



Department
for Work &
Pensions

Disability Services

Personal
Independence
Payment

**CUSTOMER
SERVICE
EXCELLENCE**



Disability Services

Disability Confident

The Disability Confident Scheme is about encouraging long-term behavioural change, making the business case for employing disabled people and ensuring that they have the opportunities to fulfil their potential.

The aim of Disability Confident is to:

- Make a substantial contribution towards the government's commitment to getting 1 million more disabled people into work by 2027;
- Challenge attitudes towards disability;
- Increase understanding of disability;
- Remove barriers to disabled people and those with long-term health conditions;
- Ensure that disabled people have the opportunity to fulfil their potential and realise their aspirations.

Useful Links

[Disability Confident scheme - YouTube](#)

[Disability Confident employer scheme - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



Introduction

Personal Independence Payment (PIP) is a tax free benefit which can help with some of the extra costs if you have long term ill health or a disability.

PIP is made up of two components:

Daily Living Component

You may get the daily living part of PIP if you need help with things like:

Preparing or eating food, washing and bathing, using the toilet, dressing and undressing, reading and communicating, managing your medicines or treatments, making decisions about money or engaging with other people.

Mobility Component

You may get the mobility part of PIP if you need help with things like:

Planning and following a journey or moving around.





Eligibility

You must be aged 16 to State Pension Age and have a health condition or disability where you:

- Have had difficulties with daily living or getting around (or both) for at least 3 months
- Expect these difficulties to continue for at least 9 months
- You must have lived in England, Scotland or Wales for at least 2 of the last 3 years

Certain exceptions apply which are available on the gov.uk website:

For Instance: Operation Warm Welcome – supporting the Afghan resettlement scheme

How To Claim

Claim by telephone or text phone:

Telephone: 0800 917 2222

Textphone: 0800 917 7777

Monday to Friday 8am to 5pm

Calling from abroad: +44 191 218 7766

Video Relay Service: for British Sign Language Users (BSL)

Relay UK: (If you cannot hear or speak on the phone) 18001 – 0800 917 222

Claim by Post

Personal Independence Payment New Claims

Post Handling Site B

Wolverhampton

WV99 1AH

We provide alternative formats to claim for PIP which are available through the gov.uk website

[Get help with benefits if you have accessibility needs](#)



How To Claim continued

Before you call, you'll need:

- your contact details, for example telephone number
- your date of birth
- your National Insurance number - this is on letters about tax, pensions and benefits
- your bank or building society account number and sort code
- your doctor or health worker's name, address and telephone number
- dates and addresses for any time you've spent in a care home or hospital
- dates for any time you spent abroad for more than 4 weeks at a time, and the countries you visited

Once the claim is submitted, a form titled "How your disability affects you" will be issued.



Completing the form

- Section 1: Information around health condition/disability
- Section 2: Listing health professionals
- Section 3: The daily living and mobility activities
 - Q15: Additional information
- Section 4: What happens next

The image shows a stack of four Personal Independence Payment (PIP) forms. The top form is the 'Personal Independence Payment' form, which includes sections for 'Additional information to complete the form', 'Section 1 - About your health condition or disability', 'Section 2 - About your health condition or disability', and 'Section 3 - About your health condition or disability'. The forms are partially overlapping and show various fields for text entry and checkboxes.



Supporting Our Customers

- 3 Way Calls
- Cost Of Living Support Information
- Translation Service
- PIP1 Questionnaires
- Extension to PIP Forms if required
- Additional Support Markers
- Support with completion of forms for Customers
- Appointees/ Organisational Representatives
- Visiting Officers – Referrals can be made for urgent advanced customer support concerns
- Vulnerable Customer Champions
- Digital Advancements
- Split/ Staggered Payments/ Alternative Payment method
- Job Centre colleagues





The Assessment

The assessment gives you an opportunity to explain your health condition or disability and your individual needs in your own words.

The Health Professional will discuss your health conditions or disability with you to clarify the effect on your daily life and your ability to get around.

The assessment is just one part of the PIP claim process.

Having someone with you

A companion

It can be easier to talk openly about your health condition or disability if you have some support, so we encourage you to have a companion with you.

An appointee

A DWP approved appointee is usually a friend or relative. Corporate approved DWP appointees acting on your behalf could include a solicitor or a local Council representative. It is important your appointee attends the appointment.



Assessment Providers

- The DWP use two assessment providers for PIP – Independent Assessment Services and CAPITA
- Types of assessment:
 - Paper Based Review
 - Telephone Assessment
 - Face to Face
 - Video Assessments

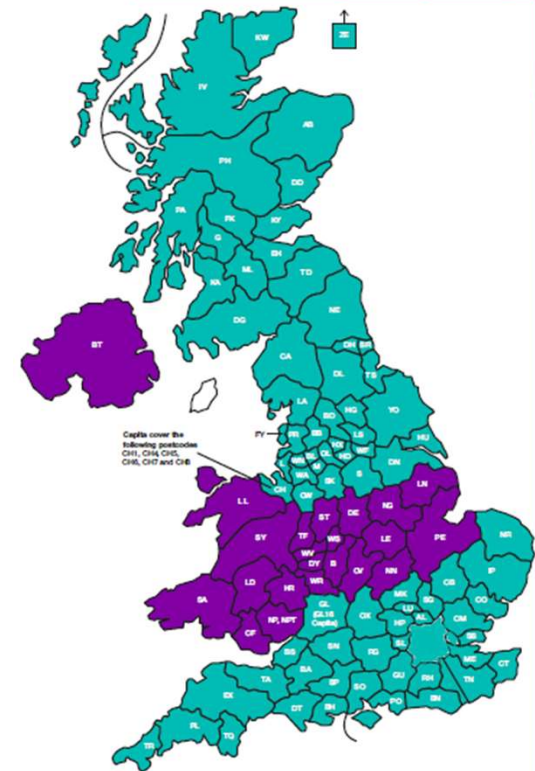
CAPITA | Personal Independence Payment

[Capita Website](#)

Independent
Assessment
Services

Delivered by Atos

[Independent Assessment Services Website](#)



Useful Evidence for our Case Managers and Assessment Providers



Evidence is not just medical, letters from carers and family can be crucial. Please remember to send in evidence at the correct stage of the PIP journey.

Decision Making Process

Upon receipt of the Assessment Provider's functional report, a Case Manager will carefully consider all the available evidence and facts, particularly how the evidence and facts relate to the activities.

In making the decision, we focus on treating our Customers compassionately, with respect and dignity; ensuring we do the right thing, the first time and in every interaction.

A Case Manager will issue a decision letter explaining the decision. The letter also includes the points the claimant has scored, if favourable, the amount of PIP benefit awarded and how long it is awarded for.

If a customer is going to reach State Pension Age before their award is due to be reviewed, they will be given a 10 year review period with no award end date.



Daily living component (activities 1-10)		Mobility component (activities 11-12)	
Standard rate = 8 points Enhanced rate = 12 points		Standard rate = 8 points Enhanced rate = 12 points	
Activity	Possible points	Activity	Possible points
1. Preparing food	0-8	11. Planning and following journeys	0-12
2. Taking nutrition	0-10	12. Moving around	0-12
3. Managing therapy or monitoring a health condition	0-8		
4. Washing and bathing	0-8		
5. Managing toilet needs or incontinence	0-8		
6. Dressing and undressing	0-8		
7. Communicating verbally	0-12		
8. Reading and understanding signs, symbols and words	0-8		
9. Engaging with other people face-to-face	0-8		
10. Making budgeting decisions	0-6		



Award Review

When the review date on your award letter is reached you'll receive a letter asking you to fill in a form called 'Award review - How your disability affects you'.

Once completed, send the form and any supporting evidence you have not shared with the Department before – the form details what to include and where to send it.

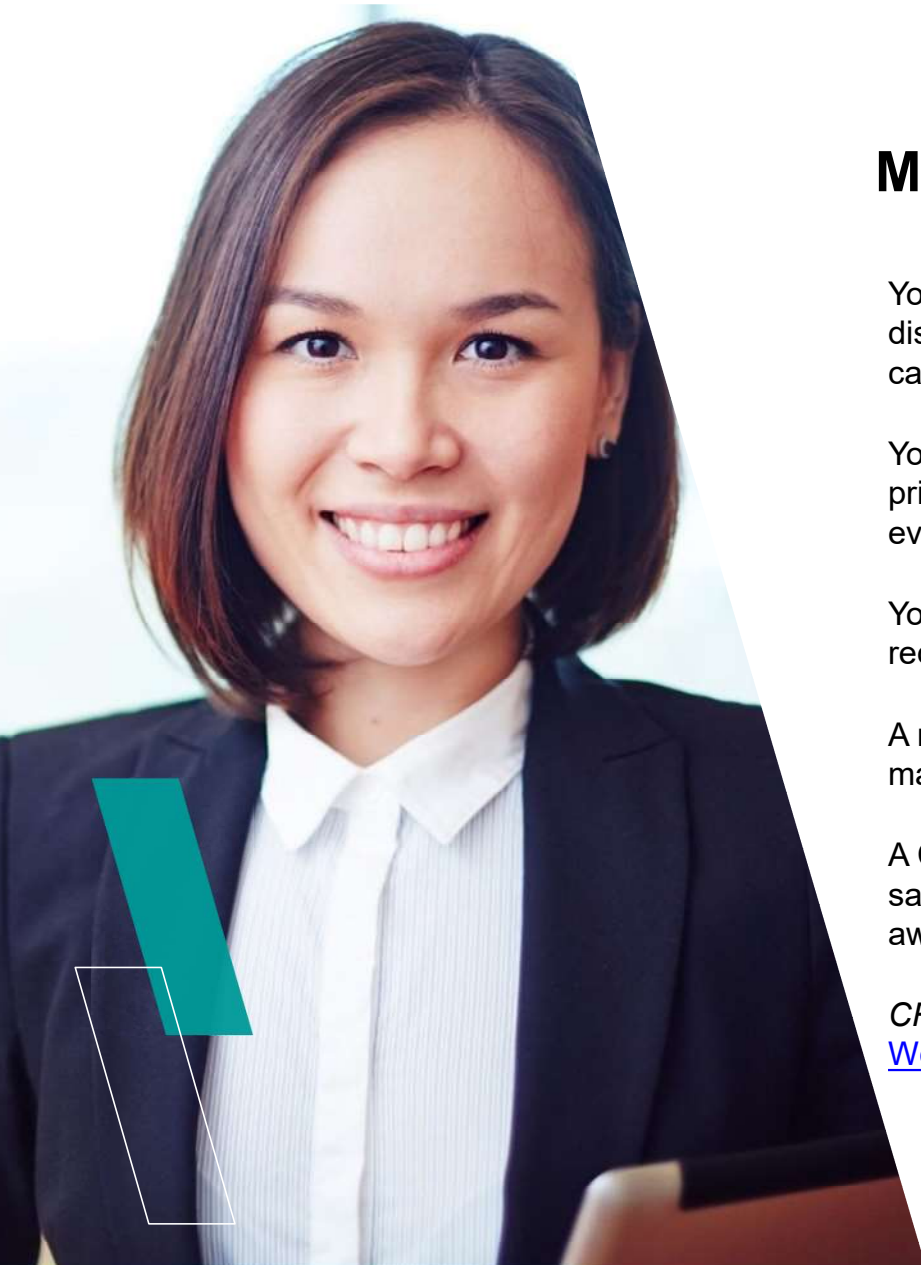
Change of Circumstances Review

We encourage our Customers to contact the PIP enquiry line if there are any changes in your medical needs/conditions (needs either improve or worsen).

An AR1 Unplanned Intervention form will be issued for the Customer to complete regarding their change of circumstances.

All of the PIP activities are looked at again.





Mandatory Reconsiderations

You can request a Mandatory Reconsideration (MR) if you dispute a decision made. This should be done within one calendar month from the date of the decision.

You can do this by phone, in writing or by downloading and printing off a CRMR1 Form from the internet. Additional evidence can also be provided.

You can phone and ask for an explanation of the decision and request a copy of the Assessment Report.

A new Case Manager will look at all the available evidence and make a decision.

A Case Manager can decide to leave the level of award the same, increase an award and in some cases decrease the award.

CRMR1 - [Challenge a decision made by the Department for Work and Pensions \(DWP\) - GOV.UK](#)

Special Rules End of Life

You are considered to be Special Rules End of Life if you're living with a terminal illness and your doctor or a medical professional has said you might have 12 months or less to live.

A Doctor or other Healthcare Professional will complete the form SR1. They will give the form to their patient or send it directly to DWP via email / or NHS Portal.

Where a customer has a claim to ESA or UC we will share SR! and favourable decisions.

The differences with SREL:

- 3rd party can make a claim
- Applications go through an expedited routeway
- No questionnaires (e.g. PIP2) to be completed
- No assessment to be attended by the customer
- If awarded, customer automatically receives the enhanced rate of the daily living component
- Payments made weekly in advance
- Fixed 3 year award with no review date – customers over SPA at end date will receive 10 year review date





Issues that may affect payment

Claimants should inform of any change of circumstances

- Time abroad
- Prison
- Hospital Admission
- Care Home
- Nursing Home



Useful Information

DWP Disability Services

Link to GOV.UK PIP Information
<https://www.gov.uk/pip>

Link to 4 DWP PIP Information Videos
[Understanding PIP - YouTube](#)

BSL Version:
[Is Personal Independence Payment for you \(or someone you know?\) - YouTube](#)

Link to the PIP Assessment Guide (PIPAG) - Guidance for HPs
<https://www.gov.uk/government/publications/personal-independence-payment-assessment-guide-for-assessment-providers>

Link to PIP Assessment Toolkit – Guidance for support organisations
<https://www.gov.uk/guidance/the-personal-independence-payment-pip-toolkit>

Link to publicly available statistics on DWP benefits
[Stat-Xplore - Log in \(dwp.gov.uk\)](#)

Cost of Living Information
[Cost of Living Support – Get government support to help with the cost of living \(campaign.gov.uk\)](#)





Any
Questions?

© Correct as of 18.8.2022



Department
for Work &
Pensions

New Style Employment and Support Allowance



Department
for Work &
Pensions

Overview

If you are ill or have a health condition or disability that limits your ability to work you may be able to get New Style Employment and Support Allowance (ESA).

New Style ESA is a contributory benefit. Normally, this means you may be able to get it if you've paid or been credited with enough National Insurance contributions in the 2 full tax years before the year you're claiming in.

You will also need to have a fit note, but you can start making your claim before you have one. If you have only just become ill you can self-certify for the first 7 days.

You cannot make a new claim for income-related ESA. You'll continue to get payments while you're eligible until your claim ends.



After your claim is assessed

If you're entitled to ESA you'll be placed in one of 2 groups:

a **work-related activity group** (you cannot work now, but can prepare to work in the future, for example by writing a CV)

a **support group** (you cannot work now and you're not expected to prepare for work in the future)

If you're in the work-related activity group

You must attend regular interviews with a work coach. They can help you improve your skills or write a CV to help you get back into work.

If you're in the support group

You're usually in this group if your illness or disability severely limits what you can do. You do not have to go to interviews. You can tell your work coach if you'd like to take part in work-related activities.



How long you'll get ESA for...

New Style ESA lasts for 365 days if you're in the work-related activity group.

There's no time limit if you're in the support group.

To keep getting ESA you must report any change in your circumstances. You may also need to send fit notes regularly



While your claim is being assessed

You'll normally get the 'assessment rate' for 13 weeks while your claim is being assessed.

This will be:

- up to £67.20 a week if you're aged under 25
- up to £84.80 a week if you're aged 25 or over

If it takes longer than 13 weeks to assess your claim, you'll continue getting the 'assessment rate' until you get a decision or until your ESA is due to end.
Your ESA will be backdated if you're owed any money after 13 weeks.



Department
for Work &
Pensions

You'll get...

up to £84.80 a week if you're in the **work-related activity group**

up to £129.50 a week if you're in the support group

If you're in the support group and on income-related ESA, you're also entitled to the enhanced disability premium.

You may also qualify for the severe disability premium.



Department
for Work &
Pensions

Working while you claim

You can usually work while you are claiming ESA if both of the following apply:

you work less than 16 hours a week

you do not earn more than £143 a week

Tell Jobcentre Plus about your work when you make a claim.

Send the PW1 form to Jobcentre Plus if you're already claiming ESA and you want to start work.



When you can work 16 hours or more a week

You can work more than 16 hours a week if the work is either voluntary or 'supported permitted work'.

The work must be either:

supervised by someone from a local council or voluntary organisation who arranges work for disabled people

part of a treatment programme under medical supervision

You can still earn no more than £143 a week



Department
for Work &
Pensions

Complete and return the ESA50 form

You will be sent form ESA50 in the post, usually within 4 weeks of your first payment. The ESA50 form is a capability for work questionnaire and is your chance to tell DWP how your health condition, disability or illness affects your ability to work.

You must send the form back within 28 days of the date you receive it from DWP.



Your Work Capability Assessment

After you return your ESA50 form you may be asked to go to an assessment, called a 'Work Capability Assessment'. You will be contacted to arrange a date and time for the assessment.

The Work Capability Assessment is used to find out how much your health condition, disability or illness affects your ability to work. It assesses what you can do, as well as what you cannot do.

You'll be asked questions about how your condition affects you in your day to day life. It gives you the opportunity to explain if, and how, your health condition or disability may vary over time.

Assessments can be in person, by video call or on the phone. You'll be told how your assessment will take place.

You'll stay on the 'assessment rate' until a decision can be made on your Work Capability Assessment.