



What was it like getting or asking for Personal Independence Payment, Employment and Support Allowance or Universal Credit?



EasyRead version



Parliament has groups or committees that look at things the Government is doing.

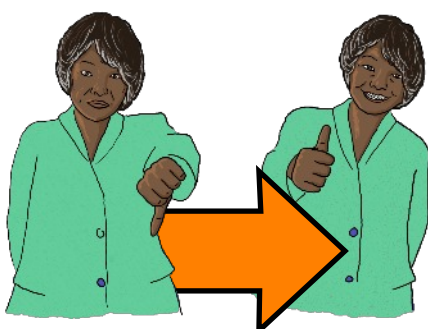
They use what they find out to help change things or make them better.



The Work and Pensions Committee is looking at how the **Department for Work and Pensions** works with you about the type of support you need.



We want to know what you think about getting or asking for **benefits** like **Personal Independence Payment, Employment and Support Allowance** or **Universal Credit**.



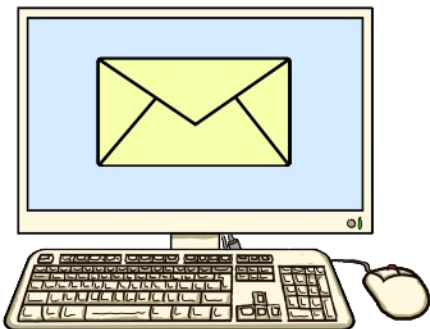
We will use the things you tell us to tell the **Department for Work and Pensions** how to make the system better.



We might put on our website or talk about some of the things you say to help us make a point in meetings or in the House of Commons.



We won't ask for your name or say anything that could show who you are.



How to send this back

You can fill in this form and email it back to us at: **workpencom@parliament.uk**



or print out the form and post it to:
**Work and Pensions Committee,
House of Commons,
London SW1A 0AA.**



For more information

If you have questions about this survey please call the Work and Pensions Committee on **0207 219 8976** or email **workpencom@parliament.uk**



If you're having a problem with your **benefits** please call:

- Citizens Advice

Adviceline (England): **0800 144 8848**

Adviceline (Wales): **0800 702 2020**

Adviceline is available 9 am to 5 pm, Monday to Friday.



- StepChange on **0800 138 1111**

Monday to Friday 8 am to 8 pm and Saturday 8 am to 4 pm.



If you feel upset about answering these questions please call the Samaritans helpline on **116 123**.



The **Department for Work and Pensions** is a big government body. It is sometimes called the **DWP** or the **Department**.



The **DWP** pays money to some people who are not well or have a disability.

This money is called a **benefit**.



One **benefit** is called the **Personal Independence Payment** or **PIP**.

PIP is not to do with work, it helps with some of the extra costs you have to pay when you have a long-term illness or a disability.



PIP can help you be more active and do more on your own.



Other **benefits** are for people who cannot work because they are not well or have a disability. These **benefits** are **Employment and Support Allowance (ESA)** and **Universal Credit (UC)**. Lots of people have been moved over from **ESA** to **Universal Credit** now.



How do people get a benefit?

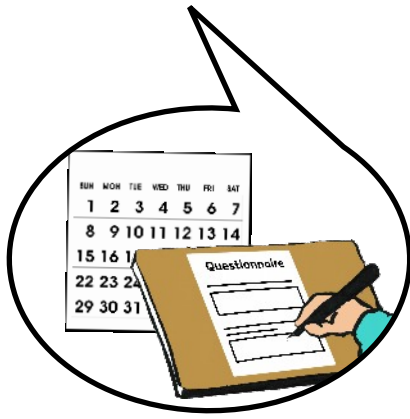
If you need a **benefit**, you have to answer some questions. This is called an **assessment**.



An **assessment** helps **DWP** understand the type of support you need.



We want to tell the **Department for Work and Pensions** how to make it easier for people to apply for a **benefit**.



We want you to tell us about when you applied for a **benefit**.



You can answer these questions by yourself or ask for help.

About you



Question 1

Are you answering these questions about yourself?

Yes

No

Question 2

Have you tried to get **PIP** or **ESA** or **Universal Credit** since 2008?

Yes (go to Question 3)

No (Go to the last page)

2008			
Jan	Feb	Mar	Apr
May	Jun	Jul	Aug
Sep	Oct	Nov	Dec



Question 3

Do you get **PIP** now?

Yes I get **PIP** now

No I don't get **PIP** at the moment



Jan	Feb	Mar	Apr
May	Jun	Jul	Aug
Sep	Oct	Nov	Dec



Can you remember what year you last asked for **PIP**?



Question 4

Do you get **ESA** or **Universal Credit** now?

Yes I get **ESA** or **Universal Credit** now

No I don't get **ESA** or **Universal Credit** at the moment

Jan	Feb	Mar	Apr
May	Jun	Jul	Aug
Sep	Oct	Nov	Dec



Can you remember what year you last asked for **ESA** or **Universal Credit**?



About applying for a benefit

When you ask for **PIP** or **ESA** now, you usually fill in paper forms.



The Department is thinking about having an **online** application.

Online means using a computer or your device.



Question 5

Do you think this applying online is a good idea?

Yes

No

I don't know



Is there anything more you want to say about this?

Question 6

Here are some other things that **DWP** could put online.

Tick the ones you think are a good idea.



The way you make a claim. This is an online form

More information to see how your claim is going

Information about where you can get help with your claim

A way to put your medical reports online.

Asking for PIP or ESA



Question 7

We would like to know more about what happened when you asked to get **PIP** or **ESA**.



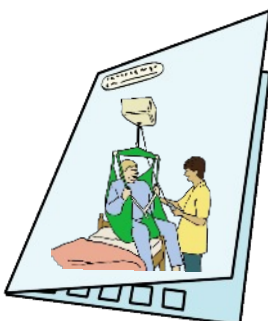
Question 8 asks more about the **assessment** and decision.



Please tell us about when you asked for or applied for **PIP** or **ESA**. This could be about:



- how you found out about **PIP** or **ESA**
- what it was like when you filled in the forms



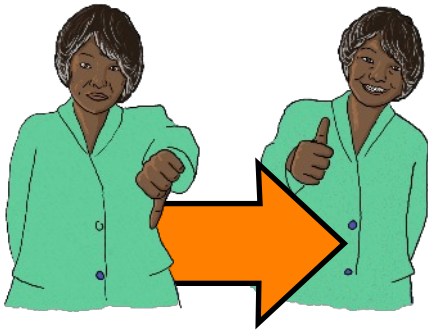
- what it was like getting evidence about your health or disability.



What happened?



What was good about it and what was bad about it?



What would make it better?

Having the assessment

Question 8



People have said they are not happy with the way **assessments** for **PIP** and **ESA** are done.



You usually have to meet someone for an **assessment**. Sometimes you have to go to a place called an **assessment** centre. Sometimes a person called an assessor comes to your home.



DWP can sometimes decide on your claim without you having to meet someone.



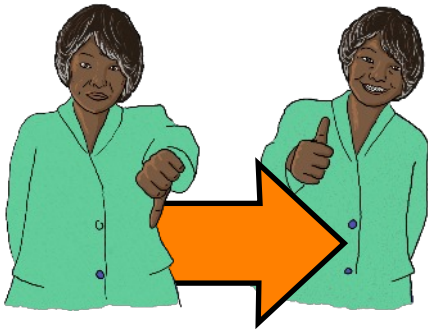
We want you to tell us about your **assessment** for a **benefit**.



What happened?



What was good about it and what was bad about it?



What would make it better?

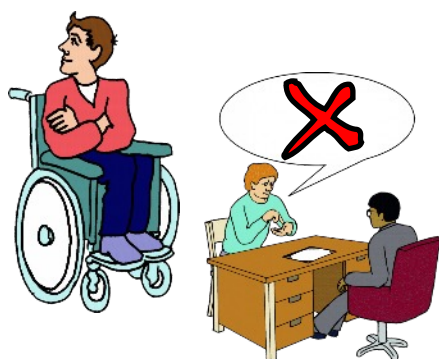
Complaints and Appeals

Question 9

Some people do not get a **benefit** from the **Department** and are unhappy.



When people are unhappy with decisions the **DWP** makes, they can complain or **appeal**. A complaint is called a **Mandatory Reconsideration**.



Have you been unhappy and made an **appeal** or a complaint (Mandatory Reconsideration)?

Yes

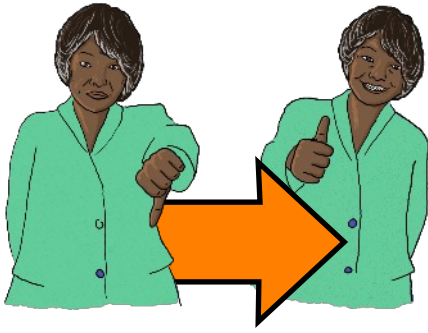
No (No more questions)



What happened?



What was good about it and what was bad about it?



What would make it better?

What the words mean

Appeal and complaint- This is when people are unhappy with decisions and they complain. The Department calls a complaint a **Mandatory Reconsideration**.

Assessment - An assessment helps the Department understand the type of support you need.

Benefit - The Department pays benefit money to people who cannot work because they are not well or have a disability.

DWP - The Department for Works and Pensions. Also called the Department.

ESA - A benefit called the Employment and Support Allowance.

Mandatory Reconsideration - This is when people are unhappy with decisions and they complain.

PIP - A benefit called the Personal Independence Payment.

Universal Credit or UC - A newer benefit that replaced several old ones and brought them together.

Credits



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