



Department
for Work &
Pensions

Minister for Disabled People,
Health and Work
4th Floor
Caxton House
Tothill Street
LONDON
SW1H 9DA

www.dwp.gov.uk

Rt Hon Stephen Timms MP
Chair
Work and Pensions Select Committee
House of Commons
London
SW1A 0AA

7th December

Dear Stephen,

Thank you for your letter of 14 October 2021, requesting further details about the administrative exercise we started on 20 September to identify claimants who may be eligible for more support under PIP following the MM Supreme Court judgment.

1. Has the Department produced any estimates of the number of claimants it expects to contact, the number it expects to review and how many claimants will be eligible for extra PIP due to this review?

To understand the potential scale of the exercise, the Department scanned the PIP caseload and we currently estimate between 320,000 and 340,000 claimants will need their claims reviewed as a result of the MM judgment. Early estimates are subject to uncertainty and we will be refining this estimate as the exercise progresses.

Our latest estimate is that between approximately 30,000 and 40,000 claimants will be eligible for extra PIP due to this exercise. As we are not able to identify who will be eligible to receive extra PIP, this is based on a set of assumptions and is subject to change.

2. When does the Department expect to have completed the exercise?

Recognising this is a complex exercise as it requires Case Managers (CMs) to consider whether the “prompting” claimants historically needed should be considered “social support”, I cannot give you a date by which we expect to have completed all the reviews.

3. Please could you supply copies of any standard communications that are being sent to claimants about this exercise?

I have attached an example of the standard letter we will send to claimants asking for more detail, where we have been unable to make contact by telephone or claimants have asked to be contacted in writing.

4. What measures is the Department putting in place to prevent people who may be entitled to additional PIP from losing out: if, for example, they miss a letter or other communication?

Where further detail is needed, CMs will attempt to contact claimants, or their representatives, by phone, making three attempts at different times of the day, over a two-day period. They will also consider SMS text messaging to advise claimants we are trying to contact them. If we are unable to contact them by phone, the letter mentioned above will be issued; and a reminder after 21 days. In total, claimants will have 28 days to respond. We will also make every reasonable attempt to ensure that claimants, or their representatives, are provided with DWP communications in an alternative format, in order to meet their needs. If they need more time, for example to obtain help or support to respond to our enquiries, this time can be extended on request.

We have also informed claimant representative organisations, including Mind (the mental health charity), about the exercise and published information on gov.uk at: <https://www.gov.uk/government/publications/personal-independence-payment-changes/social-support-changes-to-pip-law-from-6-april-2016> .

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Chloe Smith', with a horizontal line underneath.

Chloe Smith MP
Minister for Disabled People, Health and Work

If you call or write to us, please use this reference:
AA112233A - PIP.7057



Department
for Work &
Pensions

Mr Joe Bloggs
1 The Rd
Hull

PIP (AE)
Mail Handling Site A
WOLVERHAMPTON
WV98 2 EU
www.gov.uk

Telephone: 0800 121 4433
Textphone: 0800 121 4493

25 October 2021

Personal Independence Payment

Changes in PIP law - We need some information from you. You may be owed some PIP

Dear Mr Bloggs

There have been some changes in Personal Independence Payment (PIP) law that affect how the Department for Work and Pensions decides PIP claims.

We are now looking again at PIP claims to find out which claimants may be owed some PIP.

We have looked at the information we had when we last made a decision on your PIP claim. We now need some further information about how your health condition or disability affects you and your needs.

This is so we can decide how these changes in the law affect you. These changes are to do with:

- how we assess someone's ability to engage with other people face-to-face

There is more information about these changes at
www.gov.uk/dwp/pip-changes

What we want you to do

Please answer and return the questions included with this letter.

If you need help to do this you can ask your carer, family, friends or a local support organisation to help you.

Please put your name and National Insurance number on anything you send us.

Please answer and return the questions included with this letter by
22 November 2021.

If you do not, we will make a decision on your award based on what we already have.

We have many different ways we can communicate with you.

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

AA112233A PIP.7057

If you do not send this information by **22 November 2021** we will make a decision based on the information we already have. Use the envelope we have provided. It does not need a stamp.



What happens next

After we have received your reply, we will write to you when we have made our decision. The letter we send will explain our decision and tell you if you are owed any money.

Yours sincerely

Office Manager

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search Equality on **www.gov.uk**

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Your reply

Please answer and return these questions to us. You can ask your carer, family, friends or a local support organisation to help you.

Your name

The questions are about the period of time from 06 April 2016 to 25 October 2021

Q1. Did you need help to engage with other people face-to-face?

No ☐ Go to Q4

Yes ☐

Q2. Did you get the help you needed?

No ☐ Go to Q3

Yes ☐ Tell us in the box below about this help. Then go to Q4

Tell us:

- who helped you. Tell us about **all** the people that helped you
- how they know you. For example, are they a family member, friend, or a health professional
- how they helped you and how they knew to help you
- what would have happened if they were not there
- how long have you needed this help? (Please be as specific as you can)
- if you still need this help
- If there are other people you would trust to help you

Q3 Tell us what help you needed and why you could not get it

Q4 Did you need therapy to help you engage with other people, such as cognitive behavioural therapy (CBT) or other talking therapies?

No ☐ **Go to Declaration**

Yes ☐

Q5 Did you get the therapy you needed?

No ☐ **Go to Q6**

Yes ☐ **Tell us in the box below about this therapy. Then go to the declaration**

Tell us;

- what therapy were you having
- if you are still having therapy
- how the therapy helps you
- what dates you had the therapy. When did it start and end and how often do you have it
- how long you have been having the therapy

Q6 Tell us why you could not get the therapy you needed

If you are on a waiting list, tell us when it will start and how long it will be for

We may contact you about your answers if we need to understand more about what you have told us

Declaration

I declare that the information I have given on this form is correct and complete as far as I know and believe.

I understand that if I knowingly give false information I may be liable to prosecution or other action.

This is my application for the benefit that may be owed.

Signature

Date

/ /

If you contact us, use this reference:
AA112233A



Department
for Work &
Pensions

Please return the completed form to this address



Freepost RUAU-JZTA-KHJC

PIP (AE)

Mail Handling Site A

Wolverhampton

WV98 2EU

Put the completed pages and any additional documents **(photocopies only)** in the envelope provided so the address shows through the window. The envelope doesn't need a stamp.



Work and Pensions Committee

House of Commons, London, SW1A 0AA
Tel 020 7219 8976 Email workpencom@parliament.uk

Rt Hon Dr Thérèse Coffey MP
Secretary of State
Department for Work and Pensions

14 October 2021

Dear Thérèse,

On 20 September, the Department issued a written statement on the Personal Independence Payment (PIP). The statement updated the House on how the Department is implementing the Supreme Court judgement from July 2019 in the case of the Secretary of State for Work and Pensions v. MM ("MM"). The MM case was about the way that the Department assesses the help that a claimant needs in order to engage with other people, and how this help is categorised under the PIP assessment.

The statement confirmed that the Department has started an "Administrative Exercise, looking at PIP claims since 6 April 2016 to check whether claimants may be eligible for more support under PIP". It says that this is a "complex exercise", which will take "some time" to complete.

1. When does the Department expect to have completed the exercise?

The statement further says that the Department "will be contacting claimants who may be affected by this change and will be writing to those we review. If claimants are eligible for more PIP, we will make backdated payments".

2. Has the Department produced any estimates of the number of claimants it expects to contact, and the number it expects to review?
3. How many claimants does the Department estimate will be eligible for extra PIP due to this review?

It would be helpful to understand in more detail the process for contacting claimants.

4. Please could you supply copies of any standard communications that are being sent to claimants about this exercise?
5. What measures is the Department putting in place to prevent people who may be entitled to additional PIP from losing out: if, for example, they miss a letter or other communication?

Yours sincerely,

Rt Hon Stephen Timms MP
Chair, Work and Pensions Committee