

Personal Independence Payment (PIP): a extension to the pilot to provide an email address to request a PIP claim form

Introduction

The Department for Work and Pensions (DWP) have decided to extend the pilot of the email address to request a Personal Independence Payment (PIP) paper claim form.

Feedback from organisations representing people with hearing impairments is that these claimants have the greatest challenges in using the telephone. It is therefore important that this information is communicated to organisations providing support to claimants with hearing impairments.

Why have we decided to extend the pilot?

The pilot started on 1 October 2013 and initially ran for 4 weeks.

The pilot was designed to help us to understand the level of demand for this type of service. Take up has been very low, so we have decided to extend it to the end of January 2014 to gather more information before making conclusions. We will continue to evaluate demand and consider the findings from the extended pilot alongside our future plans for the introduction of PIP on-line services.

Who can use the pilot?

Extending the pilot not only allows claimants making new claims to PIP to use the email service to request a PIP paper claim form but also those existing DLA claimants who are in scope for natural reassessment and who live in the reassessment postcode area where:

- they are aged 16 to 64 and have a DLA fixed award due to expire on or after 17 March 2014
- they turned 16 years old from 7 October 2013 (unless they have been awarded DLA under the special rules for terminal illness)
- an individual chooses to claim PIP instead of their DLA.

Who shouldn't use the pilot?

Existing DLA claimants who have not yet been invited to claim PIP should continue to contact DLA if they have any queries or to report a change in condition.

DLA claimants who are not in scope for natural reassessment because they do not live in the reassessment postcode area will not be sent a PIP paper claim form but will be advised that they will be contacted when they need to make a claim to PIP.

What other claims channels are there?

The telephone service is still the quickest way to make a PIP claim, because information is captured there and then, instead of waiting for a form to be received in the post. We would therefore encourage those claimants who have access to support to consider having someone make the initial call on their behalf.

The email pilot service does not replace telephone claims. The email address is intended for claimants who are unable to use the phone or text phone. In order to ensure that the claimant understands that implications of making a claim to PIP we may need to contact them for more information before we send a PIP claim form. Please note that we will contact them by letter, not email.

How does the email service work?

What's the email address?

rfp1.pilot@dwp.gsi.gov.uk

What must the claimant include in the email request for a PIP claim form?

1. their full name and title
2. their address and postcode
3. text to say "Please send me a PIP paper claim form."
4. text to indicate the reason for the request This would be:
 - a. A new claim and not currently in receipt of DLA.
 - b. A change in their care or mobility needs and I/they have had a letter to tell (invite) them to claim PIP.
 - c. Existing DLA recipient but choosing to self-select to claim PIP rather than waiting to be invited.

If an appointee or legally appointed representative (for example a Power of Attorney) is making the request, in addition to the above claimant information, they will need to include:

5. the appointee's full name and title; and
6. the appointee's full address and postcode

If there is an appointee they must indicate which are the appointee's details and which are the claimant's details by including "claimant" or "appointee" after the relevant name and address.

Note If the claimant fails to indicate the reason for the request it will be necessary to make further contact to establish the reason and this will delay the issue of the paper claim form.

What shouldn't be included?

Attachments or any other information, including general enquiries **should not** be sent. The

email address is **ONLY** for requesting a PIP paper claim form and contacting us if it is not received.

Be aware that emails are not secure because messages can be intercepted, so do not send any other personal information to this address – read our privacy policy: dwp.gov.uk/privacy-policy. This is for personal data security.

Important note about claiming PIP for existing DLA claimants

Regardless of which channel is used to start the PIP claims process, existing DLA claimants need to know that once they have made a claim to PIP they **will not** have an option to remain on DLA. This applies to DLA claimants who:

- have been invited by the Department for Work and Pensions to claim PIP because they are in the natural reassessment areas; and
- may be considering making a claim to PIP instead of their DLA before being invited.

If existing claimants who are invited to claim PIP choose not to do so, they need to know that their DLA payments will stop permanently. If they claim and are not awarded PIP, they will not be able to go back to claiming DLA. It will not be an option to remain on DLA.

What happens next?

All emails will receive an automated response, acknowledging receipt of the request and advising that more information about PIP can be found on www.gov.uk/PIP

It will also advise the claimant to save a copy of their e-mail request together with the automated response.

The PIP claim form will be sent by second class post to the claimant's name and address provided (or appointee/legal representative if appropriate). The letter that comes with it will provide information about what to do next and what will happen after the form is sent back.

If the PIP claim form hasn't been received within 10 working days, contact us again using the email address or the **PIP Enquiry Line on 0845 850 3322** (textphone 0845 601 6677).