



Department
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Pensions



Social Science in Government

Personal Independence Payment Claimant Research – Technical Report

*Technical report from the three waves of qualitative
and quantitative research exploring claimants'
experiences of the PIP claim process*

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Research Report 963

A report of research carried out by Ipsos MORI on behalf of the Department for Work and Pensions

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Contents

- 1 Glossary of terms 5
- 2 Introduction..... 7
- 3 Quantitative samples 8
- 4 Qualitative samples 13
- 5 Statistical reliability 17
- 6 Notes on comparison groups for quantitative analysis 18
- 7 Questions with number of cases asked in survey..... 19
- 8 Data tables for unreported questions 33

List Of Tables

Table 3.1 Wave one: Characteristics of the sample (unweighted)..... 8

Table 3.2 Wave two: Characteristics of the longitudinal and new samples (unweighted)..... 9

Table 3.3 Wave three: Sample composition 11

Table 3.4 Sample composition by sample type 11

Table 4.1 Characteristics of the qualitative sample at wave one 13

Table 4.2 Characteristics of the qualitative sample at wave two..... 14

Table 4.3 Characteristics of the qualitative sample at wave three 15

Table 5.1 Sampling tolerances for each sample size 16

Table 7.1 Questions asked in the survey and number of claimants asked each question – wave one 18

Table 7.2 Questions asked in the survey and number of claimants asked each question – wave two 21

Table 7.3 Questions asked in the survey and number of claimants asked each question – wave two longitudinal analysis 28

Table 7.4 Questions asked in the survey and number of claimants asked each question – wave three 29

Table 7.5 Questions asked in the survey and number of claimants asked each question – wave three longitudinal analysis 35

Table 8.1 to Table 8.70 Data tables for unreported questions..... 38-74

1 Glossary of terms

Personal Independence Payment (PIP) - contributes towards the extra costs of long-term ill-health or a disability for people aged 16 to 64 who need help with mobility and/or daily living costs. PIP is replacing Disability Living Allowance (DLA) but maintains the key principles as a non-means-tested, tax free cash benefit available to people in and out of work. Applications for PIP are made to the DWP. It involves an initial call to a claim line, followed by completing a paper form.

Appeal - if claimants still think they should receive a different award after going through a mandatory reconsideration process, they can appeal the decision at the Social Security and Child Support tribunal. Claimants must have gone through mandatory reconsideration before they can appeal their award. Appeals are independent of DWP and are the responsibility of Her Majesty's Courts and Tribunals Service (HMCTS).

Assessment provider - assessment providers conduct PIP assessments on behalf of the Department for Work and Pensions (DWP). Depending on where claimants live, their assessment provider was either Atos (now known as IAS) or Capita.

Department for Work and Pensions (DWP) - the government department responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department, it administers the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers.

Disability Living Allowance (DLA) - a tax-free, non-means tested benefit for disabled people who need help with mobility or care costs, available to those both in and out of work. This is being phased out and people aged 16-64 who were previously on DLA are now being rolled onto PIP. Those aged under 16 years can still claim for DLA.

Face-to-face assessment - after submitting the PIP application form, most claimants will be invited to a face-to-face assessment (carried out by an assessment provider). At face-to-face assessments, claimants are asked about their ability to carry out activities and how their condition affects their daily life. The face-to-face assessment may be either at home or at an assessment centre.

Full PIP roll-out - those who previously claimed DLA who have been invited to apply for PIP as part of the process for replacing DLA (even if their previous award has not ended).

Mandatory reconsideration (MR) - after receiving their initial decision, claimants who think they should receive a different award can ask DWP to look again at the application. Claimants must ask DWP to reconsider the decision within one month of receiving the initial award decision.

New claimant - those who have started an entirely new PIP claim and have never claimed DLA, or claimed in the distant past, but have not had a recent award.

PIP award - PIP awards are made up of the following two components:

- **The daily living component** - intended to act as a contribution to the extra costs people with disabilities face in their day-to-day lives that do not relate to mobility.
- **The mobility component** - intended to act as a contribution to the extra costs people with disabilities face in their day-to-day lives related to mobility.

Both components are payable at either a standard or enhanced rate, depending on a claimant's circumstances.

Points system - claimants are assessed at the face-to-face assessment against a list of activities (10 activities for Daily Living and two for mobility) and are allocated a score which determines their award.

Reassessment - also known as natural reassessment - those who have been claiming DLA who have been asked to apply for PIP because their circumstances have changed.

PIP2 Form or application form – this is the questionnaire which claimants are asked to complete after making their initial call to the PIP claim line. It is titled 'How your disability affects you' and is printed to be specific to the claimant. Claimants have one calendar month to complete and return it. In the survey, the term 'application' was sometimes used to refer to it.

2 Introduction

This is the technical report accompanying the main report of a research project on the experience of Personal Independence Payment (PIP) claimants¹. PIP is a tax free, non-means tested benefit that helps with some of the extra costs caused by long-term ill health or disability. It is the replacement for Disability Living Allowance (DLA) and was first introduced in 2013.

Ipsos MORI carried out three waves of quantitative and qualitative research during 2016 and 2017 to explore PIP claimants' experiences of the whole PIP claim process from the decision to apply for PIP to the outcome of the appeal (if applicable). At each wave, a survey and qualitative interviews were carried out to explore one stage of the process. At wave one, 1,106 survey interviews and 50 qualitative interviews focussed mainly on the initial phone call and completing the PIP2 questionnaire². At wave two, 1,203 survey interviews and 50 qualitative interviews explored claimant experiences of the assessment and decision stages. During wave three, 1,205 survey interviews and 50 qualitative interviews focused on the mandatory reconsideration (MR) and appeals processes. Survey interviews were carried out by telephone and qualitative interviews in person or by telephone using quota samples. At waves two and three, some of the claimants in the survey sample were new and some were claimants who had taken part at a previous wave.

This report includes technical information that is not part of the main report, namely the sample profiles for the three waves of telephone surveys (chapter 3) and qualitative research (chapter 4), a guide to statistical reliability (chapter 5), a note on comparison groups for quantitative analysis (chapter 6), base sizes for each survey question (chapter 7), and data tables for questions that are not reported in the main report (chapter 8).

The questionnaires and topic guides used for this research have been published separately as standalone documents³.

At each wave, pilot survey fieldwork was carried out to test the questionnaire for routing and any difficulties with participant comprehension. The number of pilot interviews completed were: 14 at wave one, 23 at wave two and 32 at wave three. At waves one and three the pilot cases were used just for testing and are not included in the data. At wave two, because the pilot and main questionnaire were very similar, the 23 pilot cases are included in the final data.

¹ [Personal Independence Payment Claimant Research – Full report](#)

² The PIP2 questionnaire is the 'How your disability affects you' questionnaire that claimants are sent after their initial phone call.

³ [Personal Independence Payment Claimant Research – Full report](#)

3 Quantitative samples

Results for each wave are based on a specific group of claimants and reflect the characteristics of this group at a specific point in time, rather than necessarily being representative of the claimant population. In both wave one and wave two, samples of 8,000 claimants were drawn with a profile design to ensure a broadly representative sample of claimants.

Specific information about the samples for each wave is detailed below.

Wave one

DWP provided Ipsos MORI with a sample of 8,000 people who had requested a PIP application form in early August 2016. Each sample member was sent a letter which informed them of the study and gave instructions about how to opt-out of any further contact regarding this research.

The sample was a quota sample, with key characteristics including a reasonably equal split between genders and age groups. Half of the sample was made up of new claimants, with a further quarter being natural reassessment claimants and another quarter who were part of the full PIP roll-out. Table 3.1 shows the characteristics of the achieved sample at wave one.

Table 3.1

Wave one: Characteristics of the sample (unweighted)

Demographic variable		Sample
Gender	Female	54%
	Male	46%
Age	Under 40	35%
	40-54	32%
	55+	32%
Customer type	New claim	49%
	Natural (re)assessment	26%
	Full PIP roll-out	25%
Country	England	82%
	Scotland	13%
	Wales	6%
Base		1106

Wave two

The wave one survey included a re-contact question asking participants whether Ipsos MORI could contact them for future waves of research, and 999 participants agreed to be re-contacted for wave two. These participants were contacted before fieldwork to thank them for their participation in wave one and informing them that they might be contacted again for wave two.

DWP also provided Ipsos MORI with an additional sample of around 8,000 claimants. Claimants in this additional sample were sent a letter informing them about the study and giving them the option to opt-out of any further contact.

As in wave one, quotas for wave two were set to the original sample profile by claimant type, age, gender and national region. Results for the achieved sample in wave two were weighted back to the wave two profile of claimants. This was done for the longitudinal and new samples combined because the profile of the two samples was so similar.

The achieved sample was broadly equally split across age groups and gender. As at wave one, half of the sample was made up of new claimants with a further quarter made up of natural reassessment claimants and those who were part of the full PIP roll-out respectively.

Table 3.2 shows the breakdown of the longitudinal sample (those who took part at wave one and wave two) and the new sample by four key characteristics. There were no significant differences between the groups in terms of country, although the longitudinal sample had a slightly higher proportion of women than the new sample, was also slightly older, and had more claimants in the full PIP roll-out group.

Table 3.2

Wave two: Characteristics of the longitudinal and new samples (unweighted)

Demographic variable		Longitudinal sample	New Sample
Gender	Female	60%*	52%
	Male	40%	48%*
Age	Under 40	22%	39%*
	40-54	36%	31%
	55+	41%*	30%
Customer type	New claim	46%	52%
	Natural (re)assessment	24%	25%
	Full PIP roll-out	29%*	23%
Country	England	84%	84%
	Scotland	11%	10%
	Wales	5%	6%
Base		388	815

During wave two a pilot was carried out. The main change between the pilot and mainstage was to remove questions. This means that the 1,203 interviews includes 23 pilot cases which have been edited so they can be included in the data.

Wave three3

At wave three, 939 participants made up the issued longitudinal sample: 307 of these participants had previously taken part in waves one and two, while 632 had only taken part in wave two fieldwork. As in the previous wave, claimants in this sample were sent a letter thanking them for their previous involvement in the research and informing them that they might be contacted again at wave three.

At wave 3, DWP also provided Ipsos MORI with an additional sample of around 7,000 claimants. This sample included 3,500 claimants who, at the time the sample was drawn, had requested MR but not yet appealed and 3,500 claimants who had appealed the decision. Claimants in this additional sample were sent a letter informing them about the study and giving them the option to opt-out of any further contact.

In total, 1,205 interviews were achieved: 450 from the longitudinal sample and 755 from the additional sample.

The achieved sample overall was weighted back to the combined wave one, wave two and wave three profile for age, gender and country. Since the final wave of the

research was focused primarily on the MR and appeals processes, claimants who had requested a MR or appeal were over-represented in the achieved sample compared to the overall population of PIP claimants (including those who did not go through either of those stages). In addition, a number of questions were asked of everyone regardless of whether they went through MR or the appeals process (some of the longitudinal participants had not requested a MR or appealed).

This means that the achieved sample has been weighted to reflect the actual proportion of PIP claimants who went through the MR and appeals process. As such, the weighted data are reflective of the PIP population as a whole and for those who went through MR and the appeals process.

A separate longitudinal weight was required for the longitudinal analysis, in order to look at those who had taken part in at least one of the two previous waves, and wave three. This involved weighting these cases to be reflective of the combined wave one and wave two sample profile on age, gender and country.

As in previous waves, the achieved sample was split broadly equally across age groups and gender. Half of the sample was made up of new claimants with around a further quarter made up of natural reassessment claimants and those who were part of the full PIP roll-out respectively.

Table 3.3
Wave three: Sample composition

Demographic variable		Unweighted percentage	Weighted percentage
Gender	Female	56%	54%
	Male	44%	46%
Age	Under 40	31%	35%
	40-54	35%	33%
	55+	34%	32%
Customer type	New claim	49%	53%
	Natural (re)assessment	26%	25%
	Full PIP roll-out	25%	22%
Base		1205	1205

Table 3.4
Sample composition by sample type

	Unweighted percentage		Weighted percentage	
	Longitudinal sample	New sample	Longitudinal sample	New sample
Did not request MR	62%	0%	63%	0%
Requested MR and did not appeal	18%	33%	18%	53%
Requested MR and appealed	15%	61%	16%	37%
Don't know	4%	5%	4%	10%
Base (unweighted)	450	755	450	755

Note that the longitudinal sample has been weighted by the longitudinal weight and the new sample by the cross-sectional weight. To be representative of the PIP claimant population when weighted, both samples had to be analysed together using the cross-sectional weight.

4 Qualitative samples

Each wave of qualitative research was undertaken with 50 participants. Participants were recruited to ensure a good spread in experience of the claims process.

For each wave, DWP provided the sample to Ipsos MORI and a quota sampling approach was employed. Key characteristics of the sample included a reasonably equal split between genders, age groups and regions (across England and Scotland). Additionally, the sample contained a range of claim types (new claimant, full PIP roll-out, and natural reassessment), claim outcomes (award for mobility and/or daily living, or nil award), providers (IAS or Capita) and stage of claim (application, assessment, MR or appeal). Specific information about the samples for each wave is detailed below.

Participants in the qualitative strand were sent an advance opt-out letter and information sheet about the project. Participants were then recruited over the telephone from those who did not opt-out. Those who agreed to take part in the study were then re-contacted the day before their scheduled interview, to confirm they were still available and willing to take part. The interviews were arranged to take place with the claimant themselves or with those claiming on behalf of someone else (e.g. a friend or family member of the claimant). When requested, paired depth interviews were also conducted with the claimant and a person supporting them.

The interviews were audio-recorded, with claimants' permission. Claimants' responses were analysed and grouped into key themes at each stage of the claimant journey. Special attention was paid to differences by stage of claim, support received and claim outcome.

Wave one

The primary quota for the wave one research was to ensure a mix of claimants in the early stages of the claims process and those who had received a decision. However, quotas were also set by claimant type, stage of claim, claim outcome and provider.

Claimants who were going through mandatory reconsideration (MR) of their decision, or started an appeal against their decision, were excluded from wave one.

Secondary quotas were set on gender, age and national region to ensure a good spread of demographics.

Table 4.1 shows the breakdown of the sample by the key characteristics.

Table 4.1

Characteristics of the qualitative sample at wave one

Quota variables		New sample	
Stage of claim	Application (have got as far as completing PIP2 form)	15	30%
	Assessment (had an assessment and may have had a decision)	35	70%
Claim type	Full PIP roll-out	14	28%
	New claim	23	46%
	Natural reassessment	13	26%
Claim outcome	Received both mobility and daily living	10	20%
	Received one award either daily living or mobility	5	10%
	Was not awarded PIP	9	18%
	Had not received a decision at the time of the interview	26	52%
Provider	IAS	37	74%
	Capita	13	26%
Base		50	100%

Wave two

In wave two all interviews were conducted with claimants who had been through the face-to-face assessment and received a decision on their claim. Those who had been through a mandatory reconsideration of their decision, or started an appeal against their decision, were excluded from the research.

As with wave one, the sample was a quota sample designed to include a range of claimants in terms of type and stage of claim, assessment provider, age, gender and region.

Table 4.2 shows the breakdown of the sample by the key characteristics.

Table 4.2

Characteristics of the qualitative sample at wave two

Quota variables		New sample	
Stage of claim	Assessment (had an assessment and may have had a decision)	50	100%
Claim type	Full PIP roll-out	21	42%
	New claim	22	44%
	Natural reassessment	7	14%
Claim outcome	Received both mobility and daily living	20	40%
	Received one award either daily living or mobility	12	24%
	Was not awarded PIP	18	36%
Provider	IAS	23	46%
	Capita	27	54%
Base		50	100%

Wave three

Interviews in wave three were conducted with participants who had been through the dispute process. Half of interviews in wave three were conducted with participants who had gone through MR but had not (at the time of interview) pursued an appeal. The other half of interviews were conducted with participants who had gone through both MR and appeal. From both these groups, half were with participants whose award outcome had changed, and half were with participants whose award outcome had been maintained.

As with wave one and two, the sample was a quota sample designed to include a range of claimants in terms of type and stage of claim, assessment provider, age, gender and region.

Table 4.3 shows the breakdown of the sample by the key characteristics.

Table 4.3

Characteristics of the qualitative sample at wave three

Quota variables		New sample	
Stage of claim	Mandatory reconsideration only	25	50%
	Appeal	25	50%
MR decision	New decision changed	13	26%
	Decision not reversed/new decision unchanged	12	24%
Appeal decision	Decision changed	12	24%
	Decision unchanged/maintained	13	26%
Claim type	Full PIP roll-out	15	30%
	New claim	19	38%
	Natural reassessment	16	32%
Original claim outcome	Received both mobility and daily living	18	36%
	Received one award either daily living or mobility	12	24%
	Was not awarded PIP	20	40%
Provider	IAS	25	50%
	Capita	25	50%
Base		50	100%

5 Statistical reliability

In the survey data, the variation between the sample results and the ‘true’ values (the findings that would have been obtained if every PIP claimant had responded to the survey) can be predicted from knowledge of the sample sizes on which the results are based, and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95%; that is, the chances are 95 in 100 that the ‘true’ values will fall within a specified range.

Table 5.1 shows the predicted ranges for different percentage results at the ‘95% confidence interval’. For example, on a question where 50% of all claimants respond with a particular answer, the chances are 95 in 100 that this result would not vary, plus or minus, by more than 2.8 percentage points if the survey was repeated. The smaller the sample responding to a question, the greater the potential variation. The confidence interval mentioned here assumes a random probability sample. In practice, good quality quota sampling has been found to be almost as accurate⁴.

Table 5.1
Sampling tolerances for each sample size

		Approximate sampling tolerances applicable to percentages at or near these levels		
Wave	Size of sample on which survey result is based	10% or 90%	30% or 70%	50%
		±	±	±
Wave 2	1,106 claimants	1.8	2.7	2.9
Wave 2	1,203 claimants	1.7	2.6	2.8
	388 longitudinal sample members	3.0	4.6	5.0
	815 new sample members	2.1	3.1	3.4
Wave 3	1,205 claimants	1.7	2.6	2.8
	450 longitudinal sample members	2.8	4.2	4.6
	755 new sample members	2.1	3.3	3.6

⁴ Orton, S. (1994), Evidence of the Efficiency of Quota Samples. Survey Methods Newsletter, vol. 15, no. 1; Stephenson, C. B. (1979), Probability Sampling with Quotas: Wan Experiment. POQ, vol. 43, no. 4.

6 Notes on comparison groups for quantitative analysis

In wave one and two of the research, results were also analysed by self-reported health condition. Participants were asked how their disability or health condition impacts them, and answers were grouped into mental or cognitive health conditions (including conditions such as mental health and memory problems), sight or hearing conditions, physical conditions (including conditions such as mobility and dexterity problems) and other (including conditions not already including in another category). Self-reported health condition was not used for analysis in wave three, because the weighting scheme devised for this wave, in conjunction with the fact that many claimants had multiple health conditions and were represented in more than one group, meant that the resulting analysis was no longer useful. As such, self-reported health condition has not been used as an analytical variable in this overall report to provide consistency between waves.

Sub-group analysis

It should be noted that there are some important sub-group differences which may have a bearing on other differences. For example, the outcome of the award is consistently related to participant experiences of the claims process. This means that differences between sub-groups which vary in terms of the percentage receiving an award may have more to do with differences in the award than the characteristics of the other sub-groups. Where possible, additional sub-group analysis has been carried out but sometimes this is not possible owing to small sample sizes. Relationships mentioned in the report should not be regarded as causal.

For the most part, only sub-groups comprising 50 or more participants are commented on in this report. Where findings have been reported on smaller sub-groups, a footnote is included to note that the results should be treated as indicative only. It should be noted that the smaller the size of the sub-group, the less we can rely on the survey estimates to be truly representative of the PIP population as a whole. Findings for groups with even as few as 100 participants can be subject to confidence intervals of +/-10%.

7 Questions with number of cases asked in the survey

The tables below show the wording for questions included in the report together with the unweighted base size (which means the number of participants asked that question). They are presented here in the order in which data are presented in the report, not in question number order on the survey. Note that variable text was used so that if someone was claiming on behalf of someone else the question wording was adjusted accordingly.

Table 7.1

Questions asked in the survey and number of claimants asked each question Wave 1

Question wording	Who asked	Base (unweighted)
B8a. What were your main reasons for applying for PIP?	All	1106
B8b. Thinking about your reasons for applying for PIP. What type of extra costs do you/does the person you are claiming for have as a result of your /their disability or illness?	Those who stated their reason for applying for PIP, were because of the extra costs associated with their disability or illness	382
B1. How did you first hear about PIP?	All new claimants	553
B2. How much, if anything, would you say you knew about each of the following aspects of PIP before you contacted the PIP claim line?	All	1106
B3. And thinking about your decision to apply for PIP, who, if anyone, did you speak to about it, before you contacted the claim line?	All	1106
B5. What information, did you receive from...	Those who spoke to someone about their decision to apply for PIP before they contacted the claim line	757
B6. Did you have any worries or concerns about applying for PIP or not?	All	1106
B7. What were your main worries or concerns about applying for PIP?	Those who had concerns or worries about applying for PIP	573

PIP Claimant Research – Technical Report

<p>C1. Please tell me to what extent you agree or disagree with each of the following statements?</p> <ul style="list-style-type: none"> A. It was clear to me that I needed to call the PIP claim line to request a claim pack B. I understood what would happen when I called the PIP claim line C. It was clear to me how long it would take to receive the claim pack after the call 	All	1106
<p>C3. And was your overall experience of your call to the PIP claim line easier than expected, more difficult than expected, or just as you expected?</p>	All	1106
<p>D2. Did you seek any help or advice ...</p> <ul style="list-style-type: none"> a) About which information or evidence to include when completing the PIP application form? b) With completing the PIP application form itself? 	All	1106
<p>D9. Who helped you/will help you to complete the PIP application form itself?</p>	Those who received assistance with completing their PIP application form	637
<p>D15. To what extent do you agree or disagree that the form allowed you to explain fully how your condition affects you?</p>	Those who had completed their PIP application form	1022
<p>D24a. Were you able to complete all sections in the form?</p>	Those who had completed their PIP application form	1022
<p>D24b. Why were you not able to complete all sections in the form?</p>	Those who had completed their PIP application form, but were not able to complete all sections	45
<p>D3. Which people, or information sources, did you / will you consult when thinking about which information or evidence to include when completing the PIP application form?</p>	Those who had received assistance about which info / evidence to include in their application form	563
<p>D18. What evidence, if any, did you provide to support your application?</p>	Those who had completed their PIP application form	1022
<p>D19. And how clear, if at all, was the explanation in the form about...?</p> <ul style="list-style-type: none"> A. Why you might need to submit evidence to support your application? B. Why evidence to support your application might be needed at this stage (rather than later)? C. How much evidence you might need to submit to support your application? D. How you should submit any evidence to support your application? 	Those who had completed their PIP application form	1022
<p>D20. How did you decide what evidence, if any, to provide?</p>	Those who had completed their PIP application form	1022

PIP Claimant Research – Technical Report

D21. Was there any evidence you wanted to provide but were unable to?	Those who had completed their PIP application form	1022
D30. Please tell me to what extent you agree or disagree with each of the following statements?	All	1106
D31. At the time of completing the form what did you expect would be the next steps in the process?	Those who had completed their PIP application form	1022
D32. Please tell me to what extent you agree or disagree with each of the following statements?	All	1106
F1. When do you expect to hear the outcome of your application from DWP once they have received your form?	Those who had submitted a PIP application form or who intended to	1083
What difference, if any, do you think receiving a PIP award will make to your life?	All	1106
E1. Do you think that you will complete your PIP form and return it to the DWP, or not?	Those who had not completed their PIP application form	61
E2. Why did you decide not to continue with your application?	Those who were not planning to complete their PIP application form	25
E3. And what is your <u>main</u> reason for not continuing with application?	Those who were not planning to complete their PIP application form, and had more than one reason for not completing it	25

Table 7.2

**Questions asked in the survey and number of claimants asked each question
Wave 2**

Question	Who asked	Base (unweighted)
B4. Did you obtain any advice or information from DWP about the assessment process in any of these ways?	Those who had a face-to-face assessment	1026
B6. What type of information or advice did you obtain from DWP?	Those who obtained information or advice from DWP	724
B7. How clear or not was the information you got from DWP about the assessment process?	Those who obtained information or advice from DWP	724
<p>B16. Did DWP make it clear or not ...</p> <ul style="list-style-type: none"> A. That you might need to have a face-to-face assessment consultation B. Why you 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 you could expect to wait for an appointment for a face-to-face assessment consultation after sending in the application form. 	Those who had a face-to-face assessment	1026
<p>C3. Please tell me to what extent you agree or disagree with each of the following statements?</p> <ul style="list-style-type: none"> D. The appointment time offered was convenient for me. E. I was informed of the assessment time and place in enough time to make preparations C. I knew who to contact if I needed to ask questions or rearrange appointments D. [BLANK STATEMENT] E. DWP made it clear to me that I could bring someone to the face-to-face assessment consultation if I wanted to F. The face-to-face assessment consultation offered was in a venue or building that was accessible to me (e.g. with suitable ramps, handrails, light, sound proofing, toilets etc.) [if not at home] G. The face-to-face assessment consultation offered was in a location that I could get to easily [if not at home] 	<p>Those who had a face-to-face assessment even if they did not attend</p> <p>All who were invited to a face-to-face assessment even if they did not attend and assessment was not at home (F and G)</p>	<p>1041</p> <p>758</p>
B15. Was the appointment later than you expected, sooner than expected or about the time you expected?	Those who had a face-to-face assessment	1026

PIP Claimant Research – Technical Report

B17. What did you expect to be asked during the face-to-face assessment consultation?	Those who had a face-to-face assessment	1026
D12. Did DWP make it clear or not that you could take additional supporting evidence to your face-to-face assessment consultation?	Those who had a face-to-face assessment	1026
D14. What, if any, additional supporting evidence did you take to the face-to-face assessment consultation?	Those who had a face-to-face assessment (apart from 19 cases not asked owing to routing change)	1007
D15. Why did you take this additional supporting evidence to your face-to-face assessment consultation, and not include it with the original application?	If took supporting evidence to the face-to-face assessment	495
C13. What preparation, if any, did you do in advance of your face-to-face assessment consultation?	Those who had a face-to-face assessment	1026
D1. Did anyone come into the face-to-face assessment consultation room with you?	Those who had a face-to-face assessment	1026
D2. Who did you take into the face-to-face assessment consultation?	Those who had someone who attended their face-to-face assessment with them	689
D3. Why did you take someone with you into the face-to-face assessment consultation room?	Those who had someone who attended their face-to-face assessment with them	689
D5. Please tell me to what extent you agree or disagree with each of the following statements about the face-to-face assessment consultation? 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 me with respect and dignity during the face-to-face assessment consultation E. [BLANK STATEMENT] F. I felt listened to during the face-to-face assessment consultation G. My communication and language needs were considered in how the face-to-face assessment consultation was carried out H. The assessor had understood my application form and supporting evidence sent in advance correctly I. I was asked questions which were relevant and appropriate to my condition J. I was asked questions which allowed me to fully explain the impact of my condition on my day-to-day life K. The measurements and functional tests that were carried out during the face-to-face assessment consultation were	Those who had a face-to-face assessment	1026

PIP Claimant Research – Technical Report

relevant and appropriate L. I had enough time during the face-to-face assessment consultation to explain how my condition affects me		
D21. Thinking about the face-to-face assessment consultation itself, was your overall experience of the face-to-face assessment consultation easier than expected, more difficult than expected, or just as you expected?	Those who had a face-to-face assessment	1026
D23. In what ways was the face-to-face assessment consultation easier than you expected?	Those who found the face-to-face assessment easier than expected	264
D22. In what ways was the face-to-face assessment consultation more difficult than you expected?	Those who found the face-to-face assessment more difficult than expected	266
E4. Did DWP make it clear or not you did not have to do anything after the face-to-face assessment consultation but wait for a decision?	Those who had a face-to-face assessment	1026
E5. Did DWP make the timescale for receiving a decision after the face-to-face assessment consultation clear or not?	Those who had a face-to-face assessment	1026
F2. Now thinking about the decision letter you received from DWP, what was the outcome of the application?	Those who had received a PIP decision	1203
F3. Please tell me to what extent you understood or did not understand each of these things? A. What was written in the decision letter B. The points described in the letter and how they determine my 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 I 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	Those who had received a PIP decision Those who were awarded PIP (F only)	1203 755
F4. Did the decision letter refer to information from your assessment report or any medical evidence?	Those who had received a PIP decision	1203
F6. Did you seek any help to understand the decision letter?	Those who had received a PIP decision	1203
F7. Who did you seek help from to help you understand the decision letter?	Those who sought help to understand the decision letter	389
F8. After you sought help from DWP, did you have a clearer understanding of what the letter meant,	Those who sought help from DWP to understand the decision letter	89

PIP Claimant Research – Technical Report

or not?		
F10. Why did you <u>not</u> consult DWP in understanding the award letter?	Those who did not seek help from DWP to help them understand the decision letter	1116
G1. What, if anything, do you think DWP could do to improve the assessment and decision stages of PIP?	Those who had received a PIP decision	1203
G4. To what extent do you agree or disagree with each of the following statements? A. DWP has made it clear that I was unhappy with the outcome of my PIP application, I could ask for it to be reconsidered B. DWP has made it clear that if I was still unhappy with the decision after that, I could still appeal	Those who had received a PIP decision	1203
G9. Did DWP make it clear or not that you should report a change in circumstances to DWP where applicable – for example, a change in your condition?	Those who received a PIP award	701
G2. How will you use the money you have been awarded?	Those who received a PIP award	701
G3. What difference will the award of PIP make to you?	Those who received a PIP award	701

Table 7.3

**Questions asked in the survey and number of claimants asked each question
Wave 2 longitudinal analysis**

Question	Who included in analysis	Base (unweighted)
D14. What, if any, additional supporting evidence did you take to the face-to-face assessment consultation?	Submitted evidence with original application (W1 data)	247
	Did not submit evidence with original application (W1 data)	46
D14. What, if any, additional supporting evidence did you take to the face-to-face assessment consultation?	There was evidence they wanted to submit at original application but did not (W1 data)	96
	There was not evidence they wanted to submit at original application but did not (W1 data)	197
C13. What preparation, if any, did you do in advance of your face-to-face assessment consultation?	Sought help with completing the application form (W1 data)	165
	Did not seek help with completing the application form (W1 data)	145
D5. Please tell me to what extent you agree or disagree with each of the following statements about the face-to-face assessment consultation? I was asked questions which allowed me to fully explain the impact of my condition on my day-to-day life	Application form allowed them to explain how condition affects them (W1 data)	203
	Application form did not allow them to explain how condition affects them (W1 data)	73
F2. Now thinking about the decision letter you received from DWP, what was the outcome of the application?	Sought help with completing the application form (W1 data)	50
	Did not seek help with completing the application form (W1 data)	51
F2. Now thinking about the decision letter you received from DWP, what was the outcome of the application?	Thought likely to receive an award (W1 data)	200
	Did not know likelihood of receiving an award (W1 data)	135
	Thought unlikely to receive an award (W1 data)	53
F2. Now thinking about the decision letter you received from DWP, what was the outcome of the application?	Application form allowed them to explain how condition affects them (W1 data)	249
	Application form did not allow them to explain how condition affects them (W1 data)	19

Table 7.4

**Questions asked in the survey and number of claimants asked each question
Wave 3**

Question	Who asked	Base (unweighted)
B1. Before applying for PIP, were you aware that you had to go through mandatory reconsideration before you could appeal the decision at an appeal tribunal, or not?	All	1205
B8. How clear or not was the information about mandatory reconsideration written in the PIP decision letter?	All	1205
B7. At the point when you received the decision letter, how much would you say you knew about each of the following aspects of mandatory reconsideration? A. Why a person might request MR B. How to request MR C. That awards could increase or decrease as a result of MR	All	1205
B9. When deciding whether or not to request mandatory reconsideration, did you obtain any advice or information from DWP about mandatory reconsideration in any of these ways?	All	1205
B10. What type of information or advice did you obtain from DWP at this point?	Those who obtained advice or information from DWP whilst deciding whether or not to request mandatory reconsideration	736
B11. How clear or not was the information you got from DWP about the mandatory reconsideration process when you were deciding whether or not to request it?	Those who obtained advice or information from DWP whilst deciding whether or not to request mandatory reconsideration	736
B2. Did you request mandatory reconsideration of your PIP decision?	All	1205
B4. Why did you request mandatory reconsideration?	Those who requested mandatory reconsideration	904
B3. Why did you not request mandatory reconsideration?	Those who did not request mandatory reconsideration	281
D1. Please tell me to what extent you agree or disagree with each of the following statements? A. DWP made it clear that you could submit additional supporting evidence for the mandatory reconsideration process? B. It was clear what the process for submitting additional supporting evidence for mandatory reconsideration was C. I knew that I could submit additional supporting evidence for mandatory	Those who requested mandatory reconsideration	904

PIP Claimant Research – Technical Report

reconsideration via post D. I knew that I could submit additional supporting evidence for mandatory reconsideration via email		
D3. What, if any, additional supporting evidence did you submit for the mandatory reconsideration process?	Those who requested mandatory reconsideration	904
D4. Was any of this new evidence which you had not submitted before with the application or at the assessment?	Those who submitted evidence during mandatory reconsideration	591
D5. Why did you the mandatory reconsideration process, and not include it with the original application or present it at the assessment?	Those who submitted additional evidence during mandatory reconsideration that had not been submitted before	362
E7. Thinking about the mandatory reconsideration notice you received from DWP, what was the outcome of the request? We are interested to know what you were awarded as a result of the mandatory reconsideration process.	Those who received a mandatory reconsideration notice	797
E6. Thinking specifically about the mandatory reconsideration notice you received from DWP, to what extent do you agree or disagree with each of the following statements? A. The mandatory reconsideration notice explained how DWP had reached their decision B. The mandatory reconsideration notice made it clear that if I was unhappy with the outcome of the mandatory reconsideration process, I could appeal the decision	Those who received a mandatory reconsideration notice	797
E8. To what extent do you agree that the new decision was based on all the information available to DWP, including your application form, the face-to-face assessment consultation and any additional evidence provided at the mandatory reconsideration stage?	Those who received a mandatory reconsideration notice	797
E2. Did you seek any help to understand the mandatory reconsideration notice?	Those who received a mandatory reconsideration notice	797
E3. Who did you seek help from to help you/them understand the mandatory reconsideration notice?	Those who sought help to understand their mandatory reconsideration notice	374
E4. After you sought help from DWP, did you have a clearer understanding of what the mandatory reconsideration notice meant, or not?	Those who sought help from DWP to understand their mandatory reconsideration notice themselves	22
F1. How clear or not was the information about appeals in the original PIP decision letter?	All	1205
F2. How clear or not was the information about appeals in the mandatory reconsideration notice?	Those who received a mandatory reconsideration notice	797
F3. Did you contact DWP in any of the following	All	1205

PIP Claimant Research – Technical Report

ways to seek information about the appeals process at any time after submitting your PIP application but before making an appeal?		
F4. What type of information or advice did you obtain from DWP at this point?	Those who obtained advice and information from DWP for information about the appeals process	334
F5. How clear or not was the information you got from DWP at this point?	Those who obtained advice and information from DWP for information about the appeals process	334
F9. Did you appeal the mandatory reconsideration decision?	Those who received a mandatory reconsideration notice	797
F11. Why did you choose to appeal the decision?	Those who appealed (after going through mandatory reconsideration)	534
F10. Why did you choose not to appeal the decision?	Those who did not appeal (after going through mandatory reconsideration)	257
G1. Did you attend the tribunal in person?	Those who received a decision after an appeal tribunal	353
G3. Were you aware you could bring someone with you to the tribunal?	Those who received a decision after an appeal tribunal	353
G4. Did you bring someone with you to the tribunal?	Those who attended their tribunal	269
G5. Who did you bring with you to the tribunal?	Those who brought someone to the tribunal	232
G6. Why did you bring this person/these people?	Those who brought someone to the tribunal	232
G7. Did this person/either of these people speak to the judge during the tribunal? We are interested in whether or not this person/either of these people contributed to the tribunal in a formal manner.	Those who brought someone to the tribunal	232
G12. What, if any, additional supporting evidence or information did you submit at the appeal tribunal? We are interested in hearing about any evidence you provided at the tribunal that you had not submitted with your original application or at the mandatory reconsideration stage	Those who attended their tribunal	269
G14. What, if any, additional supporting evidence or information did you submit at the appeal tribunal? We are interested in hearing about any evidence you provided at the tribunal that you had not submitted with your original application or at the mandatory reconsideration stage	Those who did not attend their tribunal	83
G13. Why did you submit this additional supporting evidence at the tribunal, and not	Those who presented additional	168

PIP Claimant Research – Technical Report

include it with the original application or submit it during the mandatory reconsideration process?	supporting evidence at their tribunal	
G16. Please tell me to what extent you agree or disagree with each of the following statements about the appeal tribunal? A. I was asked questions which were relevant and appropriate to my condition B. I was asked questions which allowed me to fully explain the impact of my condition on my day-to-day life C. I had enough time during the appeal tribunal to explain how my condition affects me	Those who attended their tribunal	269
H1. Thinking about the decision you received after you appealed, what was the outcome of your appeal? We are interested in the decision you received at the end of the appeal process.	Those who received a decision after an appeal tribunal	353
H2. What do you believe was the main reason you received this decision?	Those who received a decision after an appeal tribunal	353
H3. Please tell me to what extent you understood or did not understand each of these things? A. What the decision was at the end of the tribunal B. How judge had reached their decision C. The reasons for the decision that had been reached	Those who attended their tribunal	269
H6. What do you think you will do now in relation to your PIP application?	Those who received a decision after an appeal tribunal	353

Table 7.5

**Questions asked in the survey and number of claimants asked each question
Wave 3 longitudinal analysis**

Question	Who included in analysis	Base (unweighted)
B8. How clear or not was the information about mandatory reconsideration written in the PIP decision letter?	Understood what was written in the decision letter (W2 data)	367
	Did not understand what was written in the decision letter (W2 data)	70
B4. Why did you request mandatory reconsideration?	Agreed that the assessor explained their role (W2 data)	101
	Disagreed that the assessor explained their role (W2 data)	42
B4. Why did you request mandatory reconsideration?	Agreed they were listened to during the assessment (W2 data)	67
	Disagreed they were listened to during the assessment (W2 data)	72
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed that the assessor explained their role (W2 data)	319
	Disagreed that the assessor explained their role (W2 data)	49
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed the assessor explained the purpose and structure of the assessment at the start (W2 data)	300
	Disagreed the assessor explained the purpose and structure of the assessment at the start (W2 data)	59
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed the assessor treated them with dignity and respect (W2 data)	331
	Disagreed the assessor treated them with dignity and respect (W2 data)	43
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed they were listened to during the face-to-face consultation (W2 data)	260
	Disagreed they were listened to during the face-to-face consultation (W2 data)	106
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed their communication and language needs were considered (W2 data)	296
	Disagreed their communication and	

PIP Claimant Research – Technical Report

	language needs were considered (W2 data)	57
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed the assessor had understood their application form/supporting evidence sent in advance correctly (W2 data)	253
	Disagreed the assessor had understood their application form/supporting evidence sent in advance correctly (W2 data)	97
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed they were asked questions which were relevant and appropriate to their condition (W2 data)	261
	Disagreed they were asked questions which were relevant and appropriate to their condition (W2 data)	106
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed they were asked questions which allowed them to fully explain the impact of their condition on day-to-day life (W2 data)	249
	Disagreed they were asked questions which allowed them to fully explain the impact of their condition on day-to-day life (W2 data)	118
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed the tests carried out during assessment were relevant/appropriate (W2 data)	224
	Disagreed the tests carried out during assessment were relevant/appropriate (W2 data)	118
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed they had enough time to explain how their condition affects them (W2 data)	275
	Disagreed they had enough time to explain how their condition affects them (W2 data)	93
B2. Did you request mandatory reconsideration of your PIP decision?	Agreed they understood what they were asked about and what they were asked to do (W2 data)	308
	Disagreed they understood what they were asked about and what they were asked to do (W2 data)	63

8 Data tables for unreported questions

Wave one

Table 8.1

B4	And of the people you spoke to, which, if any, would you say was the most useful?
	Single code
GP or health professional	19%
Social worker or care and support worker	13%
Friend or relative	18%
Someone from a charity or support group	23%
Someone from the DWP	2%
Someone else	10%
Don't know	7%
None	8%
<i>Unweighted base: All who spoke to more than one person before calling the claim line</i>	101
<i>Weighted base: All who spoke to more than one person before calling the claim line</i>	101

Table 8.2

B9	How likely, if at all, do you think you are to receive an award of PIP as a result of the application?
	Single code
Very likely	30%
Fairly likely	24%
Not very likely	9%
Not at all likely	5%
Don't know	33%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.3

B10	And why do you think that you're likely to receive an award of PIP?
	Multiple response Responses over 3%
My condition/impairment means I think I will obtain a high score on the assessment	60%
My doctor or social worker advised me I would be successful	5%
I already receive DLA	22%
Other	15%
Don't know	7%
<i>Unweighted base: If said very likely or fairly likely at B9</i>	596
<i>Weighted base: If said very likely or fairly likely at B9</i>	595

Table 8.4

C2A	And thinking about the phone call itself, to what extent do you agree or disagree with each of the following statements?
	A. I was able to get through quickly to speak to someone
	Single code
Strongly agree	33%
Tend to agree	20%
Neither agree nor disagree	4%
Tend to disagree	12%
Strongly disagree	22%
Don't know	9%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.5

C2B	And thinking about the phone call itself, to what extent do you agree or disagree with each of the following statements?
	B. The person I spoke to was helpful
	Single code
Strongly agree	62%
Tend to agree	23%
Neither agree nor disagree	3%
Tend to disagree	3%
Strongly disagree	3%
Don't know	6%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.6

C2C	And thinking about the phone call itself, to what extent do you agree or disagree with each of the following statements?
	C. The phone call took too long
	Single code
Strongly agree	16%
Tend to agree	11%
Neither agree nor disagree	7%
Tend to disagree	28%
Strongly disagree	28%
Don't know	10%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.7

C2D	And thinking about the phone call itself, to what extent do you agree or disagree with each of the following statements?
	D. The person I spoke to explained what would happen next
	Single code
Strongly agree	57%
Tend to agree	26%
Neither agree nor disagree	3%
Tend to disagree	4%
Strongly disagree	4%
Don't know	7%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.8

D1	How long did it take for the PIP application form to arrive after your initial call to the PIP claim line?
	Single code
A couple of days	5%
More than a couple of days but less than a week	19%
1 week up to 2 weeks	36%
2 weeks up to 3 weeks	17%
3 weeks up to 4 weeks	6%
More than 4 weeks	6%
Don't know	11%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.9

D10	And why did you / will you need help with completing the form itself?
	Multiple responseC2 Responses over 3%
I find it difficult to complete forms because of my disability or illness	51%
I could not understand all the questions	26%
The instructions about how to complete the form were not clear	6%
I did not know the answers to some of the questions	5%
To check for errors / mistakes / to make sure form completed properly	8%
Other	6%
<i>Unweighted base: All who had help completing the PIP claim form</i>	637
<i>Weighted base: All who had help completing the PIP claim form</i>	635

Table 8.10

D11	And why does the person you are claiming on behalf of need help with completing the form itself?
	Multiple responses Responses over 3%
They find it difficult to complete forms because of their disability or illness	77%
They could not understand all the questions	23%
They did not know the answers to some of the questions	4%
Due to the nature of the condition	3%
Language problems / doesn't understand English	3%
Unable to read / write / communicate	5%
Other	3%
<i>Unweighted base: All who were claiming on behalf of someone else</i>	236
<i>Weighted base: All who were claiming on behalf of someone else</i>	234

Table 8.11

D13	How relevant, if at all, are questions in the form to your situation?
	Single code
Very relevant	28%
Fairly relevant	49%
Not very relevant	13%
Not at all relevant	3%
Don't know	7%
<i>Unweighted base: All who have completed the PIP claim form</i>	1022
<i>Weighted base: All who have completed the PIP claim form</i>	1022

Table 8.12

D14	Why do you say that the questions are not relevant to your situation?
	Multiple response
They were not suitable for people with my/their condition	57%
They were not relevant because of my/their specific circumstances	60%
They did not ask about the aspects of my/their home life which are difficult for me/them	17%
They did not ask about the aspects of my/their work life which are difficult for me/them	7%
They did not ask about aspects of my/their mobility which are difficult for me/them	20%
<i>Unweighted base: All who did not think the questions on the PIP application form were relevant</i>	166
<i>Weighted base: All who did not think the questions on the PIP application form were relevant</i>	168

Table 8.13

D16	Was there any information on the form which you found difficult to provide?
	Single code
Yes	24%
No	70%
Don't know	6%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.14

D17	Why was the information on the form difficult to provide?
	Multiple responses Responses over 3%
I did not know the information	19%
The answer varies over time	10%
The answer varies in different circumstances	8%
The information is sensitive and I felt uncomfortable about providing it	9%
I did not think the information was relevant	6%
Didn't have relevant reports / notes / information about condition to hand	11%
Difficulties describing / proving my condition	9%
Due to the effects / nature of my / claimants condition	5%
Questions were difficult to understand	5%
Questions weren't relevant to my condition	4%
The questions were repetitive	3%
Lack of time / was taking too long / information took time to obtain	5%
Was confused / couldn't concentrate	4%
Other	6%
Don't know	3%
<i>Unweighted base: All who are claiming on behalf of someone</i>	250
<i>Weighted base: All who are claiming on behalf of someone</i>	250

Table 8.15

D8	You said that you have consulted / will consult a charity or support group about which information or evidence to include when completing the PIP application form. Which charity or support group?
	Multiple response
Age UK	5%
RNIB	2%
Citizen's Advice Bureau	11%
Other	80%
Don't know	9%
<i>Unweighted base: All who said they would consult a charity</i>	45
<i>Weighted base: All who said they would consult a charity</i>	45

Table 8.16

D4	<p>You said that you did not / will not consult the DWP helpline or website. Why do you say that?</p>
	<p>Multiple responses Responses over 3%</p>
I didn't know it existed	19%
I didn't know how it would help me	7%
I didn't think it would be helpful	12%
I was worried it would affect my claim	1%
No internet access	4%
Can't use / don't have a computer / computer broken	7%
I didn't need to / I knew what to do	7%
I had help from Citizen Advice Bureau (CAB)	4%
I had other people / support worker to help me / didn't feel it was needed	8%
I had help from charity / support group	4%
Don't know	15%
<i>Unweighted base: All who said they had not consulted the DWP helpline or website</i>	500
<i>Weighted base: All who said they had not consulted the DWP helpline or website</i>	498

Table 8.17

D5	You said that you did / will consult the DWP helpline or website. Is that the helpline or the website, or both?
	Single code
Helpline	40%
Website	42%
Both	11%
Don't know	6%
<i>Unweighted base: All who said they would consult the DWP helpline or website</i>	
	64
<i>Weighted base: All who said they would consult the DWP helpline or website</i>	
	64

Table 8.18

D6A	D6. To what extent do you agree or disagree with the following statements about the DWP helpline?
	A. It was easy to get through to the helpline
	Single code
Strongly agree	30%
Tend to agree	37%
Neither agree nor disagree	6%
Tend to disagree	9%
Strongly disagree	12%
Don't know	6%
<i>Unweighted base: All who said they called the DWP helpline</i>	
	33
<i>Weighted base: All who said they called the DWP helpline</i>	
	33

Table 8.19

D6B	D6. To what extent do you agree or disagree with the following statements about the DWP helpline? B. The information provided on the helpline was useful
	Single code
Strongly agree	55%
Tend to agree	27%
Neither agree nor disagree	6%
Tend to disagree	3%
Strongly disagree	3%
Don't know	6%
<i>Unweighted base: All who said they called the DWP helpline</i>	33
<i>Weighted base: All who said they called the DWP helpline</i>	33

Table 8.20

D6C	D6. To what extent do you agree or disagree with the following statements about the DWP helpline? A. I got the support I needed from the helpline
	Single code
Strongly agree	51%
Tend to agree	28%
Neither agree nor disagree	0%
Tend to disagree	13%
Strongly disagree	3%
Don't know	6%
<i>Unweighted base: All who said they called the DWP helpline</i>	33
<i>Weighted base: All who said they called the DWP helpline</i>	33

Table 8.21

D7A	D7. To what extent do you agree or disagree with the following statements about the DWP website? A. The information provided on the website was useful
	Single code
Strongly agree	28%
Tend to agree	35%
Neither agree nor disagree	15%
Tend to disagree	13%
Strongly disagree	6%
Don't know	3%
<i>Unweighted base: All who said they used the DWP website</i>	32
<i>Weighted base: All who said they used the DWP website</i>	32

Table 8.22

D7B	D7. To what extent do you agree or disagree with the following statements about the DWP website? B. I got the support I needed from the website
	Single code
Strongly agree	6%
Tend to agree	44%
Neither agree nor disagree	10%
Tend to disagree	19%
Strongly disagree	15%
Don't know	6%
<i>Unweighted base: All who said they used the DWP website</i>	32
<i>Weighted base: All who said they used the DWP website</i>	32

Table 8.23

D23	Why were you not able to provide this evidence?
	Multiple responses Responses over 3%
I never had this type of evidence	17%
I had lost or mislaid this evidence	8%
I did not have time to put it together in time	28%
Cost of obtaining notes / reports	7%
Didn't have relevant reports / notes / information about condition to hand	6%
Difficulties describing / proving my condition	4%
Difficulties contacting Doctor / medical professional	3%
Lack of time / was taking too long / information took time to obtain	3%
My Doctor / specialist wanted to be contacted directly	5%
Other	13%
Don't know	2%
<i>Unweighted base: All who requested MR</i>	<i>315</i>
<i>Weighted base: All who requested MR</i>	<i>315</i>

Table 8.24

D25	How useful was the supporting information from DWP about how to fill out the form?
	Single code
Very useful	30%
Fairly useful	38%
Not very useful	15%
Not at all useful	5%
Don't know	12%
<i>Unweighted base: All who completed the PIP application form</i>	1022
<i>Weighted base: All who completed the PIP application form</i>	1022

Table 8.25

D26	Overall experience of completing the PIP claim form: easier more difficult, or just as you expected?
	Single code
The experience was as I expected	49%
The experience was more difficult than I expected	34%
The experience was easier than I expected	14%
Don't know	3%
<i>Unweighted base: All who have completed the PIP claim form</i>	1022
<i>Weighted base: All who completed the PIP application form</i>	1022

Table 8.26

D27	Would you have preferred to complete the form online, or not?
	Single code
Yes	24%
No	70%
Don't know	6%
<i>Unweighted base: All</i>	1106
<i>Weighted base: All</i>	1106

Table 8.27

D28	Why would you have preferred to complete the form online?
	Multiple responses Responses over 3%
It is easier than writing on a paper form	55%
It would have been quicker	29%
It will not get lost in the post	3%
I can use a screen reader which I cannot use on a paper form	3%
Other reasons	27%
<i>Unweighted base: All who would have preferred to complete the PIP claim form online</i>	234
<i>Weighted base: All who would have preferred to complete the PIP claim form online</i>	237

Table 8.28

D29	Why would you not prefer to complete the form online?
	Multiple responses Responses over 3%
It is easier to write on a paper form	28%
It would have been slower	5%
It is easier to read/ see a paper form	9%
I do not have a computer	20%
I do not know how to complete online forms	19%
Other reasons	31%
<i>Unweighted base: All who would have not preferred to complete the PIP claim form online</i>	806
<i>Weighted base: All who would have not preferred to complete the PIP claim form online</i>	803

Wave two

Table 8.29

B8	You said you did not get any advice or information from DWP about the assessment process. Why was this?	
	Multiple responses Responses of 4% and over	
I did not need any advice or information		31%
I used advice or information from other sources		14%
I did not know I could get advice or information from DWP		11%
I preferred to get advice or information from other sources		8%
I did consult DWP but did not get any advice or information		4%
Other		16%
Don't know		16%
<i>Unweighted base: All who did not obtain advice or information from DWP</i>		280
<i>Weighted base: All who did not obtain advice or information from DWP</i>		280

Table 8.30

E7	Did you contact DWP between sending in your application and receiving your decision letter?	
	Single code	
Yes, I did contact DWP		19%
No, I did not contact DWP		77%
Don't know/can't remember		3%
<i>Unweighted base: All who had a decision</i>		1203
<i>Weighted base: All who had a decision</i>		1203

Table 8.31

E9	Why did you contact DWP between sending in the application and receiving the decision letter?
	Multiple responses Responses of 4% and over
To check on the progress of the application	57%
To provide some extra information or supporting evidence	10%
To reschedule the appointment	4%
Other	7%
Don't know	7%
<i>Unweighted base: All those who contacted DWP</i>	230
<i>Weighted base: All those who contacted DWP</i>	233

Table 8.32

E8	Did you contact the assessment provider between sending in the application and receiving the decision letter?
	Single code
Yes, I did contact the assessment provider	8%
No, I did not contact the assessment provider	89%
Don't know/can't remember	3%
<i>Unweighted base: All who had a decision</i>	1203
<i>Weighted base: All who had a decision</i>	1203

Table 8.33

E11	Why did you contact the assessment provider between sending in the application and receiving the decision letter?
	Multiple responses Responses of 4% and over
To check on the progress of the application	35%
To try to rearrange a face-to-face assessment consultation	26%
To contest / ask more information about the decision	5%
To ask details about the appointment / the assessor	4%
To report a change in circumstances (change in disability or impacts)	4%
To ask for advice (e.g. about face-to-face assessment consultation)	4%
Don't know	6%
<i>Unweighted base: All those who contacted the assessment provider</i>	98
<i>Weighted base: All those who contacted the assessment provider</i>	99

Table 8.34

B14	How long did you wait from sending in the application form to the date of your face-to-face assessment consultation appointment?
	Single code Responses of 4% and over
Two weeks	7%
Three weeks	11%
Four weeks	18%
Five weeks	6%
Six weeks	15%
Seven weeks or more	31%
Can't remember	9%
<i>Unweighted base: All who had a face-to-face assessment consultation</i>	1026
<i>Weighted base: All who had a face-to-face assessment consultation</i>	1026

Table 8.35

D20	Who do you think is responsible for gathering and collating the supporting evidence about the application?
	Multiple responses
DWP	34%
The claimant (the person for whom PIP is being claimed or the person applying on their behalf)	33%
The assessment provider (IAS/Capita)	12%
The GP	7%
Other	4%
Don't know	25%
<i>Unweighted base: All who had a decision</i>	1203
<i>Weighted base: All who had a decision</i>	1203

Table 8.36

D19	Did DWP make it clear or not that the assessment provider may have gathered further information about you and your health condition beyond what you/ they sent in with the application, for example from your GP?
	Single code
Yes, did make it clear	66%
No, did not make it clear	28%
Don't know/can't remember	6%
<i>Unweighted base: All who had a decision</i>	1203
<i>Weighted base: All who had a decision</i>	1203

Table 8.37

E1	Do you think that evidence from your previous DLA applications and information about your DLA award were used in making a decision about your PIP application?
	Single code
Yes, definitely	19%
Yes, probably	23%
Neither yes nor no	3%
No, probably	14%
No, definitely	20%
Don't know	21%
<i>Unweighted base: All those who are full PIP roll out and reassessment</i>	603
<i>Weighted base: All those who are full PIP roll out and reassessment</i>	602

Table 8.38

E2	Do you think that evidence from your GP or medical records was used in making a decision about your PIP application?
	Single code
Yes, definitely	26%
Yes, probably	26%
Neither yes nor no	2%
No, probably	10%
No, definitely	16%
Don't know	19%
<i>Unweighted base: All who had a decision</i>	
1203	
<i>Weighted base: All who had a decision</i>	
1203	

Table 8.39

C11	Where did your face-to-face assessment consultation take place?
	Single code Responses of 5% and over
At a venue arranged by the assessment provider	66%
At home	27%
At my local surgery or health centre	5%
<i>Unweighted base: All who had a face-to-face assessment consultation</i>	
1026	
<i>Weighted base: All who had a face-to-face assessment consultation</i>	
1026	

Table 8.40

C4	Did you ask for an alternative appointment time, date or location?
	Single code Responses of 8% and over
Yes, alternative time or date only	13%
Yes, alternative location only	8%
Yes, alternative time, date and location	9%
No, did not ask	68%
<i>Unweighted base: All who had a face-to-face assessment consultation and appointment time was not convenient or not accessible or location not easy</i>	319
<i>Weighted base: All who had a face-to-face assessment consultation and appointment time was not convenient or not accessible or location not easy</i>	321

Table 8.41

C8	How easy or difficult was it to arrange this new time or location for your appointment?
	Single code
Very easy	31%
Fairly easy	22%
Neither easy or difficult	7%
Fairly difficult	11%
Very difficult	29%
Don't know	0%
Not applicable	0%
<i>Unweighted base: All those who asked for a new time, date or location</i>	95
<i>Weighted base: All those who asked for a new time, date or location</i>	97

Table 8.42

C1	Did you attend the face-to-face assessment consultation you were initially offered?
	Single code Responses of 2% and over
Yes, attended the face-to-face assessment consultation initially offered	73%
No, did not attend the face-to-face assessment consultation initially offered	26%
<i>Unweighted base: All who had a face-to-face assessment consultation</i>	1026
<i>Weighted base: All who had a face-to-face assessment consultation</i>	1026

Table 8.43

C2	What were the reasons you did not attend the face-to-face assessment consultation initially offered?
	Multiple response Responses of 4% and over
I could not get to the location offered (not possible to travel to that place)	26%
My initial appointment was cancelled by the provider	19%
It was at a time I could not attend (because of other commitments)	15%
I was not well enough to go to a face-to-face assessment consultation	10%
I could not find a carer or supporter to come with me at that place or time	5%
I requested a home assessment	4%
Other	22%
<i>Unweighted base: All who did not attend the face-to-face assessment originally offered</i>	267
<i>Weighted base: All who did not attend the face-to-face assessment originally offered</i>	269

Table 8.44

C14	What were the reasons you did not have a face-to-face assessment interview?
	Multiple responses Responses of 6% and over
I was not well enough to go to a face-to-face assessment consultation	27%
My appointment was cancelled by the provider and still awaiting a new one	14%
I am still waiting for my face-to-face assessment consultation	13%
I was advised that I no longer needed a face-to-face assessment consultation	7%
The appointment(s) were at time(s) I could not attend (because of work)	7%
The appointment(s) were at time(s) I could not attend (because of other commitments)	7%
I was not offered a suitable location (not possible to travel to the place(s) offered)	7%
Going to a face-to-face assessment would have made my condition worse	6%
Other	33%
<i>Unweighted base: All who did not have a face-to-face assessment consultation and were invited to one</i>	15
<i>Weighted base: All who did not have a face-to-face assessment consultation and were invited to one</i>	15

Table 8.45

C15	Did you ask for an alternative appointment time, date or location?
	Single code
No, did not ask	73%
Yes, alternative time, date and location	7%
Yes, alternative time or date only	7%
Yes, alternative location only	7%
Don't know/can't remember	6%
<i>Unweighted base: All who did not have a face-to-face assessment consultation and were invited to one</i>	15
<i>Weighted base: All who did not have a face-to-face assessment consultation and were invited to one</i>	15

Table 8.46

C16	How easy or difficult was it to arrange this new time or location for your appointment?
	Single code
Very easy	33%
Fairly easy	34%
Neither easy or difficult	0%
Fairly difficult	0%
Very difficult	33%
<i>Unweighted base: All who did not have a face-to-face assessment consultation and asked for a new time, date or location</i>	3
<i>Weighted base: All who did not have a face-to-face assessment consultation and asked for a new time, date or location</i>	3

Table 8.47

D2A	Did the person who attended with you attend as your appointee?
	Single code
Yes – an appointee	47%
No – was not an appointee	48%
Don't know/can't remember	5%
<i>Unweighted base: All those who took someone into the face-to-face assessment consultation</i>	673
<i>Weighted base: All those who took someone into the face-to-face assessment consultation</i>	674

Table 8.48

D6	Were there things you wanted to explain at the face-to-face assessment consultation which you weren't able to?
	Single code
Yes, there were things they wanted to explain	39%
No, there were not things they wanted to explain	57%
Don't know	4%
<i>Unweighted base: All who had a face-to-face assessment consultation</i>	1026
<i>Weighted base: All who had a face-to-face assessment consultation</i>	1026

Table 8.49

D7	Why weren't you able to explain them?
	Multiple responses Responses of 5% and over
Questions were not appropriate	39%
Problems with assessors	35%
There was no time	22%
I had trouble explaining myself	14%
I forgot to mention them	8%
Other	5%
<i>Unweighted base: All those who wanted to explain things at the face-to-face assessment consultation but were not able to</i>	397
<i>Weighted base: All those who wanted to explain things at the face-to-face assessment consultation but were not able to</i>	399

Table 8.50

D8	Which statement best describes what happened during the face-to-face assessment consultation?
	Single code Responses of 3% and over
Mostly the face-to-face assessment consultation was questions. I was asked to do just one or two assessments	56%
I was just asked questions. I was not asked to do any tests or assessments	24%
The face-to-face assessment consultation was roughly half questions and half tests and assessments	15%
The face-to-face assessment consultation was mainly tests and assessments with very few questions asked	3%
<i>Unweighted base: All who had a face-to-face assessment consultation</i>	1026
<i>Weighted base: All who had a face-to-face assessment consultation</i>	1026

Table 8.51

D10	During the face-to-face assessment consultation, which, if any, of the following things did the assessor ask about activities you do?
	Multiple responses Responses of 4% and over
How the situation varies between good and bad days	62%
Whether you can carry the activities out safely	60%
Whether you have to stop while doing the activities	56%
How long the activities take	52%
Whether you can repeat the activities	40%
None of these	13%
Can't remember	4%
<i>Unweighted base: All who had a face-to-face assessment consultation</i>	1026
<i>Weighted base: All who had a face-to-face assessment consultation</i>	1026

Table 8.52

D26	Would you have liked the face-to-face assessment consultation to have been audio-recorded by the health professional?
	Single code
Yes, would have liked it recorded	40%
No, would not have liked it recorded	44%
Don't know	16%
<i>Unweighted base: All those who had a face-to-face assessment consultation and are making the application for themselves</i>	869
<i>Weighted base: All those who had a face-to-face assessment consultation and are making the application for themselves</i>	866

Table 8.53

F5	Do you think the decision letter included the right amount of detail about your case, or not?
	Multiple responses Responses of 8% and over
Yes – right amount of detail	50%
No – too little detail	26%
No – wrong kind of detail	21%
Don't know	8%
<i>Unweighted base: All who had a decision</i>	1203
<i>Weighted base: All who had a decision</i>	1203

Wave three

Table 8.54

C2	Did DWP make it clear how long the mandatory reconsideration process was likely to take, or not?
	Single code
Yes, did make clear	42%
No, did not make clear	50%
Don't know	8%
<i>Unweighted base: All who requested MR</i>	904
<i>Weighted base: All who requested MR</i>	382

Table 8.55

G2	Why did you not attend the tribunal in person?
	Multiple response Responses of 3% and over
I did not know I could	9%
I could not get there (transport or access problems)	23%
I was not available at that time	3%
I was not informed of the time or place where it would be held at all	4%
I was not well enough to come	39%
I did not want to	15%
Don't know	14%
<i>Unweighted base: All those who did not attend their tribunal</i>	83
<i>Weighted base: All those who did not attend their tribunal</i>	21

Table 8.56

G8	Why did you choose to have a legal representative present at the tribunal?
	Multiple responses
I thought having a legal representative would mean they were taken seriously	28%
I thought I had to have a legal representative	27%
I thought a legal representative would successful argue their case	19%
Other	54%
<i>Unweighted base: All those who brought a legal representative to the tribunal</i>	8
<i>Weighted base: All those who brought a legal representative to the tribunal</i>	2

Table 8.57

G9	Did you receive a copy of your initial assessment report from DWP before your appeal tribunal?
	Single code
Yes, I received it	84%
No, I did not receive it	7%
Don't know	8%
<i>Unweighted base: All those who received a decision after an appeal tribunal</i>	353
<i>Weighted base: All those who received a decision after an appeal tribunal</i>	90

Table 8.58

G10	Did you know you could request a copy of your initial assessment report from DWP before your tribunal?
	Single code
Yes, I knew	23%
No, I did not know	77%
<i>Unweighted base: All those who received a decision after an appeal tribunal</i>	25
<i>Weighted base: All those who received a decision after an appeal tribunal</i>	7

Table 8.59

G10	To what extent do you agree or disagree with each of the following statements?
	Single code
	A. The initial assessment report accurately reflected how my disability of condition impacts my life
Strongly agree	4%
Tend to agree	8%
Neither agree nor disagree	2%
Tend to disagree	10%
Strongly disagree	74%
Don't know	1%
<i>Unweighted base: All those who received a copy of their initial assessment report from DWP</i>	300
<i>Weighted base: All those who received a copy of their initial assessment report from DWP</i>	76

Table 8.60

G10	To what extent do you agree or disagree with each of the following statements?
	B. I found seeing the initial assessment report before the tribunal useful to help them prepare
	Single code
Strongly agree	26%
Tend to agree	25%
Neither agree nor disagree	9%
Tend to disagree	13%
Strongly disagree	24%
Don't know	5%
<i>Unweighted base: All those who received a copy of their initial assessment report from DWP</i>	300
<i>Weighted base: All those who received a copy of their initial assessment report from DWP</i>	76

Table 8.61

G10	To what extent do you agree or disagree with each of the following statements? C. I found the initial assessment report useful at the tribunal
	Single code
Strongly agree	18%
Tend to agree	19%
Neither agree nor disagree	11%
Tend to disagree	12%
Strongly disagree	31%
Don't know	10%
<i>Unweighted base: All those who received a copy of their initial assessment report from DWP</i>	300
<i>Weighted base: All those who received a copy of their initial assessment report from DWP</i>	76

Table 8.62

H4	Were you aware that if you were unhappy with the outcome of your appeal, you could appeal to an upper tribunal?
	Single code
Yes, I was aware	55%
No, I was not aware	45%
Don't know	1%
<i>Unweighted base: All those who received a decision after an appeal tribunal</i>	353
<i>Weighted base: All those who received a decision after an appeal tribunal</i>	90

Longitudinal

Table 8.63

I1	How far do you agree or disagree with the following statement? A. Throughout the process, letters from DWP were clear
	Single code
Strongly agree	36%
Tend to agree	39%
Neither agree nor disagree	9%
Tend to disagree	8%
Strongly disagree	6%
Don't know	1%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895

Table 8.64

I1	How far do you agree or disagree with the following statement? B. Throughout the process, other information from DWP was clear
	Single code
Strongly agree	37%
Tend to agree	38%
Neither agree nor disagree	7%
Tend to disagree	9%
Strongly disagree	7%
Don't know	2%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895

Table 8.65

I1	How far do you agree or disagree with the following statement? C. Throughout the process, the telephone conversations I had with DWP were helpful
	Single code
Strongly agree	36%
Tend to agree	27%
Neither agree nor disagree	11%
Tend to disagree	7%
Strongly disagree	6%
Don't know	14%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895

Table 8.66

I1	How far do you agree or disagree with the following statement? D. It was clear to me how to contact DWP with questions or queries throughout the process
	Single code
Strongly agree	44%
Tend to agree	35%
Neither agree nor disagree	5%
Tend to disagree	8%
Strongly disagree	7%
Don't know	1%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895

Table 8.67

I1	How far do you agree or disagree with the following statement? E. DWP offered adequate help or assistance with navigating the process
	Single code
Strongly agree	33%
Tend to agree	27%
Neither agree nor disagree	11%
Tend to disagree	8%
Strongly disagree	14%
Don't know	6%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895

Table 8.68

I1	How far do you agree or disagree with the following statement? F. The process of requesting, completing and submitting the application form was made clear to me by DWP
	Single code
Strongly agree	42%
Tend to agree	32%
Neither agree nor disagree	7%
Tend to disagree	7%
Strongly disagree	8%
Don't know	3%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895

Table 8.69

I1	How far do you agree or disagree with the following statement? G. The process of receiving a face-to-face assessment date and time and preparing for the assessment was made clear to me
	Single code
Strongly agree	48%
Tend to agree	32%
Neither agree nor disagree	5%
Tend to disagree	5%
Strongly disagree	5%
Don't know	6%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895

Table 8.70

I1	How far do you agree or disagree with the following statement? H. The process of receiving a decision and the subsequent next steps was made clear to me by DWP
	Single code
Strongly agree	46%
Tend to agree	34%
Neither agree nor disagree	5%
Tend to disagree	7%
Strongly disagree	7%
Don't know	1%
<i>Unweighted base: Longitudinal sample</i>	450
<i>Weighted base: Longitudinal sample</i>	895