













Supporting information

	<p>We are Capita. We carry out Personal Independence Payment (PIP) assessments for the Department for Communities (DfC).</p>
	<p>Sending information with your claim form can help our Disability Assessors to understand how your health condition or disability affects you.</p>
	<p>Try to send as much information as you can at the start of your claim. This will need to be posted to us.</p>
	<p>Send any information that explains how your health condition or disability affects you.</p>
	<p>The information does not have to be medical.</p>











	<p>Information from the people who know you best is very important.</p>
	<p>You could send information from:</p> <ul style="list-style-type: none"> • family members • friends • carers • support workers
	<p>Only send information that you already have.</p>
	<p>Do not ask your GP for information if you have to pay for it.</p>
	<p>Do not wait for more information before sending your claim form back.</p>
	<p>Put contact details for everyone who helps you on your claim form.</p>
	<p>If we need more information, we might contact the people on your form.</p>

Here are some examples of the information you should send.

	<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



Here are some examples of the information you should not send.

	<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 DfC before for PIP
 	<p>Remember, do not pay for any medical information.</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 8116</p>
	<p>If you cannot hear or speak on the phone, you can use NGT or Relay UK: 18001 then 0808 178 8116.</p>
	<p>If you use British Sign Language, you can use the Video Relay Service.</p> <p>Type this link into your internet browser: http://www.capita-pip.co.uk/NI/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 DL1 9UL</p>
	<p>Or email us: <u>contactusni@capita-pip.co.uk</u></p> <p>(Please do not send your evidence to this email address, only post it to us)</p>

For more information on PIP, go to www.nidirect.gov.uk
Search for **Easy Read Personal Independence Payment**