





Before your assessment






	<p>You may be asked to attend an assessment. This can be face to face, video or telephone.</p>
	<p>You can change your assessment once. This can be to another date, time or type of assessment.</p>
	<p>For your video assessment you will need:</p> <ul style="list-style-type: none"> • A device with a front facing camera, speakers and microphone • A good internet connection • A private and well-lit area • Safari, Google Chrome or Microsoft Edge
	<p>You can check if your device is set up for the video call.</p> <p>Click here to test.</p> <p>If you see ‘You are ready to make calls’ your device works.</p>
	<p>The test screen can show potential issues.</p> <p>Click here to see how you can fix them.</p>
	<p>Samsung users may have issues with your browser. Please copy and paste the link into Google Chrome.</p> <p>Download Google Chrome here.</p>

	<p>If you have any new evidence, you can discuss this in your assessment.</p> <p>Please send any new evidence to:</p> <p>Freepost RTEU-HAGT-SLBL Personal Independence Payment 1 Mail Handling Site A Wolverhampton WV98 1AA</p>
	<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 <p>They will also need a device which can connect to the video platform.</p> <p>Read more about companions in our Easy Read Guide.</p>




During Your Assessment

	<p>Start your video assessment</p> <p>Click here.</p>
	<p>Follow the prompts on the screen.</p> <p>Click continue and allow the use of microphone and camera.</p> <p>Click enter waiting area.</p>



	<p>Read the information and click 'Next Step'</p> <p>Enter your name, number and date of birth.</p> <p>Click 'Next Step'</p>
	<p>A terms and policies box will appear, read this and tick the box.</p> <p>Select enter waiting area.</p>
	<p>The health professional will start the assessment at the time of your appointment.</p>
	<p>Please contact us if you're having difficulties.</p>
	<p>The health professional will identify themselves and ask you some identification questions.</p>

	<p>Your assessment will last about an hour.</p>
	<p>The health professional will ask you questions on how your health condition or disability affects you.</p>
<p>Your Personal Independence Payment (PIP) assessment</p>  <p><small>This guide will explain what to expect and how to prepare for your PIP assessment. Find out more at www.capita-rip.co.uk or search for 'Capita PIP'.</small></p> 	<p>You can read more about getting ready for your assessment in our Easy Read Guide.</p>
	<p>If you have issues during your video call please try and re-join.</p> <p>If you still have issues we will continue the assessment over the phone.</p>

After your assessment

	<p>The health professional will finish the report and send across to the DWP.</p>
	<p>The DWP will look at the report and all supporting information.</p>
	<p>Once they have made their decision, they will write to you to tell you if you can get PIP.</p>

	<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>

	<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>

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

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