



DEBATE PACK

Number CDP-2018-0020, 30 January 2018

Claimant experience of the Personal Independence Payment process

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Summary

This House of Commons Library debate pack briefing has been prepared in advance of a debate entitled "Claimant experience of the Personal Independence Payment process". This will take place in Westminster Hall at 9.30am on Wednesday 31st January 2018, and will be led by Laura Pidcock MP. This debate pack contains background information, parliamentary material, press articles, and suggested further reading which Members may find useful.

Personal Independence Payment (PIP) is replacing Disability Living Allowance (DLA) for people of working age. Like DLA, PIP is non-means-tested and is intended to help with the extra costs arising from ill health or disability. It has two components: a mobility component, based on an individual's ability to get around; and a "daily living" component, based on ability to carry out activities necessary to be able to participate in daily life. Each component has two rates.

PIP was introduced for new claims from April 2013, and DWP is reassessing all existing working age DLA claimants for the benefit. The PIP assessment is intended to provide "a more holistic assessment of the impact of a health condition on an individual's ability to participate in everyday life." It covers sensory impairments, developmental needs, cognitive impairments and mental conditions, as well as physical disabilities. PIP was intended to target support more closely on those most in need and significantly fewer people were expected to qualify for PIP than would have qualified for DLA, but the Office for Budget Responsibility believes that PIP will not in fact deliver savings relative to DLA.

The House of Commons Library prepares a briefing in hard copy and/or online for most non-legislative debates in the Chamber and Westminster Hall other than half-hour debates. Debate Packs are produced quickly after the announcement of parliamentary business. They are intended to provide a summary or overview of the issue being debated and identify relevant briefings and useful documents, including press and parliamentary material. More detailed briefing can be prepared for Members on request to the Library.

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1. Background

1.1 What is PIP?

Personal Independence Payment (PIP) is replacing Disability Living Allowance (DLA) for people of working age. PIP was introduced for new claims from April 2013, and it was expected that by late 2017 remaining working age DLA claimants would have been "invited" to claim PIP.¹ At the end of October 2017, 1.6 million PIP claims were in payment in Great Britain,² but by 2021-22 this is expected to rise to 2.9 million.³

Box 1: Personal Independence Payment key features

- non-means-tested, non-taxable benefit payable whether in or out of work, to help with the extra costs arising from ill health or disability
- It replaces Disability Living Allowance (DLA) for people of working age (16-64). People aged 65 or over on 8 April 2013 can continue to get DLA
- consists of two components - a mobility component, based on an individual's ability to get around; and a "daily living" component, based on their ability to carry out other key activities necessary to be able to participate in daily life - each paid at two rates ("standard" or "enhanced")
- weekly rates from April 2017: standard mobility £22.00, enhanced mobility £58.00; standard daily living £55.65, enhanced daily living £83.10
- no automatic entitlement for people with particular conditions (although the existing DLA rules for people with a terminal illness are carried over to the new benefit)
- entitlement determined by a "new, fairer, objective assessment of individual need" to ensure support is "targeted on those individuals whose health condition or impairment has the greatest impact on their day-to-day lives"
- Advice from an "independent healthcare professional" integral to the assessment process. In most cases, this will involve a face-to-face meeting with the claimant
- all PIP awards to be subject to periodic review

The *Welfare Reform Act 2012* provides the legislative framework for Personal Independence Payment (PIP). The 2010 Government believed that Personal Independence Payment would have certain advantages over Disability Living Allowance:

- It would target support more closely on those most in need of support
- It would be more responsive as claimants' circumstances change
- It would be based on a fairer, more transparent and consistent assessment of need

¹ DWP, [Timetable for PIP replacing DLA](#), updated 26 August 2015

² Starting from June 2016, PIP is also being introduced in Northern Ireland

³ DWP, [Personal Independence Payment: Official Statistics to October 2017](#); DWP, [Benefit expenditure and caseload tables: Autumn Budget 2017](#)

- It would be easier for claimants, DWP staff and disability organisations to understand.⁴

From the outset the 2010 Government also made it clear that a key aim for the new benefit was the need to make savings and reduce the working age caseload for disability benefits. PIP was originally expected to reduce working-age DLA caseloads and expenditure by 20 per cent, giving savings of around £1.5 billion a year by 2016-17. Revised estimates published by DWP in December 2012 suggested that, by 2018, around 607,000 fewer people would receive PIP than would have got DLA – a 28% reduction in the caseload.

The Office for Budget Responsibility has however progressively downgraded its estimate of the savings from the introduction of PIP. In its latest (November 2017) [Economic and Fiscal Outlook](#) report, the Office for Budget Responsibility observes that "...the rollout of PIP has now reached the stage where it no longer achieves savings relative to DLA."⁵

1.2 The PIP assessment

The Coalition Government said that the assessment for Personal Independence Payment was designed to provide "a more holistic assessment of the impact of a health condition on an individual's ability to participate in everyday life." It covers sensory impairments, developmental needs, cognitive impairments and mental conditions, as well as physical disabilities. There is no automatic entitlement to PIP for people with particular health conditions

The Department for Work and Pensions is responsible for handling claims for PIP and making decisions on entitlement to benefit. Contracted assessment providers are however a key element in the claims process. Atos Healthcare holds the contracts for undertaking assessments in Northern England and Scotland; and in London and Southern England. Capita Business Services Ltd holds the contracts covering Wales and Central England; and Northern Ireland. These are separate from the DWP Medical Services contract, now held by Maximus.

The assessment looks at the person's ability to undertake 12 different activities: 10 relate to the "daily living" component and 2 relate to the mobility component.

Daily Living (10 activities):

- preparing food
- taking nutrition
- managing therapy or monitoring a health condition
- washing and bathing
- managing toilet needs or incontinence
- dressing and undressing

⁴ National Audit Office, [Personal Independence Payment: early progress](#), HC 1070 2013-14, 27 February 2014, para1.5. See also Commons Library briefing SN05869, [Disability Living Allowance reform](#)

⁵ Para 4.125

- communicating verbally
- reading and understanding signs, symbols and words
- engaging with other people face to face
- making budgeting decisions

Mobility (2 activities):

- planning and following journeys
- moving around

For each activity there is a series of “descriptors” which define increasing levels of difficulty carrying out the activity (and therefore higher levels of need) – see for example the “preparing food” activity below.

Box 2: Activity 1: Preparing food

Descriptor	Points
Can prepare and cook a simple meal unaided.	0
Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	2
Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	2
Needs prompting to be able to either prepare or cook a simple meal.	2
Needs supervision or assistance to either prepare or cook a simple meal.	4
Cannot prepare and cook food.	8

Claimants will be allocated a descriptor (and score) for each activity in the assessment. In determining which descriptor is appropriate, consideration should be given to a range of issues, including whether the person can complete the activity safely, repeatedly, within a reasonable time period; and whether the impact of their disability fluctuates.

Some of the activities (including Activity 1 in the box above) take into account the fact that, although the person may be able to undertake that activity, they can only do so by using aids or appliances. In the case of the “Preparing food” activity, aids and appliances could include, for example, prostheses, a perching stool, lightweight pots and pans, easy grip handles on utensils, single lever arm taps and spiked chopping boards.

The total scores for all of the activities related to each component are then added together to determine entitlement for that component. The entitlement threshold for each component is 8 points for the “standard” rate and 12 points for the “enhanced rate.”

Further information on the PIP assessment and how it should be applied is given in the DWP’s [PIP assessment guide](#) (updated December 2017).

1.3 Claimant journey

A claim for PIP must usually be initiated by a [phone call to DWP](#). The purpose is to collect basic information about the claimant, and for DWP to determine whether the person may require additional support through the claims process. Once it is established that the person meets the basic entitlement conditions relating to age and residence, they are sent form PIP2, "[How your disability affects you](#)," with an accompanying [information booklet](#). Claimants have one month to return the completed PIP2 form.

The completed PIP2 form and any accompanying evidence submitted by the claimant are forwarded to the assessment provider, who decides whether a face to face consultation is necessary.

Following the face to face consultation (or on the basis of written information alone, if this is considered sufficient), the assessment provider completes a report, which is then forwarded to DWP. A DWP "**Case Manager**" reviews the report, along with all other evidence in the case, before making the decision on the claim. The decision on entitlement to PIP is made by the DWP, not the assessment provider's health professional.

There is a special [fast-track claims process](#) for claimants who are terminally ill.

Face to face assessments

Most PIP claimants will be required to attend a [face to face assessment](#) as part of their claim. This may take place at a designated assessment centre or (in certain circumstances) in the claimant's own home. Claimants should not have to travel more than 90 minutes each way by public transport to their assessment. Failure to attend an assessment appointment without good reason can result in the claim being refused.

Assessments are undertaken by **health professionals** (likely to be a nurse, nurse practitioner or occupational therapists) employed by Atos or Capita. Neither assessment provider employs doctors to carry out PIP assessments. At the consultation, the health professional will ask questions about the claimant's circumstances, their health condition or disability and how this affects their daily life. The purpose is to determine the extent to which the person's condition affects their ability to undertake the 12 activities in the PIP assessment, not the fact that a person has a particular condition.

Complaints about the face to face assessment or about the conduct of the health professional should be made initially through the relevant assessment provider's complaints procedure. If the person also disagrees with the decision on their claim and wishes to challenge it, they will have to do this separately through the normal [reconsideration and appeals process](#).

Starting from 29 September 2017, some Employment and Support Allowance claimants with the most severe conditions will not have to

face reassessment. This does not apply to PIP claimants, all of whom will continue to be reassessed periodically. For the most severely disabled PIP claimants however, the interval before their claim is reviewed may be up to 10 years, and may involve a "light touch" process not requiring a further face to face assessment.⁶

Challenging PIP decisions

When the DWP Case Manager has made their decision on entitlement to PIP, the claimant is sent a letter which should set out the reasons for the decision, and the points awarded for each descriptor. The letter will also explain what the claimant needs to do if they are not happy with the decision.

Claimants seeking to challenge a PIP decision must first request that DWP undertakes a **Mandatory Reconsideration (MR)** of the decision. This must normally be **within one calendar month** of the decision date. Late requests may not be accepted.

Following receipt of the MR request, a separate DWP Case Manager will look at the decision, along with any additional evidence or information that has been provided, to decide if the decision is fair and consistent with the evidence.

The claimant is sent a **Mandatory Reconsideration Notice (MRN)** advising of the outcome, and of their right to appeal against the decision to an independent First-Tier Tribunal. If the claimant is still unhappy with the decision and wishes to challenge it further, they must lodge an appeal directly with HM Courts and Tribunals Service. **An appeal can only be lodged once the Mandatory Reconsideration Notice has been received.**

The time limit for lodging an appeal is **one month** from the date of the MRN. Late appeals may be accepted if the Tribunal considers it would be fair and just to do so, but there is an absolute time limit of 12 months from the end of the normal one month time limit.

HM Courts and Tribunals Service booklet SSCS1A, [How to Appeal Against a Decision Made by the Department for Work and Pensions](#) gives an overview of the appeals process and what happens at each stage.

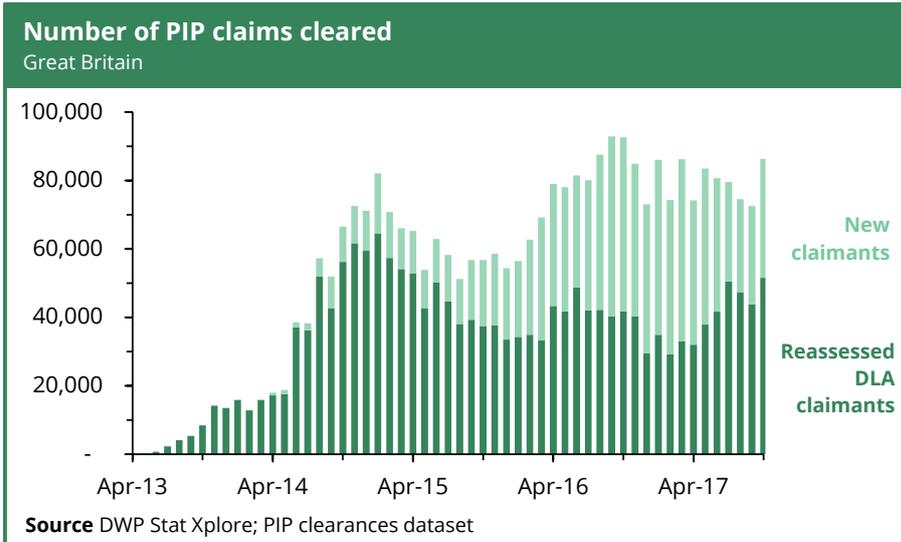
1.4 Statistics

To date DWP has cleared around 3 million claims to PIP, of which around 1.1 million (37%) were former DLA claimants reassessed for PIP and around 1.9 million (63%) were new claims.⁷

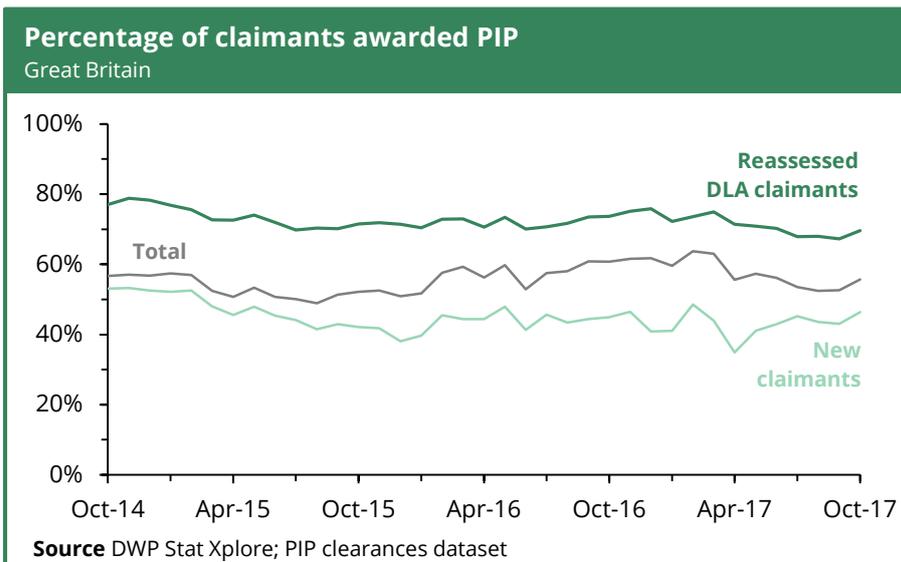
The chart below shows the number of PIP claims cleared by DWP per month. In October 2017 DWP cleared around 86,200 claims.

⁶ See Commons Library briefing CBP-7820, [ESA and PIP reassessments](#), 27 October 2017

⁷ DWP Stat Xplore; PIP clearances dataset



In October 2017 around 56% of PIP claims were successful; this includes around 70% of former DLA claimants reassessed for PIP and around 46% of new claims to PIP.



As of October 2017 there were 1.6 million PIP claims in payment in Great Britain, of whom around 778,500 were former DLA claimants reassessed for PIP and around 828,700 were new claimants.⁸

There have been around 668,900 PIP mandatory reconsiderations registered since April 2013; this equates to a mandatory reconsideration being registered in respect of around 22% of total PIP claims cleared.⁹

In October 2017 there were around 18,800 mandatory reconsiderations registered.

⁸ DWP Stat Xplore; PIP claims in payment

⁹ Since April 2013 there have been around 3.0 million PIP claims cleared, of which around 1.27 million were disallowed. Data from DWP Stat Xplore, PIP clearances; and table 7A of DWP's [Personal Independence Payment: April 2013 to October 2017](#)

Around 18% (around 118,800 cases) of total mandatory reconsiderations since April 2013 have results in a change in award.

The Ministry of Justice registered around 241,000 PIP tribunals between Q2 2013/14 and Q2 2017/18. Of those 170,000 cases completed at a tribunal hearing, around 108,000 (63%) were found in favour of the claimant and around 61,000 (36%) upheld DWP's original decision.¹⁰

The table below summarises these statistics – note that data in this table is for both former DLA claimants reassessed for PIP and for new claimants to PIP.

PIP clearances, mandatory reconsiderations and appeals		
Great Britain		
	Quarter 2 2017/18	Since April 2013
Initial clearances		
Allowed	119,801	1,677,047
Disallowed	103,380	1,267,210
Mandatory reconsideration outcomes		
Award changed	13,000	118,800
No change	45,400	496,700
Appeal outcomes		
In favour of claimant	14,188	107,790
Decision upheld	6,644	60,870
Note Do not calculate the number of mandatory reconsiderations or appeals as a percentage of total initial clearances using data from this table.		
Sources		
DWP Stat Xplore; PIP clearances		
DWP; Personal Independence Payment quarterly statistics		
Ministry of Justice; Tribunals and gender recognition statistics		

1.5 Work and Pensions Committee inquiry

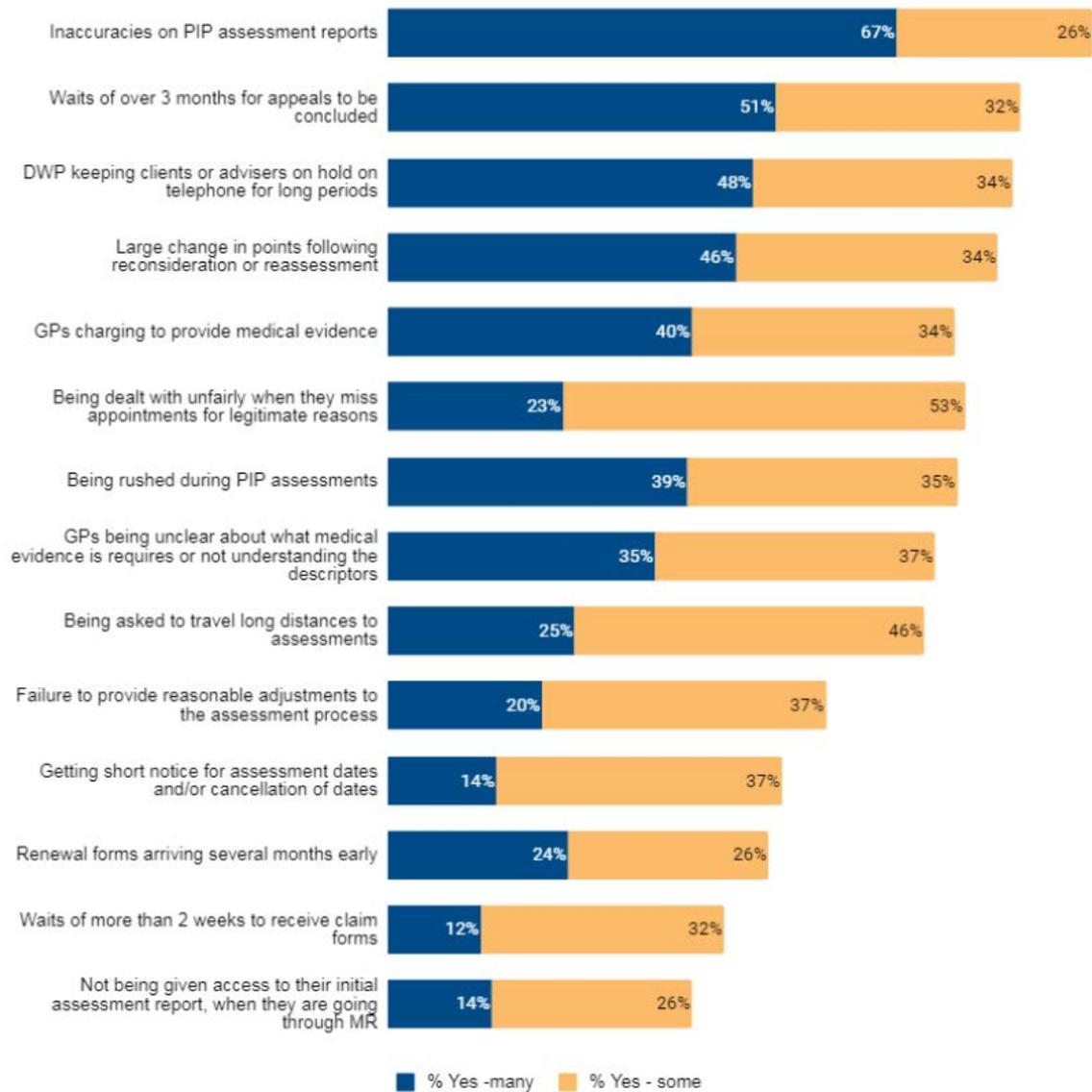
Evidence to the Work and Pensions Select Committee's recent inquiry on [Personal Independence Payments \(PIP\) and Employment and Support Allowance \(ESA\)](#) revealed claimants encountered an array of difficulties during the application and assessment processes for both benefits.

In its written submission, Citizens Advice presented results (see below) from a survey of 393 staff and volunteers in the Citizens Advice network undertaken in the first week of November 2017. Participants were asked whether they had seen or been made aware of clients experiencing various issues in relation to PIP claims in the last few months. The most common issue – identified by 93% of advisers – was inaccuracies in PIP assessment reports, although various other problems were also flagged up.¹¹

¹⁰ Ministry of Justice; [Tribunals and gender recognition certificate statistics quarterly – July to September 2017](#); tables SSCS.1 and SSCS.1

¹¹ Written evidence from Citizens Advice, PEA0369, November 2017

Have you seen or been made aware of clients who have experienced the following issues with PIP in the last few months? (percent stating many or some)



Oral evidence was heard on [22 November 2017](#) from PIP and ESA applicants and caseworkers; on [6 December](#) from Atos, Capita and Maxima representatives (the companies which carry out work capability assessments); and on [11 December](#) from mental health advisory groups and charities. In summary, witnesses raised concerns about:

- The difficulties mental health claimants experience in filling in the detailed ESA/PIP application forms and collecting the supporting financial and medical evidence [Q13, 43];
- Unnecessary face-to face assessments [Q 295];
- How the complex and lengthy assessment process for ESA and PIP exacerbated the existing mental health conditions of some claimants [Qs 63, 295];
- The lack of experienced assessors specifically trained to understand the problems encountered by those with mental

illness added to the distressing experience of the WCA [Qs 280, 284, 287, 290].

At the evidence session on 11 December 2017, mental health charities and advisory groups called for some of following changes:

- The recording of assessments [Q106];
- More specialism in the system so that assessors understand the day to day challenges of health conditions [Qs287, 290];
- The appropriate involvement of companions to accompany and support claimants during assessments [Q311].

There were also calls for a “root and branch review”¹² of the assessment process with a “commitment to a White Paper and ultimately to legislation to see reform of both [ESA and PIP] assessments.”¹³

The transcripts from all the evidence sessions, as well as further details of the inquiry are available on the Work and Pensions Committee [website](#).

1.6 Paul Gray review of the PIP assessment process

In 2016, the Department for Work and Pensions asked Paul Gray CB, the Chair of the Social Security Advisory Committee, to lead the second independent review of the Personal Independence Payment assessment process. The second [review](#) was published on 30 March 2017 and made a number of recommendations to improve the assessment process. They were:

1. The Department simplify and better co-ordinate communication products to provide a clear explanation of user responsibilities and ensure accessibility for all. This should include the use of digital media to provide claimants with real examples of what functional information they should submit as part of their claim.
2. The Department makes clear that the responsibility to provide Further Evidence as part of the assessment process lies primarily with the claimant and that they should not assume the Department will contact health care professionals.
3. The Department ensures that evidence of carers is given sufficient weight in the assessment.
4. The transparency of decision making is improved with claimants being provided with the assessment report with their decision letter. In the longer term, audio recording of the assessment should be offered as the default with the option for the claimant to opt out.
5. Assessments should begin with gathering a functional instead of a medical history. Options for confirming the medical history in advance of the assessment should be explored to ensure that

¹² Rob Holland from Mencap in response to Q337

¹³ Anna Bird from Scope in response to Q291

the assessment has a more functional focus and there is sufficient time to explore functional impacts in sufficient detail.

6. Health Professionals to be given more time to consider the evidence provided with a claim before the assessment begins.

7. Assessment Providers and the Department to work to implement a system where evidence is followed up after the assessment where useful evidence has been identified and may offer further relevant insight. Particular priority should be given to information that is likely to be functional in nature.

8. The write up of reports to be completed directly after the assessment except in specified circumstances.

9. Audit, assurance and quality improvement activity should be focused on the quality of the assessment as well as the quality of the report. This should be supported by the audio recording of assessments and increased direct observations of assessments.

10. The Department to broaden the audit process to include the initial review stage and also explore how to include Case Manager activity in an end-to-end audit process.

11. The Department and Assessment Providers introduce consistency checks across a variety of metrics, including “deep dives” on cases with similar outcomes, as part of the regular management of the service.

12. The Department should undertake and publish further research on the operation of PIP, in particular covering the consistency of outcomes, the effectiveness of Award Reviews and the effectiveness of the Mandatory Reconsideration process.

13. The Department re-emphasises and ensures that employment will not disadvantage claimants when they seek to claim PIP and explores ways in which PIP may be an enabler in improving employment retention.

14. In the longer term, the Department should develop a joined up digital journey which includes an online facility for both claimants and external Health Professionals to upload documentary evidence securely.

Paul Gray’s first independent review of the Personal Independence Payment (PIP) assessment process¹⁴ was published in 2014 and is available on the [Gov.uk website](#).

The Government’s [response](#) to the second independent review was published on 18 December 2017.¹⁵ All the reviews recommendations were accepted or partially accepted by the Government. However, the response did not contain a commitment to legislative reform or to a

¹⁴ Paul Gray, [An Independent Review of the Personal Independence Payment Assessment](#), December 2014

¹⁵ DWP, [Personal Independence Payment \(PIP\) assessment second independent review: government response](#), December 2018

White Paper. The Work and Pensions Committee was scathing in its criticism of the Government's response calling it a "terrible missed opportunity" and a commitment "to doing very little".

The [Committee](#) stated:

The [Government] response theoretically accepts or partially accepts all of Paul Gray's recommendations, but commits to doing very little, instead containing a remarkable variety of different phrases for not taking action now:

On ensuring that evidence provided by carers and companions is given sufficient weight, the Department will "investigate how assessments could be better structured" to allow this;

On recording and copies of report by default, the Department will "look at a further feasibility study" and "run a series of tests";

On allowing assessors more time to consider additional evidence provided by claimants, the Department will "develop a process to gather information...on the timescales needed to prepare for assessments"; and

On improving audit quality, the Department will "explore changing the quality regime" and "review the application of audit guidance".¹⁶

Northern Ireland

On 15 January 2018 the Department for Communities launched independent review of the PIP assessment process in Northern Ireland.¹⁷ The review – which is being undertaken by Walter Rader – is to look at the operation of the PIP assessment since its introduction in June 2016. Evidence is invited from organisations and individuals as to how the assessment process is working for both new claims and DLA reassessments. The deadline for responses is 16 March 2018.¹⁸

1.7 Recent developments

Information on the assessment process for Personal Independence Payments is set out in the Library briefing paper from April 2017 [Changes to the Personal Independence Payment eligibility criteria](#) CBP-7911. The paper also sets out details of the Department for Work and Pensions' decision to introduce regulations to amend the PIP eligibility criteria from 16 March 2017 to "clarify the drafting and reverse the effect" of two Upper Tribunal judgments from November 2016.¹⁹ The Government claimed that judgments had interpreted the Schedule setting out the assessment criteria "in ways which the Government did not intend.

¹⁶ Work and Pensions Committee news release, [Government response on PIP assessments "a terrible missed opportunity"](#), 18 December 2018

¹⁷ Department for Communities, [Call for evidence for Independent Review of Personal Independence Payment assessment process](#), 15 January 2018

¹⁸ Department for Communities, [PIP - Independent Review of the Assessment Process \(Northern Ireland\)](#), 15 January 2018

¹⁹ *MH v Secretary of State for Work and Pensions (PIP)* [2016] UKUT 531 (AAC) and *Secretary of State for Work and Pensions v LB (PIP)* [2016] UKUT 530 (AAC)

On 21 December 2017 the high court in the case of [RF v Secretary of State for Work and Pensions](#)²⁰ ruled that the [amending regulations](#) were unlawful because they discriminate against people with disabilities in breach of *Human Rights Act 1998* obligations, and declared that the Secretary of State did not have lawful power to make the regulations (i.e. they were “ultra vires”) and should have consulted before making them.

On 19 January 2018, the Secretary of State for Work and Pensions Secretary, Ester McVey announced that the Government would not be seeking to appeal the decision in the case of *RF*. Furthermore, she announced that the Government would be implementing the Upper Tribunals decision of November 2016 in the case of *MH* on the treatment of psychological distress under the mobility descriptors for PIP assessments. The [written statement](#) provided:

Supporting people with mental health conditions is a top priority for this Government. We are committed to ensuring our welfare system is a strong safety net for those who need it. That is why we spend over £50 billion a year supporting people with disabilities and health conditions –more than ever before.

Disabled people and people with health conditions, including mental health conditions, deserve the very best support. Personal Independence Payment (PIP) replaced the out-dated Disability Living Allowance (DLA) system, with 66% of PIP recipients with mental health conditions receiving the higher rate of the benefit, compared to just 22% under DLA.

On 21st December 2017 the High Court published its judgment in the judicial review challenge against regulation 2(4) of the Social Security (Personal Independence Payment) (Amendment) Regulations 2017 S.I. 2017/194. The Regulations reversed the effect of the Upper Tribunal judgment in *MH*.

I wish to inform the House that, after careful consideration, I have decided not to appeal the High Court judgment. My Department will now take all steps necessary to implement the judgment in [MH](#) in the best interests of our claimants, working closely with disabled people and key stakeholders over the coming months.

Although I and my Department accept the High Court’s judgment, we do not agree with some of the detail contained therein. Our intention has always been to deliver the policy intent of the original regulations, as approved by Parliament, and to provide the best support to claimants with mental health conditions.

The Department for Work and Pensions will now undertake an exercise to go through all affected cases in receipt of PIP and all decisions made following the judgment in *MH* to identify anyone who may be entitled to more as a result of the judgment. We will then write to those individuals affected, and all payments will be backdated to the effective date in each individual claim.

I hope that by making this statement it is clear that the Government is committed to improving the lives of people with mental health conditions.²¹

²⁰ [RF v the Secretary of State for Work and Pensions & Others \[2017\] EWHC 3375 \(Admin\)](#)

²¹ 19 January 2018 HCWS414 [link added]

Replying to an [Urgent Question](#) on 23 January, the Secretary of State said:

The Department for Work and Pensions will undertake an exercise to go through all affected cases in receipt of PIP and all decisions made following the judgment in the MH case to identify anyone who might be entitled to more as a result of the judgment. We will then write to the individuals affected and all payments will be backdated to the effective date in each individual's claim.²²

She added:

We will work with MIND and with charities and stakeholders in the field to implement this as quickly as possible, but it is not just about speed; it has to be right and effective and to work for the people it is made for. That will take some time, but we will do it as quickly as possible.

Up to 220,000 people could be affected. That is why we are taking the process very seriously. We as a Department will reach out to those people, once we know exactly what we are doing.²³

In parliamentary written answers on 29 January the Minister of State for Disabled People, Health and Work, Sarah Newton, gave further details of the Government's plans:

Personal Independence Payment: Mental Health

Debbie Abrahams: [124307]

To ask the Secretary of State for Work and Pensions, with reference to Written Statement of 19 January 2018, HCWS414, whether applicants will be entitled to a reassessment if they were given the standard rate of the PIP mobility component after the February 2017 changes to PIP regulations, where the cause of the claim was psychological distress.

Sarah Newton:

As part of implementing the MH Upper Tribunal judgment, the Department for Work and Pensions will carry out an administrative exercise in order to ensure that claimants receive the correct award. We will be going through all cases in receipt of PIP and all decisions made since the judgment in MH to identify anyone who may be entitled to more as a result of the judgment. This review will include claimants who are currently receiving the standard rate of the PIP mobility component and experience psychological distress.

The Department will directly contact anyone who is affected and additional payments will be backdated to the effective date in each claim. The effective date will be either the date of the claim or the date of the MH judgment (November 2016), whichever is the later date. Claimants do not need to write to DWP in order to receive the correct award.

Debbie Abrahams: [124308]

To ask the Secretary of State for Work and Pensions, with reference to the Written Statement of 19 January 2018,

²² HC Deb 23 January 2018 c135

²³ Ibid. c139

HCWS414, what the timetable is for claimants to be informed if they are entitled to a back payment.

Sarah Newton:

We are working with stakeholders to change the PIP assessment guide so that we can implement the judgment. Once we have completed this exercise we will be carrying out an administrative exercise to review cases that may be eligible and ensure that claimants receive the correct award. This will be a complex exercise and of considerable scale, as we will be reconsidering approximately 1.6 million claims. Whilst we will be working at pace to complete this exercise it is important that we get it right.

2. Parliamentary material

2.1 Written Parliamentary Questions

- [Personal Independence Payment: Mental Illness](#)

Asked by: Pidcock, Laura | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, what estimate she has made of the number of people claiming personal independence payment that have mental health conditions.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The latest available data on PIP claims in payment, including by parliamentary constituency and main disabling condition are published on Stat-Xplore: <https://stat-xplore.dwp.gov.uk>.

Guidance on how to use Stat-Xplore can be found here: <https://sw.stat-xplore.dwp.gov.uk/webapi/online-help/index.html>.

Data is based on primary disabling condition as recorded on the PIP computer system. Claimants may often have multiple disabling conditions upon which the decision is based but only the primary condition is shown in these published statistics.

By the end of Oct-17 the PIP Caseload stood at approximately 1,607,200 of which 553,900 (34%) were recorded with a mental health or behavioural related illness.

29 Jan 2018 | Written questions | Answered | House of Commons | 124767

Date tabled: 24 Jan 2018 | **Date for answer:** 29 Jan 2018 | **Date answered:** 29 Jan 2018

- [Personal Independence Payment: Motability](#)

Asked by: Pidcock, Laura | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, what proportion of people have had their Motability car removed after being transferred from disability living allowance to personal independence payment.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The details of people returning Motability vehicles and the reasons behind this are Motability's Management Information, and the Department has no right to access as Motability is an independent organisation.

The Department worked closely with Motability to introduce a £175 million Transitional Support package for people leaving the scheme following PIP reassessments. Customers who are eligible for a transitional support payment are able to retain their car for up to 6 ½ months, including during the processes of reconsideration or appeal. For

those who take advantage of this option, the level of transitional support payment will be reduced.

The transitional support package is paid for by Motability at no cost to the taxpayer and gives significant help:

- Claimants can keep their car for up to 3 months after an initial decision.
- Claimants are given the option to buy their Scheme vehicle.
- Choice of up to £2,000 lump sum payment or a 6 ½ month lease extension with a smaller support payment.
- Motability can help to pay to adapt new, non-scheme cars and gives additional help and advice (on insurance and adaptations).

29 Jan 2018 | Written questions | Answered | House of Commons | 124766

Date tabled: 24 Jan 2018 | **Date for answer:** 29 Jan 2018 | **Date answered:** 29 Jan 2018

- [Attendance Allowance and Personal Independence Payment](#)

Asked by: Antoniazzi, Tonia | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, whether she plans to change the application processes for personal independence payment and attendance allowance to allow third parties to help claimants.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

There are no plans to change the application process for Personal Independence Payment or Attendance Allowance as third parties can already assist the claimant throughout the claim process and beyond.

A third party can assist the disabled person in making the telephone claim for PIP. They can also help the person complete any paper claim form where necessary. Further within the claim process, they can help the claimant complete any evidence gathering forms and can also accompany them to any face to face consultation with a Health Care Professional, at the claimant's request.

Separately to this, a third party can make a claim under the Special Rules for the Terminally Ill provisions where the claimant has a life expectancy of less than 6 months, without any involvement from the disabled person, although all notifications are sent to the customer.

For claims to Attendance Allowance a third party can assist the disabled person by completing a clerical claim form. In addition, claims to Attendance Allowance can be made via Alternative Offices. These are offices authorised by the Secretary of State, with nominated staff trained from specified partner organisations to receive and check Social Security claims made by Attendance Allowance customers. They can also collect and validate information and supporting evidence and record the first date of claim.

29 Jan 2018 | Written questions | Answered | House of Commons | 124530

Date tabled: 23 Jan 2018 | **Date for answer:** 25 Jan 2018 | **Date answered:** 29 Jan 2018

- [Personal Independence Payment: Mental Health](#)

Asked by: Abrahams, Debbie | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, with reference to the Written Statement of 19 January 2018, HCWS414, what the timetable is for claimants to be informed if they are entitled to a back payment.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

We are working with stakeholders to change the PIP assessment guide so that we can implement the judgment. Once we have completed this exercise we will be carrying out an administrative exercise to review cases that may be eligible and ensure that claimants receive the correct award. This will be a complex exercise and of considerable scale, as we will be reconsidering approximately 1.6 million claims. Whilst we will be working at pace to complete this exercise it is important that we get it right.

29 Jan 2018 | Written questions | Answered | House of Commons | 124308

Date tabled: 23 Jan 2018 | **Date for answer:** 29 Jan 2018 | **Date answered:** 29 Jan 2018

- [Personal Independence Payment: Mental Health](#)

Asked by: Abrahams, Debbie | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, with reference to Written Statement of 19 January 2018, HCWS414, whether applicants will be entitled to a reassessment if they were given the standard rate of the PIP mobility component after the February 2017 changes to PIP regulations, where the cause of the claim was psychological distress.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

As part of implementing the MH Upper Tribunal judgment, the Department for Work and Pensions will carry out an administrative exercise in order to ensure that claimants receive the correct award. We will be going through all cases in receipt of PIP and all decisions made since the judgment in MH to identify anyone who may be entitled to more as a result of the judgment. This review will include claimants who are currently receiving the standard rate of the PIP mobility component and experience psychological distress.

The Department will directly contact anyone who is affected and additional payments will be backdated to the effective date in each claim. The effective date will be either the date of the claim or the date of the MH judgment (November 2016), whichever is the later date. Claimants do not need to write to DWP in order to receive the correct award.

29 Jan 2018 | Written questions | Answered | House of Commons | 124307

Date tabled: 23 Jan 2018 | **Date for answer:** 29 Jan 2018 | **Date answered:** 29 Jan 2018

- [Personal Independence Payment: Tribunals](#)

Asked by: Killen, Ged | **Party:** Labour Party · Cooperative Party

To ask the Secretary of State for Work and Pensions, what proportion of PIP cases taken to tribunal following a failed mandatory reconsideration are successful in changing the original decision.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The percentage of PIP and ESA appeals cleared at a tribunal hearing where the appeal decision was in favour of the claimant can be found in Table SSCS.3 of the quarterly bulletin "Tribunals and gender recognition certificate statistics quarterly – July to September 2017".

<https://www.gov.uk/government/statistics/tribunals-and-gender-recognition-certificate-statistics-quarterly-july-to-september-2017>

These figures include all Mandatory Reconsideration (MR) decisions subsequently appealed - not just 'failed' MRs where the original decision has been maintained, but also MRs where the award was changed but which were still disputed.

24 Jan 2018 | Written questions | Answered | House of Commons | 123047

Date tabled: 16 Jan 2018 | **Date for answer:** 18 Jan 2018 | **Date answered:** 24 Jan 2018

- [Social Security Benefits: Appeals](#)

Asked by: Rimmer, Ms Marie | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, what arrangements the Government has in place to inform claimants of the assessment criteria against which they are measured when they apply for a PIP or ESA reconsideration or appeal.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

Claimants to Personal Independence Payment (PIP) receive a decision letter once their claim has been determined by a Departmental Case Manager. The decision letter sets out all the assessment activities, the relevant functional descriptor applicable to the individual for each activity and the points each descriptor carries. Where a claimant asks for a mandatory reconsideration they will receive a further decision letter which again sets out the assessment activities, the relevant functional descriptor applicable to the individual for each activity and the points each descriptor carries. The assessment activities and descriptors used in PIP can be found in part 2 of the PIP Assessment Guide available on www.gov.uk:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/665635/pip-assessment-guide-part-2-assessment-criteria.pdf

Claimants to Employment and Support Allowance (ESA) receive a decision letter once their claim has been determined by a Departmental Decision Maker. An entitlement decision letter sets out what the claimant needs to do next and which group the claimant has been placed in and a disallowance decision letter sets out the functional activities laid down in legislation and the justification for the number of points awarded. Following a Mandatory Reconsideration a new decision letter will be issued confirming either entitlement or disallowance; however no additional information is provided on the functional activities. The assessment activities and descriptors used in the Work Capability Assessment for ESA can be found in the 'Employment and Support Allowance: the Work Capability Assessment: Detailed Guide' and the 'Work Capability Assessment Handbook' both available on www.gov.uk: <https://www.gov.uk/government/publications/esa214-a-guide-to-employment-and-support-allowance-the-work-capability-assessment> and <https://www.gov.uk/government/publications/work-capability-assessment-handbook-for-healthcare-professionals>.

24 Jan 2018 | Written questions | Answered | House of Commons | 123022

Date tabled: 16 Jan 2018 | **Date for answer:** 18 Jan 2018 | **Date answered:** 24 Jan 2018

- [Personal Independence Payment](#)

Asked by: West, Catherine | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, whether it is her Department's policy for all claimants to receive a copy of their personal independence payment assessment report.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The Government's response to recommendation 4a from the second independent review of the Personal Independence Payment assessment, published on 18 December 2017 (<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessment-second-independent-review-government-response>), sets out the Government's position in relation to providing assessment reports to claimants. The response made clear that claimants can request a copy of their report at any time following their assessment, that we would not provide the reports to all claimants automatically, but we will consider how we can improve our communications so that claimants know they can request a copy of their assessment report.

22 Jan 2018 | Written questions | Answered | House of Commons | 123206

Date tabled: 17 Jan 2018 | **Date for answer:** 19 Jan 2018 | **Date answered:** 22 Jan 2018

- [Personal Independence Payment](#)

Asked by: West, Catherine | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, how many and what proportion of personal independence claims were (a) rejected, (b) appealed and (c) went to tribunal in each of the last six months.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The number of Personal Independence Payment (PIP) cleared claims that were disallowed can be found via Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

The relevant data can be found in Table 2 – PIP Clearances by Clearance Type.

Guidance on how to use Stat-Xplore can be found here:

<https://sw.stat-xplore.dwp.gov.uk/webapi/online-help/index.html>.

The number of Mandatory Reconsiderations (MRs) can be found in the DWP published statistics “Personal Independence Payment: April 2013 to October 2017”. The relevant data is in “Table 7A_Recons_Registrations” in Data tables.

<https://www.gov.uk/government/statistics/personal-independence-payment-april-2013-to-october-2017>

The number of PIP appeals cleared at hearing is available quarterly and the last published data was released in December 2017.

This data can be found in Table SSCS.3 of the quarterly bulletin published by the Ministry of Justice “Tribunals and gender recognition certificate statistics quarterly – July to September 2017”.

<https://www.gov.uk/government/statistics/tribunals-and-gender-recognition-certificate-statistics-quarterly-july-to-september-2017>

22 Jan 2018 | Written questions | Answered | House of Commons | 122974

Date tabled: 16 Jan 2018 | **Date for answer:** 18 Jan 2018 | **Date answered:** 22 Jan 2018

- [Personal Independence Payment: Standards](#)

Asked by: West, Catherine | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, whether her Department holds data on customer satisfaction for the disability assessment service for personal independence payments; and if she will make a statement.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The latest official DWP survey shows that overall satisfaction for Personal Independent Payment stands at 76%

The information is available on GOV.UK:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/583754/dwp-claimant-service-and-experience-survey-2015-2016.pdf

22 Jan 2018 | Written questions | Answered | House of Commons | 122972

Date tabled: 16 Jan 2018 | **Date for answer:** 18 Jan 2018 | **Date answered:** 22 Jan 2018

- [Personal Independence Payment: Internet](#)

Asked by: Morris, Grahame | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, if he will make it possible for people to claim for Personal Independence Payments through an online platform in line with the Government's digital by default agenda.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The Government's response to recommendation 14 from the second independent review of the Personal Independence Payment assessment, published on 18 December 2017

(<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessment-second-independent-review-government-response>), sets out the Government's position in relation to online applications to Personal Independence Payment (PIP). The response made clear that we are committed to test and learn activity following small-scale pilots on applying for PIP online and that we are exploring ways to make better use of data-sharing across all health and disability benefits so as to provide more personalised support and services.

22 Jan 2018 | Written questions | Answered | House of Commons | 122494

Date tabled: 15 Jan 2018 | **Date for answer:** 17 Jan 2018 | **Date answered:** 22 Jan 2018

- [Personal Independence Payment](#)

Asked by: Killen, Ged | **Party:** Labour Party · Cooperative Party

To ask the Secretary of State for Work and Pensions, what steps her Department is taking to ensure that the transfer from disability living allowance to personal independence payments is made effectively; and what representations she has received on claimants whose payments have changed significantly despite there being no change in their circumstances.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The claiming process for Personal Independence Payment (PIP), including the arrangements to invite existing Disability Living Allowance (DLA) claimants to claim PIP, was co-produced with the assistance of disabled people, carers and their representative support organisations to ensure it works effectively. Up to the end of October 2017 nearly 1,177,000

DLA to PIP claims had been registered, of which nearly 1,100,000 claims had been cleared. To ensure continuity of payment, DLA claimants continue to get paid while their PIP claim is being assessed.

The Secretary of State and Ministers receive a wide range of representations about PIP from individuals, organisations and Parliamentarians. However, as PIP is a different benefit to DLA, with different assessment criteria, someone moving from DLA to PIP will not automatically be entitled to PIP, or guaranteed the same level of award. PIP is intended to focus support on those who need it most and 38 per cent of those previously in receipt of DLA are currently receiving the highest possible rate of benefit compared with only 15 per cent on DLA of working age at May 2013.

19 Jan 2018 | Written questions | Answered | House of Commons | 123045

Date tabled: 16 Jan 2018 | **Date for answer:** 18 Jan 2018 | **Date answered:** 19 Jan 2018

- [Personal Independence Payment: Charcot Marie Tooth Disease](#)

Asked by: West, Catherine | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, whether disability assessors for personal independence payments receive training that includes information relating to Charcot-Marie-Tooth disease.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The PIP assessment is not a medical assessment requiring the assessor to diagnose a condition or its severity and recommend treatment options. The focus is on ensuring that Health Professionals are experts in disability analysis, considering the effects of health conditions and impairments on an individual's daily life.

Both Independent Assessment Services and Capita are required to ensure that the Health Professionals carrying out assessments have knowledge of the clinical aspects and likely functional effects of a wide range of health conditions and impairments.

All Health Professionals undertaking PIP assessments must be registered practitioners who have also met requirements around training and competence. They must be an occupational therapist, level 1 nurse, physiotherapist, paramedic or doctor. They must also be fully registered and have at least 2 years post full-registration experience. Prior to carrying out an assessment they refresh their knowledge of any condition which they are not fully familiar with. All Health Professionals are subject to on-going quality audit to ensure they continue to deliver high quality assessments.

19 Jan 2018 | Written questions | Answered | House of Commons | 122971

Date tabled: 16 Jan 2018 | **Date for answer:** 18 Jan 2018 | **Date answered:** 19 Jan 2018

- [Personal Independence Payment](#)

Asked by: Smith, Laura | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, what steps she has taken to make the PIP application process more user-friendly for severely disabled people.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The Department is continually working to improve the claimant journey for Personal Independence Payment (PIP) for all claimants including those severely disabled. We have recently conducted a review of all claimant communications, as explained in the Government's response to the second independent review of the PIP assessment carried out by Paul Gray. The response can be accessed from here:

<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessment-second-independent-review-government-response>.

Improvements we have made include introducing the Video Relay Service for those with communication difficulties who use British Sign Language (BSL) so they are able to communicate with the Department more easily and also 'Next Generation Text' (NGT) for Deaf or hard of hearing claimants unable to use BSL or those unable to speak.

For vulnerable claimants with no support available and who may not be able to engage with the claim process due to reduced mental capacity may be able to receive a visit from a DWP Visiting Officer to help them complete the PIP claim form.

Where there is sufficient evidence available, a decision on entitlement to PIP can be made without the need for a face-to-face assessment with a Healthcare Professional. If a claimant is invited to attend an assessment and has difficulties travelling due to a severe disability they can discuss with the assessment provider to arrange potential rescheduling or have a home visit if they are unable to travel.

19 Jan 2018 | Written questions | Answered | House of Commons | 122343

Date tabled: 11 Jan 2018 | **Date for answer:** 15 Jan 2018 | **Date answered:** 19 Jan 2018

- [Personal Independence Payment](#)

Asked by: Baroness Thomas of Winchester | **Party:** Liberal Democrats

To ask Her Majesty's Government how many Personal Independence Payment assessors have been disciplined for making misleading reports on the basis of which decisions were made that were later overturned by a tribunal, in each of the last three years.

Answering member: Baroness Buscombe | **Party:** Conservative Party |
Department: Department for Work and Pensions

Decisions on entitlement to Personal Independent Payment are made by DWP Case Managers not the Assessment Provider. When a decision is overturned at appeal it does not necessarily mean the original decision was wrong. Many claimants provide additional written evidence not available to the original DWP Case Manager.

18 Jan 2018 | Written questions | Answered | House of Lords | HL4513

Date tabled: 08 Jan 2018 | **Date for answer:** 22 Jan 2018 | **Date answered:** 18 Jan 2018

- [Social Security Benefits: Disability](#)

Asked by: Coyle, Neil | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, if he will place in the Library a copy of the written guidance issued to presenting officers for tribunal hearings of appeals against the refusal of (a) employment support allowance, (b) disability living allowance and (c) personal independence payments.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

Presenting officers use a wide range of guidance in their role that is not specifically aimed at them – for instance, guidance for decision makers which can be found in the Decision Makers Guide (DMG) and Advice for Decision Making Guide (ADM):

<https://www.gov.uk/government/collections/decision-makers-guide-staff-guide>. This guidance is supplemented from time to time with updates to reflect legal and procedural changes.

However, for your information I can direct you to generic guidance for presenting officers on the GOV.UK website. For Employment and Support Allowance (ESA) and Disability Living Allowance please refer to the DMG, paragraph 06429:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/658181/dmgch06.pdf; and for Personal Independence Payment and Universal Credit (including 'new style' ESA) please refer to the ADM, chapter A5429:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/661477/adma5.pdf

16 Jan 2018 | Written questions | Answered | House of Commons | 121499

Date tabled: 08 Jan 2018 | **Date for answer:** 10 Jan 2018 | **Date answered:** 16 Jan 2018

- [Personal Independence Payment Independent Review](#)

Asked by: Jarvis, Dan | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, pursuant to the Answer of 11 December to Question 117820, when her Department plans to respond to the recommendations of the second independent review of Personal Independent Payments.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The Government's response to the second independent review of the Personal Independence Payment assessment was published on 18 December 2017 and can be accessed from here:

<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessment-second-independent-review-government-response>. The response outlines the Department's intentions in relation to the recommendations in the second independent review, which were all accepted or partially accepted. It also provides an update of the actions the Department has taken against the recommendations identified in the first independent review.

15 Jan 2018 | Written questions | Answered | House of Commons | 121778

Date tabled: 09 Jan 2018 | **Date for answer:** 15 Jan 2018 | **Date answered:** 15 Jan 2018

- [Personal Independence Payment: Appeals](#)

Asked by: Chapman, Douglas | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what assessment he has made of the effect on claimants of having their personal independence payments suspended while awaiting an appeal to the Upper Tribunal requested by his Department.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The payment of a tribunal's award of Personal Independence Payment will only be suspended where the Secretary of State considers that a tribunal's decision is wrong in law and that conclusion needs to be tested before the Upper Tribunal. Whilst it must be right not to implement the tribunal's award during this period, if a claimant can show that this will cause them hardship then any suspension imposed can be lifted and payment made.

Whilst no assessment has been made of this policy, this is a long-standing process which has ensured that benefit is paid only when provided for in law.

15 Jan 2018 | Written questions | Answered | House of Commons | 121461

Date tabled: 08 Jan 2018 | **Date for answer:** 10 Jan 2018 | **Date answered:** 15 Jan 2018

- [Personal Independence Payment: Medical Examinations](#)

Asked by: Day, Martyn | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, with reference to recommendation six of the Government's response to the Second Independent Review of the Personal Independence Payment Assessment, Cm 9540, what the timescale is for the proposed pilot due

in early 2018 to understand the benefits of early case preparation in more complex cases.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

We are developing a process to gather information from Healthcare Professionals who deliver PIP assessments to gauge their opinion on the timescales needed to prepare effectively for assessments. This is due early 2018. The evaluation of the pilot, will help inform decisions about the specification for future contracts regarding pre-assessment preparation.

11 Jan 2018 | Written questions | Answered | House of Commons | 120856

Date tabled: 21 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 11 Jan 2018

- [Personal Independence Payment: Medical Examinations](#)

Asked by: Day, Martyn | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, with reference to recommendation eight of the Government's response to the Second Independent Review of the Personal Independence Payment Assessment, Cm 9540, what the optimum timeframe is for the completion of assessment reports after the assessment has taken place.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

There are a number of factors that impact on the length of time taken to complete the report following the assessment, for example, whether the assessment was conducted in a person's home or at an assessment centre. As the Second Independent Review of PIP acknowledged, the logistics in organising and conducting home visits will introduce some time delay in writing up reports immediately after the assessment.

The Department expects assessment reports to be completed in a timely manner following the assessment but does not set a fixed timeframe for the completion of assessment reports following the assessment.

11 Jan 2018 | Written questions | Answered | House of Commons | 120855

Date tabled: 21 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 11 Jan 2018

- [Personal Independence Payment: Medical Examinations](#)

Asked by: Linden, David | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, pursuant to the Answers of 20 December 2017 to Questions 119457, 119458, 119459, and 119461, and with reference to the paper entitled Work and Pensions Select Committee PIP and ESA Assessments inquiry: Supporting Statistics, published by his Department on 4 December 2017, what mechanisms are in place to improve the conduct of personal

independence payment assessments for people whose primary health condition is among those most likely to have a decision overturned at Mandatory Reconsideration.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

DWP keep a very close eye on the providers of the PIP assessment to make sure that the quality of the service they provide is as high as it should be. We are continually working with the assessment providers to further improve the quality of assessments including clinical coaching, feedback and support available to each assessor.

When a decision is overturned (either at Mandatory Reconsideration or Appeal) it does not necessarily mean the original decision was wrong. Many claimants provide additional evidence not available to the Assessment Provider/DWP. Mandatory Reconsideration figures also include claims where claimants have not attended their assessment or returned their forms.

10 Jan 2018 | Written questions | Answered | House of Commons | 120743

Date tabled: 20 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 10 Jan 2018

Subject: Medical examinations; Personal independence payment

- [Personal Independence Payment: Medical Examinations](#)

Asked by: Linden, David | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, how many people missed their appointment for a personal independence payment assessment in the last 12 months; and what proportion of all such assessments that figure represents.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

Between November 1st 2016 and October 31st 2017, 42,380 claimants who were referred for a Personal Independence Payment (PIP) assessment failed to attend their assessment.

This accounted for 5% of all claims which were referred for assessment.

Data is taken from the PIP computer system's management information and covers PIP assessments where the initial decision was made between 1st November 2016 and 31st October 2017, the latest date for which published data is available. Figures include new claims and DLA (Disability Living Allowance) to PIP reassessment claims made under PIP Normal Rules.

10 Jan 2018 | Written questions | Answered | House of Commons | 120687

Date tabled: 20 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 10 Jan 2018

- [Personal Independence Payment: Mental Illness](#)

Asked by: Pidcock, Laura | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, what criteria his Department applies when assessing claimants with mental health issues for Personal Independence Payments.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

All claims to Personal Independence Payment are assessed against all ten daily living activities and two mobility activities as set out in Schedule 1 of the Social Security (Personal Independence Payment) Regulations 2013 and other provisions relating to entitlement or payment. A copy of the Regulations can be accessed here:
<http://www.legislation.gov.uk/ukxi/2013/377/contents>.

08 Jan 2018 | Written questions | Answered | House of Commons | 121088

Date tabled: 21 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 08 Jan 2018

- [Personal Independence Payment: Medical Examinations](#)

Asked by: Pidcock, Laura | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, what qualifications health professionals completing a Personal Independence Payment medical assessment should possess to be able to assess people with a mental health issue.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

Health Care Professionals (HCPs) undertaking PIP assessments must have at least 2 years post full registration experience (this refers to either UK registration or equivalent overseas registration for non-UK HCPs) or less than 2 years post full registration experience by individual, prior, written agreement with the Department. Requests by providers to employ HCPs with less than 2 years post full registration experience is rare and exceptional.

All HCPs receive training on how to identify the impact of mental health conditions on claimants. This is followed by on-going professional training and support which continues for the duration of their employment in the role.

In addition, Mental Health Champions support HCPs by providing additional expertise about mental health, cognitive, developmental and learning disabilities and can be referred to at any time during the assessment process.

HCPs make every attempt to obtain the best evidence available to assist them in undertaking the assessment. This includes accessing evidence from Community Mental Health Teams, psychologists, psychiatrists and other medical professionals.

Health Assessment Providers frequently engage with medical experts, charities and relevant stakeholders to strengthen review and update training programmes for all their assessment staff.

08 Jan 2018 | Written questions | Answered | House of Commons | 121087

Date tabled: 21 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 08 Jan 2018

- [Social Security Benefits: Terminal Illnesses](#)

Asked by: Stevens, Jo | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, what steps his Department is taking to improve access to social security payments for people who are terminally ill and have a variable diagnosis of life expectancy.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

Special rules for people who are terminally ill provide a guaranteed entitlement to benefit, with claims dealt with sensitively, without a face-to-face assessment and under a fast track process. These rules apply across Attendance Allowance (AA), Disability Living Allowance (DLA), Employment and Support Allowance, Personal Independence Payment (PIP) and Universal Credit.

For legislative purposes, someone is considered terminally ill if they have a progressive disease and death in consequence of that disease can reasonably be expected within six months. We recognise that determining life expectancy is not an exact science, therefore claimants are not asked to provide evidence of life expectancy. All claims made under these rules are assessed on the basis of the claimant's diagnosis, current and proposed treatment and details of clinical findings. This means that many existing terminally ill claimants will remain on benefit for longer than six months, for example of the 65,500 terminally ill claimants in receipt of a disability benefit (AA, DLA or PIP), over two thirds have been on benefit for six months or more.

We are committed to meeting the needs of terminally ill claimants, therefore these rules are kept under review on an ongoing basis.

08 Jan 2018 | Written questions | Answered | House of Commons | 120775

Date tabled: 20 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 08 Jan 2018

- [Social Security Benefits](#)

Asked by: Coyle, Neil | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, how many recommendations advanced in independent reviews of the operation of (a) personal independence payments and (b) employment support allowance his Department has (i) accepted and (ii) implemented.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The Government has welcomed the publication of both the first and second statutory Independent Reviews of Personal Independence Payment (PIP) carried out by Paul Gray. Paul Gray made a total of twenty-eight recommendations and the Government has accepted or partially accepted all of them.

The Government published its response to the second Independent Review on 18 December 2017. Annexes A and B in our response sets out the progress we have made since the first Independent Review on implementing the recommendations and what we will do next to further improve PIP .

The DWP had a statutory commitment to independently review the Employment and Support Allowance Work Capability Assessment (WCA) annually for the first five years. Professor Malcolm Harrington carried out the first three Independent Reviews and Dr Paul Litchfield carried out the remaining two. In all, the Department accepted and implemented over 100 recommendations.

The Government responses to the Independent Reviews of PIP can be found at:

The first response to the first review -

<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessments-first-independent-review-government-response>

The second response to the first review –

<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessments-first-independent-review-second-government-response>

The response to the second review -

<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessment-second-independent-review-government-response>

The Government responses to the reviews of the WCA can be found at:

Year 1 - <https://www.gov.uk/government/publications/government-response-to-the-work-capability-assessment-independent-review-year-1>

Year 2 - <https://www.gov.uk/government/publications/government-response-to-the-work-capability-assessment-independent-review-year-2>

Year 3 - <https://www.gov.uk/government/publications/government-response-to-the-work-capability-assessment-independent-review-year-3>

Year 4 - <https://www.gov.uk/government/publications/government-response-to-the-work-capability-assessment-independent-review-year-4>

Year 5 - <https://www.gov.uk/government/publications/government-response-to-the-work-capability-assessment-independent-review-year-5>

08 Jan 2018 | Written questions | Answered | House of Commons | 120636

Date tabled: 20 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 08 Jan 2018

- [Personal Independence Payment: Appeals](#)

Asked by: Buck, Ms Karen | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, whether there are circumstances in which his Department offers payments to claimants who withdraw their appeals against decisions on personal independence payments; how many such payments have been made; and if he will make a statement.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

Whether it is an appeal to the First-tier Tribunal or the Upper Tribunal, the Department does not offer payments to claimants to withdraw their Personal Independence Payment appeals.

08 Jan 2018 | Written questions | Answered | House of Commons | 120307

Date tabled: 19 Dec 2017 | **Date for answer:** 08 Jan 2018 | **Date answered:** 08 Jan 2018

- [Personal Independence Payment: Congenital Central Hypoventilation Syndrome](#)

Asked by: Lord Rooker | **Party:** Labour Party

To ask Her Majesty's Government whether they have made special arrangements for people with Congenital Central Hypoventilation Syndrome who are transferring from Disability Living Allowance to Personal Independence Payments.

Answering member: Baroness Buscombe | **Party:** Conservative Party | **Department:** Department for Work and Pensions

All existing Disability Living Allowance claimants who were aged 16 to 64 on 8 April 2013, or who reach age 16 thereafter, are being invited to claim Personal Independence Payment (PIP). With the exception of those claiming under the special provisions for people who are terminally ill, all claims to PIP are treated in the same way and are subject to an assessment of needs to determine entitlement and the correct rate to pay benefit.

Most people will be asked to attend a face-to-face consultation with a trained independent assessor. However, we recognise that attending a face-to-face assessment can be a stressful experience for some people, which is why we do not carry out face-to-face consultations where there is enough existing evidence to determine benefit entitlement. Furthermore, where a face-to-face consultation is required, that can take place in a claimant's home if they are unable to travel to an assessment centre. We and our Assessment Providers also encourage claimants to bring another person with them to consultations where they would find this helpful to, for example, reassure them or to help them during the consultation.

22 Dec 2017 | Written questions | Answered | House of Lords | HL4324

Date tabled: 19 Dec 2017 | **Date for answer:** 05 Jan 2018 | **Date answered:** 22 Dec 2017

- [Personal Independence Payment](#)

Asked by: Day, Martyn | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, pursuant to his observations on the public petition entitled PIP Assessment Criteria and Process of 21 November 2017, what timescale his Department proposes for the development of video content for PIP claimants which sets out the (a) claim process and (b) responsibilities of the claimant to provide supporting information with their claim.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The Government response to the second independent review of the Personal Independence Payment (PIP) assessment, published on 18 December 2017, agreed with the recommendation that claimants should be given a clear explanation of their responsibilities and what information they should provide with their claim. It further set out that we will develop video content for PIP claimants, outlining the claim process and setting out the responsibilities of the claimant to provide supporting information with their claim. A series of four short videos are currently in development which will explain the PIP customer journey. The videos focus on the key stages of pre-claim, making a claim, providing supporting information and the PIP decision, and we aim to have them available to claimants in early 2018.

21 Dec 2017 | Written questions | Answered | House of Commons | 120229

Date tabled: 19 Dec 2017 | **Date for answer:** 21 Dec 2017 | **Date answered:** 21 Dec 2017

- [Personal Independence Payment: Epilepsy](#)

Asked by: Austin, Ian | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, with reference to table 8D of the Personal Independence Payment: DLA to PIP reassessment outcomes, October 2017, what steps his Department is taking to address the disproportionate number of people with epilepsy who have seen their awards refused or reduced during the transition to personal independence payments; and if he will make a statement.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

In line with our existing programme of continuous improvement we have recently made changes to the PIP Assessment Guide in relation to safety and supervision which may impact on those with conditions which affect consciousness such as epilepsy.

Personal Independence Payment (PIP) is more modern, dynamic and fair than its predecessor, Disability Living Allowance (DLA), and focuses

support on those experiencing the greatest barriers to living independently. As PIP is a different benefit to DLA with different assessment criteria, we would expect to see some variation between outcomes for different disabling conditions. Additionally, many DLA claimants have not undergone any kind of assessment of their needs for several years and their condition, treatment or therapy and needs arising from their condition may have changed substantially.

21 Dec 2017 | Written questions | Answered | House of Commons | 119807

Date tabled: 15 Dec 2017 | **Date for answer:** 19 Dec 2017 | **Date answered:** 21 Dec 2017

- [Personal Independence Payment: Appeals](#)

Asked by: Tracey, Craig | **Party:** Conservative Party

To ask the Secretary of State for Work and Pensions, what appeals process is available to personal independence payment claimants whose claims are subject to review under the personal independence payment assessment guidance set out in the Written Statement of 2 November 2017, HCWS218.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

We will be undertaking a Legal Entitlement Administrative Procedure (LEAP) to ensure claimants' awards are updated in line with a recent Upper Tribunal judgment around the term 'safely'. This is a complex exercise which we need to get right and we are committed to ensuring this process is fair to all. Claimants will be notified of appeal rights in accordance with applicable statutory requirements.

21 Dec 2017 | Written questions | Answered | House of Commons | 119609

Date tabled: 14 Dec 2017 | **Date for answer:** 18 Dec 2017 | **Date answered:** 21 Dec 2017

- [Personal Independence Payment](#)

Asked by: Tracey, Craig | **Party:** Conservative Party

To ask the Secretary of State for Work and Pensions, with reference to Memo ADM 30/17, whether previously unsuccessful personal independence payments claimants who had their claims refused after 9 March 2017 will have their claim reviewed according to a (a) LEAP exercise, (b) full case review or (c) any other review.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

In order to ensure that claimants' award decisions take into account the changes to the term 'safely' and how we consider risk of harm, we will review all previous decisions dating back to 9th March 2017. As referred to by the Memo Advice for Decision Making 30/17, this will be delivered by carrying out a Legal Entitlements and Administrative Practice exercise. This will include both existing claimants who may benefit and

those who have previously been assessed as ineligible for PIP since the date of the judgment.

21 Dec 2017 | Written questions | Answered | House of Commons | 119607

Date tabled: 14 Dec 2017 | **Date for answer:** 18 Dec 2017 | **Date answered:** 21 Dec 2017

- [Personal Independence Payment: Infectious Diseases](#)

Asked by: Linden, David | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what recent discussions he has had with Capita on making improvements to how that provider conducts personal independence payment assessments for people with an infectious disease; and what steps that provider is taking to improve such assessments.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

We meet regularly with PIP Assessment Providers to discuss all aspects of their delivery of PIP assessments, including ensuring it works effectively for people with long-term health conditions or disabilities.

PIP is a functional assessment, and addresses the impact of an individual's medical conditions on their daily life, rather than the medical conditions themselves. There is no requirement for the Health Professional to diagnose a condition or to recommend treatment options.

The assessments are undertaken by qualified Health Professionals who are experts in disability analysis with knowledge of the likely functional effects of a wide range of health conditions. Health Professionals have access to a range of resources as well as experienced clinicians to support them in assessing claimants.

Independent Assessment Services regularly engage with representative groups for clinical conditions and have recently updated their range of condition insight reports and are working to expand this guidance to cover additional topics.

21 Dec 2017 | Written questions | Answered | House of Commons | 119553

Date tabled: 14 Dec 2017 | **Date for answer:** 18 Dec 2017 | **Date answered:** 21 Dec 2017

- [Personal Independence Payment](#)

Asked by: Austin, Ian | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, with reference to his Department's publication ADM Memo 30/17, whether (a) all qualified PIP assessors and (b) other assessors are qualified to undertake a LEAP exercise review of a claimant's awards.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The Legal Entitlements and Administrative Practice exercise review of claimants' awards will not be carried out by external assessment providers, but by the Department's decision makers alone. As this is a complex exercise, the decision makers are receiving further training to undertake the review.

19 Dec 2017 | Written questions | Answered | House of Commons | 119673

Date tabled: 14 Dec 2017 | **Date for answer:** 19 Dec 2017 | **Date answered:** 19 Dec 2017

- [Personal Independence Payment: Motability](#)

Asked by: Sweeney, Mr Paul | **Party:** Labour Party · Cooperative Party

To ask the Secretary of State for Work and Pensions, how many people have successfully appealed the removal of their place on the Motability Scheme under the Personal Independence Payment.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

Disability benefit claimants are able to apply for a vehicle under the Motability Scheme if they are in receipt of Higher Rate Mobility in DLA or Enhanced Rate Mobility in PIP. If the claimant loses their entitlement to these components, they will no longer be eligible for a vehicle under the Motability Scheme. If a claimant is not satisfied with the original decision, they are able to request a Mandatory Reconsideration and if, following the Mandatory Reconsideration they are still not satisfied, they can appeal to the First-Tier Tribunal.

The number of Motability Scheme customers who successfully appeal following a decision which removes Enhanced Rate Mobility (PIP) or Higher Rate Mobility (DLA) is not held by the Department.

The Department worked closely with Motability to introduce a £175 million Transitional Support package for people leaving the scheme following PIP reassessment paid for by Motability and at no cost to the taxpayer. This gives significant help:

- Claimants can keep their car for up to 3 months after an initial decision.
- They are given the option to buy their Scheme vehicle.
- Choice of up to £2,000 lump sum payment OR 6 ½ month lease extension with a smaller support payment.
- Motability can help to pay to adapt new, non-scheme cars and gives an additional help and advice (on insurance and adaptations).
- This package has already helped 84% claimants to buy a used car.

18 Dec 2017 | Written questions | Answered | House of Commons | 119421

Date tabled: 13 Dec 2017 | **Date for answer:** 18 Dec 2017 | **Date answered:** 18 Dec 2017

- [Personal Independence Payment: Complaints](#)

Asked by: Ruane, Chris | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, pursuant to the Answer of 8 December 2017 to Question 116935, what steps his Department has taken to monitor the (a) accuracy and (b) integrity of Capita's complaints system.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The Department requires Assessment Providers, including Capita, to have effective and accessible complaints procedures to deal with dissatisfaction about the service they provide. The Department regularly analyses the number, types and trends of complaints should they be escalated to the Independent Case Examiner (ICE).

If a claimant has been through the Assessment Providers entire complaints procedure and remains displeased, they can ask ICE to look at their complaint. The individual must contact them within six months of the date of the final reply. Contact details are provided on the Providers final complaint response.

18 Dec 2017 | Written questions | Answered | House of Commons | 118974

Date tabled: 12 Dec 2017 | **Date for answer:** 18 Dec 2017 | **Date answered:** 18 Dec 2017

- [Personal Independence Payment](#)

Asked by: Gray, Neil | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, whether the providers for personal independence payment assessments have met their minimum contractual performance standards at any point since the beginning of their contracts.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

PIP assessments are delivered nationally by two Providers, Capita and Independent Assessment Service (IAS). Both contracts include a number of service levels that both Providers are measured on. The service levels include the speed of clearance of cases, telephony calls and written enquiries, claimant satisfaction, quality of assessments, levels of rework and the speed of clearance for rework requests. Contractual targets and provider performance is formally reviewed monthly and actions put in place to improve on any under achievement.

Provider performance against each service level is formally reviewed each month with actions put in place to improve performance where performance has fallen below expectations. Since the beginning of the contract both Providers have consistently met/exceeded some of these each month and have never failed to meet all of them at any one point in time.

14 Dec 2017 | Written questions | Answered | House of Commons | 118716

Date tabled: 11 Dec 2017 | **Date for answer:** 14 Dec 2017 | **Date answered:** 14 Dec 2017

- [Personal Independence Payment](#)

Asked by: Jarvis, Dan | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, if he will make an assessment of the implications for his policies of the findings of the Disability Benefits Consortium Survey, published in September 2017, that over 71 per cent of respondents found the Personal Independence Payments form hard or very hard to complete.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

The PIP2 questionnaire, "How your disability affects you", was co-produced with the assistance of disabled people, carers and organisations supporting them. The questionnaire is designed to allow Personal Independence Payment (PIP) claimants to tell us, in their own words, how their health condition or disability impacts them on a day-to-day basis. The questionnaire has a mixture of tick boxes and free text boxes allowing claimants to add as much or as little detail as they wish. We recognise that for some people the length of the questionnaire may seem intimidating. That is why we provide guidance notes to help them complete it and, following earlier concerns about time limits, introduced rules and procedures which allow claimants additional time to complete the form where that is reasonably required.

Recent independent research carried out by Ipsos MORI indicates that 85 per cent of claimants were able to complete all sections of the questionnaire and only four per cent were unable to do so. The research also shows that 63 per cent of claimants found completing the questionnaire as easy or easier than expected and 69 per cent agreed that it allowed them to explain how their condition affected them.

We constantly look to review and improve the experience of people claiming PIP. We are currently considering the recommendations made in the second independent review of PIP which included recommendations to improve our communications for claimants. We plan to respond to the review's findings later this year.

11 Dec 2017 | Written questions | Answered | House of Commons | 117820

Date tabled: 06 Dec 2017 | **Date for answer:** 11 Dec 2017 | **Date answered:** 11 Dec 2017

- [Personal Independence Payment](#)

Asked by: Hendry, Drew | **Party:** Scottish National Party

To ask the Secretary of State for Work and Pensions, what steps his Department has taken to allow Personal Independence Payment claimants to have their assessments recorded.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

There is an existing process for those claimants of Personal Independence Payment (PIP) who wish to record their assessments which is publicised on the websites of both assessment providers and reflects the guidance in Part 1 of the PIP Assessment Guide (<https://www.gov.uk/government/publications/personal-independence-payment-assessment-guide-for-assessment-providers#history>).

11 Dec 2017 | Written questions | Answered | House of Commons | 117493

Date tabled: 05 Dec 2017 | **Date for answer:** 11 Dec 2017 | **Date answered:** 11 Dec 2017

- [Personal Independence Payment](#)

Asked by: Jarvis, Dan | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, if he will assess the merits of implementing the Disability Benefits Consortium's recommendations on PIP assessors.

Answering member: Sarah Newton | **Party:** Conservative Party | **Department:** Department for Work and Pensions

We have read and considered the Disability Benefits Consortium's recommendations with regards to Health Professionals who carry out PIP assessments. Independent reviews form an important part of the learning process and we are constantly looking to improve the experience of claiming PIP. We recognise the scale of the challenge in implementing a new benefit so committed to two, statutory independent reviews of PIP. The latest of these reviews, led by Paul Gray, was published on 30 March 2017 and we plan to respond to this later this year.

The Department encourages claimants to provide as much relevant evidence as necessary to support their claim. Before claimants are invited for a face-to-face consultation, all of the available evidence is reviewed and if, at that stage, advice to the Department can be made on this evidence alone, the claimants will not be required to attend a face-to-face assessment.

We continue to work extensively with the PIP assessment providers and disability representative groups to make improvements to guidance, training and audit procedures in order to ensure a quality service.

11 Dec 2017 | Written questions | Answered | House of Commons | 117492

Date tabled: 05 Dec 2017 | **Date for answer:** 11 Dec 2017 | **Date answered:** 11 Dec 2017

- [Personal Independence Payment](#)

Asked by: Perkins, Toby | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, how many people who previously qualified for disability living allowance have not been awarded personal independence payments following assessments by Capita.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

DWP case managers make decisions on all claims based on the PIP2 questionnaire completed by the claimant, any additional evidence they have submitted, the report from the assessment provider and any additional information the assessment provider has requested, for example information from the claimant's GP.

The table below shows the number of claimants who have undergone a Disability Living Allowance (DLA) to Personal Independence Payment (PIP) reassessment with our assessment providers, IAS and Capita. We previously answered this question for IAS under PQ 109416.

Table 1: Outcomes of DLA to PIP reassessments after assessment by Assessment Provider to 31st July 2017

Disallowed After Assessment	Awarded	Total	Disallowance Rate	
IAS (Atos)	125,680	523,800	649,480	19%
Capita	64,280	198,220	262,500	24%
Total	189,960	722,020	911,980	21%

The figures are the outcome of the first DWP decision on each DLA to PIP reassessment claim assessed under Normal Rules only, prior to any reconsideration, appeal action and award review, after the claimant underwent an assessment by IAS or Capita. Figures include decisions made between 8th April 2013 and 31st July 2017 as recorded on Department systems. Figures have been rounded to the nearest 10 and are for Great Britain only.

The Department is committed to ensuring PIP claimants receive a high quality functional assessment. We continue to work closely to ensure a consistent approach is being taken across the country.

We closely monitor assessment providers to make sure that the quality of the service, that the nurses, physiotherapists and other health professionals who carry out the assessments provide, is as high as it should be. We are continually working with the assessment providers to further improve the quality of assessments, including clinical coaching, feedback and support available to each assessor. The Department has put in place an independent audit of assessments to ensure that the advice provided to the Department's decision makers is of suitable quality, fully explained and justified. In addition, there are other safeguards in place to ensure correct decisions are made, such as DWP decision makers being able to ask the provider for clarification or advice or returning the report to the provider if they believe that it does not provide sufficient information for them to make a decision.

08 Dec 2017 | Written questions | Answered | House of Commons | 116936

Date tabled: 30 Nov 2017 | **Date for answer:** 04 Dec 2017 | **Date answered:** 08 Dec 2017

- [Personal Independence Payment](#)

Asked by: Field, Frank | **Party:** Labour Party

To ask the Secretary of State for Work and Pensions, how many claimants have been moved from a higher rate mobility component to a lower rate as a result of their transfer from Disability Living Allowance to personal independence payments since such transfers began.

Answering member: Sarah Newton | **Party:** Conservative Party |
Department: Department for Work and Pensions

The latest available data on the outcome of initial decisions on Disability Living Allowance (DLA) to Personal Independence Payment (PIP) reassessments can be found in the statistical tables released in December 2016 here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/576641/pip-official-statistics-dla-to-pip-reassessment-outcomes-october-2016.ods

Table 8A shows a comparison of DLA and PIP level of award for DLA reassessment claimants who were reassessed onto PIP prior to October 31st 2016, the latest date for which published data is available. Updated tables containing data to October 31st 2017 will be published on December 13th 2017.

07 Dec 2017 | Written questions | Answered | House of Commons | 117250

Date tabled: 04 Dec 2017 | **Date for answer:** 06 Dec 2017 | **Date answered:** 07 Dec 2017

2.2 Oral Parliamentary Questions

- [Engagements](#)

Asked by: Gerald Jones (Merthyr Tydfil and Rhymney) (Lab) | **Party:** Labour Party

Q9

Gerald Jones (Merthyr Tydfil and Rhymney) (Lab):

My constituency office and local citizens advice bureau are receiving ever-increasing complaints about personal independence payment claims. Assessments are being refused and 65% of decisions are currently overturned on appeal at tribunal. The growing number of appeals means that the tribunal process is taking longer—anything from four to seven months. Does the Prime Minister agree that the PIP assessment process is fundamentally flawed? What action can she take to avoid the unnecessary expense of going to court and, more importantly, the undue stress and hardship being caused to my constituents and others throughout the country?

Answered by: The Prime Minister | **Party:** Conservative Party |
Department: Prime Minister

I understand the hon. Gentleman's point about ensuring, as we want to, that these assessments are being conducted as well as they can be, and that people are getting the awards that they should be getting and that they are entitled to. Since we introduced the personal independence payment, we have carried out around 2.9 million assessments, 8% of which have been appealed, but only 4% of those decisions are changed following an appeal. In the majority of cases, that is because new evidence is presented at the appeal, which was not presented when the original case was put forward. The Department for Work and Pensions continues to look at ensuring that, when these assessments are made, they are done properly and that people get the right results.

10 Jan 2018 | Prime Minister's questions - 1st Supplementary | Answered | House of Commons | House of Commons chamber | 634 cc323-4

Date answered: 10 Jan 2018

- [Topical Questions](#)

Asked by: Laura Smith (Crewe and Nantwich) (Lab) | **Party:** Labour Party

Some 68% of personal independence payment decisions taken to tribunal are being overturned by judges, so is it any surprise that my constituent Mr Parish and others in his situation have no faith in the assessment process? What assessment has the Secretary of State made of the accuracy of PIP assessments in the light of statistics that show that there has been a ninefold increase in complaints to the Department in just one year?

Answered by: The Minister for Disabled People, Health and Work (Sarah Newton) | **Party:** Conservative Party | **Department:** Work and Pensions

I thank the hon. Lady for the opportunity to make this clarification. As I have mentioned before, 8% of decisions are taken to appeal, and only half of those are upheld. I appreciate that every one of those people is disappointed with the result, and we are working tirelessly to improve the process. But, overall, most people get a good decision on time, and their benefits.

18 Dec 2017 | Topical questions - 1st Supplementary | Answered | House of Commons | House of Commons chamber | 633 cc742-3

Date answered: 18 Dec 2017

- [Personal Independence Payments: Mental Health](#)

Asked by: Laura Pidcock (North West Durham) (Lab) | **Party:** Labour Party

Constituents and support agencies in North West Durham have told me that the assessment to determine entitlement to PIP is too black and white, and is not able truly to capture a person's day-to-day life with all the nuances that involves, especially when assessing mental health

problems. This is leading to traumatic and humiliating experiences, and claims being refused to people who really need them. Will the Minister please look into this process in detail for those with mental health problems?

Answered by: Sarah Newton | **Party:** Conservative Party |
Department: Work and Pensions

I thank the hon. Lady for her comment. We keep the process under constant review, and we have it independently assessed to make sure that, if there are any problems at all, we will work to overcome them. However, I can assure her that, compared with the previous benefit—disability living allowance—many more PIP recipients with mental health conditions are getting the enhanced rates.

18 Dec 2017 | Oral questions - Supplementary | Answered | House of Commons | House of Commons chamber | 633 c737

Date answered: 18 Dec 2017

- [Personal Independence Payments: Mental Health](#)

Asked by: Jeff Smith (Manchester, Withington) (Lab) | **Party:** Labour Party

What assessment has his Department made of the effect of the personal independence payments' application process on people with mental health issues.

Answered by: The Minister for Disabled People, Health and Work (Sarah Newton) | **Party:** Conservative Party | **Department:** Work and Pensions

The claiming process for personal independence payment was co-produced with disabled people, carers and organisations supporting them, including mental health charities. We will continue to explore opportunities to monitor and improve the process, making use of customer testing and engagement with disability groups.

18 Dec 2017 | Oral questions - Lead | Answered | House of Commons | House of Commons chamber | 902988 | 633 cc736-7

Date tabled: 12 Dec 2017 | **Date for answer:** 18 Dec 2017 | **Date answered:** 18 Dec 2017

2.3 Parliamentary Debates

- [Personal Independence Payment \(Urgent Question\)](#) (HC Deb 23 January 2018 cc135-148)
- [Personal Independence Payments \(Urgent Question\)](#) (HC Deb 15 March 2017 cc397-408)
- [Personal Independence Payment: Regulations](#) (HC Deb 29 March 2017 cc308-335)
- [Personal Independence Payments \(Urgent Question\)](#) (HC Deb 28 February 2017)

2.4 Parliamentary Statements

- [Welfare](#)

Supporting people with mental health conditions is a top priority for this Government. We are committed to ensuring our welfare system is a strong safety net for those who need it. That is why we spend over £50 billion a year supporting people with disabilities and health conditions – more than ever before.

Disabled people and people with health conditions, including mental health conditions, deserve the very best support. Personal Independence Payment (PIP) replaced the out-dated Disability Living Allowance (DLA) system, with 66% of PIP recipients with mental health conditions receiving the higher rate of the benefit, compared to just 22% under DLA.

On 21st December 2017 the High Court published its judgment in the judicial review challenge against regulation 2(4) of the Social Security (Personal Independence Payment) (Amendment) Regulations 2017 S.I. 2017/194. The Regulations reversed the effect of the Upper Tribunal judgment in MH.

I wish to inform the House that, after careful consideration, I have decided not to appeal the High Court judgment. My Department will now take all steps necessary to implement the judgment in MH in the best interests of our claimants, working closely with disabled people and key stakeholders over the coming months.

Although I and my Department accept the High Court's judgment, we do not agree with some of the detail contained therein. Our intention has always been to deliver the policy intent of the original regulations, as approved by Parliament, and to provide the best support to claimants with mental health conditions.

The Department for Work and Pensions will now undertake an exercise to go through all affected cases in receipt of PIP and all decisions made following the judgment in MH to identify anyone who may be entitled to more as a result of the judgment. We will then write to those individuals affected, and all payments will be backdated to the effective date in each individual claim.

I hope that by making this statement it is clear that the Government is committed to improving the lives of people with mental health conditions.

19 Jan 2018 | Written statements | House of Commons | HCWS414

Member: Esther McVey

Department: Department for Work and Pensions

- [Personal Independence Payment](#)

Later today, I will publish Command Paper 9540 "Government's response to the Second Independent Review of the Personal Independence Payment (PIP) Assessment". The review was carried out by Paul Gray and published on 30 March 2017.

Alongside this, the Department is publishing interim findings from Wave 2 of the PIP claimant survey which focuses on the assessment and decision stages of the PIP claim, and seeks claimants' feedback and experiences of these.

The response outlines my Department's intentions in relation to the recommendations suggested by Paul Gray in his second independent review. It also provides an update of the actions my Department has taken against the recommendations identified in the first independent review.

My Department has accepted or partially accepted all of the recommendations in the latest review.

PIP is a modern benefit, which can be flexible and responsive to change, where we identify improvements to be made. Whilst this completes the legal obligation to review the implementation of PIP, we remain committed to understanding how the benefit is working and to continuous improvement in this space. Furthermore we remain committed to working closely with claimants and the organisations who represent them, and will continue to do so.

This response will be laid before Parliament and made available on the GOV.UK website.

18 Dec 2017 | Written statements | House of Commons | HCWS358

Member: Sarah Newton

Department: Department for Work and Pensions

- [Social Security](#)

Today I am publishing an updated version of the Personal Independence Payment (PIP) Assessment Guide which provides guidance for Health Professionals carrying out PIP assessments on behalf of the Department for Work and Pensions. The department routinely updates the Guide to further clarify the policy intent and to bring it in line with legislative requirements.

PIP contributes to the extra costs faced by people with disabilities and health conditions. It is a modern, dynamic benefit that was introduced to replace the outdated Disability Living Allowance (DLA) system. PIP is a fairer benefit, which takes a much wider look at the way an individual's health condition or disability impacts them on a daily basis. Under PIP, 29 per cent of claimants are receiving the highest possible support, compared with just 15 per cent under DLA.

The updated guidance will reflect binding case law following an Upper Tribunal judgment handed down on 9th March 2017 on how DWP considers a claimant to be carrying out an activity safely and whether they need supervision to do so. This will increase entitlement for a number of both new and existing claimants, largely those with conditions such as epilepsy, which affect consciousness. The Department estimates approximately 10,000 claims will benefit by £70 - £90 per week in 2022/2023.

In the case of existing claimants the Department for Work and Pensions will undertake an exercise to go through all existing cases and identify anyone who may be entitled to more. We will then write to those people affected and all payments will be backdated to the date of the change in case law.

Alongside these changes, we have brought the Guide in line with the Social Security (Personal Independent Payment) (Amendment) Regulations 2017 and have made amendments to descriptors within activity 3 (managing therapy or monitoring a health condition) and mobility activity 1 (planning and following a journey) to reflect this. We are making these changes to clarify the original policy intent.

Also, following consultation with stakeholders, and to more clearly communicate existing case law, the guidance has also been changed to add clarity for Health Professionals around assessing claimants with sensory difficulties. These changes will ensure that the needs of those with sensory difficulties are properly taken into account within activity 9 (engaging with others face to face) and mobility activity 1 (planning and following a journey).

The Department has also made changes to mobility activity 1 to reflect the challenges may be faced by those with sensory difficulties in the event of disruptions to a journey. Finally, Activities 7 (communicating verbally) and 9 (engaging with others face to face) have now been clarified to re-iterate the original policy intent that the two activities are not mutually exclusive, these changes will benefit a number of affected individuals.

02 Nov 2017 | Written statements | House of Commons | HCWS218

Member: Penny Mordaunt

Department: Department for Work and Pensions

- [Disability](#)

Extending the Motability lease (following reassessment from Disability Living Allowance (DLA) to Personal Independence Payment (PIP))

The Motability Scheme plays a vital role in the lives of many disabled people and their families in supporting their mobility through the provision of a car, scooter or powered wheelchair. Motability has no role in determining who should receive Disability Living Allowance or Personal Independence Payment.

In September 2013, the charity put in place a transitional support package, which includes up to £2,000 lump sum for those disabled people who are not entitled to the enhanced rate of the mobility component of Personal Independence Payment following reassessment from Disability Living Allowance to Personal Independence Payment in order to help them remain mobile.

Over the last few months, DWP and Motability have been working closely together to explore further ways of helping disabled people.

A key focus of this work has been how best to support Motability customers who are in the process of any reconsideration or appeal.

Today I am able to announce that Motability has kindly offered to enhance their Disability Living Allowance - Personal Independence Payment Transitional Support package to allow scheme customers to retain the car for up to eight weeks after their Disability Living Allowance payments end, a significant increase from the three weeks they are allowed today.

In addition customers who are eligible for a transitional support payment will be able to retain their car for up to six months, including during the processes of reconsideration or appeal. For those who take advantage of this option, the level of transitional support payment will be reduced.

Once the full guidance for claimants is available, I will place a copy in the House Library.

PIP Rapid Re-claim

Currently, entitlement to Personal Independence Payment ends after 13 weeks for most claimants when they go abroad. On returning to the UK they must make a new claim from scratch and may need to undergo a face to face assessment. We will shortly be implementing a new, rapid re-claim process that will enable eligible former Personal Independence Payment claimants who are returning to the country to start receiving their Personal Independence Payment payments much more quickly.

Eligible claimants will be those who:

- were in receipt of Personal Independence Payment prior to their absence abroad;
- were out of the country for more than 13 weeks but returned within 12 months of when they left;
- have not have reached their Award Review Date of their previous claim (typically 12 months prior to the claim end date);
- can confirm that their needs have not changed since before their absence abroad

This new process will be implemented within the next two months. We estimate that eligible claimants will be able to access the benefit within two weeks of making a new claim on their return. By accessing financial support more quickly, where relevant, claimants will have faster access to the Motability scheme.

20 Apr 2017 | Written statements | House of Commons | HCWS603

Member: Penny Mordaunt

Department: Department for Work and Pensions

- [Personal Independence Payment](#)

The Second Independent Review of the Personal Independence Payment Assessment by Paul Gray is being published today. This is the second of the two Independent Reviews as required by the Welfare Reform Act 2012.

Building on the recommendations from the First Independent Review, Paul Gray has explored how closely the on-going implementation of the Personal Independence Payment reflects the policy intent. He has considered:

- How effectively further evidence is being used to assist the correct claim decision, and the speed and effectiveness of information-gathering;
- The degree of claimant confidence and transparency in the claim process; and
- How to further promote quality and consistency to produce fair outcomes for all.

The Government welcomes the publication of the Review and will consider its findings and issue a detailed response in due course.

30 Mar 2017 | Written statements | House of Commons | HCWS574

Member: Penny Mordaunt

Department: Department for Work and Pensions

2.5 Petitions

- [PIP Assessment Criteria and Process](#)

The petition of the residents of Linlithgow and Falkirk East,

Declares that the petitioners believe that Personal Independent Payment (PIP) forms are extremely complex; further that assessors do not fully understand the impacts of all disabilities; and further that the current rules are leading to many recipients unfairly losing their benefits and thus having to go through a very stressful appeal process which worsens their condition.

The petitioners therefore request that the House of Commons urges the Government to undertake a full review of the PIP claims process and in particular to ensure that the assessment criteria are fit for purpose; further that PIP claim forms are simplified; further that staff training and guidance are improved to ensure better decisions; and further that lifetime PIP awards be made to people with the most severe conditions and deteriorating condition.

And the petitioners remain, etc.—[\[Presented by Martyn Day , Official Report, 24 October 2017; Vol. 630, c. 270.\]](#)

[P002066]

Observations from the Secretary of State for Work and Pensions (Mr David Gauke):

We are absolutely committed to supporting disabled people and are determined that support should be focused on the people who need it most. We want to enable disabled people to have the same opportunities and choices as non-disabled people. We have, therefore, designed the Personal Independence Payment (PIP) to reflect a modern understanding of disability, treating all conditions fairly.

PIP maintains the key principles of Disability Living Allowance (DLA) as a non-means-tested cash benefit available to people in and out of work but which is delivered in a fairer and more consistent manner. It is only right that support is targeted at those disabled people who require the most assistance to lead independent lives and PIP is achieving that. A total of 29% of the 1.5 million claimants now receiving PIP are getting it at the highest level (£141.10 a week), compared to 15% for working age DLA prior to the introduction of PIP.

Key to the benefit is a more objective assessment, which allows us to accurately, consistently and fairly assess individuals' needs across all health conditions and impairments. The PIP assessment was developed in collaboration with a wide range of experts and through comprehensive, iterative and transparent public consultation. Under the new assessment criteria, 40% of those previously in receipt of DLA are now receiving a higher rate of benefit in PIP.

We are committed to a continuous programme of improvement to the PIP assessment process, for example introducing changes so that existing claimants with the most severe, lifetime disabilities, whose functional ability has remained the same, are more likely to have their evidence reviewed by a DWP Decision Maker without the need for a face-to-face assessment with a health professional. Since its introduction in 2013, the PIP assessment and processes have also been the subject of two independent reviews with a range of improvements introduced following the first review. The Department is currently considering the second review, published on 30 March, and plans to respond by the end of this year.

The claiming process for PIP was co-produced with the assistance of disabled people, carers and organisations supporting them. In particular, the PIP2 questionnaire was designed to allow claimants to tell us, in their own words, how their health condition or disability impacts them on a day-to-day basis. To aid completion, the questionnaire has a mixture of tick boxes and free text boxes allowing claimants to add as much detail as they wish and we provide guidance notes to help them complete it. Following earlier concerns about time limits for submitting the questionnaire, we introduced rules and procedures that allow claimants additional time to complete it where that is reasonably required. Recent research carried out by Ipsos MORI indicates that 85% of claimants were able to complete all sections of the form and only 4% were unable to do so. The research also shows that 63% of claimants found completing the form easy or easier than expected.

The health professionals carrying out the assessments have training in multiple and complex conditions. The assessments are, therefore, carried out by professionals from a range of different backgrounds. This includes doctors and nurses, also professionals such as physiotherapists and occupational therapists, who we believe have a better skills set for this type of assessment. In addition to their qualified profession, we recognise the importance of ensuring individuals have sufficient experience, skills and training and so any health professional undertaking assessments must have at least two years' experience

following registration as well as awareness training in specific conditions.

DWP case managers also receive comprehensive training and are supported by a range of regularly updated guides to help them in their role, such as the Advice for Decision Maker's guide and the PIP Assessment Guide, which is regularly updated. Case managers also receive disability-specific training, have the support of quality assurance managers and there are regular internal events to ensure they are up to date with the latest guidance, including changes made by case law.

Decisions on eligibility for PIP are made after careful consideration of all the evidence, including the assessment report from the assessment providers and information provided by the claimant and other healthcare professionals they engage with. Once someone has been awarded PIP, which can be paid at one of eight rates, that award will be reviewed. Reviews of PIP are a key part of the benefit and ensure that not only do awards remain correct where needs may change but that we also maintain contact with the claimant, both features missing from its predecessor DLA. Importantly, the length of an award is based on an individual's circumstances and can vary from nine months to an ongoing award, with a light touch review at the ten-year point. PIP already recognises that for the most severely disabled claimants, the award review process could seem unnecessarily intrusive. That is why we introduced changes so that existing claimants with the most severe, lifetime disabilities, whose functional ability has remained the same, are more likely to have their evidence reviewed by a DWP case manager and will not need to have a face-to-face assessment with a healthcare professional.

We are committed to ensuring that the claiming and assessment process works effectively across the spectrum of disabilities and health conditions, including mental health conditions, cognitive impairments and physical disabilities. If a claimant disagrees with a decision they can request a mandatory reconsideration of the decision. If a claimant disagrees with the outcome of the mandatory reconsideration they can appeal to the independent Social Security and Child Support Tribunal. Of the 2.64 million decisions made to June 2017, only 8% of all decisions have been appealed and only 4% of all decisions have been successfully appealed, often as a result of new evidence presented to the Tribunal.

2.6 Early Day Motions

- [DISABLED PARKING BADGE ENTITLEMENT UNDER PIP](#)

That this House notes with concern reports of disabled people losing blue badges for accessible parking as they transfer from disability living allowance to the Personal Independence Payment (PIP); understands that for many, this has occurred because mobility support has been reduced; calls on the Government to take into account the full mobility needs of all disabled people, including where planning and following a journey without it causing distress is extremely difficult; urges the

Government to adopt the approach of the Scottish and Welsh Governments where eligibility for the blue badge is based on an award of eight points or more in the moving around activity or 12 points in the planning and following journey's activity of PIP; believes this would ensure that all disabled people, whether they have a physical impairment, learning disability or cognitive impairment which affects their mobility, can access a blue badge and supports the review of Blue Badge eligibility for people with non-physical disabilities being proposed as part of the Department for Transport's Draft transport accessibility action plan consultation.

10 Oct 2017 | Early day motions | Open | House of Commons | 354 (session 2017-19)

Primary sponsor: Davey, Edward | **Party:** Liberal Democrats

Other sponsors: Carmichael, Alistair · Coyle, Neil · Siddiq, Tulip · Cameron, Lisa · Jardine, Christine

Number of signatures: 36

- [PERSONAL INDEPENDENCE PAYMENTS RECORDING EQUIPMENT](#)

That this House notes that personal independence payment claimants are some of the most vulnerable people in society; further notes that claimants are currently only able to receive an audio recording of their assessment if they themselves provide specialist recording equipment at a prohibitive cost; believes that allowing claimants to record assessments should they so choose will increase transparency and fairness; further believes the option of recording assessments should be made available to all claimants; and calls on the Department for Work and Pensions to relax restrictions of audio equipment which claimants can use or to instruct ATOS to provide free of charge use for claimants of its recording facilities.

27 Jun 2017 | Early day motions | Open | House of Commons | 71 (session 2017-19)

Primary sponsor: Edwards, Jonathan | **Party:** Plaid Cymru

Other sponsors: Bottomley, Peter · Stephens, Christopher · Shannon, Jim · Day, Martyn · Maskell, Rachael

Number of signatures: 17

3. Press articles

[Personal Independence payments: All 1.6 million claims to be reviewed](#)

BBC News, 30 January 2018

- A report on the announcement by DWP that every person receiving PIP will have their claim reviewed.

[Ministers back down on cutting mental health benefits](#)

The Financial Times, 19 January 2018

[Available via Library subscription]

- An article about the recent High Court decision against distinguishing between PIP claimants with mobility impairments due to a physical disability, and those with mobility issues due to mental health problems. The High Court ruled that this was 'against Parliament's intentions.'
- The Government will not contest the case, or legislate to allow such a distinction between claimants to be made. The issue is expected to affect 160,000 people, and will cost an estimated £3.7bn.

[More than 160,000 people could get disability benefit back-payments from Department for Work and Pensions](#)

The Independent, 19 January 2018

- Also focussing on the High Court decision, this article also considers the responses from campaigners and the Opposition.

[Ministers vow to reform disability benefits tests after independent PIP review](#)

Care Appointments, 19 December 2017

- The Government accepts the results of Paul Gray's review and vows to "look at simplifying communications for people claiming PIP, and explore how to ensure evidence is collected and reviewed as effectively as possible to support people's claims."

['Sometimes I wake up and I can't move': Woman with chronic MS refused disability benefits by DWP](#)

The Independent, 3 December 2017

- This article considers the result of a [Freedom of Information request made the MS Society](#). The results suggest that last year a third of those with MS who applied for PIP were refused assistance. In this particular case, the claimant feels that the assessment was not carried out properly.
- The MS Society highlights that well over half of these cases that go to tribunal are decided in the claimant's favour.

[Inquiry into disability benefits 'deluged' by tales of despair](#)

The Guardian, 27 November 2017

- The Work and Pensions Committee has received more than 3000 pieces of evidence for their inquiry into disability benefits. Many of these concern PIP. Commons themes include:
 - Inappropriate questions from assessors
 - Written reports not reflecting statements made by claimants
 - Assessors overlooking non-visible disabilities

[PIP disability benefit: Concerns raised over NI assessments](#)

BBC News, 11 November 2017

- It is reported that 12,000 people in Northern Ireland have challenged the Department for Communities over the outcome of their initial PIP assessment.
- This was picked up in the [Belfast Telegraph](#).

[PIP: the disability benefit that almost killed my wife](#)

The Guardian, 10 November 2017

- A story of someone being refused for PIP as the decision-maker did not consider the claimant's medical notes regarding their mental health.

[I help people appeal against losing benefits - we can't keep up with demand](#)

The Guardian, 9 November 2017

- The perspective of a welfare rights advisor on the flaws of the PIP system, including mistakes in procedure and a lack of knowledge amongst assessors

[Parkinson's disability allowance reassessments 'wasting £3m'](#)

BBC News, 9 November 2017

- Another article about reassessments of those with long term disabilities, which many deem unnecessary

[Government admits disabled people have been receiving too little financial support from DWP](#)

The Independent, 2 November 2017

- This follows a court ruling that people who need support to make journeys because of psychological distress should receive the higher rate of PIP.
- This story was also picked up by the [Huffington Post](#).

['I have lost hope': the people with mental health problems who are being stripped of their benefits](#)

The Guardian, 1 November 2017

- This article looks at the impact of PIP on mental health
- The *Guardian* published an article along similar lines in May: [Pushing people to the brink of suicide: the reality of benefit assessments](#)

[The staggering rise in PIP complaints shows there's rot in the system](#)

The Guardian, 30 October 2017

- A piece that pulls together several reports and articles on the problems with PIP assessments
- The author talks about the rise in complaints, the greater number of overturned decisions, cases which show a 'lack of humanity' and the suggestion that some benefits are being withheld on fictitious grounds in order to meet targets. On the latter point, the author refers to investigations carried out by the [Disability News Service](#).

[Why I secretly taped my disability assessment](#)

BBC News, 16 October 2017

- Some question whether assessments are accurately reported, so some claimants have felt the need to secretly record assessments

[PIP: The Truth Is Out](#)

The Huffington Post, 17 September 2017

- An article analysing the newly released statistic that waiting times for people applying for PIP have dropped by two thirds in comparison to July 2014. The author points out that this does not include the appeals process.

[Disability Benefits Reforms Leaving People With Worse Health, Report Says](#)

The Huffington Post, 14 September 2017

- Based on a report from the Disability Benefits Consortium ([Supporting those who need it most? Evaluating Personal Independence Payment](#)), this article looks at claims that the new PIP system is affecting health and the ability to pay bills or for food.
- This report was also picked up in [The Independent](#).

[DWP spends £39m defending decisions to strip benefits from sick and disabled people,](#)

The Independent, 28 August 2017

- This figure is based on £22 million processing appeals of PIP decisions, and a further £17 million such decisions have ended up in court.

[This is a Pip disability assessment: intrusive, humiliating and completely pointless,](#)

The Guardian, 13 June 2017

- This author argues that assessment interviews for PIP are of poor quality and humiliating

[Government fails to deliver £4bn savings after cutting disability benefit, new analysis shows,](#)

The Independent, 1 May 2017

- The move to PIP was expected to save the Treasury money, but this article reports that this target will be missed.

[Outsourced disability assessors 'being rewarded for failure'](#)

The Times, 14 April 2017

[Available via Library subscription]

- An article about how Atos and Capita, the companies responsible for PIP assessments, will be paid more than originally planned, despite criticisms of their performance.

[DWP asked disability benefit claimant why she had not killed herself,](#)

The Independent, 13 April 2017

- An article about the asking of such questions in assessments.

[Thousands have disability vehicles taken away](#)

BBC News, 12 April 2017

- Motability charity claims that 51,000 have had to lose their vehicles due to the introduction of PIP. [ITV News](#) also discussed this claim.
- The Independent has discussed this in their article, [Double amputee could lose specially adapted car because benefits assessment finds he can walk 20m](#) (17 July 2017)
- A similar story from Motability was reported by the Times [available via Library subscription] in March 2016, claiming that [17,000 people had lost money for cars, electric wheelchairs and mobility scooters](#) since the introduction of PIP

[Stop PIP reassessments for patients with progressive diseases, campaigners say](#)

The Guardian, 10 April 2017

- Some commentators believe that reassessments of people with chronic and degenerative disabilities are a waste of time.

[Disabled students fear for their future as independence payments cut](#)

The Guardian, 4 April 2017

- An article commenting on the fact that higher education students who are refused PIP can render students ineligible for further benefits.

[Lords to carry fight against disability benefit changes condemned by Government's own experts](#)

The Independent, 17 March 2017

- Written before the High Court decision, this article outlines some of the efforts by Parliament and the Social Security Advisory Committee to delay or prevent the changes to PIP eligibility for those with mental health issues. The Social Security Advisory Committee was not consulted before the introduction of the new regulations: the Independent reported on this [earlier in March](#).

[DWP 'tells disability benefits assessors to discriminate against people with mental health conditions'](#)

The Independent, 14 March 2017

- An article about the proposed changes to the PIP eligibility criteria, following a ruling that psychological mobility issues should be treated the same as physical ones.

[Disability benefits process is 'inherently flawed', MPs told](#)

The Guardian, 6 March 2017

- A number of welfare organisations criticise the assessment process

[Tories attempt to save billions by avoiding disability payments](#)

The Times, 25 February 2017

[Available via Library subscription]

- Outlines in greater detail the financial impact that the changes to PIP eligibility for the mobility component would have had

[Targeting those with invisible disabilities undermines the fairness of benefits reform](#)

Telegraph, 28 February 2017

[Available via Nexis News]

- An article by Andrew Murrison, Conservative MP, critical of Government's change to eligibility criteria for those with 'invisible'

disabilities, but arguing that in general PIP is better for such assessments.

[The Government shouldn't back down on PIP - we need to tackle the welfare ratchet](#)

The Telegraph, 27 February 2017

- An article about the Government attempt to treat mental health-related mobility issues differently in PIP assessments. The author argues that this is about preventing an 'overly broad' interpretation of PIP eligibility.

[Apology from PM adviser who sparked disability row](#)

The Times, 27 February 2017

[Available via Library subscription]

- An article about the criticism faced by the Government over its changes to PIP eligibility

[Taxpayers' cash should go to the needy. Here's where it actually ends up](#)

The Guardian, 27 December 2016

- An article arguing that spending £500m on PIP assessments is not worth the expense, particularly given the 'degrading' nature of the tests. This figure was also commented on by the [Independent](#).

[Former DWP minister Stephen Crabb admits disability benefit test is 'traumatic'](#)

The Independent, 8 November 2016

[Will disability benefits appeals become less fair?](#)

The Guardian, 12 October 2016

- An article about a [consultation](#) on digitising the appeals process for PIP and ESA assessments

['I feel ashamed in a way I never did before': your stories of PIP assessment](#)

The Guardian, 26 September 2016

[It's deeply shaming to have to prove to the state you're still disabled](#)

The Guardian, 22 September 2016

- An article arguing that 'lifetime awards' of benefits should be part of a social security system.

[PIP is a disaster for disabled people. At last the full horror is emerging](#)

The Guardian, 7 June 2016

- An overview of the impact of cuts, via PIP, on disabled people

[The government is skewing benefits appeals against disabled people](#)

The Guardian, 17 May 2016

- An article about the employment of 'presenting officers' to help support the Government at tribunals.

[Disabled people deserve a fairer interpretation of their mobility than this arbitrary 20 metre rule](#)

The Guardian, 10 May 2016

- Written by Baroness Thomas of Winchester, who tabled a motion on this subject, writes that seeing whether a claimant can walk 20 metres is an unfair test for PIP.

[PIPs Squeak](#)

The Times, 19 March 2016

[Available via Library subscription]

- An article arguing that reducing PIP payments made sense but it was politically impossible given the other giveaways to the middle classes in the Budget.

[Disability benefit change to affect half a million](#)

BBC News, 12 March 2016

- Following a review finding that some individuals continue to receive PIP despite having 'minimal' extra costs, the Government announced some changing to weighting of some elements of a PIP assessment. This included "dressing and managing toilet needs".
- This faced some criticism from disability campaigners

[Benefit cuts threaten independent living for thousands of disabled people](#)

The Guardian, 15 March 2016

- Changes to PIP, amongst other cuts to disability benefits, are affecting the independence of disabled people, according to the stories in this article.

[The government denied me disability benefit because I could "probably make a sandwich"](#)

The New Statesman, 26 January 2016

- An article querying how people with MS can be refused PIP.

4. Further reading

Library briefings

SN05869, [Disability Living Allowance reform](#), 14 February 2011

- Looks at the origins of PIP, from the announcement in the June 2010 of a new "objective medical assessment" for both new and existing working age DLA claims from 2013, and subsequent Government consultation paper on Disability Living Allowance reform.

RP11-23, [Welfare Reform Bill: reform of disability benefits, Housing Benefit, and other measures](#), 4 March 2011

SN06422, [Personal Independence Payment: an introduction](#), 13 November 2012

SN06538, [Draft Social Security \(Personal Independence Payment\) Regulations 2013](#), 28 January 2013

- Looks at the regulations made under Part 4 of the Welfare Reform Act 2012 that set out the detailed rules for the new benefit.

CBP-7651, [Personal Independence Payment and the March 2016 Budget](#), 8 July 2016

- Looks at controversial proposals put forward at the March 2016 Budget to change the criteria for Personal Independence Payment (PIP). The proposals were subsequently abandoned and the 2015 Government said it would not be seeking to make alternative offsetting savings from the welfare budget.

CBP-7911, [Changes to the Personal Independence Payment eligibility criteria](#), 13 April 2017

- Looks at controversial changes to the PIP eligibility criteria from 16 March 2017, introduced by the 2015 Government to reverse the effect of two Upper Tribunal judgments. Note that in December 2017 the High Court ruled that in the amendments to the criteria for the mobility component were unlawful, and the Government is not contesting the judgment – see section 1.7 above.

CBP-7820, [ESA and PIP reassessments](#), 19 June 2017

- Looks at the rules on reassessment of existing ESA and PIP claimants. From late 2017, some ESA claimants with the most severe conditions may not have to face reassessment.

Official publications

- [PIP and ESA Assessments inquiry](#)

Work and Pensions Select Committee

(report not published but some written evidence available)

- [Personal Independence Payment inquiry](#)
Work and Pensions Committee, 6 March 2017
(Some [written evidence](#) available)
[“In this session the Committee discussed issues with the PIP application, assessment and appeals process. It also considered whether there are any specific groups of claimants that are particularly likely to appeal against DWP decisions, and what the impact is on claimants of delays in obtaining an accurate assessment.”]
- Lord Dennis Stevenson and Paul Farmer, [Thriving at Work: a review of mental health and employers](#), 26 October 2017
[An independent review, commissioned by the Government on supporting employees, including those with mental health problems to remain in and thrive through work.]
- Department for Work and Pensions, Department of Health, [Improving Lives, Cm 9342](#), October 2016
[The Green Paper whereby the Departments for Work and Pensions and of Health sought views on ways to reduce the disability employment gap.]
- Department for Work and Pensions, [Improving lives: the future of work, health and disability](#), 30 November 2017
[The Government’s response to the green paper consultation and sets out the Government’s plans ‘to transform employment prospects for disabled people and those with long term health conditions over the next 10 years.’ It includes the Government’s response to the [Farmer review](#).]

Sector comment

[Government promise to reform disability benefits](#)

Turn to Us, 19 December 2017

- An article about the response to the Paul Gray review

[Our response to Work and Pensions Committee PIP and ESA Assessments inquiry](#)

Disabilities UK, November 2017

[Supporting those who need it most? Evaluating Personal Independence Payment](#)

Disability Benefits Consortium, September 2017

- A report making a number of recommendations for improving the application and appeals process for PIP. [Disability Rights UK](#) provides a summary.

[The crisis of claiming PIP if you are deaf](#)

Turn to Us, 7 June 2017

[Move from DLA to PIP leaving many struggling](#)

Turn to Us, 5 April 2017

[We want to see reform of the PIP assessment](#)

Scope, 9 March 2017

[Government changes to PIP laws against tribunal rulings could be a hit to people with conditions like epilepsy](#)

Epilepsy Today, 1 March 2017

[PIP still causing a misery for thousands](#)

Turn to Us, April 2016

- An article about the large number of cases to do with PIP being handled by Citizen's Advice.

Other

[Are people with mental health conditions now receiving higher disability benefit payments?](#)

Full Fact, 4 July 2017

- An analysis of the claim that "More people are eligible for support under PIP than DLA". Full Fact deems this unlikely.

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