










Introduction

	<p>We are Capita. We carry out Personal Independence Payment (PIP) assessments for the Department for Work and Pensions (DWP).</p>
	<p>An assessment helps DWP understand the type of support you need.</p>
<p>Your Personal Independence Payment (PIP) assessment</p>  <p>This guide will explain what to expect and how to prepare for your PIP assessment. Find out more at www.capita-pip.co.uk</p>	<p>This guide will explain what to expect and how to prepare for your PIP assessment.</p>
	<p>If you need support with your PIP claim, there are lots of organisations that can help you:</p> <ul style="list-style-type: none"> • Citizens Advice • Charities that help people with specific conditions or disabilities.

The PIP process

Here are the main stages you will go through.

 <p>Department for Work & Pensions</p>	<p>1. Contact the DWP to start your PIP claim. To find out how to do this go to www.gov.uk/pip/how-to-claim</p>
	<p>2. Fill in the 'How your disability affects you' form that is sent to you.</p>
	<p>3. Our health professionals will look at your form and all the information you have sent.</p>
	<p>4. A health professional will carry out your assessment and write a report.</p>





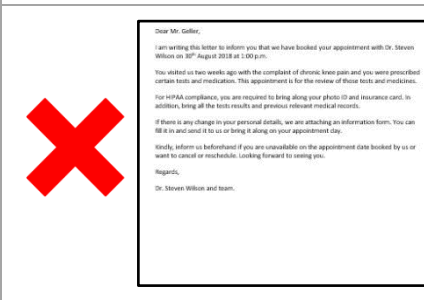
 <p>Department for Work & Pensions</p>	<p>5. This report will be sent to the DWP.</p>
	<p>6. DWP will use the information you have sent them and your assessment report to decide if you can get PIP.</p>
	<p>7. DWP will send you a letter telling you if you can or cannot get PIP.</p>




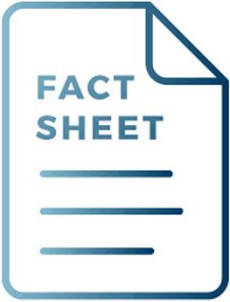






For more information on PIP, go to www.gov.uk

Search for **Easy Read Personal Independence Payment.**

Supporting information





Try to send us as much information as you can with your claim form.




	<p>Information we find useful is:</p> <ul style="list-style-type: none"> • A list of medicine you take
	<ul style="list-style-type: none"> • A report or care plan from a: <ul style="list-style-type: none"> ○ GP or consultant ○ Community psychiatric nurse (CPN) ○ Occupational therapist ○ Social worker ○ Learning disability support team
	<ul style="list-style-type: none"> • Statements from carers or family members, like a carer's diary
	<ul style="list-style-type: none"> • A letter about your condition or diagnosis from: <ul style="list-style-type: none"> ○ your consultant(s) ○ the hospital discharging you ○ an outpatient clinic
	<p>You do not need to send:</p> <ul style="list-style-type: none"> • Appointment cards or letters

 	<ul style="list-style-type: none"> • Hospital admission letters
 	<ul style="list-style-type: none"> • Factsheets about your condition, diagnosis or the medication you are taking
 	<ul style="list-style-type: none"> • Information about tests you are going to have
 	<ul style="list-style-type: none"> • Bus or train tickets and directions or maps to appointments you have been to
 	<ul style="list-style-type: none"> • Information you have sent to DWP before for PIP








About your PIP assessment

	<p>Your assessment will last about an hour.</p>
	<p>Your assessment will be with a qualified health professional. They could be a:</p> <ul style="list-style-type: none">• nurse• physiotherapist• occupational therapist• paramedic
	<p>The health professional will ask you questions about how your health condition or disability affects you.</p>
	<p>The health professional might ask you to do some basic movements.</p>

	<p>If these movements are too difficult, please tell the health professional.</p>
	<p>The health professional is there to help you.</p> <p>Do not worry about getting every word right or getting upset.</p>
	<p>Your assessment could be:</p> <ul style="list-style-type: none"> • face-to-face • over the telephone • on a video call.
	<p>Your appointment letter will tell you which type of assessment you will have.</p>

	<p>If you want to be assessed in a different way, please contact us.</p>
	<p>Please contact us if you need extra support for your assessment, for example:</p> <ul style="list-style-type: none"> • A British Sign Language interpreter • An interpreter if English is not your first language
	<p>You can have someone join you for your assessment. That person could be a:</p> <ul style="list-style-type: none"> • friend • family member • carer • support worker

Face-to-face assessments

  	<p>You need to bring 2 identification documents with you – 1 from List A and 1 from List B.</p>
  	<p>If you do not have any of the documents from List A, you need to bring 2 from List B.</p>
	<p>List A</p> <ul style="list-style-type: none"> • UK or foreign passport • Foreign national ID card • UK photocard driving licence • Northern Ireland electoral identity card

	<ul style="list-style-type: none"> • Biometric residence permit • UK travel pass with a photo on it
	<p>List B</p> <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 of 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
	<p>If you do not bring your identification documents, you will not be able to have your assessment.</p>
	<p>If you want us to record your assessment, tell us as soon as possible.</p>



You can claim travel costs to and from your assessment.

Telephone assessments



Before your telephone assessment, you need to:

- Make sure your phone is charged
- Make sure you are in a quiet place
- Tell us if you want your assessment recorded



At your appointment start time, the health professional will call you from a withheld number.

This may show as No Caller ID or Unknown.







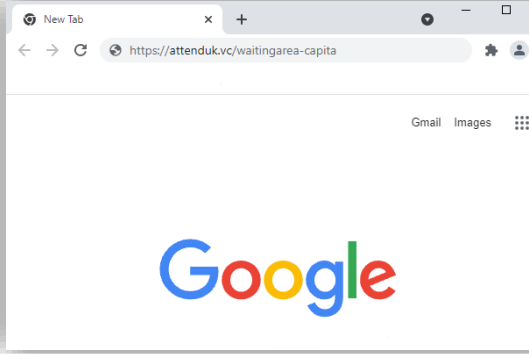
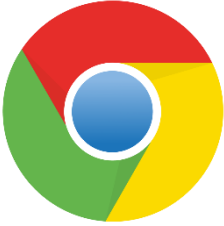


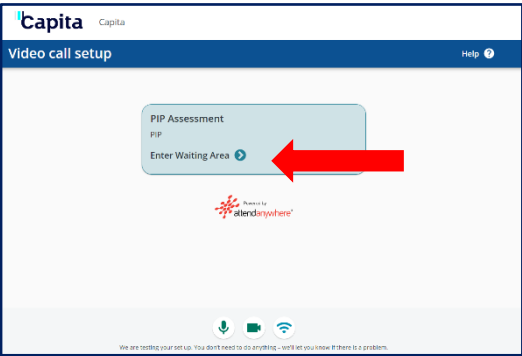
They will tell you they are calling from Capita PIP.

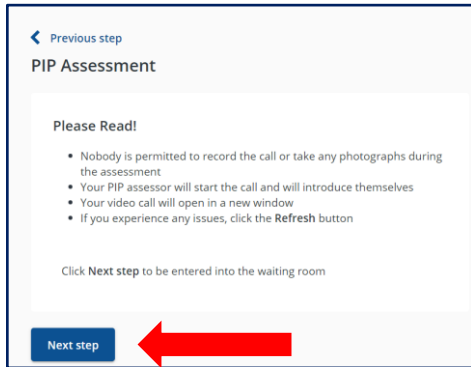


They will ask you some identification questions before they start your assessment.

Video assessments

	<p>For a video assessment you will need a:</p> <ul style="list-style-type: none">• computer or laptop• tablet <p>or</p> <ul style="list-style-type: none">• smartphone
	<p>You will also need a good internet connection.</p>
	<p>You should test your equipment before your video assessment.</p>
	<p>To do the test, type or copy and paste this link into your internet browser:</p> <p>https://consult.attendanywhere.co.uk/callers</p>

	<p>At the time on your appointment letter, type or copy and paste this link into your internet browser:</p> <p>https://attenduk.vc/waiting-area-capita</p>
	<p>For Android tablets and smartphones, please use the Google Chrome browser.</p>
	<p>For Apple devices, like an iPhone, iPad or iMac, please use the Safari browser.</p>
	<p>For a laptop or desktop computer using Windows, use the Microsoft Edge browser.</p> <p>You can also use Google Chrome.</p>
	<p>Select 'Enter Waiting Area'</p>



[Previous step](#)

PIP Assessment

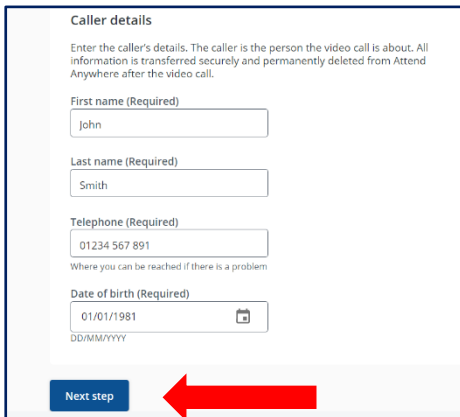
Please Read!

- Nobody is permitted to record the call or take any photographs during the assessment
- Your PIP assessor will start the call and will introduce themselves
- Your video call will open in a new window
- If you experience any issues, click the [Refresh](#) button

Click **Next step** to be entered into the waiting room

Next step

Read the information on the screen and then select 'Next step'.



Caller details

Enter the caller's details. The caller is the person the video call is about. All information is transferred securely and permanently deleted from Attend Anywhere after the video call.

First name (Required)
John

Last name (Required)
Smith

Telephone (Required)
01234 567 891

Where you can be reached if there is a problem

Date of birth (Required)
01/01/1981

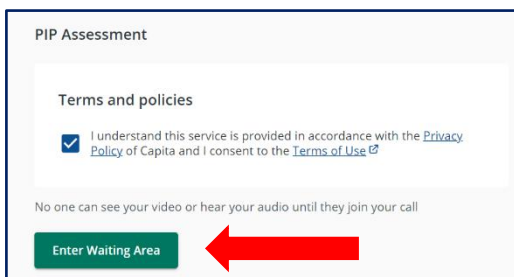
DD/MM/YYYY

Next step

You will be asked to type in your:

- name
- date of birth
- phone number

Then select 'Next step'



PIP Assessment

Terms and policies






☒ I understand this service is provided in accordance with the [Privacy Policy](#) of Capita and I consent to the [Terms of Use](#)

No one can see your video or hear your audio until they join your call





Enter Waiting Area

Read and accept the Terms and Policies by ticking the box.

Then select 'Enter Waiting Area'.



	<p>At your appointment time, the health professional will start the video call.</p> <p>You will be able to see and hear them.</p>
 	<p>The health professional will tell you they are calling from Capita PIP.</p> <p>They will ask you some identification questions.</p>
 	<p>You cannot record your video assessment.</p>

After your assessment

	<p>The health professional will write a report and send it to DWP.</p>
	<p>DWP will make a decision about your PIP claim.</p>
	<p>To make their decision, they will look at:</p> <ul style="list-style-type: none"> • The assessment report • Your 'How your disability affects you' form • Other evidence you have supplied
	<p>If you do not agree with DWP's decision, you should contact them.</p> <p>Phone: 0800 121 4433</p> <p>Textphone: 0800 121 4493</p>

How to contact us

	<p>If you have any questions about your assessment, please contact us.</p>
	<p>We are open 8am to 8pm, Monday to Friday.</p>
	<p>Someone else can call for you. They will need to know your National Insurance number.</p>
	<p>Call us free on 0808 178 8114 (Welsh line 0808 178 8115).</p>
	<p>If you cannot hear or speak on the phone, you can use NGT or Relay UK: 18001 then 0808 178 8114.</p>
	<p>If you use British Sign Language, you can use the Video Relay Service.</p> <p>Type this link into your internet browser: www.capita-pip.co.uk/en/contact.html.</p>

	Click on the Video Relay Service link under ' Contact information '.
	<p>You can also write to us:</p> <p>Capita PIP PO Box 307 Darlington DL98 1AB</p>
	<p>Or email us: contactus@capita-pip.co.uk</p>