

Personal Independence Payment Claimant Research – interim headline findings

December 2017

*Interim survey findings from wave two
of the quantitative research: claimants' experiences
of the PIP assessment*

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DWP ad hoc research report no. 60

A report of research carried out by Ipsos MORI on behalf of the Department for Work and Pensions.

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First published 2017.

ISBN 978-1-78425-987-7

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Executive Summary

The Department for Work and Pensions (DWP) commissioned Ipsos MORI to undertake three waves of quantitative and qualitative research with Personal Independence Payment (PIP) claimants, between September 2016 and July 2017, designed to give an in-depth understanding of claimants' experiences of the various stages of the PIP process. This interim report presents headline findings from the second wave of the quantitative strand, comprising 1,203 telephone interviews with claimants during February 2017, focusing on the assessment and decision stage of the PIP process. A full final report, drawing together the data from all three waves of research including the qualitative findings will be published in early 2018. On the whole, findings from the wave two quantitative strand were positive but there were some clear areas for improvement.

An area where the process was reported to be working well was around key communications from DWP. For example, many claimants felt DWP clearly communicated information about the assessment process. In particular, nearly all claimants agreed that DWP made it clear that they might need to have a face-to-face assessment consultation and that they could bring someone with them for this. Areas where communication was felt to be less clear included clarity of information about **why** they might need the assessment, how long they could expect to wait for a face-to-face assessment, and what happens at a face-to-face assessment.

Where claimants obtained information from DWP before their assessment, the main sources were reading the information provided with the application form (58 per cent), phoning the PIP enquiry line (22 per cent), and using the DWP website (19 per cent). Among those using this information, most agreed that this information was clear (77 per cent). With regard to communications after their assessment, the majority of claimants said they understood what was written in the decision letter (82 per cent) and how long the award was for (82 per cent). However, there was less understanding of how the decision had been reached (66 per cent).

In terms of expectations about the assessment timings, claimants reported to have received their face-to-face assessment appointment about the time they expected (48 per cent) or sooner than they expected (31 per cent).

Claimants were generally positive about the logistics of their face-to-face assessment. Most claimants agreed that the time was convenient (81 per cent), that they were given sufficient warning of it (88 per cent) and that once they'd arrived the assessment venue was accessible (83 per cent). Fewer agreed that the venue was easy to get to (65 per cent).

The vast majority of claimants felt the assessor treated them with respect and dignity (89 per cent) and most felt listened to during the assessment (72 per cent). Most claimants reported that they understood what was being asked of them at the assessment (81 per cent); and agreed that they had enough time to explain how their

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condition affected them (74 per cent). Fewer agreed that the measurements and tests were relevant (60 per cent) and a sizeable minority of claimants (39 per cent) felt that there were things they wanted to explain at the assessment but were not able to.

Claimants were asked whether their overall experience of the assessment was easier, more difficult, or just as expected. Under half of claimants reported it was just as they expected, with one-quarter saying it was more difficult than expected and an additional quarter saying it was easier than they expected.

The research showed that while over half of claimants (58 per cent) said that DWP had made it clear that they could take additional supporting evidence to the assessment, there was a lack of clarity over who was responsible for collecting it. One quarter of claimants did not know who was responsible to collect supporting evidence and about a third believed DWP was responsible. Nearly half of claimants reported taking no evidence to their assessment and one in five said there was evidence they wanted to take to their face-to-face assessment but did not.

The survey asked what claimants used their PIP award for as it's not prescriptive. The most reported use of the PIP award was to cover basic living expenses (48 per cent). Other common uses were for the additional costs of travel associated with a disability (40 per cent) and/or the additional costs of daily living associated with a disability (33 per cent).

Longitudinal analysis of responses from claimants who had also answered the wave one survey showed that submitting evidence with the application form was related to whether claimants brought additional evidence to the face-to-face assessment. The analysis also found that, for a minority of claimants, the problems with accessing the evidence they needed persisted throughout the claims process.

Final research findings from all three waves of this research will be published in early 2018. This report will include further longitudinal analysis to explore the end-to-end claimant journey plus qualitative findings from the depth interviews.

Acknowledgments

The research was commissioned by the Department for Work and Pensions. We are grateful to Clare Morley, Lucy Glazebrook, Jo O’Shea and Sarah Kenny from the Disability Analysis Division for their input into the design and their support throughout both waves of the research.

The research would not have been possible without the contribution of Personal Independence Payment claimants who were willing to take part in a telephone interview and we are very grateful to them for giving their time to speak to us.

Glossary of terms

Personal Independence Payment (PIP) - contributes towards the extra costs of long-term ill-health or a disability for people aged 16 to 64 who need help with mobility and/or daily living costs. PIP is replacing Disability Living Allowance (DLA) but maintains the key principles as a non-means-tested, tax free cash benefit available to people in and out of work. Applications for PIP are made to the DWP. It involves an initial call to a claim line followed by completing a paper form.

Disability Living Allowance (DLA) - is a tax-free, non-means tested benefit for disabled people who need help with mobility or care costs, available to those both in and out of work. This is being phased out and people aged 16-64 who were previously on DLA are now being rolled onto Personal Independence Payment. Those aged under 16 years can still claim for DLA.

Assessment provider - assessment providers conduct PIP assessments on behalf of DWP. Depending on where claimants live, their assessment provider will be either Atos (now Independent Assessment Services) or Capita.

Face-to-face assessment - after submitting the application form, most claimants will be invited to a face-to-face assessment (carried out by an assessment provider). At face-to-face assessments, claimants are asked about their ability to carry out activities and how their condition affects their daily life. The face-to-face assessment may be either at home or at an assessment centre.

PIP Award - PIP awards are made up of the following two components:

- **The daily living component** - intended to act as a contribution to the extra costs disabled people face in their day-to-day lives that do not relate to mobility.
- **The mobility component** - intended to act as a contribution to the extra costs disabled people face in their day to day lives related to mobility.

Both components are payable at either a standard or enhanced rate, depending on a claimant's circumstances.

Points system - claimants are assessed at the face-to-face assessment against a list of activities (ten activities for the daily living component and two for mobility) and are allocated a score which determines their award.

1 Background and Methodology

Background

Personal Independence Payment (PIP) contributes towards the extra costs of long-term ill-health or a disability for people aged 16 to 64 who need help with mobility and/or daily living costs. PIP is replacing Disability Living Allowance (DLA) but maintains the key principles as a non-means-tested, tax free cash benefit available to people in and out of work. Applications for PIP are made to the DWP. It involves an initial call to a claim line followed by completing a paper form.

An Independent Review of PIP was carried out by Paul Gray in 2014, which recommended further research by DWP to better understand claimant experiences¹. This research seeks to fulfil this aim.

The research comprises three waves, each investigating a key stage of the PIP application process. Wave one looked at the initial claims process, including motivations for claiming, the initial call to the claim line, completing the form, and expectations of next steps. The findings for wave one were published in March 2017². Wave two covers the face-to-face assessment stage and award decisions. This includes preparing for the assessment, experiences of the assessment itself, and the decision stage. Wave three examined the appeals process. This report highlights the key interim findings of the wave two quantitative strand. A final report including all three waves and more detailed analysis will be published in early 2018.

Methodology

Each wave employs both a quantitative and qualitative methodology. The quantitative research consists of a large scale national survey (including a longitudinal element following claimants through the stages) via structured telephone interviews. Postal questionnaires were available as an alternative method for those who were not able or willing to take part by telephone. The qualitative research consisted of in-depth face-to-face interviews in claimants' homes or in-depth telephone interviews.

This interim report contains key findings from the quantitative strand of wave two of the research.

Main stage survey fieldwork for wave two took place between 6th and 28th February 2017, with a pilot stage between the 23rd and 24th January 2017. In total, 1,203 interviews were achieved. Most participants interviewed had had a face-to-face

¹ Gray, P. (2014) An Independent Review of the Personal Independence Payment Assessment. London: Stationary Office. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/387981/pip-assessment-first-independent-review.pdf

² Ipsos MORI/DWP (2017). Personal Independence Payment Evaluation: Wave one Claimant Survey Findings. Available online: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/604211/pip-evaluation-wave-1-claimant-survey.pdf

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assessment, and all had received an award decision. The participant could be the claimant or someone claiming on another's behalf (for example, a family member or a carer).

Around one-third of the sample (388 participants) were longitudinal participants who had taken part in wave one. The remaining two-thirds of the sample (815 participants) were new sample participants who were new to the research. Please see appendix 11.1 for more details about the longitudinal and new samples.

The sample was a quota sample designed to include a range of claimants in terms of type of claim, assessment provider, age group and gender. Details of the sample profile can be found in appendix 11.1.

2 Information and communication from DWP

Claimants were asked if and how they obtained advice or information about the assessment process from DWP, what this consisted of, and how clear they found it.

Before their assessment, most claimants (71 per cent) obtained advice or information about the assessment process from DWP and they did this in a number of ways and for a variety of reasons. Participants could provide more than one answer, and key sources of information included reading the information provided with the application form (58 per cent), phoning the PIP enquiry line (22 per cent) and using the DWP website (19 per cent).

For those claimants who used these sources of DWP information, advice was sought about what the overall process involves (31 per cent), for help with the application form (13 per cent), and how long the assessment process takes (13 per cent). Again claimants could give more than one answer.

The communications from DWP were generally seen as clear, with 77 per cent of those who obtained advice or information from DWP reporting that this information was very or fairly clear. Nearly all claimants agreed that DWP made it clear to them that they might need to have a face-to-face assessment (89 per cent). However, other aspects of the assessment were less clear to claimants: 57 per cent agreed that DWP made it clear what happens at a face-to-face assessment; 54 per cent agreed that DWP made it clear how long they could expect to wait for an appointment after submitting their application; and 53 per cent agreed that DWP made it clear **why** they might need to have a face-to-face assessment.

Among the 27 per cent of claimants who said they did not obtain advice or information about the assessment process from DWP, around one-third (31 per cent) said this was because they did not need any advice or information.

Most claimants said they did not contact DWP (77 per cent) or their assessment provider (89 per cent) between sending in their application and receiving the decision letter. Where claimants did contact DWP, this was mostly to check on the progress of their application (57 per cent).

In terms of expectations about the assessment timings, claimants reported to have received their face-to-face assessment appointment about the time they expected (48 per cent) or sooner than they expected (31 per cent). Claimants were also asked what they expected to happen in the assessment, and many expected to be asked about their current condition (60 per cent) or how their condition affects them day-to-day (48 per cent).

3 Before the assessment

Claimants were asked about the time leading up to their face-to-face assessment. This included their gathering of evidence to take to the face-to-face assessment. Over half (58 per cent) said that DWP made it clear they could take additional supporting evidence to the assessment. Nearly half of claimants (48 per cent) did not take any additional supporting evidence to their face-to-face assessment and one in five claimants (21 per cent) reported that there was evidence they wanted to take to their face-to-face assessment but did not.

Where claimants took additional evidence, this was mostly reports from health professionals (30 per cent of all claimants who had a face-to-face assessment) and/or prescription lists (14 per cent). The main reasons people took additional evidence were that they thought it would be useful to take everything they had (33 per cent) or they did not have time to submit it with the original application (29 per cent).

Claimants were also asked who they thought was responsible for gathering and collating supporting evidence about the application. Around one-third believed DWP was responsible (34 per cent), while a similar proportion said it was the claimant's responsibility (33 per cent). Claimants were generally aware that, within the assessment process, additional information about them may be gathered by the assessment provider, and a majority expected that their GP or medical records would be used in making a decision about their PIP application. Two-thirds of claimants (66 per cent) agreed that DWP made it clear that the assessment provider may have gathered further information beyond what was sent in with the application.

Claimants were generally positive about the logistics of their face-to-face assessment. Most claimants agreed that the time was convenient (81 per cent), that they were given sufficient warning of the assessment (88 per cent) and that once they had arrived the assessment venue was accessible (83 per cent). Fewer agreed that the venue was easy to get to (65 per cent). Most claimants (73 per cent) attended the assessment appointment they were originally offered; 26 per cent did not. Of those who did not, one-quarter (26 per cent) said this was because they could not get to the location offered. Just over ten per cent of claimants who were invited to a face-to-face assessment tried to change the location or time of their appointment, with over half of these stating that it had been very or fairly easy. About a quarter (27 per cent) of face-to-face assessments took place at home whilst the majority had their assessment at a venue arranged by the assessment provider (66 per cent), at their local surgery or health clinic (five per cent) or elsewhere (one per cent).

In advance of the face-to-face assessment, claimants made differing levels of preparation. Overall, 51 per cent said they did not make any preparations for their face-to-face assessment. Those who did prepare reported a range of different types

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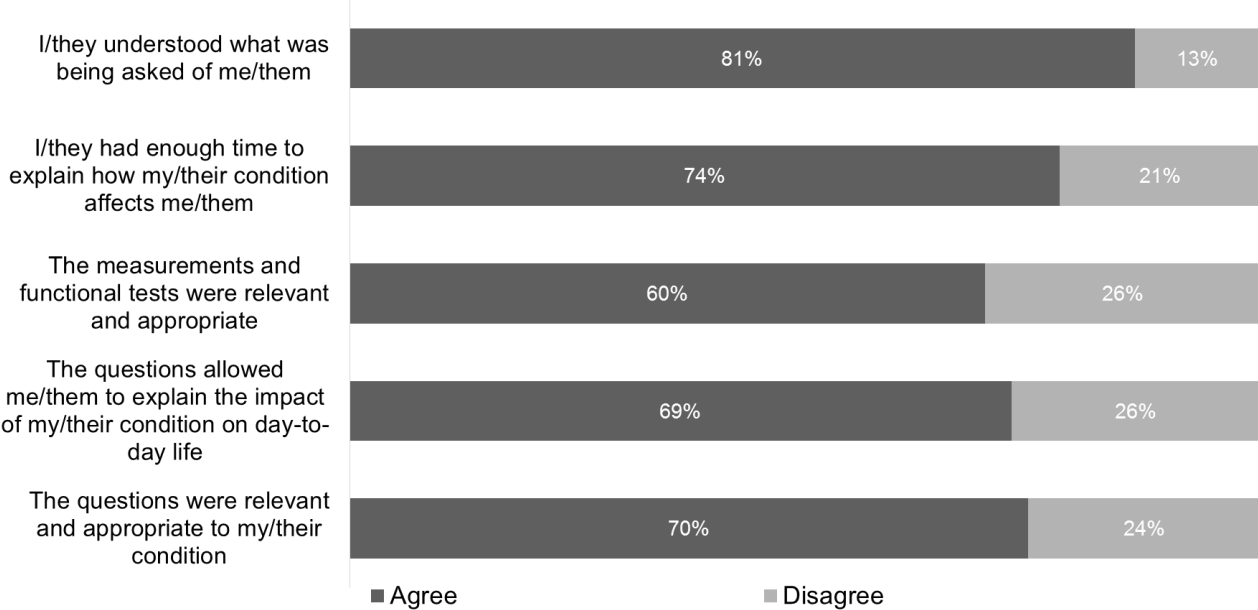
of preparation. The most common type of preparation was gathering additional supporting evidence to take with them (15 per cent).

4 The Assessment

A section of the survey was dedicated to establishing claimants’ experiences of the face-to-face assessment.

Experiences of the assessment, both in terms of content and the assessors themselves, were broadly positive. Eighty-one per cent agreed they understood what was being asked of them, and 74 per cent agreed that they had enough time during the face-to-face assessment to explain how their condition affects them. However, fewer (60 per cent) agreed that the measurements and tests were relevant and appropriate.

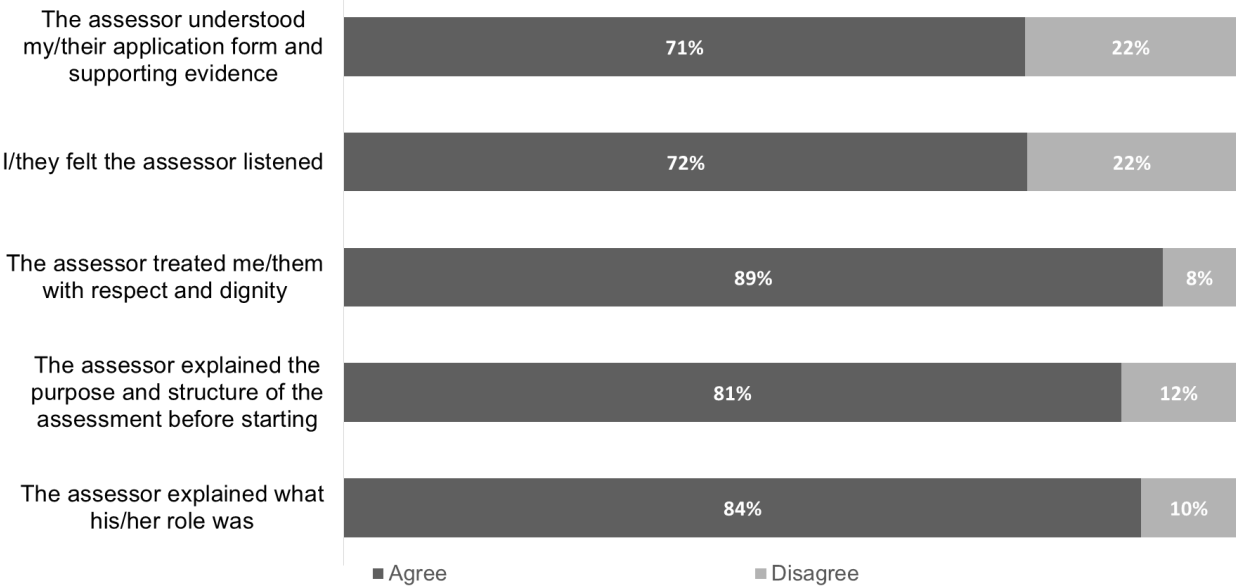
Figure 6.1 Experience: The content of the assessment



Base: All who had a face-to-face assessment consultation (1026)
 Agree comprises strongly agree and agree. Disagree comprises strongly disagree and disagree. Neither agree nor disagree is not shown here.

Participants were mostly positive about their experience of the assessor and the role they played during their face-to-face assessment, with 89 per cent agreeing that their assessor treated them with respect and dignity, and 72 per cent agreeing that they felt listened to during the assessment.

Figure 6.2 Experience: The role of the assessor



Base: All who had a face-to-face assessment consultation (1,026). Agree comprises strongly agree and agree. Disagree comprises strongly disagree and disagree. Neither agree nor disagree is not shown here

A sizeable minority of claimants (39 per cent) felt that there were things that they wanted to explain at the assessment but were unable to. The main reasons these claimants gave for not being able to explain everything they wanted to were that they believed the questions they were asked were not appropriate (39 per cent) and they felt that there was a problem with the assessor (35 per cent). The ‘problem with the assessor’ response included a range of different responses. For example, the assessor was perceived as being intimidating or scary (11 per cent), the claimant believed the assessor was not listening or had already made their mind up (nine per cent), the assessor did not allow the claimant to say what they wanted (six per cent), and that the assessor did not understand their condition (five per cent).

Claimants were asked what happened at the face-to-face assessment and over half (56 per cent) said they were mostly asked questions and had just one or two physical assessments. Around one-quarter (24 per cent) said they were solely asked questions, while 15 per cent said the assessment was split roughly in half between questions and tests or physical assessments.

Most claimants (67 per cent) said a family member or someone else attended their assessment with them, largely to support them with needs relating to their disability (62 per cent) or for moral support (42 per cent).

Forty-four per cent of claimants said their overall experience of the assessment was as they expected. Views of the remaining claimants were split, with around one-quarter who felt it was easier than expected, one-quarter who felt it was more difficult than expected (both 26 per cent), and five per cent who said they had no opinion.

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The main reasons why claimants found the assessment easier than expected were because they found the assessor friendly (46 per cent) and / or helpful (39 per cent). The main reason why claimants found the assessment more difficult than expected was because they found it stressful (42 per cent).

5 After the assessment: the decision & next steps

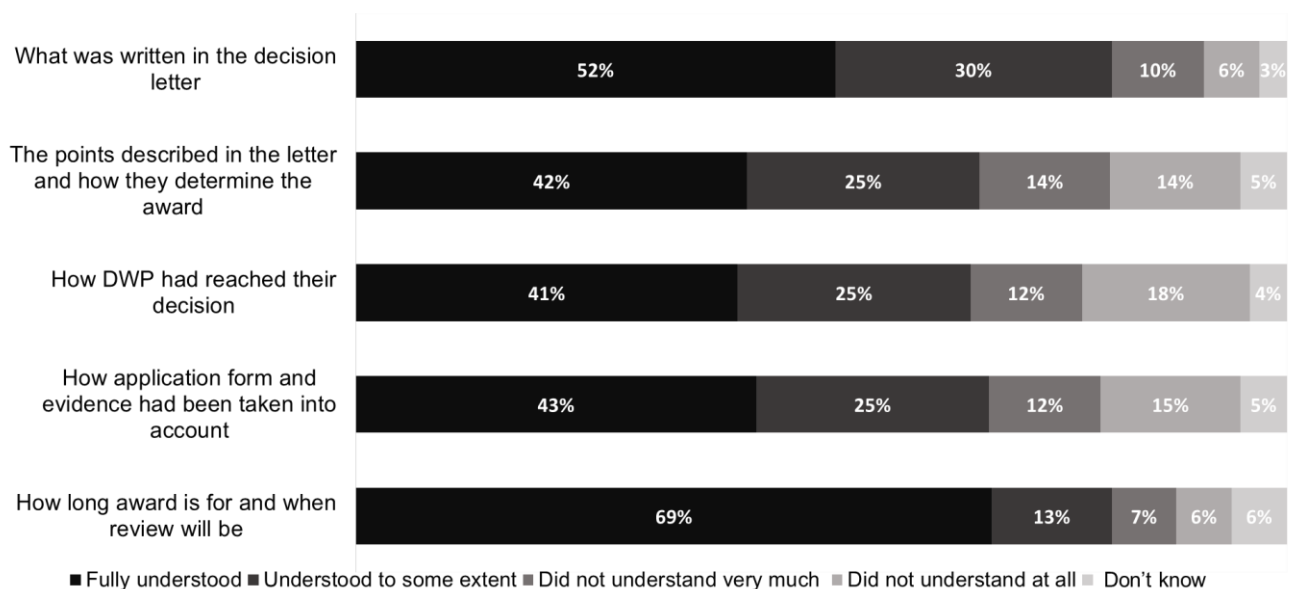
Claimants were asked about their understanding of the next steps after the assessment and their understanding of the PIP decision.

Understanding of what happens between the face-to-face assessment and decision letter was very good. The majority (93 per cent) agreed that DWP made it clear that they did not need to do anything after the face-to-face assessment except wait for the decision, and 66 per cent agreed that DWP made the timescale for receiving a decision after the face-to-face assessment clear.

The majority of claimants in this research had received an award (69 per cent) and most were able to describe what rate/components they had been awarded. Eleven per cent said they were awarded PIP but did not know the rate/component of the award they had received.

The vast majority (82 per cent) of claimants reported that they understood (fully or to some extent) what was written in the decision letter, and 82 per cent said they understood how long the award was for and when it would be reviewed. However, 30 per cent were unclear about how the decision had been reached and 28 per cent were unclear about how the points were awarded.

Figure 7.1 Understanding the decision



Base: All (1203) except for the final statement for which base is all those awarded PIP (755)

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Half of claimants (50 per cent) agreed that the decision letter included the right amount of detail, 26 per cent felt that it contained too little detail, and 21 per cent felt it included the wrong kind of detail.

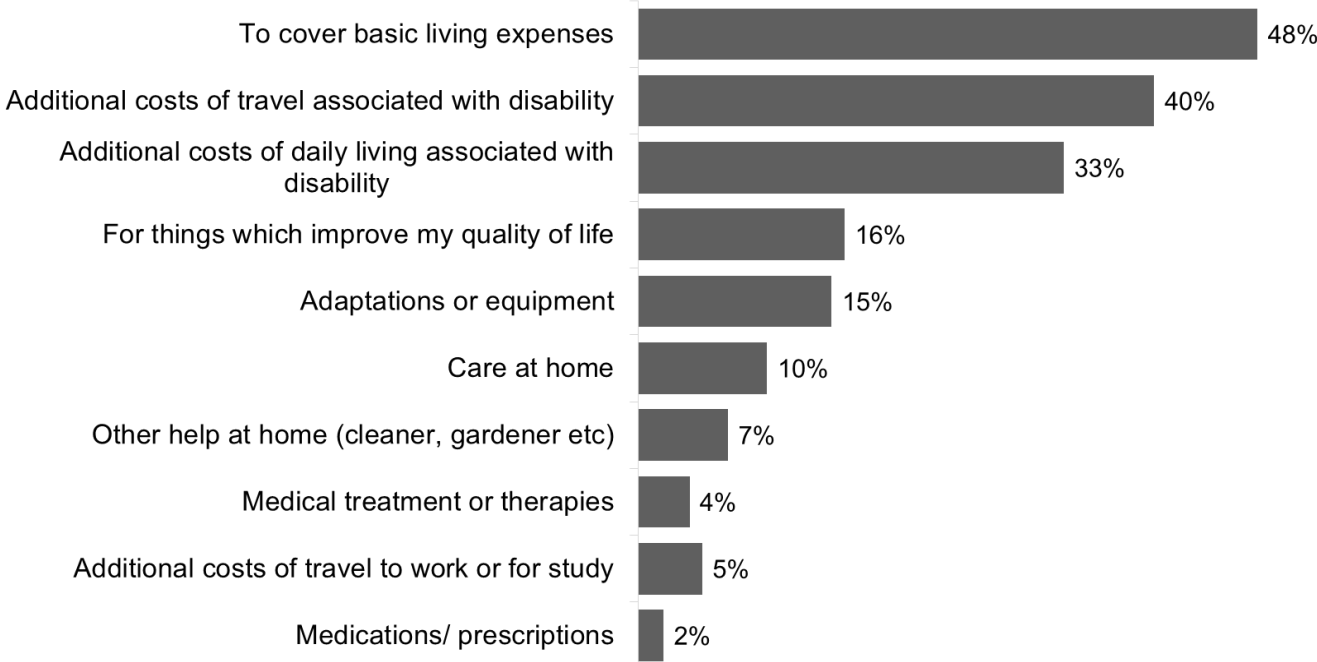
In general, DWP communications around the next steps once they had received their decision were seen positively, with large proportions agreeing that communications around the mandatory reconsideration process and the appeals process were clear (83 per cent and 73 per cent respectively). Similarly, 96 per cent agreed that DWP made it clear that claimants should report a change in their circumstances to DWP (for example, if their condition changed).

6 Use of the award and views on improvements

The survey asked what claimants used their PIP award for as it’s not prescriptive, and their views on improvements to the assessment and decision stage of the PIP claim.

The most commonly reported use of the award amongst those awarded PIP was to cover basic living expenses (48 per cent), with smaller but still substantial proportions using it for disability-related expenses like the additional costs of travel (40 per cent) or additional daily living costs associated with their disability (33 per cent).

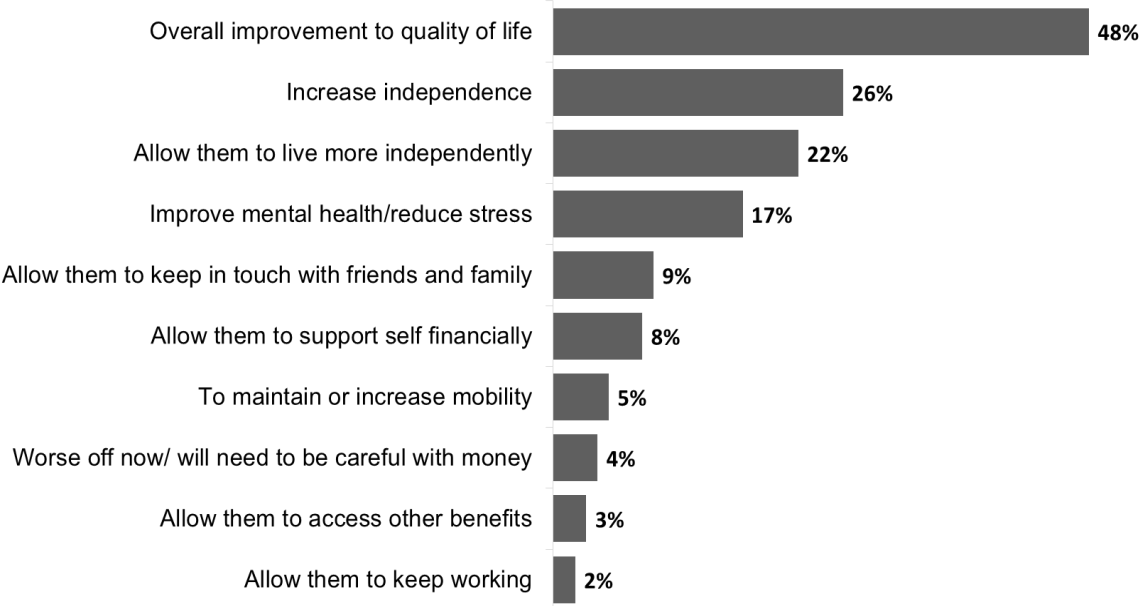
Figure 8.1 How money from PIP will be used



Base: All those awarded PIP (701). Open response question and more than one answer could be given.

As well as being asked about what they would spend their award on, claimants who received an award were asked what difference they thought it would make to their lives. Just under half (48 per cent) said it would make an overall improvement to their quality of life, while others felt it would enable their independence, with 26 per cent saying it would increase their independence and 22 per cent saying it would allow them to live more independently.

Figure 8.2 What difference an award of PIP will make



Base: All those awarded PIP (701). Open response question and more than one answer could be given.

Claimants suggested a variety of improvements to the assessment and decision stages of PIP, in particular improving the face-to-face assessment process (28 per cent) and assessors having a better understanding of claimants (16 per cent).

Where claimants mentioned an improvement to the assessment process, the main suggestions were that claimants should be asked questions or given tests which are more relevant to the claimants’ condition or age, and to make the decision faster.

Where claimants suggested that there needs to be a better understanding of claimants, suggested improvements included assessors having a better understanding of different conditions, listening more and taking more accurate notes of things said by the claimant.

7 Longitudinal analysis

A longitudinal sample was included to gain a better understanding of the end-to-end experience of those claiming PIP. Longitudinal analysis was conducted to explore certain areas where experiences of the initial application process (asked about in wave one) may have some bearing on expectations and experiences of the assessment process (asked about in wave two). The longitudinal sample consisted of 388 claimants who were interviewed in both waves one and two.

Provision of evidence

In wave one, participants were asked if they submitted evidence with their application form. Among longitudinal sample participants who submitted evidence to support their original application, 54 per cent of claimants reported taking (additional) evidence to their face-to-face assessment compared with 38 per cent of claimants who did not submit evidence with their original application. Among those who had not submitted evidence originally, 60 per cent did not bring evidence to the face-to-face assessment, thus not submitting evidence at either stage of the process.

Participants were also asked at wave one whether there was evidence they wanted to provide when submitting their form but were unable to. Of those who had wanted to submit evidence with their application form but could not, 61 per cent brought additional evidence to their face-to-face assessment. However, 28 per cent of those who had evidence that they wanted to submit with the original application form but could not, also reported that there was evidence they wanted to take to the assessment but did not.

Assistance with claim process

Longitudinal analysis also explored whether claimants who received help, either personal or professional, at any stage of the process required help throughout the process. The analysis found that there were no significant relationships between help received with the application form and assistance at the face-to-face assessment.

Claimants' perceived ability to explain their condition

The link between claimants' ability to explain the impact of their condition on the application form and at the face-to-face assessment was investigated. Among those who agreed that the application form allowed them to explain how their condition affects them, 74 per cent agreed that they were asked questions at the face-to-face assessment which allowed them to fully explain the impact of their condition on their day to day life. In contrast, 45 per cent of those who did not think the form allowed

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them to explain how their condition affects them thought they were able to explain this at their face-to-face assessment.

The analysis also shows that there were people who felt unable to explain the impact of their condition at both stages. Among those who disagreed that the form allowed them to explain how their condition affects them, 42 per cent also disagreed that they were able to explain at the assessment.

8 Conclusion

These headline findings from the PIP claimant quantitative survey show that in a number of key areas the assessment process is working well. It also highlights areas where improvements can be made.

Positive feedback from claimants includes experiences around DWP communications; the overall assessment; and the assessors. For example, most claimants stated that DWP clearly communicated information about the PIP claim process; felt the assessors treated them with respect; felt that the assessment was as expected, or easier than expected; and most also understood the decision letter.

Less positive experiences of the assessment were related to claimants not being able to explain everything they wanted to during the assessment, and not agreeing that the measurements and tests in the assessment were relevant. There were also some issues in relation to evidence. For example, claimants not being clear who is responsible for collecting it; not being clear what to take to the assessment; and not having time to collect it before the assessment. Where claimants indicated lower levels of understanding or clarity in relation to information provided by DWP, this usually related to understanding how decisions were made, why face-to-face assessments were needed and around the detail of what happens at the assessment.

The main reported use of the award was to cover basic living expenses. However claimants could report more than one use and a substantial proportion stated the award would be used for disability related expenses such as for additional costs of travel associated with disability or for the additional costs of daily living associated with a disability.

Analysis of the longitudinal sample showed that submitting evidence with the application form was related to whether claimants would bring additional evidence to the face-to-face assessment, and that for a minority of claimants the problems with accessing the evidence they needed persisted throughout the claims process.

This interim report presents the headline findings from the second wave of the quantitative strand focusing on the assessment process and the award decision. Final research findings from all three waves of this research including further and more detailed analysis of survey findings plus qualitative findings from depth interviews with claimants, will be published in early 2018.

Appendix A

A.1 Sample

At wave one a sample of 8,000 claimants was drawn from PIP records to allow for a representative sample of claimants to be included. The wave one survey included a recontact question asking participants whether Ipsos MORI could contact them for future waves of research, and 999 participants who had agreed to be recontacted were invited to take part at wave two. DWP also provided Ipsos MORI with an additional sample of around 8,000 claimants for wave two. Claimants in this additional sample were sent a letter informing them about the study and giving them the option to opt-out of any further contact. Thus the wave two issued sample included those who had taken part in wave one (999) and new cases invited to take part at wave two for the first time (8,000).

As in wave one, quotas for the wave two new sample were set to the issued sample profile by claimant type, age, gender and national region. No quotas were set for the longitudinal sample and anyone who was willing to take part could do so. Results for the achieved sample were weighted back to the profile of the issued sample of wave two claimants. This was done for the longitudinal and new samples combined because the profile of the two samples was so similar.

Table 11.1 shows the profile of the sample by age and gender and other characteristics. Half of the sample is made up of new claimants (those who have started an entirely new claim and have never claimed DLA or claimed in the distant past), with a quarter made up of natural reassessment claimants (those who have been asked to apply for PIP because their circumstances have changed) and a further quarter made up of those who are part of the full PIP roll-out (where those who previously claimed DLA were invited to apply for PIP as part of the process for replacing DLA).

Table 11.1 shows the breakdown of the longitudinal and new samples by four key characteristics. There are no significant differences between the groups in terms of country, although the longitudinal sample has a slightly higher proportion of women than the new sample, is also slightly older, and had more claimants in the full PIP roll-out group (* is used to indicate this in the table below).

Table A.1 Characteristics of the longitudinal and new samples (unweighted)

Demographic variable		Longitudinal sample	New Sample
Gender	Female	60%*	52%
	Male	40%	48%*
Age	Under 40	22%	39%*
	40-54	36%	31%
	55+	41%*	30%
Customer type	New claim	46%	52%
	Natural reassessment	24%	25%
	Full PIP roll-out	29%*	23%
Country	England	84%	84%
	Scotland	11%	10%
	Wales	5%	6%
Base		388	815

Participants were asked how their disability or health condition impacts them. For ease of analysis, stated conditions were grouped into four groups: mental or cognitive health conditions (including conditions such as mental health and memory), sight or hearing conditions, physical conditions (including conditions such as mobility and dexterity) and other (including conditions not already including in another category). An individual claimant can be represented in more than one of these groups if they have multiple conditions.

Table 11.2 shows the proportions of claimants who report disabilities or health condition in each group. More than one answer could be given. An important caveat for this is that health conditions were self-reported and were not verified against information DWP holds on claimant conditions.

Table A.1.2 Self-reported condition or disability

Disability/health condition group	Percentage in sample
Mental health or cognitive condition	77%
Sight or hearing condition	30%
Physical condition	86%
Other	4%

Because more than one answer could be given to this question, many claimants reported having multiple conditions. As such, a number of claimants fall into more than one of the condition groups.

A.2 Statistical reliability

The variation between the sample results and the ‘true’ values (the findings that would have been obtained if every PIP claimant had responded to the survey) can be predicted from knowledge of the sample sizes on which the results are based, and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95%, that is, the chances are 95 in 100 that the “true” values will fall within a specified range.

Table 11.3 shows the predicted ranges for different percentage results at the ‘95% confidence interval’. For example, on a question where 50% of all claimants respond with a particular answer, the chances are 95 in 100 that this result would not vary, plus or minus, by more than 2.8 percentage points if the survey was repeated. The smaller the sample responding to a question, the greater the potential variation. The confidence interval mentioned here assumes a random probability sample. In practice, good quality quota sampling has been found to be almost as accurate³.

Table A.2 Sampling tolerances for each sample size

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
1,203 claimants	1.7	2.6	2.8
388 longitudinal sample members	3.0	4.6	5.0
815 new sample members	2.1	3.1	3.4

³ Orton, S. (1994), Evidence of the Efficiency of Quota Samples. Survey Methods Newsletter, vol. 15, no. 1; Stephenson, C. B. (1979), Probability Sampling with Quotas: Wan Experiment. POQ, vol. 43, no. 4.

A.3 Sample sizes for statistics

The table below shows the unweighted bases for the data presented in this report, together with information about the question asked. They are presented here in the order in which data are presented in the report. Note that variable text was used so that if someone was claiming on behalf of someone else the question wording was adjusted accordingly.

Question	Who asked	Base (unweighted)
Did you obtain any advice or information from DWP about the assessment process in any of these ways?	Those who had a face-to-face assessment	1026
What type of information or advice did you obtain from DWP?	Those who obtained information or advice from DWP	724
How clear or not was the information you got from DWP about the assessment process?	Those who obtained information or advice from DWP	724
Did DWP make it clear or not ... A. That you might need to have a face-to-face assessment consultation B. Why you might need to have a face-to-face assessment consultation? C. What happens at a face-to-face assessment consultation? D. [BLANK STATEMENT] E. How long you could expect to wait for an appointment for a face-to-face assessment consultation after sending in the application form.	Those who had a face-to-face assessment	1026
You said you did not get any advice or information from DWP about the assessment process. Why was this?	Those who did not obtain information or advice from DW	280
Did you contact DWP between sending in your application and receiving your decision letter	Those who had received a PIP decision	1203
Did you contact the assessment provider between sending in the application and receiving the decision letter?	Those who had received a PIP decision	1203
Was the appointment later than you expected, sooner than expected or about the time you expected?	Those who had a face-to-face assessment	1026
What did you expect to be asked during the face-to-face assessment consultation?	Those who had a face-to-face assessment	1026
Did DWP make it clear or not that you could take additional supporting evidence to your face-to-face assessment consultation?	Those who had a face-to-face assessment	1026

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What, if any, additional supporting evidence did you take to the face-to-face assessment consultation?	Those who had a face-to-face assessment	1026
Was there any supporting evidence which you wanted to take to the face-to-face assessment consultation but did not?	Those who had a face-to-face assessment	1026
What, if any, additional supporting evidence did you take to the face-to-face assessment consultation?	Those who had a face-to-face assessment (apart from 19 cases not asked owing to routing change)	1007
Why did you take this additional supporting evidence to your face-to-face assessment consultation, and not include it with the original application?	If took supporting evidence to the face-to-face assessment	495
Who do you think is responsible for gathering and collating the supporting evidence about the application?	Those who had received a PIP decision	1203
Did DWP make it clear or not that the assessment provider may have gathered further information you and your health condition beyond what you sent in with the application, for example from your GP?	Those who had received a PIP decision	1203
<p>Please tell me to what extent you agree or disagree with each of the following statements?</p> <p>A. The appointment time offered was convenient for me.</p> <p>B. I was informed of the assessment time and place in enough time to make preparations</p> <p>C. I knew who to contact if I needed to ask questions or rearrange appointments</p> <p>D. [BLANK STATEMENT]</p> <p>E. DWP made it clear to me that I could bring someone to the face-to-face assessment consultation if I wanted to</p> <p>F. The face-to-face assessment consultation offered was in a venue or building that was accessible to me (e.g. with suitable ramps, handrails, light, sound proofing, toilets etc.) [if not at home]</p> <p>G. The face-to-face assessment consultation offered was in a location that I could get to easily [if not at home]</p>	<p>All who were invited to a face-to-face assessment even if they did not attend</p> <p>All who were invited to a face-to-face assessment even if they did not attend and assessment was not at home (F and G)</p>	<p>1041</p> <p>758</p>
Did you ask for an alternative appointment time, date or location?	If had a face-to-face assessment and appointment time was not convenient or venue was not accessible or easy to get to	319
How easy or difficult was it to arrange this new time or location for your appointment?	If asked for a new time, date or location	95

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Where did your face-to-face assessment consultation take place?	Those who had a face-to-face assessment	1026
What preparation, if any, did you do in advance of your face-to-face assessment consultation?	Those who had a face-to-face assessment	1026
<p>Please tell me to what extent you agree or disagree with each of the following statements about the face-to-face assessment consultation?</p> <p>A. [BLANK STATEMENT]</p> <p>B. The assessor explained what his/her role was</p> <p>C. The assessor explained the purpose and structure of the face-to-face assessment consultation before starting</p> <p>D. The assessor treated me with respect and dignity during the face-to-face assessment consultation</p> <p>E. [BLANK STATEMENT]</p> <p>F. I felt listened to during the face-to-face assessment consultation</p> <p>G. My communication and language needs were considered in how the face-to-face assessment consultation was carried out</p> <p>H. The assessor had understood my application form and supporting evidence sent in advance correctly</p> <p>I. I was asked questions which were relevant and appropriate to my condition</p> <p>J. I was asked questions which allowed me to fully explain the impact of my condition on my day-to-day life</p> <p>K. The measurements and functional tests that were carried out during the face-to-face assessment consultation were relevant and appropriate</p> <p>L. I had enough time during the face-to-face assessment consultation to explain how my condition affects me</p> <p>M. I understood what I was being asked about and I was were being asked to do</p>	Those who had a face-to-face assessment	1026
Were there things you wanted to explain at the face-to-face assessment consultation which you weren't able to?	Those who had a face-to-face assessment	1026
Why weren't you able to explain them?	Those who had things they wanted to explain at the assessment but could not	397
Which statement best describes what happened during the face-to-face assessment consultation?	Those who had a face-to-face assessment	1026
Did anyone come into the face-to-face assessment consultation room with you?	Those who had a face-to-face assessment	1026

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Why did you take someone with you into the face-to-face assessment consultation room?	Those who had someone who attended their face-to-face assessment with them	689
Thinking about the face-to-face assessment consultation itself, was your overall experience of the face-to-face assessment consultation easier than expected, more difficult than expected, or just as you expected?	Those who had a face-to-face assessment	1026
In what ways was the face-to-face assessment consultation easier than you expected?	Those who found the face-to-face assessment easier than expected	264
In what ways was the face-to-face assessment consultation more difficult than you expected?	Those who found the face-to-face assessment more difficult than expected	266
Did DWP make it clear or not you did not have to do anything after the face-to-face assessment consultation but wait for a decision?	Those who had a face-to-face assessment	1026
Did DWP make the timescale for receiving a decision after the face-to-face assessment consultation clear or not?	Those who had a face-to-face assessment	1026
Now thinking about the decision letter you received from DWP, what was the outcome of the application?	Those who had received a PIP decision	1203
<p>Please tell me to what extent you understood or did not understand each of these things?</p> <p>A. What was written in the decision letter</p> <p>B. The points described in the letter and how they determine my award, including why points may not have been allocated</p> <p>C. How DWP had reached their decision</p> <p>D. How the application form, supporting evidence [and what I said in the face-to-face assessment consultation – only if had face-to-face assessment consultation] had all been taken into account in reaching the decision</p> <p>E. [BLANK STATEMENT]</p> <p>F. How long the award is for and when the award review will be</p>	<p>Those who had received a PIP decision</p> <p>Those who were awarded PIP (F only)</p>	<p>1203</p> <p>755</p>
Do you think the decision letter included the right amount of detail about your case, or not?	Those who had received a PIP decision	1203
<p>To what extent do you agree or disagree with each of the following statements?</p> <p>A. DWP has made it clear that I was unhappy with the outcome of my PIP application, I could ask for it to be reconsidered</p> <p>B. DWP has made it clear that if I was still unhappy with the decision after that, I could still appeal</p>	Those who had received a PIP decision	1203

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Did DWP make it clear or not that you should report a change in circumstances to DWP where applicable – for example, a change in your condition?	Those who received a PIP award	701
How will you use the money you have been awarded?	Those who received a PIP award	701
What difference will the award of PIP make to you?	Those who received a PIP award	701
What, if anything, do you think DWP could do to improve the assessment and decision stages of PIP?	Those who had received a PIP decision	1203

Bases for the longitudinal analysis

The bases for the longitudinal analysis include only those cases who took part at wave one and wave two. The table below shows the bases for the sub-groups included in the analysis described.

Question	Who included in analysis	Base (unweighted)
What, if any, additional supporting evidence did you take to the face-to-face assessment consultation?	Submitted evidence with original application (W1 data).	247
	Did not submit evidence with original application (W1 data).	46
What, if any, additional supporting evidence did you take to the face-to-face assessment consultation?	There was evidence they wanted to submit at original application but did not (W1 data).	96
	There was not evidence they wanted to submit at original application but did not (W1 data).	197
D5. Please tell me to what extent you agree or disagree with each of the following statements about the face-to-face assessment consultation? I was asked questions which allowed me to fully explain the impact of my condition on my day-to-day life	Application form allowed them to explain how condition affects them (W1 data).	203
	Application form did not allow them to explain how condition affects them (W1 data).	73