**ISF PIP Newsletter**

**December**

Welcome to the 3nd edition of the Newsletter intended to provide an update to members on activity in between the quarterly meetings.

Natural Reassessment Rollout

Personal Independence Payment (PIP) is being further rolled out to working age Disability Living Allowance (DLA) claimants in additional postcode areas.

From 26 January 2015, PIP will be extended to postcode areas: Glasgow (G), Newcastle (NE), Warrington (WA), Wigan (WN), Durham (DH), Sunderland (SR) and Inverness (IV). This follows on from an earlier rollout in November 2014, which included postcode areas in Manchester (M), Liverpool (L), Chester (CH) and Huddersfield (HD) and

Claimants in these postcode areas will be invited to make a claim to PIP where either:

* their existing DLA claim’s fixed term award is coming to an end, or
* they are approaching age 16, or
* we receive information about a change in their care or mobility needs, or
* an individual chooses to claim PIP instead of their DLA.

Decision Makers Telephone Call

DWP is continuing its’ drive to improve the PIP claims process. As part of this improvement activity a small pilot took place to look at the effectiveness of the telephone call made to PIP claimants to explain the decision on their claim, when there is a disallowance or the decision is to reduce benefit.

Findings from the pilot showed that claimants felt that their notification sent in the post, already provided clear reasons for the decision and that some claimants actually found receiving the telephone call distressing. So, after 23 December 2014 DWP will no longer call the claimant to explain their decision.

PIP Independent Review

The first Independent Review of PIP, carried out by Paul Gray, was published on 17 December 2014. This is the first of two Independent Reviews as required by the Welfare Reform Act 2012.

<https://www.gov.uk/government/publications/personal-independence-payment-pip-assessments-first-independent-review>

<http://www.parliament.uk/documents/commons-vote-office/December%202014/17%20December/17-DWP-PIP.pdf>

PIP Stats

Also published on 17 December 2014 was the next set of experimental official statistics on PIP, covering data up to October 2014. This provided an update to the previously published statistics and also included, for the first time, more detailed breakdowns of medical conditions.

<https://www.gov.uk/government/collections/personal-independence-payment-statistics>

Feedback to ISF members

Previous meetings have been less effective due to members challenging policy decisions. Please note the purpose of these meetings is to engage with you on implementation and process improvements. We are not able to discuss or amend Personal Independence Payment Policy.

Date of next ISF Quarterly Meeting

The next meeting will take place on the 15 January 2015 in London.

And Finally

The intention is to keep this Newsletter to two pages. However If you have any suggestions to improving this Newsletter or additional headings please email [sue.pullen@dwp.gsi.gov.uk](mailto:sue.pullen@dwp.gsi.gov.uk)

We wish you all a Merry Christmas and a Happy New Year