

## **PIP Guidance**

To note - Guidance will be evolving as we continue to develop these processes. You should therefore ensure that you are using the latest version when considering any action

### **Ineffective Visits**

1. An ineffective visit is one where the claimant either:

- is not at home / does not answer,
- refuses to cooperate, or
- lives in an area that DWP Visiting deems unsafe.

In cases where Visiting Officers deem the area unsafe, we should continue to take the action as if two ineffective visits have taken place.

### **First Visit Ineffective**

2. In the event of a first ineffective visit, the Visiting Officer will leave a letter at the claimant's address asking the claimant to contact the Disability Service Customer Experience and Safeguarding Team, within five working days.

3. If the claimant makes contact within five working days of the ineffective visit, we will complete a communications note within PIPCS, detailing the conversation and notify DWP Visiting regarding whether or not they need to make a second visit.

4. If the claimant does not make contact within five working days of the ineffective visit, the Visiting Officer will automatically attempt another visit to see the claimant face to face.

### **Where Two Visits Have Been Ineffective**

5. The Visiting Officer must refer the claimant's details back to the Disability Service Customer Experience and Safeguarding Team (CES Team) & the original referrer, for the case to be considered in more detail (see below).

6. You must not suspend or stop the claimant's benefit payment until further action has been taken, and further advice given.

7. The CES Team will take the lead for considering these cases and they will take ownership of the associated PIPCS tasks until enquiries are completed.

8. The CES Team will note PIPCS, within the notes section of the contact tab on the Person Home page, to state 'Following two ineffective visits on XX and XX, please do not take any further action whilst the case is with the CES Team for consideration'

9. The CES Team will enter the details of this claim onto their work log and they will consider putting the Additional Support marker onto the case.

10. The CES Team will review all information available to them to determine the facts of the case and provide an assurance check, prior to any further action being taken on the claim. This will include reviewing, for example:

- The circumstances prompting the referral for a visit to be made
- Previous interactions, including attendance at any interventions, as part of the administration of the benefit
- Any documentation or notes held on systems available regarding the claimant, for example a medical report prepared following attendance at an assessment
- Any information we currently hold from third parties, this may include a next of kin, or organisations such as Social Services

**Note:** Data protection laws do not prevent you from disclosing personal data to the relevant authorities when you are acting in good faith about a genuine safeguarding concern.

For more information, refer to DWP's policy and procedures regarding sharing data with relevant authorities when we have concerns about a person's safety or wellbeing. For more information see [disclosing personal data for safeguarding](#).

11. Where further information is required, a case conference must take place between the CES Team and the referrer, prior to making a decision on the claim.

12. The CES Team must be satisfied that agreed actions have been taken and all relevant information has been adequately considered.

13. Where the CES team do not identify safeguarding concerns, please proceed to step 17.

14. Where the CES Team identify that there is a safeguarding concern, the claimant's award will not end and payments will not be stopped until further action has been taken and further advice given.

15. If it is recognised that there is a safeguarding concern, the CES Team must attempt to establish contact. This could be, for example, through the following:

- Claimant – attempt to make contact with the claimant, if there is no response you are able to send a text message advising them of who is calling and that you will call back in half an hour,
- Claimant's Appointee/POA/next of kin
- Claimant's Community Psychiatric Nurse, or similar support where available or, where appropriate:
  - Social Services
  - Police

This list is not exhaustive.

16. Wherever further guidance or support is needed in considering the case, a referral must be made to a Senior Safeguarding Leader. The Senior Safeguarding Leader will support with liaising with the relevant agencies, including but not limited to Social Services, the Local Authority, the police and localised support networks.

For more information and contact details of the Senior Safeguarding Leaders in each region see the [Senior Safeguarding Leaders](#) page.

A review date will be set to consider the next steps following the referral to the Senior Safeguarding Leader.

17. Once all reasonable steps have been taken as outlined above, the CES Team will then make the relevant notes on PIPCS, including details of safeguarding steps taken and any subsequent actions taken such as case conferences and referrals to organisations such as the police.

18. The case will then be returned to the Case Manager who will make an informed decision as to whether to disallow entitlement, taking into account the full circumstances of the case.