

From DLA to PIP: A review of the transition

A report on the impact of the change from Disability Living Allowance to Personal Independence Payment on the health and wellbeing of Trafford Claimants

Full survey results from the report

July - September 2018

Published October 2018

Appendix 2 – Survey Results

Please see ‘Points to Note’.

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Q1. Are you a claimant?:			
Answer Choices	Responses	% of respondents	% of surveyees
Someone who is a PIP claimant	42	71.2	70.0
Someone who is a friend, relative, or carer helping a PIP claimant to answer	5	8.5	8.3
Someone who is a friend, relative, or carer answering on behalf of a PIP claimant	5	8.5	8.3
Someone who is a friend, relative, or carer who has gone through the application process for a PIP claimant, answering about your own experience of it	7	11.9	11.7
Skipped question	1	-	1.7

Q2. Please select all which apply to the person the claim concerns:				
Answer Choices	Responses	% of respondents	% of surveyees	% of all conditions reported
I have a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	28	47.5	46.7	26.4
I have a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	25	42.4	41.7	23.6
I have a learning or cognitive disability, or have experienced brain injury (eg. Down's Syndrome, Epilepsy, Stroke)	10	16.9	16.7	9.4
I have a sensory impairment (eg. hearing impairment, visual impairment)	7	11.9	11.7	6.6
I have a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	18	30.5	30.0	17.0
I have a condition, disability, or impairment not falling within the above categories.	18	30.5	30.0	17.0
Skipped question	1	-	1.7	-

Number of conditions reported	Responses	% of respondents
1 condition	27	45.8
2 conditions	20	33.9
3 conditions	10	16.9
4 conditions	1	1.7
5 conditions	1	1.7

Q3. Please select all statements which apply to the person the claim concerns:			
Answer Choices	Responses	% of respondents	% of surveyees
My condition(s) is/are fluctuating	26	43.3	43.3
My condition(s) is/are progressive	38	63.3	63.3
My condition(s) is/are neither fluctuating, nor progressive	12	20.0	20.0
Skipped question	0	-	0.0

	Response count	% of respondents
My condition(s) is/are just fluctuating	10	16.7
My condition(s) is/are just progressive	22	36.7
My condition(s) is/are neither fluctuating, nor progressive	12	20.0
My condition(s) is/are both fluctuating and progressive	16	26.7

Q4. At what stage of the PIP assessment process are you?			
Answer Choices	Response s	% of respondents	% of surveyees
I've received the forms but have not been able to complete them	1	1.9	1.7
I've filled in the application forms but got no further	3	5.6	5.0
I've arranged the face-to-face assessment (if needed) but got no further	3	5.6	5.0
I'm waiting to hear the result	6	11.1	10.0
I've received the result and am not pursuing the claim any further	14	25.9	23.3
I've received the result and am asking for Mandatory Reconsideration	5	9.3	8.3
I've received the result of the Mandatory Reconsideration and am not pursuing the claim any further	5	9.3	8.3
I've received the result of the Mandatory Reconsideration and am taking it to appeal	9	16.7	15.0
I've appealed the claim following Mandatory Reconsideration and am pursuing the claim no further	2	3.7	3.3
I've appealed the claim following Mandatory Reconsideration and am going to reappeal	2	3.7	3.3
I've reappealed the claim following Mandatory Reconsideration and an appeal	4	7.4	6.7
Skipped question	6	-	10.0

	Progress stage					
	Have received a result	Are not pursuing their original result further	Have sought an alternative result (MR stage and onwards)	Have gone to a tribunal	Have gone to reappeal	Claim still in progress
I've received the forms but have not been able to complete them	-	-	-	-	-	1
I've filled in the application forms but got no further	-	-	-	-	-	3
I've arranged the face-to-face assessment (if needed) but got no further	-	-	-	-	-	3
I'm waiting to hear the result	-	-	-	-	-	6
I've received the result and am not pursuing the claim any further	14	14	5	-	-	-
I've received the result and am asking for Mandatory Reconsideration	5	-	5	-	-	5
I've received the result of the Mandatory Reconsideration and am not pursuing the claim any further	5	-	9	9	-	-
I've received the result of the Mandatory Reconsideration and am taking it to appeal	9	-	2	2	-	9
I've appealed the claim following Mandatory Reconsideration and am pursuing the claim no further	2	-	2	2	2	-
I've appealed the claim following Mandatory Reconsideration and am going to reappeal	2	-	4	4	4	2
I've reappealed the claim following Mandatory Reconsideration and an appeal	4	-	-	-	-	-
Total	41	14	27	17	6	29
% of those who have received a result and are at this stage	100.0	34.1	65.9	41.5	14.6	70.7

Q5. Please choose the most appropriate descriptor for how you found filling out the PIP application forms			
Answer Choices	Responses	% of respondents	% of surveyees
I had no problems at all	7	11.7	11.7
I had a few problems	8	13.3	13.3
I had several problems	17	28.3	28.3
I had lots of problems	15	25.0	25.0
I couldn't answer the questions by myself	13	21.7	21.7
Skipped question	0	-	0.0

	I had no problems at all			I had a few problems			I had several problems			I had lots of problems			I couldn't answer the questions by myself		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	4	44.4	14.3	5	31.3	17.9	8	26.7	28.6	8	26.7	28.6	3	14.3	10.7
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	2	22.2	8.0	4	25.0	16.0	3	10.0	12.0	8	26.7	32.0	8	38.1	32.0
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	0	0.0	0.0	2	6.7	20.0	2	6.7	20.0	6	28.6	60.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	3	18.8	42.9	2	6.7	28.6	2	6.7	28.6	0	0.0	0.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	2	22.2	11.1	3	18.8	16.7	6	20.0	33.3	6	20.0	33.3	1	4.8	5.6
Someone who has a condition, disability, or impairment not falling within the other categories	1	11.1	5.6	1	6.3	5.6	9	30.0	50.0	4	13.3	22.2	3	14.3	16.7

Q6. Did you have any help and support to fill out the forms?			
Answer Choices	Responses	% of respondents	% of surveyees
No - I completed it alone	22	36.7	36.7
Yes - a friend or relative who isn't a carer	19	31.7	31.7
Yes - a carer	5	8.3	8.3
Yes - a health professional	0	0.0	0.0
Yes - the Citizens Advice Bureau (CAB)	2	3.3	3.3
Yes - a Welfare Officer or similar	7	11.7	11.7
Yes - another organisation, support group, or charity (please specify):	5:	8.3	8.3
	NDCS		
	When it came to tribunal had help from welfare officer		
	Hft		
	Fight back for justice		
	Social Worker. Absolutely useless		
Skipped question	0	-	0.0

Q7. Where did you have the PIP face-to-face assessment?

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
I haven't yet reached this stage of the process	4	6.7	6.7	-	-
I wasn't asked to attend a face-to-face assessment, I was assessed without one	4	6.7	6.7	4	7.1
I attended an assessment centre	41	68.3	68.3	41	73.2
I had a home visit assessment	11	18.3	18.3	11	19.6
Skipped question	0	-	0.0	-	-

Q8. Which assessment centre did you attend?

Answer Choices	Responses	NOTE	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents	Assessment centre attended	
							Specifically applicable respondents	% of specifically applicable respondents
The Lilac Centre, North Manchester General Hospital	1		1.7	1.7	1	1.8	1	2.4
Trinity Way, Salford	28	was 27	46.7	46.7	28	50.9	28	66.7
David Roberts Physiotherapy, Stockport	0		0.0	0.0	0	0.0	0	0.0
St Petersgate, Stockport	2		3.3	3.3	2	3.6	2	4.8
I had a home visit	13	was 12	21.7	21.7	13	23.6	-	-
I haven't yet reached this stage of the process	4		6.7	6.7	-	-	-	-
Other (please specify)	12	was 14	20.0	20.0	10	18.2	10	23.8
	Didn't have face to face assessment	Not applicable						
	Liverpool							
	Warrington.							
	Warrington Manchester							
	Warrington							
	Manchester Central Office	Alternative name for 'Trinity Way, Salford' - moved						
	Warrington							
	Warrington							
	Warrington							

	Warrington							
	Swindon, against my GP advice I was forced to go							
	Home	Moved to 'I had a home visit'						
	Bolton							
	N?A	Not applicable						
Skipped question	0		-	0.0	-	-	-	-

All centres	Responses	% specifically applicable respondents	Trafford responses	% specifically applicable Trafford respondents attending
The Lilac Centre, North Manchester General Hospital	1	2.4	0	0.0
Trinity Way, Salford	28	68.3	27	73.0
David Roberts Physiotherapy, Stockport	0	0.0	0	0.0
St Petersgate, Stockport	2	4.9	2	5.4
Liverpool	1	2.4	1	2.7
Warrington	7	17.1	7	18.9
Swindon	1	2.4	0	0.0
Bolton	1	2.4	0	0.0

Q9. Did you feel that the assessor understood your condition(s) and appreciated its impact on your daily life?

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents	Specifically applicable respondents	% of specifically applicable respondents
They were knowledgeable and supportive	10	16.7	16.7	10	18.2	10	18.9
They were not knowledgeable but were supportive	7	11.7	11.7	7	12.7	7	13.2
They were knowledgeable but not supportive	3	5.0	5.0	3	5.5	3	5.7
They were neither knowledgeable nor supportive	33	55.0	55.0	33	60.0	33	62.3
I didn't have a face-to-face, I was assessed without one	2	3.3	3.3	2	3.6	-	-
I haven't yet reached this stage of the process	5	8.3	8.3	55	-	-	-
Skipped question	0	-	0.0	-	-	-	-

	Responses	% of applicable respondents
Knowledgeable	13	24.5
Not knowledgeable	40	75.5
Supportive	17	32.1
Not supportive	36	67.9

	They were knowledgeable and supportive			They were not knowledgeable but were supportive			They were knowledgeable but not supportive			They were neither knowledgeable nor supportive		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	8	38.1	33.3	3	37.5	12.5	1	20.0	4.2	12	21.8	50.0
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	3	14.3	14.3	2	25.0	9.5	1	20.0	4.8	15	27.3	71.4
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	2	9.5	22.2	2	25.0	22.2	0	0.0	0.0	5	9.1	55.6
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	2	9.5	40.0	1	12.5	20.0	1	20.0	20.0	1	1.8	20.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	5	23.8	33.3	0	0.0	0.0	0	0.0	0.0	10	18.2	66.7
Someone who has a condition, disability, or impairment not falling within the other categories	1	4.8	6.7	0	0.0	0.0	2	40.0	13.3	12	21.8	80.0

Q10. Were you aware you could request a home visit if you would have difficulties attending an assessment centre?

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents	Specifically applicable respondents	% of specifically applicable respondents
Yes - and I had a home visit	13	21.7	21.7	13	22.8	13	23.6
Yes - I requested one but was not granted one	5	8.3	8.3	5	8.8	5	9.1
Yes - but I didn't request one	11	18.3	18.3	11	19.3	11	20.0
No - but I would have requested one had I known	18	30.0	30.0	18	31.6	18	32.7
No - but I wouldn't have requested one anyway	8	13.3	13.3	8	14.0	8	14.5
I wasn't asked to attend a face-to-face, I was assessed without one	2	3.3	3.3	2	3.5	-	-
I haven't yet reached this stage of the process	3	5.0	5.0	-	-	-	-
Skipped question	0	-	0.0	-	-	-	-

	Responses	% of applicable respondents
Knew	29	52.7
Didn't know	26	47.3
Wanted one, or would have wanted one	36	65.5
Didn't want one, or wouldn't have wanted one	19	34.5

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
Yes - I requested one	26	44.1	43.3	26	48.1
Yes - but I didn't want to see it	4	6.8	6.7	4	7.4
No - but I wouldn't have wanted to see it anyway	3	5.1	5.0	3	5.6
No - I would have requested one had I known	21	35.6	35.0	21	38.9
I haven't yet reached this stage of the process	5	8.5	8.3	-	-
Skipped question	1	-	1.7	-	-

	Responses	% of applicable respondents
Knew	30	55.6
Didn't know	24	44.4
Wanted one, or would have wanted one	47	87.0
Didn't want one, or wouldn't have wanted one	7	13.0

Q12. Describe your experience of the PIP application and assessment process in 3 words (eg. positive, scary, easy, long, straightforward, negative, fast, intimidating, fantastic, painful, understanding, complicated)

Repetive
Ridiculous
Frustrating, twisting, negative
Positive, straightforward, formal.
Long, intimidating & complicated
Long,complicated, designed to trip you up
Long complicated difficult
Negative.
Straightforward, quick, easy
Scary intimidating complicated
Intimidating complicated scary
stressful, unnecessary, nightmare
long negative intimidating
Intimidating, anxiety provoking
Long, friendly, interesting
Long, friendly, interesting
Painful demoralising demeaning
Stressful, unrealistic, disappointing
Gruelling embarrassing to long
stressful, difficultly accessing the centres as there is no parking and some couldn't travel by taxi or public transport. Home visit would have been helpful but we were told we couldn't have one, and the initial appointment was at a centre which was too far to go. [Edited to protect identity]
All of them I have a lot more health problems and they refuse me a face to face and my doctor has asked and asked and I'm getting no were
Intimidating not understand my husband ill
Complicated, long,unfair
Difficult, complicated, confusing
Scary intimidating negative
Confusing Complicated intimidating
Intimidating painful long
Didn't take all new/old evidence into account

A total nightmare
complicated, un-relatable, scary
Negative, stressful, heartbreaking
Long, intimidating, exhausting
Very long winded and scary process they do not put you at ease and they repeat questions trying to catch up
Far too long
Complicated and competitive
Scary, painful, understanding
The form was very hard to fill out I needed help [Edited to protect identity]
Frustrating, Hard, impossible
Negative, painful, intimidating
Very ,long, quite repetitive, not really geared toward mental health issues
Very humiliating
Intimidating,long, misleading
Who times bathing/walking?!!
Disgusting intimidating
Painful, awkward, scary.
Scary, complicated, intimidating
Intimidating painful drawn out
Designed to fail
Stressful, intrusive, intimidating
Unsupportive misunderstanding judgemental
Stressful intimidating degrading
This is the review following the change from DLA in 2015 when I was given no award. Tribunal awarded enhanced care and std mobility. [Edited to protect identity]
Kafkaesque. Bullying. Intimidating. Cruel.
Scary , intimidating, miss leading
Terrifying, horrendously degrading
Straightforward
Complicated Stressful Repetitive
Inhuman degrading disabling
negative scary upsetting

Frequency	Word	Notes	
19	intimidating		
12	complicated		
10	scary		
9	long		
7	stressful		
7	negative		
6	painful		
4	*repetitive	Note 1. One instance of 'repetitive' was adapted in a situation where a respondent wrote an extended paragraph rather than three words, but 'repetitive' summarises one of their main points.	
3	straightforward		
3	*difficult	See Note 1. This applies to one instance of 'difficult'.	
3	degrading		
3	*overlong	See Note 1. This applies to all three instances of 'overlong'.	
2	frustrating		
2	misleading		
2	confusing		
2	nightmare	Although these words have a lesser frequency, they are largely negative and several are synonyms for other words included in this table.	
1	misunderstanding		
1	understanding		
1	heartbreaking		
1	disappointing		
1	horrendously		
1	demoralising		
1	*inaccessible		See Note 1. This applies to one instance of 'inaccessible'.
1	embarrassing		
1	unsupportive		
1	judgemental		
1	competitive		
1	unnecessary		
1	long-winded		

1	interesting	
1	unrelatable	
1	unrealistic	
1	humiliating	
1	ridiculous	
1	terrifying	
1	disgusting	
1	*unsuitable	See Note 1. This applies to this instance of 'unsuitable'.
1	exhausting	
1	impossible	
1	kafkaesque	
1	provoking	
1	gruelling	
1	drawn-out	
1	intrusive	
1	upsetting	
1	demeaning	
1	disabling	
1	twisting	
1	positive	
1	friendly	
1	bullying	
1	inhuman	
1	anxiety	
1	awkward	
1	formal	
1	unfair	
1	quick	
1	cruel	
1	hard	
1	easy	

Q13. From what you already knew about PIP, choose the best description of how you were feeling about the application process: before you applied for PIP

Answer Choices	Responses	% of respondents	% of surveyees
Confident	3	5.0	5.0
Neutral	1	1.7	1.7
Uncertain	13	21.7	21.7
Worried	16	26.7	26.7
Very worried	27	45.0	45.0
Skipped question	0	-	0.0

	Confident			Neutral			Uncertain			Worried			Very worried		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	2	40.0	7.1	1	50.0	3.6	6	26.1	21.4	7	28.0	25.0	1 2	23.5	42.9
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	1	20.0	4.0	0	0.0	0.0	4	17.4	16.0	5	20.0	20.0	1 5	29.4	60.0
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	0	0.0	0.0	2	8.7	20.0	4	16.0	40.0	4	7.8	40.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	0	0.0	0.0	1	4.3	14.3	1	4.0	14.3	5	9.8	71.4
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	2	40.0	11.1	1	50.0	5.6	4	17.4	22.2	4	16.0	22.2	7	13.7	38.9
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	0	0.0	0.0	6	26.1	33.3	4	16.0	22.2	8	15.7	44.4

Q14. Choose the best description of how you were feeling about answering the questions and providing evidence: when you were filling out the forms					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
Confident	8	13.3	13.3	8	13.3
Neutral	3	5.0	5.0	3	5.0
Uncertain	15	25.0	25.0	15	25.0
Worried	11	18.3	18.3	11	18.3
Very worried	23	38.3	38.3	23	38.3
I've received the forms but have not been able to complete them	0	0.0	0.0	60	-
Skipped question	0	-	0.0	-	-

	Confident			Neutral			Uncertain			Worried			Very worried		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	5	45.5	17.9	2	66.7	7.1	7	25.0	25.0	3	17.6	10.7	11	23.4	39.3
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	1	9.1	4.0	1	33.3	4.0	7	25.0	28.0	2	11.8	8.0	14	29.8	56.0
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	1	9.1	10.0	0	0.0	0.0	3	10.7	30.0	2	11.8	20.0	4	8.5	40.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	0	0.0	0.0	2	7.1	28.6	2	11.8	28.6	3	6.4	42.9
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	3	27.3	16.7	0	0.0	0.0	4	14.3	22.2	4	23.5	22.2	7	14.9	38.9
Someone who has a condition, disability, or impairment not falling within the other categories	1	9.1	5.6	0	0.0	0.0	5	17.9	27.8	4	23.5	22.2	8	17.0	44.4

Q15. Choose the best description of how you were feeling about being assessed: leading up to your face-to-face assessment

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents	Specifically applicable respondents	% of specifically applicable respondents
Confident	2	3.3	3.3	2	3.6	2	3.7
Neutral	5	8.3	8.3	5	8.9	5	9.3
Uncertain	10	16.7	16.7	10	17.9	10	18.5
Worried	10	16.7	16.7	10	17.9	10	18.5
Very worried	27	45.0	45.0	27	48.2	27	50.0
I didn't have a face-to-face assessment, I was assessed without one	2	3.3	3.3	2	3.6		
I haven't yet reached this stage of the process	4	6.7	6.7	56		54	
Skipped question	0	-	0.0				

	Confident			Neutral			Uncertain			Worried			Very worried		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	0	0.0	0.0	4	40.0	16.0	5	33.3	20.0	3	25.0	12.0	13	25.5	52.0
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	1	50.0	4.8	1	10.0	4.8	1	6.7	4.8	4	33.3	19.0	14	27.5	66.7
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	1	50.0	11.1	0	0.0	0.0	1	6.7	11.1	2	16.7	22.2	5	9.8	55.6
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	1	10.0	20.0	1	6.7	20.0	1	8.3	20.0	2	3.9	40.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	3	30.0	20.0	3	20.0	20.0	0	0.0	0.0	9	17.6	60.0
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	1	10.0	6.7	4	26.7	26.7	2	16.7	13.3	8	15.7	53.3

Q16. Choose the best description of how you were feeling: during your face-to-face assessment

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents	Specifically applicable respondents	% of specifically applicable respondents
Confident	3	5.0	5.0	3	5.5	3	5.7
Neutral	7	11.7	11.7	7	12.7	7	13.2
Uncertain	8	13.3	13.3	8	14.5	8	15.1
Worried	7	11.7	11.7	7	12.7	7	13.2
Very worried	28	46.7	46.7	28	50.9	28	52.8
I didn't have a face-to-face assessment, I was assessed without one	2	3.3	3.3	2	3.6	-	-
I haven't yet reached this stage of the process	5	8.3	8.3	-	-	-	-
Skipped question	0	-	0.0	-	-	-	-

	Confident			Neutral			Uncertain			Worried			Very worried		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	2	100.0	8.3	4	40.0	16.7	2	13.3	8.3	4	33.3	16.7	1 2	23.5	50.0
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	2	20.0	9.5	3	20.0	14.3	2	16.7	9.5	1 4	27.5	66.7
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	1	50.0	11.1	0	0.0	0.0	1	6.7	11.1	1	8.3	11.1	6	11.8	66.7
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	1	10.0	20.0	2	13.3	40.0	1	8.3	20.0	1	2.0	20.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	4	40.0	26.7	1	6.7	6.7	2	16.7	13.3	8	15.7	53.3
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	2	20.0	13.3	2	13.3	13.3	2	16.7	13.3	9	17.6	60.0

Q17. Choose the best description of how you were feeling: while waiting to hear the result					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
Confident	1	1.7	1.7	1	1.8
Neutral	2	3.3	3.3	2	3.6
Uncertain	15	25.0	25.0	15	26.8
Worried	9	15.0	15.0	9	16.1
Very worried	29	48.3	48.3	29	51.8
I haven't yet reached this stage of the process	4	6.7	6.7	-	-
Skipped question	0	-	0.0	-	-

	Confident			Neutral			Uncertain			Worried			Very worried		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	0	0.0	0.0	2	66.7	7.7	7	13.3	8.3	4	33.3	16.7	13	23.5	50.0
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	0	0.0	0.0	4	31.8	26.9	2	25.0	15.4	16	23.6	50.0
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	1	100.0	10.0	0	0.0	0.0	2	18.2	18.2	1	12.5	9.1	6	29.1	72.7
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	0	0.0	0.0	0	9.1	20.0	3	6.3	10.0	3	10.9	60.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	1	33.3	6.7	3	0.0	0.0	3	18.8	50.0	8	5.5	50.0
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	0	0.0	0.0	6	13.6	20.0	3	18.8	20.0	9	14.5	53.3

Q18. Choose the best description of how you were feeling: when you received the result					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
Confident	7	11.7	11.7	7	13.5
Neutral	6	10.0	10.0	6	11.5
Uncertain	4	6.7	6.7	4	7.7
Worried	7	11.7	11.7	7	13.5
Very worried	28	46.7	46.7	28	53.8
I haven't yet reached this stage of the process	8	13.3	13.3	-	-
Skipped question	0	-	0.0	-	-

	Confident			Neutral			Uncertain			Worried			Very worried		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	6	54.5	21.4	5	55.6	17.9	1	11.1	3.6	1	6.7	3.6	10	20.8	35.7
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	1	11.1	4.0	2	22.2	8.0	5	33.3	20.0	13	27.1	52.0
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	3	20.0	30.0	7	14.6	70.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	1	9.1	14.3	0	0.0	0.0	1	11.1	14.3	2	13.3	28.6	2	4.2	28.6
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	3	27.3	16.7	2	22.2	11.1	2	22.2	11.1	2	6.7	5.6	2	14.6	38.9
Someone who has a condition, disability, or impairment not falling within the other categories	1	9.1	5.6	1	11.1	5.6	3	33.3	16.7	3	20.0	16.7	9	18.8	50.0

Q19. How did the mobility element of your award change in moving from DLA to PIP?					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
It increased	1	1.8	1.7	1	2.3
It stayed the same	17	30.4	28.3	17	38.6
It decreased	26	46.4	43.3	26	59.1
I haven't yet received my results	12	21.4	20.0	-	-
Skipped question	4	-	6.7	-	-

	It increased			It stayed the same			It decreased		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	1	33.3	4.3	10	37.0	43.5	12	25.0	52.2
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	1	33.3	5.9	3	11.1	17.6	13	27.1	76.5
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	3	11.1	30.0	7	14.6	70.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	3	11.1	50.0	3	6.3	50.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	1	33.3	8.3	4	14.8	33.3	7	14.6	58.3
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	4	14.8	40.0	6	12.5	60.0

Q20. What financial impact has the change to your mobility award had?					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
I feel more financially stable and independent	4	6.9	6.7	4	8.5
My financial situation hasn't changed	11	19.0	18.3	11	23.4
I feel less financially stable and independent	32	55.2	53.3	32	68.1
I haven't yet received my results	11	19.0	18.3	-	-
Skipped question	2	-	3.3	-	-

	I feel more financially stable and independent			My financial situation hasn't changed			I feel less financially stable and independent		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	3	33.3	13.0	8	50.0	34.8	12	21.1	52.2
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	2	22.2	11.1	1	6.3	5.6	15	26.3	83.3
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	1	11.1	10.0	1	6.3	10.0	8	14.0	80.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	1	11.1	16.7	1	6.3	16.7	4	7.0	66.7
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	2	22.2	16.7	3	18.8	25.0	7	12.3	58.3
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	2	12.5	15.4	11	19.3	84.6

Q21. What impact has the change to your mobility award had on your standard of living? (eg. taking into account your general health and wellbeing, social life, independence etc.)

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
My standard of living has increased	4	6.9	6.7	4	8.5
My standard of living has stayed the same	13	22.4	21.7	13	27.7
My standard of living has decreased	30	51.7	50.0	30	63.8
I haven't yet received my results	11	19.0	18.3	-	-
Skipped question	2	-	3.3	-	-

	My standard of living has increased			My standard of living has stayed the same			My standard of living has decreased		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	4	66.7	17.4	6	25.0	26.1	13	25.0	56.5
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	1	16.7	5.6	4	16.7	22.2	13	25.0	72.2
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	4	16.7	40.0	6	11.5	60.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	3	12.5	50.0	3	5.8	50.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	1	16.7	8.3	3	12.5	25.0	8	15.4	66.7
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	4	16.7	30.8	9	17.3	69.2

Q22. How did the care or living element of your award change in moving from DLA to PIP?					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
It increased	7	12.3	11.7	7	15.6
It stayed the same	16	28.1	26.7	16	35.6
It decreased	22	38.6	36.7	22	48.9
I haven't yet received my results	12	21.1	20.0	-	-
Skipped question	3	-	5.0	-	-

	It increased			It stayed the same			It decreased		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	6	54.5	26.1	7	25.0	30.4	10	25.0	43.5
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	1	9.1	5.9	7	25.0	41.2	9	22.5	52.9
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	2	7.1	20.0	8	20.0	80.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	1	9.1	16.7	3	10.7	50.0	2	5.0	33.3
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	2	18.2	18.2	5	17.9	45.5	4	10.0	36.4
Someone who has a condition, disability, or impairment not falling within the other categories	1	9.1	8.3	4	14.3	33.3	7	17.5	58.3

Q23. What financial impact has the change to your care or living award had?					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
I feel more financially stable and independent	8	13.8	13.3	8	16.7
My financial situation hasn't changed	9	15.5	15.0	9	18.8
I feel less financially stable and independent	31	53.4	51.7	31	64.6
I haven't yet received my results	10	17.2	16.7	-	-
Skipped question	2	-	3.3	-	-

	I feel more financially stable and independent			My financial situation hasn't changed			I feel less financially stable and independent		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	6	54.5	26.1	5	29.4	21.7	12	21.8	52.2
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	1	9.1	5.3	4	23.5	21.1	14	25.5	73.7
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	1	9.1	10.0	1	5.9	10.0	8	14.5	80.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	1	9.1	16.7	2	11.8	33.3	3	5.5	50.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	1	9.1	8.3	4	23.5	33.3	7	12.7	58.3
Someone who has a condition, disability, or impairment not falling within the other categories	1	9.1	7.7	1	5.9	7.7	11	20.0	84.6

Q24. What impact has the change to your care or living award had on your standard of living? (eg. taking into account your general health and wellbeing, social life, independence etc.)					
Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
My standard of living has increased	4	6.9	6.7	4	8.3
My standard of living has stayed the same	15	25.9	25.0	15	31.3
My standard of living has decreased	29	50.0	48.3	29	60.4
I haven't yet received my results	10	17.2	16.7	-	-
Skipped question	2	-	3.3	-	-

	My standard of living has increased			My standard of living has stayed the same			My standard of living has decreased		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	3	75.0	13.0	7	26.9	30.4	13	24.5	56.5
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	5	19.2	26.3	14	26.4	73.7
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	3	11.5	30.0	7	13.2	70.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	3	11.5	50.0	3	5.7	50.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	5	19.2	41.7	7	13.2	58.3
Someone who has a condition, disability, or impairment not falling within the other categories	1	25.0	7.7	3	11.5	23.1	9	17.0	69.2

Q25. If a change in your overall award has meant you are less financially stable, how have you handled this?

Please select all options which apply

Answer Choices	Responses	% of respondents	% of surveyees	% of responses	Of those who said they were less financially stable	
					Responses	% of applicable responses
Not applicable (I am not less financially stable as a result of any change in award)	15	26.8	25.0	10.1	-	-
Using savings	13	23.2	21.7	8.7	13	31.7
Borrowing money from friends or family	17	30.4	28.3	11.4	17	41.5
Taking out loans	8	14.3	13.3	5.4	8	19.5
Cutting back spending on utility bills (rent, mortgage, heating, electricity etc.)	26	46.4	43.3	17.4	26	63.4
Cutting back spending on food	25	44.6	41.7	16.8	25	61.0
Cutting back spending on treatments or activities previously used to manage symptoms of your condition(s) (eg. counselling, physiotherapy, etc.)	20	35.7	33.3	13.4	20	48.8
Cutting back spending on social activities	25	44.6	41.7	16.8	25	61.0
Skipped question	4	-	6.7		41	

Q26. How do you feel your physical health has changed, if at all, as a result of the change in your award? (Please try to answer just considering the change in award, not the assessment process)

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
My physical health has improved	1	1.7	1.7	1	1.9
My physical health has not changed	24	41.4	40.0	24	46.2
My physical health has deteriorated	27	46.6	45.0	27	51.9
I haven't yet reached this stage of the process	6	10.3	10.0	-	-
Skipped question	2	-	3.3	-	-

	My physical health has improved			My physical health has not changed			My physical health has deteriorated		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	0	0.0	0.0	11	28.9	47.8	12	24.0	52.2
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	8	21.1	40.0	12	24.0	60.0
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	6	15.8	60.0	4	8.0	40.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	3	7.9	50.0	3	6.0	50.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	4	10.5	28.6	10	20.0	71.4
Someone who has a condition, disability, or impairment not falling within the other categories	1	100.0	6.3	6	15.8	37.5	9	18.0	56.3

Q27. How do you feel your mental health has changed, if at all, as a result of the change in your award? (Please try to answer just considering the change in award, not the assessment process)

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
My mental health has improved	2	3.4	3.3	2	3.8
My mental health has not changed	18	31.0	30.0	18	34.0
My mental health has deteriorated	33	56.9	55.0	33	62.3
I haven't yet reached this stage of the process	5	8.6	8.3	-	-
Skipped question	2	-	3.3	-	-

	My mental health has improved			My mental health has not changed			My mental health has deteriorated		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	1	50.0	4.3	10	34.5	43.5	12	20.0	52.2
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	4	13.8	19.0	17	28.3	81.0
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	3	10.3	30.0	7	11.7	70.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	2	6.9	33.3	4	6.7	66.7
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	5	17.2	33.3	10	16.7	66.7
Someone who has a condition, disability, or impairment not falling within the other categories	1	50.0	6.3	5	17.2	31.3	10	16.7	62.5

Q28. How do you feel your physical health has changed, if at all, as a result of the PIP assessment process? (Please try to answer just considering the assessment process, not the change in award)

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
My physical health has improved	1	1.7	1.7	1	1.9
My physical health has not changed	24	41.4	40.0	24	45.3
My physical health has deteriorated	28	48.3	46.7	28	52.8
I haven't yet reached this stage of the process	5	8.6	8.3	-	-
Skipped question	2	-	3.3	-	-

	My physical health has improved			My physical health has not changed			My physical health has deteriorated		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	0	0.0	0.0	14	35.9	58.3	10	19.2	41.7
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	8	20.5	38.1	13	25.0	61.9
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	6	15.4	60.0	4	7.7	40.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	3	7.7	50.0	3	5.8	50.0
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	3	7.7	20.0	12	23.1	80.0
Someone who has a condition, disability, or impairment not falling within the other categories	1	100.0	6.3	5	12.8	31.3	10	19.2	62.5

Q29. How do you feel your mental health has changed, if at all, as a result of the PIP assessment process? (Please try to answer just considering the assessment process, not the change in award)

Answer Choices	Responses	% of respondents	% of surveyees	Applicable respondents	% of applicable respondents
My mental health has improved	1	1.7	1.7	1	1.9
My mental health has not changed	17	29.3	28.3	17	32.1
My mental health has deteriorated	35	60.3	58.3	35	66.0
I haven't yet reached this stage of the process	5	8.6	8.3	-	-
Skipped question	2	-	3.3	-	-

	My mental health has improved			My mental health has not changed			My mental health has deteriorated		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	0	0.0	0.0	11	44.0	45.8	13	19.7	54.2
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	2	8.0	9.5	19	28.8	90.5
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	2	8.0	20.0	8	12.1	80.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	2	8.0	33.3	4	6.1	66.7
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	4	16.0	26.7	11	16.7	73.3
Someone who has a condition, disability, or impairment not falling within the other categories	1	100.0	6.3	4	16.0	25.0	11	16.7	68.8

Q30. How did you find the whole assessment process?			
Answer Choices	Responses	% of respondents	% of surveyees
Very good	0	0.0	0.0
Good	4	6.9	6.7
Satisfactory	4	6.9	6.7
Poor	15	25.9	25.0
Very poor	35	60.3	58.3
Skipped question	2	-	3.3

	Very good			Good			Satisfactory			Poor			Very poor		
	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition	Responses	% of those giving response	% of those with condition
Someone who has a physical impairment (eg. Paraplegia, Multiple Sclerosis, Osteoarthritis)	0	0.0	0.0	3	50.0	11.1	3	50.0	11.1	8	32.0	29.6	13	20.6	48.1
Someone who has a mental health condition (eg. Schizophrenia, Agoraphobia, Bipolar Disorder, Anxiety)	0	0.0	0.0	1	16.7	4.3	0	0.0	0.0	5	20.0	21.7	17	27.0	73.9
Someone who has a learning or cognitive disability, or has a brain-injury related condition (eg. Down's Syndrome, Epilepsy, Stroke)	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	2	8.0	20.0	8	12.7	80.0
Someone who has a sensory impairment (eg. hearing impairment, visual impairment)	0	0.0	0.0	0	0.0	0.0	1	16.7	16.7	0	0.0	0.0	5	7.9	83.3
Someone who has a chronic illness or condition (eg. Cystic Fibrosis, Chronic Fatigue Syndrome)	0	0.0	0.0	2	33.3	12.5	1	16.7	6.3	6	24.0	37.5	7	11.1	43.8
Someone who has a condition, disability, or impairment not falling within the other categories	0	0.0	0.0	0	0.0	0.0	1	16.7	5.6	4	16.0	22.2	13	20.6	72.2

Q31. Is there anything else you would like to tell us about your experience of the PIP application and assessment process?

Very long winded
Very unfair as my child was BORN with autism and has mental health anxiety and stress problems which has not helped by not being able to claim PIP [edited to protect anonymity]
It's extremely hard putting down on paper how u feel each & every day & night. Even when you have a face to face assessment it is very daunting & intimidating. All in all whatever your case of illnesses it wasn't taken into account of how you would cope financially & physically after your drop of mobility care.
Very stressful and difficult at a time when you are unwell
The assessor took no notice of anything he was told and told lies.
Staff how no idea of the implications of learning disabilities on the person and family
It is a blatant attempt to take money away from sick and disabled people. The assessor knew nothing about my problems and asked pointless irrelevant questions. Her report was full of lies.
Assessor was nice during face to face meeting, but wrote the opposite of what was said for some things while making up other things that were not discussed, all evidence was refused including official diagnosis and additional evidence was also refused. Very poor experience as it shows the pip assessors are not trustworthy. [edited to protect anonymity]
It was unnecessary and it provoked anxiety. I was denied PIP at first but the decision was appealed and with help from my social worker I was awarded PIP. The process of doing this was fraught with anxiety which had a detrimental effect on my mental health. The person who initially assessed me claimed there was "no evidence" of me having a disability. A 15 minute interview in a quiet and ordered space would not show enough of who I am to the assessor for them to be able to make a fair judgement. [edited to protect anonymity]
Disabled Parking at Salford Assessment Centre was dreadful. Parking ticket machine was blocked by parked cars. I parked 20 minutes too long and was sent a Parking Ticket as my assessment was late and took 90 minutes"
My writing hand doesn't work. I had to recreate the form in Word to fill in and print off.
Perhaps there should be an online form that could be filled in.
I didn't believe the reports about assessors lying within reports and fabricating their 'evidence'. But then I experienced it too. And DWP did not want to know, let alone take any action. The complaint has to be taken to the assessors' professional body and to Atos. To complicated so the assessor continues to get away with very poor conduct. All assessments should be audio recorded at the very least, video would be better.
After being refused PIP 2 years ago, we were advised to re-apply by the Job Centre as they said the rules had changed, so we went through the whole process again for nothing!
It's like being interview by the police very stressful and overwhelming, the assessor was nice but her list of questions were hard to understand I could not explain all my health issues and my doctor did not sent in any supporting information so I had not independent evidence

You get an appointment many miles away from home, when you request a home visit it is declined. then on the morning of your assessment the DWP cancel with one hour's notice, had to go through the whole process again, re-organise childcare and arrange personal assistance. [Edited to protect anonymity]
It's disgusting the way they are treating people I have my MP fighting my case as there not listening I have health problems and aggressive personality when going out and there refusing to come to me I was awarded disability for life and now there stopping my money cos I won't go to them they should look at my disabilities as I have further health problems.
I think if PIP has evidence from your doctor that should be it not putting us though more stress
This is the first time I have ever applied for help. I have had very major surgery and it is taking time to recover. Perhaps I would have qualified for help if I had applied beforehand, but as I was still working although struggling, I did not feel that I should ask for anything. I was just glad it could go ahead. I am employed at a company that does not have a sickness payment scheme. Therefore, whilst I was in hospital and off for post recovery I was only on statutory sick pay. I took the minimum time off that I could (8 weeks) and then went back as I still have a family and child to support. The bills and the mortgage do not stop because you are ill [edited to protect anonymity].
I wasn't given much opportunity to explain, it was more yes/no answers, I would have liked to have explained my health conditions in more detail, I felt all they were trying to do was catch me out!
Very nerve-wracking, took what I was - happy coping, visiting family, to a recluse unable to visit family, shopping unable to get on and off buses with shopping, due to mobility decreasing and losing my car.
As a mother and carer of my child who has huge health and mental health problems it was a huge ordeal. We asked for the assessor to have an understanding of mental health. The assessor was a physio therapist with some understanding. We are still waiting results. It's been eight weeks since the assessment [edited to protect anonymity].
They didn't take into account my mental/physical health
Being seen by a physiotherapist at the face to face assessment is not right when you have a neurological disability. The guy didn't have a clue about how my condition affects me
PIP assessment forms do not take into account autism
The assessors fabricate the truth have no in-depth knowledge of many illness and assume and lie in reports and contradict previous assessments.
The whole process was daunting and my child's disability was questioned at every turn and financially we are in a worse situation than we've ever been in due to the loss of benefits [edited to protect anonymity].
The type of assessment is very intimidating in my case I have letters from cancer specialist confirming my diagnosis but still I was questioned on my illness
"It's ridiculous that it takes 6/8 weeks to process, then you are required to submit another application! By the time my claim is decided, I have one week to go through it all again or my claim is stopped. I am constantly in debt awaiting the decision.
Long term illnesses should be handled quicker or have an option of at least 6months before having to renew. "

Unfortunately my health has deteriorated vastly since I was assessed, the form was completed by friend who found it hard but did her best. Complicated fir an adult with learning difficulties - I was fortunate - I could not have done it alone. Some words the assessor used had to be explained by my family who were present [edited to protect anonymity].
People who need this get turned away but drug addicts and alcoholics seem to get all the help discussed with the outcome
Very daunting process for genuine people
When you arrive for the appeal they try and blackmail into dropping it i.e. stop all PIP altogether so you have nothing
The report from the assessor was stacked with incorrect information and statements I had not made. The whole process is worrying and scary
Unfair, unfriendly, humiliating,
Misleading, very difficult to be honest at times re your illness when you have to be positive to carry on! Found interviewer a bit two faced, whole experience has taken nearly a year which is a long time when you get older!
Too many questions on timing of activities, I don't know anyone that times themselves bathing, walking etc and I felt the assessor tried to lead me to answer in a more positive way than my condition dictates, eg. time to bathe, it takes me as long to get in and out the bath as it takes me to bath myself but that wasn't a consideration
Unfair
Dreadful to complete, and constant worry
Only succeeded as a result of persistent applications and appeals
Nigh on impossible to get an award now if you have Asperger's Syndrome, assessor didn't look at my child, she was in a rush, didn't make any attempt to understand some of their difficulties, heavily biased towards physical disabilities. Couldn't face the appeals process which I guess is their aim [edited to protect anonymity].
No
The application was for my child. They was born with a disability this has not changed but the goal post have. The assessor has no insight into cerebral palsy and how it affects someone day to day. Far too many assumptions were made [edited to protect anonymity].

Common theme referred to	Frequency	% of Respondents	% of Surveyees
Intimidating nature of the process/a stage of the process	10	20.4	16.7
Stressful nature of the process/a stage of the process, or stress caused by it	9	18.4	15.0
Respondent's belief of ulterior motives behind some aspect of the process	7	14.3	11.7
Difficulties explaining or communicating due to the way questions were asked	8	16.3	13.3
False/unrepresentative accounts being given	11	22.4	18.3
Lack of understanding	11	22.4	18.3
Length of the process/stages	7	14.3	11.7
Length of award granted	2	4.1	3.3
Financial impact of a change in award/the process	5	10.2	8.3
Unfairness	4	8.2	6.7
Accessibility	2	4.1	3.3
Cancellations	1	2.0	1.7

Q32. Have you heard of NHS Continuing Healthcare?

Answer Choices	Responses	% of respondents	% of surveyees
Yes	8	13.8	13.3
No	45	77.6	75.0
I'm not sure	5	8.6	8.3
Skipped question	2	-	3.3

Q33. Are you a recipient of NHS Continuing Healthcare?

Answer Choices	Responses	% of respondents	% of surveyees
Yes	3	5.0	5.0
No	48	80.0	80.0
I'm not sure	9	15.0	15.0
Skipped question	0	-	0.0

Q34. Have you heard of Personal Health Budgets?

Answer Choices	Responses	% of respondents	% of surveyees
Yes	8	13.3	13.3
No	50	83.3	83.3
I'm not sure	2	3.3	3.3
Skipped question	0	-	0.0

Q35. Are you a recipient of a Personal Health Budget?

Answer Choices	Responses	% of respondents	% of surveyees
Yes	0	0.0	0.0
No	59	98.3	98.3
I'm not sure	1	1.7	1.7
Skipped question	0	-	0.0

Q36. In which area/locality in Trafford do you live?			
Answer Choices	Responses	% of respondents	% of surveyees
North - Old Trafford, Stretford, Gorse Hill, Longford, and Clifford	8	13.3	13.3
Central - Sale, Bucklow St Martin's, Aston upon Mersey, Brooklands, Priory, Sale Moor, and St Mary's	9	15.0	15.0
South - Altrincham, Bowdon, Broadheath, Hale Barns, Hale Central, Timperley, and Village	7	11.7	11.7
West - Urmston, Partington, Bucklow St Martin's, Davyhulme East, Davyhulme West, and Flixton	30	50.0	50.0
Other/outside Trafford	6	10.0	10.0
Skipped question	0	-	0.0

Q37. How old are you?					
Answer Choices	Responses	% of respondents	% of surveyees	Trafford respondents	% of Trafford respondents
17 or under	0	0.0	0.0	0	0.0
18-34	15	25.0	25.0	14	25.9
35-44	7	11.7	11.7	5	9.3
45-65	35	58.3	58.3	32	59.3
66-79	3	5.0	5.0	3	5.6
80 or over	0	0.0	0.0	0	0.0
Skipped question	0	-	0.0	-	-

Q38. How do you identify?					
Answer Choices	Responses	% of respondents	% of surveyees	Trafford respondents	% of Trafford respondents
Male	22	36.7	36.7	21	38.9
Female	37	61.7	61.7	32	59.3
Other	0	0.0	0.0	0	0.0
Prefer not to say	1	1.7	1.7	1	1.9
Skipped question	0	-	0.0	-	-

Q39. How would you describe your ethnicity?					
Answer Choices	Responses	% of respondents	% of surveyees	Trafford respondents	% of Trafford respondents
White British	57	95.0	95.0	51	94.4
White Irish	1	1.7	1.7	1	1.9
White other	0	0.0	0.0	0	0.0
Black or Black British - African	0	0.0	0.0	0	0.0
Black or Black British - Caribbean	0	0.0	0.0	0	0.0
Black British - Other	0	0.0	0.0	0	0.0
Asian or Asian British - Indian	0	0.0	0.0	0	0.0
Asian or Asian British - Pakistani	0	0.0	0.0	0	0.0
Asian or Asian British - Bangladeshi	0	0.0	0.0	0	0.0
Asian or Asian British - Chinese	0	0.0	0.0	0	0.0
Asian or Asian British - Other	0	0.0	0.0	0	0.0
Multiple heritage - mixed race	1	1.7	1.7	1	1.9
Prefer not to say	0	0.0	0.0	0	0.0
Other (please specify:)	1	1.7	1.7	1	1.9
	'Human'				
Skipped question	0	-	0.0	-	-