



PERSONAL INDEPENDENCE PAYMENT

East of England Financial Capability Forum

**King's Church, 49-53 Tenison Road, Cambridge,
CB1 2DG**

22nd June 2016

**Gary Vaux, Hertfordshire County Council
Money Advice Unit**

DLA is ending for people who were born after 8 April 1948.

Disability Living Allowance (DLA) is ending for people who were born after 8 April 1948 and are 16 or over. This will happen even if you have an indefinite or long-term award.

You'll continue to get DLA until the Department for Work and Pensions (DWP) writes to tell you about when it will end. The letter will invite you to apply for a new benefit called Personal Independence Payment (PIP) and tell you what to do next. DLA is not the same as PIP.

If you're in this age group we will write to you telling you more about the end of DLA. Once you get your letter you'll have 28 days from the date on the letter to decide whether you want to make a claim for PIP. As you won't be able to choose to keep DLA, it's worth finding out about PIP.

Other benefits you or your carer get, such as Motability or Carer's Allowance, may also end or change.

You don't need to contact us until we write to you unless there is a change in how your condition or disability affects you.

Important

You will not be affected by this change and will continue to receive DLA if:

- you were born on or before 8 April 1948; or
- you are under the age of 16.

PIP Claims Process

Initial Claim

Personal details, residence and presence
mobility problems if DS 1500



PIP 2 questionnaire

Health professionals, condition(s),
medication, daily living/mobility activities



Face to face assessment

Normally at least seven days written notice,
at an assessment centre



Decision

Notified in writing, explains reasons for the
decision and how to challenge it



Some features of PIP

- Two parts: daily living component and mobility component
- Each part has two rates: standard and enhanced
- Non-means tested or contributory
- Can be paid to people who are working or studying
- Can be paid to people who don't have a carer, or live alone
- A payment for claimants to spend as they like
- Not counted as income when calculating other benefits (but could be counted by SSD)

PIP eligibility rules

Claimants must:

- be aged 16 - 64 at start of claim
- satisfy the 'past presence test' (resident in GB for at least two of the last three years)
- pass the 'habitual residence test'
- Score enough points in the disability assessment
- Satisfy the disability conditions for at least **three months** before claiming, and be likely to meet them for at least **nine months** afterwards ('required period condition')

- **PIP ENTITLEMENT**

- Entitlement to PIP is based on an 'objective' points-based assessment – claim form and additional evidence plus.....
- Most claimants must attend a face-to-face assessment - conducted by ATOS or Capita
- DWP still make the decision
- No automatic entitlement for specific conditions (unless terminally ill)
- “Lifetime awards” of DLA are irrelevant



PIP Migration

- DLA claimants invited to claim PIP either:
 - If they report a change of circumstances
 - If they choose to claim
 - If their DLA renewal date is reached
 - At random
- 28 days to respond (can be extended)
- Outcomes - significant number of Mobility claims being refused

DWP to take adapted car away from teenager who had leg amputated

A teenager who had her leg amputated because of bone cancer faces losing her Motability car because the DWP says she is 'not disabled enough'.

“They’ve told me I’m not disabled enough to require an adapted car because I can walk a certain distance,” said Olivia “I can’t remember what the distance is, but it’s not very far. Because I can walk that short distance they say I can’t have the car.”

To date, around 16,000 people have lost their Motability vehicle, and around 100 more a week continue to do so. Eventually, around 100,000 are estimated to lose out.



Likely re-assessment outcome under PIP	Number of re-assessed DLA cases	Percentage
<i>Award increased under PIP</i>	510,000	29%
<i>Award unchanged under PIP</i>	270,000	15%
<i>Award decreased under PIP</i>	510,000	29%
<i>Award ended under PIP</i>	450,000	27%
Totals	1.75 million	100%

Personal Independence Payment - PIP

DWP

Department for
Work and Pensions



- Only 74 per cent of DLA claims reassessed will be successful in a PIP award, estimates the Office for Budget Responsibility (Dec 2015)
- Latest evidence from DWP also suggests that PIP reassessments will not be completed until 2018/2019

STRUCTURE OF PIP

Two components, each with two rates (same amounts as DLA but no lower rate for 'daily living'/cooking test) .

- **Daily living component:**

standard rate	£55.10 per week
enhanced rate	£82.30 per week

- **Mobility component:**

standard rate	£21.80 per week
enhanced rate	£57.45 per week

PIP DAILY LIVING COMPONENT

Claimants score points if they have difficulty with 10 specified activities. Each activity has its own set of descriptors.

1. Preparing food
2. Taking nutrition
3. Managing therapy or monitoring a health condition
4. Washing and bathing
5. Managing toilet needs or incontinence
6. Dressing and undressing
7. Communicating verbally
8. Reading and understanding signs, symbols & words
9. Engaging with other people face to face
10. Making budgeting decisions

PIP mobility assessment

MOBILITY

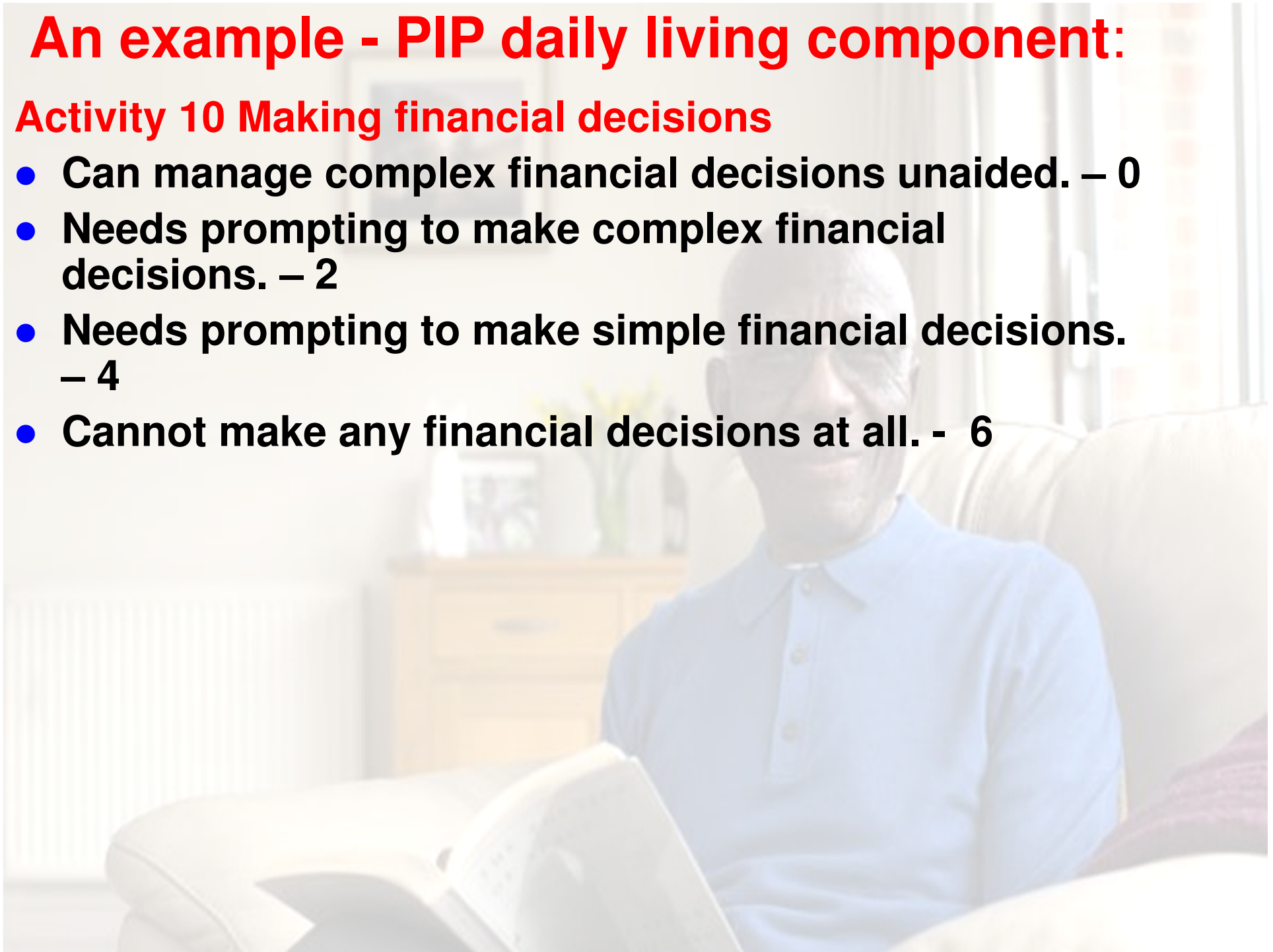
1. Planning and following journeys
2. Moving around



An example - PIP daily living component:

Activity 10 Making financial decisions

- **Can manage complex financial decisions unaided. – 0**
- **Needs prompting to make complex financial decisions. – 2**
- **Needs prompting to make simple financial decisions. – 4**
- **Cannot make any financial decisions at all. - 6**



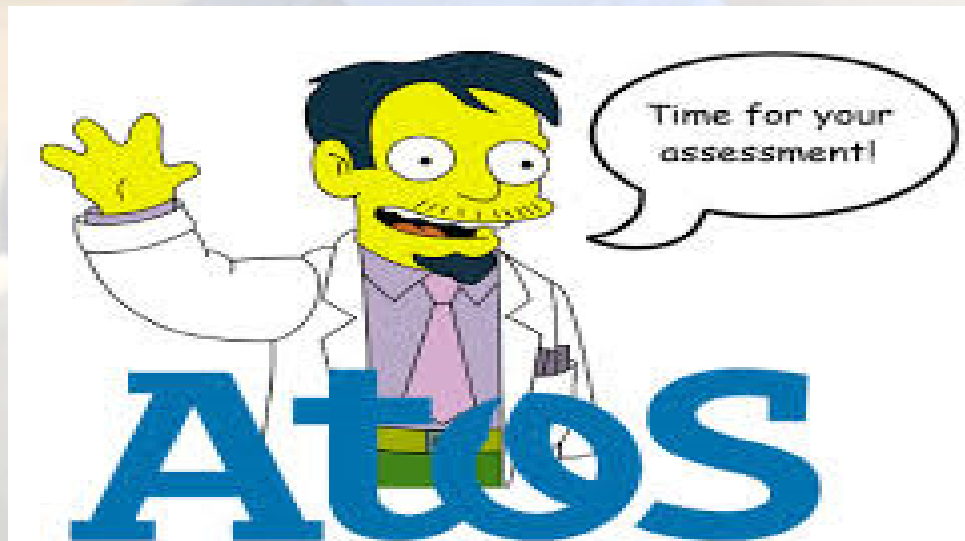
'Reliably'

A CLAIMANT CAN ONLY BE DESCRIBED AS CAPABLE OF DOING SOMETHING IF THEY CAN DO IT :-

- safely – in a manner unlikely to cause harm to the claimant or others during or after the activity;
- to an acceptable standard;
- repeatedly – as often as is reasonably required for the activity in question; *and*
- within a reasonable time period – in no more than twice the maximum time someone with no disability takes to do the activity

Assessments

- *Films of a simulated PIP assessment, to prepare your client for what will happen:*
- samedifference1.com/2013/11/15/attending-a-pip-assessment-simulation
- <https://www.youtube.com/watch?v=hf1hocnXhRM> (from ATOS)



PIP Challenging decisions process

Request revision

Within one month of decision letter date, grounds not needed (but a good idea!)

Mandatory reconsideration (MR) notice

Says whether decision changed (and how if so). Advises of right of appeal. 2 copies issued.

Make an appeal

Within one month of date on MR notice. Must be in writing and give grounds.

Appeal tribunal

Holds an oral hearing unless no-one requests one, and can decide the case fairly without.

OK....so you're going ahead

- You can get a copy of the Tribunals Service booklet SSCS1A 'How to Appeal against a decision made by the Department of Work and Pensions' from the Tribunals Service website

www.justice.gov.uk

- You can get a copy of the SSCS1 appeal form at:

www.justice.gov.uk/downloads/forms/tribunals/sscs/sscs1.pdf

Success Rates

- PIP success rates for claimants have risen from 26% of appeals in last quarter of 2013/14 – the first time there were any PIP appeals - to 63% appeals in Jan-March 2016.
- **Three quarters of overturned PIP appeals due to by new evidence supplied at the tribunal hearing**

Complaints

- e.g. waiting times for assessments/MR's/appeal dates

**Email subject bar: PIP Department - Complaint Ref:
(NiNo)**

Send to: Glasgow-DBC-customer services@dwp.gsi.gov.uk

And cc: contact-us@jobcentreplus.gsi.gov.uk

For Atos

CEO: ursula.morgenstern@atos.net

PIP: pip-customerservice@atos.net

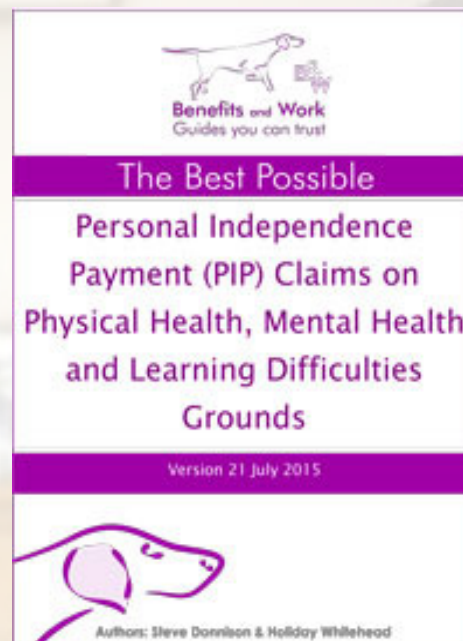
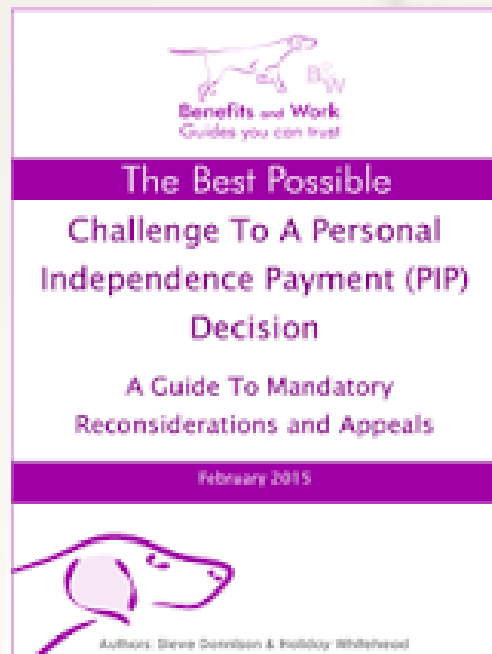
For Capita

PIP email address is: contactus@capitapip.co.uk

C.E.O email: stephen.duckworth@capita.co.uk



Useful resources



Benefits and Work also produce two other very useful guides.....

“Ways to Challenge a PIP Medical Report”

“Personal Independence Payment Appeal Submissions”

Useful resources – and this is not an advert

Resources for BenefitsandWork members

[PIP assessment guide](#)

155 page guidance document for health professionals carrying out PIP medicals.

[PIP58 - Personal independence Payment Assessment Tool](#)

92 page facilitators guide for training health professionals to use PIPAT, the software used to carry out PIP assessments.

[PIPAT Guidance for Assessment Providers](#)

103 page guide for Atos and Capita to using PIPAT assessment software.

Useful resources

<http://fightback.boards.net/thread/924/pip-template-letters-sar-reconsideration>

Templates/examples of letters to GP's requesting supporting evidence; GP reports; MR requests; complaint letters; appeal submissions etc



Useful resources

Money Advice Unit

Hertfordshire County Council

Factsheets –

www.hertfordshire.gov.uk/benefits

Adviceline –

moneyadvice.unit@hertscc.gov.uk

Surviving the Appeals Process

This CPAG Scotland e-learning course is designed to help you to make your own way, or support people, through the appeals process. Through case studies, interactive quizzes and activities you will look at how the system for challenging decisions works:

- How do you identify the decision?
- What is 'mandatory reconsideration'?
- How to appeal
- What happens after you appeal
- <http://elearning.cpag.org.uk/course>

“Personal Independence Payment and other benefits at 16” – free guide



www.cafamily.org.uk/media/389326/personal_independence_june_2013_final_low_res.pdf

Available from **Contact A Family**

**Freephone helpline: 0808 808 3555 or
www.cafamily.org.uk**

Free Guide to PIP

From Disability Rights UK

DISABILITY RIGHTS HANDBOOK

39th Edition
April 2014 - April 2015

A guide to benefits and services for
all disabled people, their families,
carers and advisers



In this period of welfare reform and benefit cuts, keeping up with the new rules is critical.

Fully updated for 2014-15, this book provides in-depth, comprehensive guidance on the benefits system and information on other services and resources.



www.disabilityrightsuk.org/personal-independence-payment-pip