






Introduction

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|  | <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>We encourage you to bring a companion with you to your assessment.</p> <p>They can support you and help you explain how your condition affects you.</p> |
|  | <p>If you are having a telephone or video assessment, your companion will be added to the call.</p> |
|  | <p>Some examples of who you could bring are:</p> <ul style="list-style-type: none"> • A family member or friend • Your key worker • Your social worker • Your community nurse |

Here is some information to share with your companion before your assessment.



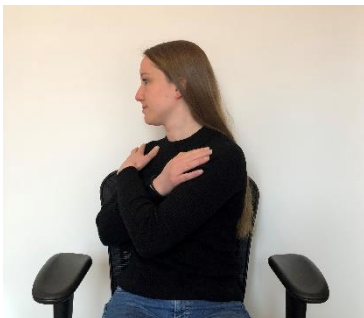
Your companion can contribute to the assessment, but they should not speak for you.



At the start of the assessment, the health professional will ask if you agree to having your companion there.



The health professional will record in the assessment report that your companion was involved in the assessment.



If the health professional asks you to do some physical movements, your companion cannot help you.



Your companion can take notes during the assessment.

The notes do not need to be shared with Capita or DWP.



If you agree, your companion can speak to the health professional separately after the assessment.





The health professional can ask your companion to leave the assessment if they are being disruptive.

This is not likely to happen.

How to contact us if you need support

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|  | <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-us.</p> |

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| | <p>Scroll down to 'Video relay service' and click the link.</p> |
|  | <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> |