILL ALTERNATIVE WORDING IF A4=2} [Did someone attend the face-to-face assessment consultation with the claimant?]**

SINGLE CODE. DO NOT READ OUT

1. Yes, someone attended with me/them
2. No, no one attended with me/them
3. Don't know/can't remember

ASK IF TOOK SOMEONE WITH THEM D1=1.

**D2. Who did {VARIABLE TEXT FROM A4} you/ the person you are claiming for take into the face-to-face assessment consultation?**

INTERVIEWER: FOR CASES WHERE THE RESPONDENT IS CLAIMING FOR SOMEONE ELSE, IF THE RESPONDENT TO THIS INTERVIEW WENT IN WITH THE CLAIMANT, SELECT CODE 1. IF ANYONE ELSE WHO IS NOT THE RESPONDENT WENT IN, USE THE OTHER CODES

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. Me – the respondent (ONLY VALID IF CLAIMING FOR SOMEONE ELSE)
2. Relative/ family member
3. Friend
4. A volunteer from a local help group
5. Care and support worker/ personal assistant
6. An advisor from a charity
7. A legal representative
8. Other (PLEASE SPECIFY)
9. Don't know/can't remember

ASK IF D1=1 (ATTENDED WITH SOMEONE)

**D2A. Did the person who attended with {VARIABLE TEXT BASED ON A4} you/ the claimant attend as {VARIABLE TEXT BASED ON A4} your/their appointee?**

1. Yes – as appointee
2. No – was not appointee
3. Don't know/can't remember

ASK IF D1=1 (ATTENDED WITH SOMEONE)

**D3. Why did {VARIABLE TEXT FROM A4} you/the person you are claiming for take someone with you into the face-to-face assessment consultation room?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. To support me/them with needs associated with my/ their disability/illness
2. Provided moral support or company
3. Answered the questions in the face-to-face assessment consultation on my/ their behalf
4. Helped me/them with the information I/they needed to answer questions
5. Took notes for me/them so we/they would remember what happened
6. Asked the assessor questions
7. I/ They had to take them with me/them as I/they care for them (they did not have a role in helping me)
8. Other
9. Don't know

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D5. Please tell me to what extent you agree or disagree with each of the following statements about the face-to-face assessment consultation?**

INTERVIEWER: IF THE RESPONDENT IS CLAIMING ON BEHALF OF SOMEONE ELSE THEY CAN ANSWER THIS QUESTION EVEN IF THEY DID NOT ATTEND THE INTERVIEW. IF THEY DON'T KNOW THE ANSWERS USE DON'T KNOW.

READ OUT. SINGLE CODE ONLY FOR EACH STATEMENT.

- A. [BLANK STATEMENT]
- B. The assessor explained what his/her role was
- C. The assessor explained the purpose and structure of the face-to-face assessment consultation before starting
- D. The assessor treated {VARIABLE TEXT FROM A4} me/them with respect and dignity during the face-to-face assessment consultation
- E. [BLANK STATEMENT]
- F. {VARIABLE TEXT FROM A4} I/They felt listened to during the face-to-face assessment consultation
- G. {VARIABLE TEXT FROM A4} My/Their communication and language needs were considered in how the face-to-face assessment consultation was carried out
- H. The assessor had understood {VARIABLE TEXT FROM A4} my/their application form and supporting evidence sent in advance correctly
- I. {VARIABLE TEXT FROM A4} I was/They were asked questions which were relevant and appropriate to {VARIABLE TEXT FROM A4} my/their condition

- J. **{VARIABLE TEXT FROM A4} I was/They were asked questions which allowed {VARIABLE TEXT FROM A4} me/them to fully explain the impact of {VARIABLE TEXT FROM A4} my/their condition on {VARIABLE TEXT FROM A4} my/their day-to-day life**
  - K. **The measurements and functional tests that were carried out during the face-to-face assessment consultation were relevant and appropriate**
  - L. **{VARIABLE TEXT FROM A4} I/They had enough time during the face-to-face assessment consultation to explain how {VARIABLE TEXT FROM A4} my/their condition affects {VARIABLE TEXT FROM A4} me/them**
  - M. **{VARIABLE TEXT FROM A4} I/They understood what {VARIABLE TEXT FROM A4} I was/they were being asked about and what {VARIABLE TEXT FROM A4} I was/they were being asked to do**
- 1. Strongly agree
  - 2. Tend to agree
  - 3. Neither agree nor disagree
  - 4. Tend to disagree
  - 5. Strongly disagree
  - 6. Don't know (DO NOT READ OUT)
  - 7. Not applicable (DO NOT READ OUT)

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D6. Were there things {VARIABLE TEXT FROM A4} you/the person you are claiming for wanted to explain at the face-to-face assessment consultation which {VARIABLE TEXT FROM A4} you/they weren't able to?**

SINGLE CODE. DO NOT READ OUT.

- 1. Yes, there were things they wanted to explain
- 2. No, there were not things they wanted to explain
- 3. Don't know

ASK If yes (D6=1)

**D7. Why weren't {VARIABLE TEXT FROM A4} you/they able to explain them?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

- 1. I was/they were not asked the right questions
- 2. I/they forgot to mention them
- 3. There was no time
- 4. I/they had been advised not to say them
- 5. The assessor was 'scary' or intimidating
- 6. Other (PLEASE SPECIFY)
- 7. Don't know

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D8. Which statement best describes what happened during the face-to-face assessment consultation?**

READ OUT. SINGLE CODE.

1. {VARIABLE TEXT FROM A4} I was/they were just asked questions –  
{VARIABLE TEXT FROM A4} I was/they were not asked to do any tests or assessments
2. Mostly the face-to-face assessment consultation was questions –  
{VARIABLE TEXT FROM A4} I was/they were asked to do just one or two assessments
3. The face-to-face assessment consultation was roughly half questions and half tests and assessments
4. The face-to-face assessment consultation was mainly tests and assessments with very few questions asked
5. Don't know (DO NOT READ OUT)

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D10 During the face-to-face assessment consultation, which, if any, of the following things did the assessor ask about activities {VARIABLE TEXT FROM A4} you/they do?**

READ OUT. MULTICODE. PROBE FULLY.

1. Whether {VARIABLE TEXT FROM A4} you/they can repeat the activities
2. How long the activities take
3. Whether {VARIABLE TEXT FROM A4} you/they have to stop while doing the activities
4. How the situation varies between good and bad days
5. Whether {VARIABLE TEXT FROM A4} you/they can carry the activities out safely
6. None of these
7. Don't know (DO NOT READ OUT)
8. Can't remember (DO NOT READ OUT)

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D12. Did DWP make it clear or not that {VARIABLE TEXT FROM A4} you/the person you are claiming for could take additional supporting evidence to {VARIABLE TEXT FROM A4} your/their face-to-face assessment consultation?**

SINGLE CODE. DO NOT READ OUT

1. Yes, did make clear
2. No, did not make clear
3. Don't know/can't remember

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D14. What, if any, additional supporting evidence did {VARIABLE TEXT FROM A4} you/they take to the face-to-face assessment consultation?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. Reports from health professionals
2. Care or treatment plans
3. Hospital discharge letters
4. Test results (e.g. scans, blood tests, X-rays, etc.)
5. Prescription lists
6. Appointment letters or cards
7. Fact sheets about your/their condition or treatments
8. Travel tickets
9. Other supporting evidence (SPECIFY)
13. Took no supporting evidence
10. Don't know
11. Can't remember

ASK IF TOOK ADDITIONAL SUPPORTING EVIDENCE (D14=1-9)

**D15. Why did {VARIABLE TEXT FROM A4} you/they take this additional supporting evidence to {VARIABLE TEXT FROM A4} your/their face-to-face assessment consultation, and not include it with the original application?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. I/They did not know it would be useful when I/they completed the original application
2. I/They did not have it in time to submit with my/their original application
3. I was/They were advised to take it to the face-to-face assessment consultation as I/they had not submitted it with the application
4. I/They thought it would be helpful to take everything I/they have to the face-to-face assessment consultation just in case
5. Other
6. Don't know

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D16. Was there any supporting evidence which {VARIABLE TEXT FROM A4} you/they wanted to take to the face-to-face assessment consultation but did not?**

SINGLE CODE. DO NOT READ OUT

1. Yes, there was evidence I/they wanted to take
2. No, there was not evidence I/they wanted to take
3. Don't know/can't remember

ASK ALL WHO HAD A DECISION (A3=1) (INCLUDING THOSE WHO HAVE NOT HAD A FACE TO FACE ASSESSMENT)

**D19. Did DWP make it clear or not that the assessment provider may have gathered further information about {VARIABLE TEXT FROM A4} you and your health condition/the person you are claiming for and their health condition beyond what you/they sent in with the application, for example from {VARIABLE TEXT FROM A4} your/their GP?**

SINGLE CODE. DO NOT READ OUT.

1. Yes, did make clear
2. No, did not make clear
3. Don't Know/can't remember

ASK ALL WHO HAD A DECISION (A3=1)

**D20. Who do you think is responsible for gathering and collating the supporting evidence about the application?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

1. The claimant (the person for whom PIP is being claimed) or the person applying on their behalf
2. The GP
3. DWP
4. The assessment provider (ATOS/CAPITA)
5. Other
6. Don't know

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**D21. Thinking about the face-to-face assessment consultation itself, was {VARIABLE TEXT FROM A4} your/their overall experience of the face-to-face assessment consultation easier than expected, more difficult than expected, or just as {VARIABLE TEXT FROM A4} you/they expected?**

DO NOT READ OUT. SINGLE CODE ONLY.

1. The experience was easier than I/they expected
2. The experience was more difficult than I/they expected
3. The experience was as I/they expected
4. Don't know/no opinion (DO NOT READ OUT)

ASK IF D21= MORE DIFFICULT (CODE 2)

**D22. In what ways was the face-to-face assessment consultation more difficult than {VARIABLE TEXT FROM A4} you/they expected?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

1. Longer
2. More tiring than expected
3. More medical than expected
4. Assessments/tests were difficult
5. The assessor was unfriendly
6. The assessor was unhelpful
7. The person I/ they brought to the face-to-face assessment consultation was not able to help or allowed to help as much as I/ they thought they would be able to
8. It was intrusive
9. It was stressful
10. I was/They were not able to present the information or evidence I/they wanted to
11. Other
12. Don't know/can't remember

ASK IF D21 = EASIER (CODE 1)

**D23. In what ways was the face-to-face assessment consultation easier than {VARIABLE TEXT FROM A4} you/they expected?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

1. Shorter
2. Less tiring than expected
3. Less medical than expected
4. Assessments/tests were easy or easier than expected
5. The assessor was friendly
6. The assessor was helpful
7. The person I/ they brought to the face-to-face assessment consultation was able to or allowed to help more than I/ they thought they would be able to
8. It was less intrusive than expected
9. It was good to speak to someone about how my/their condition affects me/ them
10. It was less stressful than expected
11. Other
12. Don't know/can't remember



ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT INTERVIEW (A7=1) AND ARE MAKING THE APPLICATION FOR THEMSELVES (A4=1)

**D26. Would you have liked the face-to-face assessment consultation to have been audio-recorded by the health professional?**

SINGLE CODE. DO NOT READ OUT.

1. Yes, would have liked it recorded
2. No, would not have liked it recorded
3. Don't know

## **AFTER YOUR ASSESSMENT**

ASK FULL PIP ROLL OUT AND REASSESSMENT ONLY

**E1. Do you think that evidence from {VARIABLE TEXT FROM A4} your/the person you are claiming for's previous DLA applications and information about {VARIABLE TEXT FROM A4} your/their DLA award were used in making a decision about {VARIABLE TEXT FROM A4} your/their PIP application?**

SINGLE CODE. READ OUT.

1. Yes, definitely
2. Yes, probably
3. Neither yes nor no
4. No, probably
5. No, definitely
6. Don't know [DO NOT READ OUT]

ASK ALL WHO HAD A DECISION (A3=1)

**E2. Do you think that evidence from {VARIABLE TEXT FROM A4} your/the person you are claiming for's GP or medical records was used in making a decision about {VARIABLE TEXT FROM A4} your/their PIP application?**

SINGLE CODE. READ OUT.

1. Yes, definitely
2. Yes, probably
3. Neither yes nor no
4. No, probably
5. No, definitely
6. Don't know [DO NOT READ OUT]

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT CONSULTATION (A7=1)

**E4. Did DWP make it clear or not that {VARIABLE TEXT FROM A4} you/the person you are claiming for did not have to do anything after the face-to-face assessment consultation but wait for a decision?**

DO NOT READ OUT. MULTICODE OK.

1. Yes, did make clear
2. No, did not make clear
3. Don't know

ASK ALL WHO HAD A FACE-TO-FACE ASSESSMENT (A7=1)

**E5. Did DWP make the timescale for receiving a decision after the face-to-face assessment consultation clear or not?**

READ OUT. SINGLE CODE.

1. Yes, did make clear
2. No, did not make clear
3. Don't know

ASK ALL WHO HAD A DECISION (A3=1)

**E7. Did {VARIABLE TEXT FROM A4} you/you or the person you are claiming for contact DWP between sending in {VARIABLE TEXT FROM A4} your/their application and receiving {VARIABLE TEXT FROM A4} your/their decision letter?** INTERVIEWER NOTE: THIS QUESTION FOCUSES ON CONTACTING DWP SPECIFICALLY AND NOT THE ASSESSMENT PROVIDER (CAPITA/ATOS)

SINGLE CODE. DO NOT READ OUT.

1. Yes, I/they did contact DWP
2. No, I/they did not contact DWP
3. Don't know/can't remember

ASK ALL WHO HAD A DECISION (A3=1)

**E8. Did {VARIABLE TEXT FROM A4} you/you or the person you are claiming for contact the assessment provider between sending in the application and receiving the decision letter?** INTERVIEWER NOTE: THIS QUESTION FOCUSES ON CONTACTING THE ASSESSMENT PROVIDER (CAPITA/ATOS) AND NOT DWP

SINGLE CODE. DO NOT READ OUT.

1. Yes, I/they did contact the assessment provider
2. No, I/they did not contact the assessment provider
3. Don't know/can't remember

ASK IF E7=YES (CODE 1)

**E9. Why did {VARIABLE TEXT FROM A4} you/you or the person you are claiming for contact DWP between sending in the application and receiving the decision letter?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. To check on the progress of the application
2. To provide some extra information or supporting evidence
3. To report a change in circumstances (change in disability or impacts)
4. To report a change of contact details
5. To ask for advice (e.g. about face-to-face assessment consultation)
6. To make a complaint

7. Other
8. Don't know

ASK IF CODE 1 AT E8

**E11. Why did {VARIABLE TEXT FROM A4} you/you or the person you are claiming for contact the ASSESSMENT PROVIDER between sending in the application and receiving the decision letter?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. To check on the progress of the application
2. To provide some extra information or supporting evidence
3. To report a change in circumstances (change in disability or impacts)
4. To report a change of contact details
5. To ask for advice (e.g. about face-to-face assessment consultation)
6. To make a complaint
7. To try to rearrange a face-to-face assessment consultation
8. Other
9. Don't know

## THE DECISION

ASK ALL WHO HAD A DECISION (A3=1)

**F2. Now thinking about the decision letter you received from DWP, what was the outcome of the application?**

READ OUT. MULTICODE (1 and 6 cannot be mixed with other answers, 2 and 3 can't be mixed, 4 and 5 can't be mixed) 7 cannot be combined with 1,2,3,4 or 5.

1. No award
2. Awarded standard daily living
3. Awarded enhanced daily living
4. Awarded standard mobility
5. Awarded enhanced mobility
7. Awarded PIP but type of award not known
6. I don't know

ASK ALL WHO HAD A DECISION (A3=1)

**F3. Please tell me to what extent {VARIABLE TEXT FROM A4} you/you and the person you claimed for understood or did not understand each of these things?**

READ OUT BOTH THE SCALE AND THE STATEMENTS. SINGLE CODE ONLY FOR EACH STATEMENT.

- A. **What was written in the decision letter**
- B. **The points described in the letter and how they determine {VARIABLE TEXT FROM A4} my/their award, including why points may not have been allocated**
- C. **How DWP had reached their decision**
- D. **How the application form, supporting evidence [and what {VARIABLE TEXT FROM A4} I/ they said in the face-to-face assessment consultation – [only if had face-to-face assessment consultation] had all been taken into account in reaching the decision**
- E. **[BLANK STATEMENT]**
- F. **How long the award is for and when the award review will be [only if awarded PIP F2>1]**
  1. Fully understood
  2. Understood to some extent
  3. Did not understand very much
  4. Did not understand at all
  5. Don't know (DO NOT READ OUT)

ASK ALL WHO HAD A DECISION (A3=1)

**F4. Did the decision letter refer to information from your/their assessment report or any medical evidence?**

SINGLE CODE. DO NOT READ OUT.

1. Yes, did refer to medical evidence
2. No, did not refer to medical evidence
3. Don't know/can't remember

ASK ALL WHO HAD A DECISION (A3=1)

**F5. Do you think the decision letter included the right amount of detail about {VARIABLE TEXT FROM A4} your/their case, or not?**

MULTICODE OK. READ OUT.

1. Yes – right amount of detail
2. No – too little detail
3. No – too much detail
4. No – wrong kind of detail
5. Don't know [DO NOT READ OUT]

ASK ALL WHO HAD A DECISION (A3=1)

**F6. Did {VARIABLE TEXT FROM A4} you/ you or the person you are claiming for seek any help to understand the decision letter?**

MULTI CODE. DO NOT READ OUT. 3 and 4 are exclusive and can only be single answers. 1 and 2 can be chosen together.

1. Yes, I sought help
2. Yes, the person I am claiming for sought help {those claiming for someone else only}
3. No, did not seek help
4. Don't know/can't remember

ASK IF SOUGHT HELP TO UNDERSTAND DECISION LETTER (F6=1 or F6=2)

**F7. Who did {VARIABLE TEXT FROM F6} you (F6=1)/ you/they (F6=1 and 2) they (F6=2) seek help from to help you/them understand the decision letter?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. Me – the respondent (ONLY VALID IF CLAIMING FOR SOMEONE ELSE)
2. Friend or relative
3. GP or health professional
4. Social worker or care and support worker
5. Someone else claiming PIP
6. Someone from a charity or support group

**Department of Work and Pensions: Personal Independence Payment (PIP) - Wave 2**

7. Someone from DWP
8. The person you are claiming on behalf of
9. Someone else (PLEASE SPECIFY)
10. Don't know

ASK IF SOUGHT HELP FROM DWP (F7=7)

**F8. After {VARIABLE TEXT FROM F6} you (F6=1)/you or person you are claiming for sought help from DWP (F6=1 and 2) the person you are claiming for (F6=2) sought help from DWP, did {VARIABLE TEXT FROM A4} you (F6=1)/you/they (F6=1 and 2) they (F6=2) have a clearer understanding of what the letter meant, or not?**

SINGLE CODE. DO NOT READ OUT.

1. Yes, I/we had a clearer understanding of what the letter meant
2. No, I/we did not have a clearer understanding of what the letter meant
3. Don't know/can't remember

ASK IF DID NOT SEEK HELP FROM DWP (F7 <>7)

**F10. Why did {VARIABLE TEXT FROM A4} you/you or they not consult DWP in understanding the award letter?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. I/They did not need any help
2. I/They used other help
3. I/They did not know DWP could help with this
4. I/They did not think DWP help would be useful
5. I/They felt DWP help would be biased / I/They did not trust DWP
6. Other
7. Don't know

## OVERALL EXPERIENCE AND NEXT STEPS

ASK ALL

**G1. What, if anything, do you think DWP could do to improve the assessment and decision stages of PIP?**

OPEN ENDED

ASK IF AWARDED PIP (F2=2-5)

**G2. How will {VARIABLE TEXT FROM A4} you/the person you are claiming for use the money {VARIABLE TEXT FROM A4} you/they have been awarded?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. For additional costs of daily living associated with my/their disability
2. To cover basic living expenses (rent, food, heating etc)
3. For additional costs of travel associated with my/their disability
4. For additional costs of travel to work or to study
5. To pay for adaptations or equipment
6. To pay for home help/carer/personal assistant
7. To pay for other help at home (e.g. cleaner, gardener, help with washing)
8. To pay for medical treatment or therapies
9. To pay for medication/ prescriptions
10. To pay for study
11. To pay for things which improve the quality of my/their life (e.g. seeing friends and family, social contact)
12. Other
13. Don't know

ASK IF AWARDED PIP (F2=2-5)

**G3. What difference will the award of PIP make to {VARIABLE TEXT FROM A4} you/them?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY.

1. Increase independence
2. Allow me/them to live more independently
3. Allow me/them to keep working
4. Allow me/them to start working
5. Allow me/them to work part-time
6. Allow me/them to move to a more suitable job
7. Allow me/them to start studying
8. Allow me/them to continue studying
9. Improve my/their mental health/reduce stress



10. Allow me/them to keep in touch with friends and family
11. Allow me/them to access other benefits
12. Overall improvement to quality of life
13. Other
14. No difference
15. Don't know

ASK ALL WHO HAD A DECISION (A3=1)

**G4. To what extent do you agree or disagree with each of the following statements?**

READ OUT. DO NOT ROTATE STATEMENTS. REVERSE SCALE FOR HALF THE SAMPLE.

- A. DWP has made it clear that if {VARIABLE TEXT FROM A4} I was/the person I am claiming for was unhappy with the outcome of {VARIABLE TEXT FROM A4} my/their PIP application, {VARIABLE TEXT FROM A4} I/they could ask for it to be reconsidered**
  - B. DWP has made it clear that if {VARIABLE TEXT FROM A4} I was/the person I am claiming for was still unhappy with the decision after that, {VARIABLE TEXT FROM A4} I/they could still appeal**
1. Strongly agree
  2. Tend to agree
  3. Neither agree nor disagree
  4. Tend to disagree
  5. Strongly disagree
  6. Don't know [DO NOT READ OUT]

ASK THOSE WHO RECEIVED AN AWARD (F2=2-5)

**G9. Did DWP make it clear or not that {VARIABLE TEXT FROM A4} you/the person you are claiming for should report a change in circumstances to DWP where applicable – for example, a change in {VARIABLE TEXT FROM A4} your/their condition?**

SINGLE CODE. DO NOT READ OUT.

1. Yes, did make clear
2. No, did not make clear
3. Don't know

## DEMOGRAPHICS

ASK IF CLAIMING ON BEHALF OF SOMEONE ELSE (A4 = 2) READ OUT: **The following questions are about the person you are claiming PIP on behalf of. Please answer these questions about that person, not yourself.**

ASK LONGITUDINAL SAMPLE ONLY.

**QCHANGE: Thinking back to when we last spoke to you in September or October last year, have there been any changes in your personal or household circumstances in relation to each of the following things?**

READ OUT. MULTICODE OK.

1. {TEXTFILL FROM A4} Your/Their employment status
2. The benefits or state allowances {TEXTFILL FROM A4} you/they receive {textfill to ask final three words only if F2>1}, other than PIP

ASK ALL NEW SAMPLE WHO HAD A DECISION (A3=1) OR LONGITUDINAL SAMPLE WHO CODE 1 AT QCHANGE

**QWORK: Which of the following best describes {TEXTFILL FROM A4} your/their employment status?**

READ OUT. SINGLE CODE.

1. Employed full-time (30 hours or more per week)
2. Employed part-time (fewer than 30 hours per week)
3. Self-employed
4. Unemployed but looking for a job
5. Unemployed and not looking for a job
6. Long-term sick or disabled
7. Retired
8. Pupil/Student /In full-time education
9. Other (SPECIFY)

ASK THOSE WHO SELECTED 6 FOR QWORK

**QSICK: Are {TEXTFILL FROM A4} you/they on paid or unpaid sick leave?**

DO NOT READ OUT. SINGLE CODE ONLY.

1. Unpaid
2. Paid
3. None of these

ASK ALL NEW SAMPLE WHO HAD A DECISION (A3=1) OR LONGITUDINAL SAMPLE WHO CODE 2 AT QCHANGE

**QBENEFITS. Can I just check, are {TEXTFILL FROM A4} you/they currently receiving any benefits or state allowances?**

INTERVIEWER NOTE: IF PARTICIPANT IS UNSURE/DOESN'T KNOW/IS HESITANT, PLEASE READ OUT ALL OF THE CODES BELOW AND CODE FOR EACH BENEFIT WHICH THEY SAY THEY RECEIVE.

DO NOT READ OUT. MULTICODE OK.

1. Housing benefit
2. Income support
3. Jobseeker's Allowance (formerly unemployment benefit or Income Support for unemployed people)
4. Universal credit
5. State Retirement Pension
6. Incapacity Benefit or Severe Disablement Allowance
7. Employment and Support Allowance
8. Some other benefit for people with disabilities (e.g. Industrial Injuries Benefit)
9. Working Tax Credit
10. Child Tax Credit
11. Council Tax Benefit
12. Pension Credit (previously Minimum Income Guarantee)
13. Carer's allowance (formerly Invalid Care Allowance)
14. Attendance allowance
15. Some other state benefit (SPECIFY)
16. No, none of these
17. Refused (DO NOT READ OUT)
18. Don't know (DO NOT READ OUT)

ASK NEW SAMPLE ONLY WHO HAD A DECISION (A3=1)

**QINTERNET: Which of these best describes {TEXTFILL FROM A4} your/their use of the internet? Please include all use of the internet, including sending and receiving emails.**

READ OUT. SINGLE CODE.

1. Several times a day
2. Around once a day
3. 4 or 5 times a week
4. 2 or 3 times a week
5. Around once a week
6. 2 or 3 times a month
7. Around once a month
8. Less than around once a month
9. Never but I have access
10. Never and I do not have access

ASK NEW SAMPLE ONLY WHO HAD A DECISION (A3=1)

**QETHNICITY: To which of these ethnic groups do {TEXTFILL FROM A4} you/ they belong?**

READ OUT. SINGLE CODE ONLY.

WHITE

1. White – British
2. White – Irish
3. Any other white background

MIXED

4. Mixed – White and Black Caribbean
5. Mixed – White and Black African
6. Mixed – White and Asian
7. Any other mixed background

ASIAN

8. Asian or Asian British – Indian
9. Asian or Asian British – Pakistani
10. Asian or Asian British – Bangladeshi
11. Any other Asian/Asian British background

BLACK

12. Black or Black British – Caribbean
13. Black or Black British – African
14. Any other Black British background

OTHER

15. Chinese
16. Any other
17. Prefer not to say
18. Don't know

ASK ALL

**QMARSTAT: Which of the following describes {TEXTFILL FROM A4} your/their current situation?**

READ OUT. SINGLE CODE ONLY.

1. Married
2. Living together with a partner
3. Single
4. Widowed
5. Divorced/separated
6. Don't know (DO NOT READ OUT)
7. Prefer not to say (DO NOT READ OUT)

ASK ALL WHO HAD A DECISION (A3=1) (NEW SAMPLE AND LONGITUDINAL SAMPLE)

**QLACARE: Do you currently receive Adult Social Care? By Adult Social Care, we mean any services or financial support you receive from the local council, whether directly or through your personal budget, to cover the cost of things like nursing, residential care or community care. Please do not include informal care, NHS user charges or any care which you pay for privately.**

DO NOT READ OUT. SINGLE CODE ONLY.

1. Yes – currently receive adult social care
2. No – do not currently receive adult social care
3. Don't know