

Your Personal Independence Payment (PIP) assessment



This guide will explain what to expect and how to prepare for your PIP assessment

Find out more at www.capita-pip.co.uk



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Who we are

We are Capita, an independent company working with the Department for Work & Pensions (DWP).

We carry out assessments to help the DWP understand how your health condition affects your daily life. This will help them to assess your PIP claim fairly and accurately.

Assessments are carried out by our qualified health professionals working across Wales and the central regions of England.

We are committed to making it clear what you can expect from us and what you need to do in return. We will do our best to make our service easy to use and we will listen to you and make sure you feel comfortable.

We are here to support you through the PIP process. Please get in touch with us if you have any questions or concerns. You can find all the ways to contact us on the back cover of this guide.

The PIP process

Here is a short summary of the main stages you will go through during the PIP process. There are lots of organisations that can help and support you along the way, such as Citizens Advice or charities dealing with specific conditions.



1. Register to apply for PIP

To make a claim, you will need to contact DWP. Find out how to do this and what you will need at: www.gov.uk/pip/how-to-claim



2. Complete the form sent to you

DWP will ask you to complete a form called 'How your disability affects you'. Fill in the form using the guidance notes that come with it.

Don't forget to supply as much supporting evidence as you can. (See page 6 for more information).



3. Your application will be reviewed

DWP will share your completed form and supporting evidence with our team of health professionals to review. Your personal information will be protected at all times.

In some cases, we can carry out an assessment just from the information you have sent to DWP. However, most people will need to have an assessment.

To get a fuller picture of how your health condition affects you, we may seek additional information by contacting those who support you.



4. Your PIP assessment

During the assessment, you will be asked questions about your ability to carry out activities and how your health condition affects your daily life.

The assessment can either be at one of our assessment centres, over the telephone, or over a video call and will take about an hour.

Our health professionals will write up a report after the assessment and share this with DWP.



5. DWP will make a decision on your claim

You will receive a letter from DWP which outlines their decision on your PIP claim. This will be based on the information you have supplied as well as the assessment.

If they decide you are entitled to PIP, the letter will tell you the rate you will get, when you will be paid and the date your claim will be reviewed again so that you continue to get the right support.

This letter will also tell you what to do next if you do not agree with the decision.



About your PIP assessment

Supplying further evidence

- try to submit as much evidence as possible at the start of your claim
- if you have any new evidence that you did not send to DWP, please share it with the health professional at the beginning of your assessment
- information from the people who know how your health condition affects you, such as friends, family members and support workers, is very useful
- tell the health professional about any medication or specialised equipment you use during your assessment.

Information you could send	Information you do not need to send
<ul style="list-style-type: none">• Current repeat prescription list• Carers diary or letter Recent reports or care/treatment plans from: <ul style="list-style-type: none">• GP or consultants• Community psychiatric nurse (CPN)• Occupational therapist• Physiotherapist• Social worker• Learning disability support team• Family members or friends who provide support or care• Hospital discharge or outpatient clinic letters about your condition or diagnosis• Letters from your consultant(s) about your condition or diagnosis	<ul style="list-style-type: none">• Appointment cards or letters• Hospital admission letters• Condition factsheets• Medication factsheets• Information about tests you are going to have• Bus or train tickets to appointments you have attended• Directions or maps for appointments you have attended• Information you have sent to DWP before for PIP

We do not expect you to pay for further evidence, such as a letter from your GP. If they are listed on your form and we believe we need more evidence from them, we will contact them separately.

What to expect at your PIP assessment

How long will the assessment take?

- your assessment will take as long as is necessary for the health professional to gather the information they need – this is usually around an hour
- we aim to start all our assessments on time but there may be delays if somebody else's appointment takes longer than expected.

Who will carry out the assessment?

- one of our qualified health professionals will assess you. They are all nurses, physiotherapists, occupational therapists or paramedics and they have been specially trained in carrying out functional assessments
- the health professional will have already seen your 'How your disability affects you' form and any supporting evidence you sent to DWP
- they won't attempt to diagnose your symptoms or recommend treatment, and they won't make the decision on your PIP claim – this will be done by DWP.

What will happen during the assessment?

- the health professional will ask you questions about how your health condition affects you and how you manage day-to-day activities
- to make sure the DWP fully understand the difficulties you face, the health professional may ask you some personal questions, such as whether you need help with washing or dressing
- depending on the type of assessment you are having, you may be asked to do some simple movements. If you feel you cannot do these movements without discomfort or pain, please let the health professional know
- you will not need to adjust any clothing or have a physical examination.

Our health professionals are there to help you. They're not looking to catch you out. Don't worry about getting every word right and don't worry if you get upset.



How to prepare for a face-to-face assessment

If we invite you for a face-to-face assessment, this will take place at one of our assessment centres. All centres are accessible.

Can I record my assessment?

- if you would like your assessment to be audio recorded, please contact us as soon as possible.

Can I claim travel expenses?

- to claim travel expenses to the assessment, fill in the form and include all tickets and receipts for your public transport and parking
- you can use the envelope provided with your appointment letter – it does not need a stamp.



What ID do I need to bring?

The health professional will start the assessment by telling you their name and showing you their ID badge. You will also need to bring proof of identity documents to share with them.

You will need to provide two forms of ID:

- one item from list A and one item from list B
or,
- two items from list B (if you do not have any of the items in list A).

A – photo ID	B – non-photo ID
<ul style="list-style-type: none">• UK or foreign passport• Foreign national ID card• UK photocard driving licence• Northern Ireland electoral identity card• Biometric residence permit• UK travel pass with a photo on it	<ul style="list-style-type: none">• Birth certificate – UK or foreign• Marriage certificate – UK or foreign• Decree absolute – UK or foreign• UK paper driving licence• Naturalisation or UK citizenship certificate• UK council or housing association rent agreement• UK council or housing association tenancy agreement• UK council tax bill• UK gas, electricity or water bill• Evidence of entitlement to a UK state benefit or local-authority benefit

Please remember if you do not have proof of identity, we will not be able to continue with the assessment.



How to prepare for a telephone assessment

A telephone assessment is where we gather information over the phone to understand how your health condition affects your daily life.

Things to remember before your telephone assessment:

- if we are calling you on your mobile phone, please make sure it is fully charged
- try to find a quiet place with good signal and no background noise
- the call will come from a withheld number and we will attempt to call you more than once. If you do not answer the calls, we may return your claim to the DWP
- if you wish to have a companion and they cannot be with you in person, please let the health professional know at the start of the assessment and they will add them to the call. They will ask you for your companion's telephone number, so it is useful if you have this ready. Your companion needs to be ready to answer the phone at the time of your appointment.

Can I record my assessment?

- if you would like your assessment to be audio recorded, please contact us as soon as possible before your appointment so that we can arrange this for you
- you will receive a copy of the recording after your assessment.

What should I do if the signal drops out during the assessment?

- if this happens, the health professional will try to call you back
- if you lose signal and the health professional does not contact you, please get in touch with us as soon as possible.

How do I know that the health professional is who they say they are?

- the health professional will identify themselves by telling you their name and saying that they are calling from Capita PIP
- they will ask you some identification questions before your assessment can go ahead
- if you have any concerns that the health professional is not who they say they are, please contact us. Our contact details are on the back cover of this guide.





How to prepare for a video assessment

A video assessment is where we gather information on a video call to understand how your health condition affects your daily life.

We recommend you test your equipment before your video assessment to make sure it is all working properly. Type this link into your internet browser: <https://consult.attendanywhere.co.uk/callers> then scroll down and click 'Test call' at the bottom of the page.

How do I join the video assessment?



- at the time of your appointment, type this link into your internet browser:
<https://attenduk.vc/waiting-area-capita> – please make sure you type in the right website address
- click '**Start video call**'
- follow the steps to check your device is ready for your assessment
- enter your name, date of birth and phone number – you will not be asked to input any other information. We will only keep this information whilst your assessment is in progress
- click '**Start call**' and you will enter the waiting area
- the health professional will start the video call at the time of your appointment

Can I record my assessment?

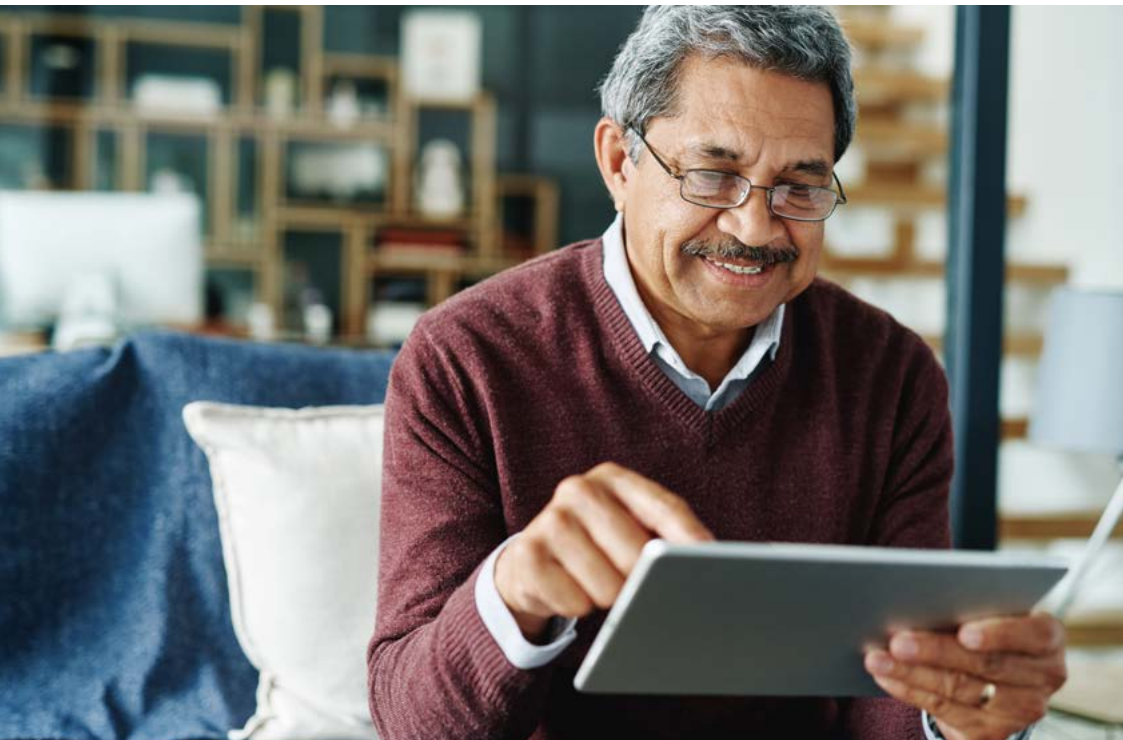
- you are not permitted to record the assessment or take photographs
- we are also unable to record the assessment.

What should I do if I lose connection during the assessment?

- if you lose connection at any point during the assessment, try to re-join. If you are unable to, the health professional will call you and continue the assessment over the telephone
- if you lose signal or have any technical difficulties and the health professional does not contact you, please get in touch with us. You can find our details on the back cover of this guide.

How do I know that the health professional is who they say they are?

- the health professional will identify themselves by telling you their name and saying that they are from Capita PIP
- they will ask you some identification questions before your assessment can go ahead
- if you have any concerns that the health professional is not who they say they are, please contact us. Our contact details are on the back cover of this guide.



After your PIP assessment

After your assessment, the health professional will write a report based on the information provided as well as anything you discussed during your assessment.

They will send the report to the DWP to help them make a decision on your claim.

What can I do if I am unhappy with how my assessment was carried out?

Please let us know if you are unhappy with any part of our service. This helps us to understand where we need to improve. You can get in touch with us using the contact details on the back cover of this guide.

How do DWP make their decision?

The DWP will look at your claim and all supporting information, including:

- 1 The assessment report
- 2 Your 'How your disability affects you' form, and
- 3 Any other evidence you have provided.

Once they have made their decision, they will write to you to tell you if you can get PIP.

You should contact DWP if:

- you want a copy of your assessment report
- you want to challenge the decision
- you have any questions about the status of your claim after you have had your assessment
- you have any new evidence of how your health condition affects you and you have already had your assessment.

DWP contact details: 0800 121 4433 (textphone: 0800 121 4493).

Frequently Asked Questions



How long will the assessment take?

Assessments usually take around an hour, although sometimes it can take a little longer so please allow for that.

Who can I bring to my assessment?

We encourage you to bring a companion to your assessment. This could be a friend, family member, carer or support worker.

What do I need to bring to my assessment?

You will need to share proof of ID for a face-to-face assessment or answer some security questions for a telephone or video assessment. If you have any new evidence that you did not send to DWP, you should also have that to hand.

Can I change the way my assessment is being conducted?

If you would prefer to be assessed in a different way, please contact us as soon as possible so that we can discuss this with you.

What if I have extra communication needs e.g. hearing difficulties or requiring a translator?







If you need a language translator or BSL interpreter, please contact us straight away so that we can arrange this for you.

Who can I speak to if I need support throughout the PIP process?

There are lots of organisations that can help and support you along the way, such as Citizens Advice or charities dealing with specific conditions.

Supporting you through the PIP process

If you have any questions or concerns about your appointment or the assessment, please contact us using the details below. Our opening hours are 8am to 8pm, Monday to Friday. Someone else can call on your behalf. They will need to know your National Insurance number.

 Phone	0808 178 8114 0808 178 8115 (Welsh line)
 If you have a hearing or speech impairment that makes using a telephone difficult, please use: Text relay service	18001 0808 178 8114 (use with NGT or Relay UK apps)
Textphone	0289 032 9675
 Video relay service (If you are a British Sign Language user.)	Type this link into your internet browser: www.capita-pip.co.uk/en/contact.html Click on the Video Relay Service link under 'Contact information'
 Post	Capita PIP PO Box 307 Darlington DL98 1AB
 Email	contactus@capita-pip.co.uk
 Online	www.capita-pip.co.uk

There are lots of organisations that can help and support you along the way, such as Citizens Advice or charities dealing with specific conditions.

An 'Easy Read' version of this guide is also available at www.capita-pip.co.uk