

Reading Welfare Rights Survey

Experiences of Personal Independence Payments (PIP)

* Indicates required question

1. What is your age? *

Mark only one oval.

- ☐ 18 - 25
- ☐ 26 - 34
- ☐ 35 - 44
- ☐ 45 - 60

2. What is your ethnicity? *

Mark only one oval.

- ☐ White British
- ☐ White other
- ☐ Asian / Asian British
- ☐ Black / African / Caribbean / Black British
- ☐ Arab
- ☐ Multiple / Mixed ethnic group
- ☐ Other: _____

3. What is your gender? *

Mark only one oval.

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Non-binary
- ☐ Prefer not to say
- ☐ Other: _____

4. Have you, a friend or a family member ever applied for Personal Independence Payments (PIP)? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ No, but thinking about it

5. Were you, or the applicant, successful when applying for PIP? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Yes, but I was unhappy with how many points I was awarded

6. Did you, or the claimant, have assistance with filling out the application form? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ No, but I would if I did it again

7. If you, or the claimant, attended a PIP assessment, either online or face-to-face, were you assessed by an expert in your condition/illness? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ N/A

8. Is there anything you'd like to say about the assessment? *

9. If the initial application was unsuccessful, did you, or the claimant, request a Mandatory Reconsideration? *

Mark only one oval.

☐ Yes

☐ No

☐ N/A

10. Was the Mandatory Reconsideration successful? *

Mark only one oval.

☐ Yes

☐ No

☐ N/A

11. How did you, or the claimant, find this part of the process? *

12. If you, or the claimant, attended a tribunal hearing, either face-to-face or online, were you happy with the outcome? *

Mark only one oval.

☐ Yes

☐ No

☐ N/A

13. Could you explain why? (Leave blank if not relevant)

14. What were/are the barriers to you , or the claimant, in applying for PIP? (Select all that apply) *

Tick all that apply.

☐ Time commitment (waiting times for decisions etc)

☐ The invasiveness of the process

☐ Lack of knowledge about the proces

☐ Lack of trust in the DWP/the system

☐ Other: _____

15. Is there anything else you'd like to tell us about the process of applying for PIP? *
