

NR969323B

Personal Independence Payment

①

Abbreviations List

PROVIDED WITH PIP DOCUMENTS PRINT

ACN	Account Number
AP	Assessment Provider
BA	Bank Account
BC	Benefits Centre
CLMT	Claimant
COA	Change Of Address
CoC	Change Of Circumstances
CRU	Compensation Recovery Unit
DM	Decision Maker
FME	Further Medical Evidence
GP	General Practitioner
HCP	Health Care Professional
Hosp	Hospital & Other Accommodation
HP	Healthcare Professional
HMCTS	Her Majesty's Courts & Tribunal Service
NFA	No Fixed Abode
MOU	Mail Opening Unit
OBC	Outbound Call
PIP	Personal Independence Payment
PWA	Person Without Address
R&P	Residence & Presence
R/N	Roll Number
RR	Personal Representative
S/C	Sort Code
TASKS	Clerical Actions

NO AUDIO OF
PHONE CALLS MADE BY PETER STILL
BETWEEN PIP HELPERS + VARIOUS

NO DISC OF DATA EITHER
OR (LISA) JSECKER) AS REQUESTED + REPLY BY
Text 3/9/2015 (AWP)

(ATOS)

Atos and DWP Abbreviations

PIP @ DWP

ATOS ABBREVIATIONS	
AP	Assessment Provider
AC	Assessment Centre
BO	Back Office
BPS	BACS Payment System
CAP	Capacity & Planning Team
CC	Consultation Centre
CD	Clinical Director
CM	Clinical Manager
CoC	Change of Circumstances
CRMA	Client Relations Medical Advisor
CRN	Case Reference Number
CSC	Customer Services Centre
CSHU	Claimant Sent Home Unseen
CRT	Client Relations Team
CSS	Customer Service Support
DRS	Document Repository System
DWP	Department for Work and Pensions
EST	Employee Support Team
FME	Further Medical Evidence
FE	Further Evidence
FTA	Failure to Attend
FTC	Failure to Comply
GPFR	General Practitioners Factual Report
HC	Home Consultation
HP	Health Professional
IAT	Interim Assessment Tool
IDV	Identification & Verification
IEG	Intelligent Evidence Gathering
KPI	Key Performance Indicators
MI	Management Information
MOU	Mail Opening Unit
NINO	National Insurance Number
OOA	Out of Area
PA Form	Personal Assessment Form
PAB	Personal Acting Body
PBR	Paper Based Review
PDF	Portable Document Format
PIP	Personal Independence Payment
PIPAT	PIP Assessment Tool
PIPCS	PIP Computer System
PRS	Practitioner Referral System
RAF	Return Assessment Function
RPT	Referrals Processing Team
RSDM	Regional SDM
SAMS	Siebel Appointment Management System
SCM	Supply Chain Manager
SCP	Supply Chain Partner
SDC	Service Deliver Centre
SDM	Service Delivery Manager
SLA	Service Level Agreement
SNA	Short Notice Appointment
SPoC	Single Point of Contact
SRTI	Special Rules Terminally Ill
TI	Terminally Ill
UCB	Unacceptable Claimant Behaviour
VA	Vulnerable Adult
UTA	Unable to Attend

DWP ABBREVIATIONS	
AC/N	Account Number
AP	Assessment Provider
ARUC	Automatic return of unapplied credits
BC	Benefits Centre
BLS	Bank Liaison Section
CCS	Contact Centre Services
CH	Care Home
CLMT	Claimant
CM	Case Manager
COA	Change of Address
CoC	Change of Circumstance
CRM	Case Resolution Manager
CRU	Compensation Recovery Unit
CW	Case Worker
DK	don't know
DLO	Dead Letter Office
DRS	Document Repository System
FME	Further Medical Evidence
GP	General Practitioner
HCP	Health Care Professional
HMCTS	Her Majesty's Courts and Tribunals Service
Hosp	Hospital and other accommodation
HP	Health Professional (based in the AP space)
IBAN	International Bank Account Number
IDV	Identification Verification
MOU	Mail Opening Unit
NFA	No Fixed Abode
NINO	National Insurance Number
NR	Normal Rules
OBC	Outbound Call
OGD	Other Government Department
PI	Planned Intervention
PIP	Personal Independence Payment
PIPAT	PIP Assessment Tool
PIPCS	Personal Independence Payment Computer System
PUG	PIP user guide
PWA	Person Without Address
QAM	Quality Assurance Manager
QAS	Quick Address Search
R&P	Residence and Presence
R/N	Roll Number
RR	Recognised Representative
S/C	Sort Code
SCR	Special Customer Records
SLA	Service Level Agreement
SPVA	Service Personnel and Veterans Agency
SRTI	Special Rules Terminally Ill
Swift/BIC	Bank Identification Code
UCB	Unacceptable Claimant Behaviour
UI	Unplanned Intervention
WQ	Work Queue
WFT	Workflow Team

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Person Details

National Insurance
Number/Reference No:

NR969323B

Last Name:

STILL

First Name:

PETER

Title:

Mr

Address:

84 PLESSEY ROAD
BATHGATE
West Lothian

Postcode:

EH48 2XP

Country:

England

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Current Claimant Name

Name

Start Date:	21/09/2014
First Name:	PETER
Middle Name:	THOMAS WILLIAM
Last Name:	STILL
Initials:	PTS
Title:	Mr
Name Suffix:	

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Previous Claimant Name

Name

Date Changed: 14/10/2014

First Name: PETER

Middle Name: THOMAS

Last Name: STILL

Initials:

Title:

Name Suffix:

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Current Claimant Address

AddressType: Residential
From Date: 14/10/2014
Address: 84 PLESSEY ROAD
BATHGATE
West Lothian

Postcode: EH48 2XP
Country: England

Current Telephone Numbers

Telephone Number Type: Home
Start Date: 10/08/2015
Telephone Number: 07586 715 423
Extension:
Comments:
Primary: Yes

Previous Claimant Address

AddressType: Residential
Start Date:24/09/2014 End Date:13/10/2014
Address: 84 PLESSEY RD
BATHGATE
WEST LOTHIAN

Postcode: EH48 2XP
Country: United Kingdom

AddressType: Residential
Start Date:06/05/2011 End Date:23/09/2014
Address: 113 Glebe Rd
Whitburn
Bathgate
West Lothian

Postcode: EH47 0AX
Country: Scotland

Previous Telephone Numbers

Telephone Number Type: Mobile
Start Date: 26/06/2014 - onwards
Telephone Number: 07586715423
Extension:
Comments:
Primary: No

Applications

Reference:	1091132
Benefit:	Personal Independence Payment.
Type:	Personal Independence Payment
Owner:	Scotland BC
Status:	Decision Made
Due Date:	14/10/2014
Application Date:	14/10/2014
Submitted Date:	14/10/2014
Method of Receipt:	In-Person
Preferred Communication:	Letter
Outstanding Verifications:	0
Disposed Date:	
Related Case:	2563387

Claimant

Title:	Mr
First Name:	PETER
Middle Name:	THOMAS WILLIAM
Last Name:	STILL
Suffix:	
Initials:	PTS
Previous Name:	FELL
Date of Birth:	13/06/1969
Date of Birth Verification:	Yes
Gender:	Male
Registration Date:	21/09/2014
Date Of Death:	
Date of Death Verification:	No
Preferred Language:	English
Nationality:	British
Preferred Communication:	Letter
Ethnic Origin:	
Alternative Format:	
Sensitivity:	1
Special Interest:	SI45008
Comments:	PO REQUIRED COPY SUB TO UNSCHEDULED DRAWER...DRICE 15/5/15 ** listed 15/07 * sub to sched drw ** el x4266 mu46 ** SOR requested by PO. Please do not action payment. ** IG x1178

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Other Person (External Party)

Notes

Notes History:

T/C made to PO. SOR has not been received, PO remembers the case and does not think that the claimant satisfies the criteria for the increase in award. She advised that they have been told that cases are not now being taken forward and advised that I should put the decision into payment.

Case discussed with an officer on the complaints team, as a complaint appears to be ongoing. Advised by officer that there does not appear to be grounds to dispute the decision made by the tribunal. Officer advised me to input the decision and telephone claimant to advise.

T/C made to Mr Still to advise that the decision will be implemented and payment will be made into his account, which he should receive within the next 3-5 working days. Claimant thanked me for the telephone call and updating him on the action taken. He did not mention the compliant or give any indication that he wanted to proceed.

NFA to be taken as claimant appeared happy with the action taken.

Date:

1/9/2015 11:12:59

Subject:

telephone call to claimant

Priority:

Medium

Sensitivity:

1

Date:

4/8/2015 14:12:43

Note:

Presenting Officer has requested a written statement of reasons with a view to possibly challenging...

Notes

Notes History:

Presenting Officer has requested a written statement of reasons with a view to possibly challenging the decision to award enhanced mobility. Following receipt of the appeal decision I issued a PIP4224 to explain proceedings. Mr Still telephoned the department yesterday. I made a callback as I thought the call was concerning the PIP4224.

Mr Still was very irate. He is not happy that we are not paying the money he is owed. He says he is destitute and wants his money. I tried to explain that we have to wait for the WSOR to see if we want to challenge the decision. Mr Still continued to shout, stating we are all liars and keep things from him. He requested a copy of everything we hold on system. I stated that would have been issued with the appeal response, but he was still not happy. He quoted that the ESA report was not in the documents and it should have been put before the appeal. Again I tried to explain that ESA was a different benefit and would not be included in the response unless he had sent it to us. He was still not happy.

I explained that his complaint was being dealt with seperately and although a task is with another officer to deal with at source, I think it may have to be escalated.

Date: 4/8/2015 14:12:43

Subject: SAR request

Priority: Medium

Sensitivity: 1

Date: 2/2/2016 13:02:52

Note: DPA prints requested

Notes History: DPA prints requested

Date: 2/2/2016 13:02:52

Notes

Subject: SAR request- clmnt request copy of all documents we hold on our system

Priority: Medium

Sensitivity: 1

Date: 21/10/2015 12:55:59

Note: SAR request from clmnt . He wants copy of all docs we hold on our system .

Notes History: SAR request from clmnt . He wants copy of all docs we hold on our system .

Date: 21/10/2015 12:55:59

Subject: telephone calls made to PO and claimant

Priority: Medium

Sensitivity: 1

Date: 1/9/2015 11:12:59

Note: T/C made to PO. SOR has not been received, PO remembers the case and does not think that the claim...

Notes

Subject: Tel call from cx
 Priority: Medium
 Sensitivity: 1
 Date: 30/12/2014 13:32:31
 Note: The cx rang to say he has returned his pip2 today by recorded delivery.
 Notes History: The cx rang to say he has returned his pip2 today by recorded delivery.
 Date: 30/12/2014 13:32:31

Subject: Informal Contact
 Priority: Medium
 Sensitivity: 1
 Date: 14/10/2014 11:17:19
 Note: Advice Shop Bathgate
 Notes History: Advice Shop Bathgate

Date: 14/10/2014 11:17:19

Subject: copies of all evidance
 Priority: Medium
 Sensitivity: 1
 Date: 12/10/2015 17:37:13
 Note: claimants wants copies of all submissions stated he did not recieve them before he went to tribunal
 Notes History: claimants wants copies of all submissions stated he did not recieve them before he went to tribunal
 Date: 12/10/2015 17:37:13

Payday details/Delivery Pattern

Start Date: 14/10/2014 - onwards
Delivery Pattern: 3 Weekly in Arrears 1 week in advance by Direct Payment on Wednesday
Nominee Name: Motability Operations

DeliveryPattern History

Delivery Pattern	Start Date	End Date	Status
3 Weekly in Arrears 1 week in advance by Direct Payment on Wednesday	14/10/2014		Active

Start Date: 14/10/2014 - onwards
Delivery Pattern: 4 Weekly in Arrears by Direct Payment on Thursday
Nominee Name: PETER STILL

DeliveryPattern History

Delivery Pattern	Start Date	End Date	Status
4 Weekly in Arrears by Direct Payment on Thursday	14/10/2014		Active

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Bank Account

Start Date:	17/10/2014 - onwards
Account Type:	Bank Account
Account Name:	MR PETER STILL
Sort Code:	609524
Account Number:	31761492
Roll No/DFI:	
Jointly Held Account:	No
Branch:	POST OFFICE CARD ACCOUNT 5
Bank Name:	JP MORGAN EUROPE LTD
BIC/Swift:	
IBAN:	
Passed to Citibank:	No
Comments:	

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Special Caution

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Representative

Notes

Subject: Complaint
Priority: Medium
Sensitivity: 1
Date: 18/12/2015 15:16:10
Note: Response sent to customer to advise that SAR had not been progressed as request was not made in writing.
Notes History: Response sent to customer to advise that SAR had not been progressed as request was not made in writing. Customer does not appear to have been informed of this. Apologised in letter and included SAR info plus request form. Also provided complaint escalation route to CRM. Alison Browne 18 12 15
Date: 18/12/2015 15:16:10

Subject: Complaint
Priority: Medium
Sensitivity: 1
Date: 17/12/2015 15:05:42
Note: Spoke to customer last week re his complaint about PO at his HMCTS hearing, provided a written resp...
Notes History: Spoke to customer last week re his complaint about PO at his HMCTS hearing, provided a written response yesterday. Spoke to customer to-day, he still has issues with HMCTS which he will progress himself, wishes to escalate PO issue and also complaint re lack of response to SAR. Requested address of CRM for this. I advised that I will look into the SAR aspect. Alison Browne 17 12 15 tel 0141 241 1100

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Timers

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Verifications

Medical Details

Application Ref: 1091132
Additional Support Indicated: No
Additional Support Determined:
Consent provided: Yes
Part 2 Not Returned - Good Reason Accepted:
Failure To Attend - Good Reason Accepted:
Terminally Ill Provisions Requested: No
Terminally Ill Determined: No
Duration Start Date: 14/10/2014
Duration End Date:
Comments:

Healthcare Professional 1

Name: DR JULIE THOMPSON
Type: General Practitioner
Phone Number: 01506654444
Address: Bathgate Primary Care Centre
Whitburn Road
BATHGATE
West Lothian

Scotland
EH48 2SS

Healthcare Professional 2/Other Source

Name:
Type:
Phone Number:

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Medical Details

Address:

History

Change Summary	Period	Status	Updated By
14/10/2014 - Reported by Supplier	14/10/2014 -	Active	Jacqueline Aris on 1/1/1970 01:00:00

Medical Details

Application Ref: 1091132
Additional Support Indicated: No
Additional Support Determined:
Consent provided: Yes
Part 2 Not Returned - Good Reason Accepted:
Failure To Attend - Good Reason Accepted:
Terminally Ill Provisions Requested: No
Terminally Ill Determined: No
Duration Start Date: 14/10/2014
Duration End Date:
Comments:

Healthcare Professional 1

Name: DR JULIE THOMPSON
Type: General Practitioner
Phone Number: 01506654444
Address: Bathgate Primary Care Centre
Whitburn Road
BATHGATE
West Lothian

Scotland
EH48 2SS

Healthcare Professional 2/Other Source

Name:
Type:
Phone Number:

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Overlapping Benefits

Application Ref: 1091132
Other Benefit Type: DLA
Rate: Lowest Care/Lower Mobility
Award Date:
Start Date:18/02/2015 End Date:31/03/2015
Comments:

History

Change Summary	Period	Status	Updated By
2/3/2015 - Reported by System	18/2/2015 - 31/3/2015	Active	SYSTEM on 1/1/1970 01:00:00

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Overlapping Benefits

Application Ref: 1091132
Other Benefit Type: DLA
Rate: Lowest Care/Lower Mobility
Award Date:
Start Date:18/02/2015 End Date:31/03/2015
Comments:

History

Change Summary	Period	Status	Updated By
2/3/2015 - Reported by System	18/2/2015 - 31/3/2015	Active	SYSTEM on 1/1/1970 01:00:00

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Detention In Legal Custody

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Foreign Residency

Residence and Presence

Application Ref: 1091132
Nationality: British
Normally Resident: Scotland
Normally Resident Status: UK
Leave to Remain:
Leave to Remain End Date:
No Recourse to Public Funds:
Habitually Resident: UK
Receiving Foreign Benefits: No
Working Abroad: No
UK Competent State:
UK Competent State Reason:
Genuine Link to UK:
Absence Abroad: No
Extension Application Date:
Comments:

History

Change Summary	Period	Status	Updated By
14/10/2014 - Initial	14/10/2014 -	Active	SYSTEM on 1/1/1970 01:00:00

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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Boarder Evidence

REPORT TYPE: DPA

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Hospitalisation and Other Accommodation

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Communication Exception

Active Assessment

Application Ref: 1091132
 Assessment: PIP Assessment
 Assessment Date: 02/01/2015

Active Determination

Name: PIP Determination
 Type: PIP
 Effective Date: 01/04/2015
 New Determination Reason:
 Submitted Date: 02/01/2015
 Status: Replaced
 Further Evidence Requested Reason:
 Further Evidence Requested For:

Active Submissions

Determination: PIP Determination
 Submitted Date: 26/02/2015
 Submission Type: Daily Living
 Result Type: Outcome Determined
 Status: Superseded

Outcome(s): Standard Daily Living
 Total Score: 10
 QUESTIONS: ANSWERS
 Type of Assessment: Consultation
 TI Provisions claimed: No
 TI Provisions met: false
 Identity verifications: UK Photo Card Driving Licence
 Identity verification type selected: UK Photo Card Driving Licence

Active Assessment

Please enter identity reference number for the type listed above.: STILL606139PT9HG 26

Harmful information present: No

Supporting evidence: "How your disability affects you" form

Additional supporting evidences: No

Number of documents sent: 0

ssn: NR969323B

Disability code: Anxiety and depressive disorders - mixed

Record additional disability: No

The functional restriction affecting the daily living activities identified in this report is likely to have been present for?: At least 3 months

The functional restriction affecting the daily living activities identified in this report is likely to remain for?: At least 9 months

Was the Qualifying Period satisfied before the date of claim?: Yes

Will the Prospective Test be met?: Yes

Preparing food: Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.

Taking nutrition: Can take nutrition unaided.

Managing therapy or monitoring a health condition: Either - (i) Does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.

Washing and bathing: Needs supervision or prompting to be able to wash or bathe.

Managing toilet needs or incontinence: Can manage toilet needs or incontinence unaided.

Dressing and undressing: Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.

Active Assessment

Communicating verbally:	Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words:	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.
Engaging with other people face to face:	Needs prompting to be able to engage with other people.
Making budgeting decisions:	Needs prompting or assistance to be able to make complex budgeting decisions.
Can't be considered for Mobility:	false
No Mobility - Over 65:	false
The functional restriction affecting the mobility activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the mobility activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes
Will the Prospective Test be met?:	Yes
Planning and following journeys:	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.
Moving around:	Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.
The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes:	No
Year(s):	2
Month(s):	0

Active Assessment

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Determination: PIP Determination

Submitted Date: 26/02/2015

Submission Type: Mobility

Result Type: Outcome Determined

Status: Superseded

Outcome(s): Standard Mobility

Total Score: 8

QUESTIONS: ANSWERS

Type of Assessment: Consultation

TI Provisions claimed: No

TI Provisions met: false

Identity verifications: UK Photo Card Driving Licence

Identity verification type selected: UK Photo Card Driving Licence

Please enter identity reference number for the type listed above.: STILL606139PT9HG 26

Harmful information present: No

Supporting evidence: "How your disability affects you" form

Additional supporting evidences: No

Number of documents sent: 0

ssn: NR969323B

Disability code: Anxiety and depressive disorders - mixed

Record additional disability: No

The functional restriction affecting the daily living activities identified in this report is likely to have been present for?: At least 3 months

Active Assessment

The functional restriction affecting the daily living activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes
Will the Prospective Test be met?:	Yes
Preparing food:	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.
Taking nutrition:	Can take nutrition unaided.
Managing therapy or monitoring a health condition:	Either - (i) Does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.
Washing and bathing:	Needs supervision or prompting to be able to wash or bathe.
Managing toilet needs or incontinence:	Can manage toilet needs or incontinence unaided.
Dressing and undressing:	Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.
Communicating verbally:	Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words:	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.
Engaging with other people face to face:	Needs prompting to be able to engage with other people.
Making budgeting decisions:	Needs prompting or assistance to be able to make complex budgeting decisions.
Can't be considered for Mobility:	false
No Mobility - Over 65:	false
The functional restriction affecting the mobility activities identified in this report is likely to have been present for?:	At least 3 months

Active Assessment

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Determination: PIP Determination

Submitted Date: 26/02/2015

Submission Type: Mobility

Result Type: Outcome Determined

Status: Superseded

Outcome(s): Standard Mobility

Total Score: 8

QUESTIONS: ANSWERS

Type of Assessment: Consultation

TI Provisions claimed: No

TI Provisions met: false

Identity verifications: UK Photo Card Driving Licence

Identity verification type selected: UK Photo Card Driving Licence

Please enter identity reference number for the type listed above.: STILL606139PT9HG 26

Harmful information present: No

Supporting evidence: "How your disability affects you" form

Additional supporting evidences: No

Number of documents sent: 0

ssn: NR969323B

Disability code: Anxiety and depressive disorders - mixed

Record additional disability: No

The functional restriction affecting the daily living activities identified in this report is likely to have been present for?: At least 3 months

Active Assessment

The functional restriction affecting the mobility activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes
Will the Prospective Test be met?:	Yes
Planning and following journeys:	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.
Moving around:	Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.
The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes:	No
Year(s):	2
Month(s):	0
I consider there is no requirement for future reviews of the claim as significant change is unlikely:	false
Please specify the other identity verification:	false
Is DM Save and Exit:	false
Determination:	PIP Determination
Submitted Date:	14/02/2015
Submission Type:	Daily Living
Result Type:	Outcome Determined
Status:	Superseded
Outcome(s):	Standard Daily Living
Total Score:	11
QUESTIONS:	ANSWERS

Active Assessment

Type of Assessment:	Consultation
TI Provisions claimed:	No
TI Provisions met:	false
Identity verifications:	UK Photo Card Driving Licence
Identity verification type selected:	UK Photo Card Driving Licence
Please enter identity reference number for the type listed above.:	STILL606139PT9HG 26
Harmful information present:	No
Supporting evidence:	"How your disability affects you" form
Additional supporting evidences:	No
Number of documents sent:	0
ssn:	NR969323B
Disability code:	Anxiety and depressive disorders - mixed
Record additional disability:	No
The functional restriction affecting the daily living activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the daily living activities identified in this report is likely to remain for?:	At least 9 months
Preparing food:	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.
Taking nutrition:	Can take nutrition unaided.
Managing therapy or monitoring a health condition:	Needs either - (i) to use an aid or appliance to be able to manage medication; or (ii) supervision, prompting or assistance to be able to manage medication or monitor a health condition.
Washing and bathing:	Needs supervision or prompting to be able to wash or bathe.
Managing toilet needs or incontinence:	Can manage toilet needs or incontinence unaided.

Active Assessment

Dressing and undressing:	Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.
Communicating verbally:	Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words:	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.
Engaging with other people face to face:	Needs prompting to be able to engage with other people.
Making budgeting decisions:	Needs prompting or assistance to be able to make complex budgeting decisions.
Can't be considered for Mobility:	false
No Mobility - Over 65:	false
The functional restriction affecting the mobility activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the mobility activities identified in this report is likely to remain for?:	At least 9 months
Planning and following journeys:	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.
Moving around:	Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.
The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes:	No
Year(s):	2
Month(s):	0
I consider there is no requirement for future reviews of the claim as significant change is unlikely:	false

Active Assessment

Please specify the other identity verification: false

Is DM Save and Exit: false

Determination: PIP Determination

Submitted Date: 14/02/2015

Submission Type: Mobility

Result Type: Outcome Determined

Status: Superseded

Outcome(s): Standard Mobility

Total Score: 8

QUESTIONS: ANSWERS

Type of Assessment: Consultation

TI Provisions claimed: No

TI Provisions met: false

Identity verifications: UK Photo Card Driving Licence

Identity verification type selected: UK Photo Card Driving Licence

Please enter identity reference number for the type listed above.: STILL606139PT9HG 26

Harmful information present: No

Supporting evidence: "How your disability affects you" form

Additional supporting evidences: No

Number of documents sent: 0

ssn: NR969323B

Disability code: Anxiety and depressive disorders - mixed

Record additional disability: No

The functional restriction affecting the daily living activities identified in this report is likely to have been present for?: At least 3 months

The functional restriction affecting the daily living activities identified in this report is likely to remain for?: At least 9 months

Active Assessment

Preparing food:	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.
Taking nutrition:	Can take nutrition unaided.
Managing therapy or monitoring a health condition:	Needs either - (i) to use an aid or appliance to be able to manage medication; or (ii) supervision, prompting or assistance to be able to manage medication or monitor a health condition.
Washing and bathing:	Needs supervision or prompting to be able to wash or bathe.
Managing toilet needs or incontinence:	Can manage toilet needs or incontinence unaided.
Dressing and undressing:	Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.
Communicating verbally:	Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words:	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.
Engaging with other people face to face:	Needs prompting to be able to engage with other people.
Making budgeting decisions:	Needs prompting or assistance to be able to make complex budgeting decisions.
Can't be considered for Mobility:	false
No Mobility - Over 65:	false
The functional restriction affecting the mobility activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the mobility activities identified in this report is likely to remain for?:	At least 9 months
Planning and following journeys:	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.

Active Assessment

Moving around: Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.

The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes: No

Year(s): 2

Month(s): 0

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Active Determination

Name: PIP Determination

Type: PIP

Effective Date: 01/04/2015

New Determination Reason: Appeal

Submitted Date: 01/09/2015

Status: Completed

Further Evidence Requested Reason:

Further Evidence Requested For:

Active Submissions

Determination: PIP Determination

Submitted Date: 01/09/2015

Submission Type: Daily Living

Result Type: Outcome Determined

Active Assessment

Status:	Active
Outcome(s):	Standard Daily Living
Total Score:	10
QUESTIONS:	ANSWERS
Type of Assessment:	Consultation
TI Provisions claimed:	No
TI Provisions met:	false
Identity verifications:	UK Photo Card Driving Licence
Identity verification type selected:	UK Photo Card Driving Licence
Please enter identity reference number for the type listed above.:	STILL606139PT9HG 26
Harmful information present:	No
Supporting evidence:	"How your disability affects you" form
Additional supporting evidences:	No
Number of documents sent:	0
ssn:	NR969323B
Disability code:	Anxiety and depressive disorders - mixed
Record additional disability:	No
The functional restriction affecting the daily living activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the daily living activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes
Will the Prospective Test be met?:	Yes
Preparing food:	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.
Taking nutrition:	Can take nutrition unaided.

Active Assessment

Managing therapy or monitoring a health condition:	Either - (i) Does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.
Washing and bathing:	Needs supervision or prompting to be able to wash or bathe.
Managing toilet needs or incontinence:	Can manage toilet needs or incontinence unaided.
Dressing and undressing:	Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.
Communicating verbally:	Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words:	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.
Engaging with other people face to face:	Needs prompting to be able to engage with other people.
Making budgeting decisions:	Needs prompting or assistance to be able to make complex budgeting decisions.
Can't be considered for Mobility:	false
No Mobility - Over 65:	false
The functional restriction affecting the mobility activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the mobility activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes
Will the Prospective Test be met?:	Yes
Planning and following journeys:	Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.

Active Assessment

Status: Active

Outcome(s): Standard Daily Living

Total Score: 10

QUESTIONS: ANSWERS

Type of Assessment: Consultation

TI Provisions claimed: No

TI Provisions met: false

Identity verifications: UK Photo Card Driving Licence

Identity verification type selected: UK Photo Card Driving Licence

Please enter identity reference number for the type listed above.: STILL606139PT9HG 26

Harmful information present: No

Supporting evidence: "How your disability affects you" form

Additional supporting evidences: No

Number of documents sent: 0

ssn: NR969323B

Disability code: Anxiety and depressive disorders - mixed

Record additional disability: No

The functional restriction affecting the daily living activities identified in this report is likely to have been present for?: At least 3 months

The functional restriction affecting the daily living activities identified in this report is likely to remain for?: At least 9 months

Was the Qualifying Period satisfied before the date of claim?: Yes

Will the Prospective Test be met?: Yes

Preparing food: Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.

Taking nutrition: Can take nutrition unaided.

Benefit Delivery Case Details

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Claimant Mobility Award	23/4/2015 to 20/5/2015	£87.20	£0.00	Processed
PIP Benefit	Daily Living Award	23/4/2015 to 20/5/2015	£220.40	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00001
 Method: EFT
 Due Date: 23/04/2015
 Amount: £241.03
 Status: Issued
 Processed: Yes
 Covers period: 1/4/2015 to 22/4/2015
 Amount: £241.03
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 17/04/2015

Benefit Delivery Case Details

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Daily Living Award	6/4/2015 to 22/4/2015	£133.81	£0.00	Processed
PIP Benefit	Claimant Mobility Award	6/4/2015 to 22/4/2015	£52.94	£0.00	Processed
PIP Benefit	Daily Living Award	1/4/2015 to 5/4/2015	£38.89	£0.00	Processed
PIP Benefit	Claimant Mobility Award	1/4/2015 to 5/4/2015	£15.39	£0.00	Processed

Benefit Delivery Case Details

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Claimant Mobility Award	23/4/2015 to 20/5/2015	£87.20	£0.00	Processed
PIP Benefit	Daily Living Award	23/4/2015 to 20/5/2015	£220.40	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00001
 Method: EFT
 Due Date: 23/04/2015
 Amount: £241.03
 Status: Issued
 Processed: Yes
 Covers period: 1/4/2015 to 22/4/2015
 Amount: £241.03
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 17/04/2015

Active Assessment

Moving around: Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.

The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes: No

Year(s): 2

Month(s): 0

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Determination: PIP Determination

Submitted Date: 01/09/2015

Submission Type: Mobility

Result Type: Outcome Determined

Status: Active

Outcome(s): Enhanced Mobility

Total Score: 14

QUESTIONS: ANSWERS

Type of Assessment: Consultation

TI Provisions claimed: No

TI Provisions met: false

Identity verifications: UK Photo Card Driving Licence

Identity verification type selected: UK Photo Card Driving Licence

Please enter identity reference number for the type listed above.: STILL606139PT9HG 26

Harmful information present: No

Supporting evidence: "How your disability affects you" form

Active Assessment

Additional supporting evidences: No
Number of documents sent: 0
ssn: NR969323B
Disability code: Anxiety and depressive disorders - mixed
Record additional disability: No
The functional restriction affecting the daily living activities identified in this report is likely to have been present for?: At least 3 months
The functional restriction affecting the daily living activities identified in this report is likely to remain for?: At least 9 months
Was the Qualifying Period satisfied before the date of claim?: Yes
Will the Prospective Test be met?: Yes
Preparing food: Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.
Taking nutrition: Can take nutrition unaided.
Managing therapy or monitoring a health condition: Either - (i) Does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.
Washing and bathing: Needs supervision or prompting to be able to wash or bathe.
Managing toilet needs or incontinence: Can manage toilet needs or incontinence unaided.
Dressing and undressing: Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.
Communicating verbally: Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words: Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.

Active Assessment

Moving around: Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.

The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes: No

Year(s): 2

Month(s): 0

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Determination: PIP Determination

Submitted Date: 01/09/2015

Submission Type: Mobility

Result Type: Outcome Determined

Status: Active

Outcome(s): Enhanced Mobility

Total Score: 14

QUESTIONS: ANSWERS

Type of Assessment: Consultation

TI Provisions claimed: No

TI Provisions met: false

Identity verifications: UK Photo Card Driving Licence

Identity verification type selected: UK Photo Card Driving Licence

Please enter identity reference number for the type listed above.: STILL606139PT9HG 26

Harmful information present: No

Supporting evidence: "How your disability affects you" form

Active Assessment

Engaging with other people face to face: Needs prompting to be able to engage with other people.

Making budgeting decisions: Needs prompting or assistance to be able to make complex budgeting decisions.

Can't be considered for Mobility: false

No Mobility - Over 65: false

The functional restriction affecting the mobility activities identified in this report is likely to have been present for?: At least 3 months

The functional restriction affecting the mobility activities identified in this report is likely to remain for?: At least 9 months

Was the Qualifying Period satisfied before the date of claim?: Yes

Will the Prospective Test be met?: Yes

Planning and following journeys: Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.

Moving around: Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.

The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes: No

Year(s): 2

Month(s): 0

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Active Assessment

Active Determination

Name: PIP Determination
 Type: PIP
 Effective Date: 01/04/2015
 New Determination Reason: Reconsideration
 Submitted Date: 27/03/2015
 Status: Replaced
 Further Evidence Requested Reason:
 Further Evidence Requested For:

Active Submissions

Determination: PIP Determination
 Submitted Date: 27/03/2015
 Submission Type: Daily Living
 Result Type: Outcome Determined
 Status: Superseded

Outcome(s): Standard Daily Living
 Total Score: 10
 QUESTIONS: ANSWERS
 Type of Assessment: Consultation
 TI Provisions claimed: No
 TI Provisions met: false
 Identity verifications: UK Photo Card Driving Licence
 Identity verification type selected: UK Photo Card Driving Licence
 Please enter identity reference number for the type listed above.: STILL606139PT9HG 26
 Harmful information present: No
 Supporting evidence: "How your disability affects you" form

Active Assessment

Additional supporting evidences: No
Number of documents sent: 0
ssn: NR969323B
Disability code: Anxiety and depressive disorders - mixed
Record additional disability: No
The functional restriction affecting the daily living activities identified in this report is likely to have been present for?: At least 3 months
The functional restriction affecting the daily living activities identified in this report is likely to remain for?: At least 9 months
Was the Qualifying Period satisfied before the date of claim?: Yes
Will the Prospective Test be met?: Yes
Preparing food: Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.
Taking nutrition: Can take nutrition unaided.
Managing therapy or monitoring a health condition: Either - (i) Does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.
Washing and bathing: Needs supervision or prompting to be able to wash or bathe.
Managing toilet needs or incontinence: Can manage toilet needs or incontinence unaided.
Dressing and undressing: Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.
Communicating verbally: Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words: Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.

Active Assessment

Engaging with other people face to face: Needs prompting to be able to engage with other people.

Making budgeting decisions: Needs prompting or assistance to be able to make complex budgeting decisions.

Can't be considered for Mobility: false

No Mobility - Over 65: false

The functional restriction affecting the mobility activities identified in this report is likely to have been present for?: At least 3 months

The functional restriction affecting the mobility activities identified in this report is likely to remain for?: At least 9 months

Was the Qualifying Period satisfied before the date of claim?: Yes

Will the Prospective Test be met?: Yes

Planning and following journeys: Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.

Moving around: Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.

The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes: No

Year(s): 2

Month(s): 0

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Active Assessment

Determination:	PIP Determination
Submitted Date:	27/03/2015
Submission Type:	Mobility
Result Type:	Outcome Determined
Status:	Superseded
Outcome(s):	Standard Mobility
Total Score:	8
QUESTIONS:	ANSWERS
Type of Assessment:	Consultation
TI Provisions claimed:	No
TI Provisions met:	false
Identity verifications:	UK Photo Card Driving Licence
Identity verification type selected:	UK Photo Card Driving Licence
Please enter identity reference number for the type listed above.:	STILL606139PT9HG 26
Harmful information present:	No
Supporting evidence:	"How your disability affects you" form
Additional supporting evidences:	No
Number of documents sent:	0
ssn:	NR969323B
Disability code:	Anxiety and depressive disorders - mixed
Record additional disability:	No
The functional restriction affecting the daily living activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the daily living activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes

Active Assessment

Will the Prospective Test be met?:	Yes
Preparing food:	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.
Taking nutrition:	Can take nutrition unaided.
Managing therapy or monitoring a health condition:	Either - (i) Does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.
Washing and bathing:	Needs supervision or prompting to be able to wash or bathe.
Managing toilet needs or incontinence:	Can manage toilet needs or incontinence unaided.
Dressing and undressing:	Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to select appropriate clothing.
Communicating verbally:	Can express and understand verbal information unaided.
Reading and understanding signs, symbols and words:	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.
Engaging with other people face to face:	Needs prompting to be able to engage with other people.
Making budgeting decisions:	Needs prompting or assistance to be able to make complex budgeting decisions.
Can't be considered for Mobility:	false
No Mobility - Over 65:	false
The functional restriction affecting the mobility activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the mobility activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes

Active Assessment

Determination:	PIP Determination
Submitted Date:	27/03/2015
Submission Type:	Mobility
Result Type:	Outcome Determined
Status:	Superseded
Outcome(s):	Standard Mobility
Total Score:	8
QUESTIONS:	ANSWERS
Type of Assessment:	Consultation
TI Provisions claimed:	No
TI Provisions met:	false
Identity verifications:	UK Photo Card Driving Licence
Identity verification type selected:	UK Photo Card Driving Licence
Please enter identity reference number for the type listed above.:	STILL606139PT9HG 26
Harmful information present:	No
Supporting evidence:	"How your disability affects you" form
Additional supporting evidences:	No
Number of documents sent:	0
ssn:	NR969323B
Disability code:	Anxiety and depressive disorders - mixed
Record additional disability:	No
The functional restriction affecting the daily living activities identified in this report is likely to have been present for?:	At least 3 months
The functional restriction affecting the daily living activities identified in this report is likely to remain for?:	At least 9 months
Was the Qualifying Period satisfied before the date of claim?:	Yes

Active Assessment

Will the Prospective Test be met?: Yes

Planning and following journeys: Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.

Moving around: Can stand and then move more than 50 metres but no more than 200 metres either aided or unaided.

The claimant has a mental, intellectual or cognitive impairment and may need additional support to comply with future claim processes: No

Year(s): 2

Month(s): 0

I consider there is no requirement for future reviews of the claim as significant change is unlikely: false

Please specify the other identity verification: false

Is DM Save and Exit: false

Assessment Notes

Subject: Descriptor changed - managing treatments

Last Update: AP incorrectly selected descriptor B instead of descriptor A. On PA4 claimant said they could manage...

Date: 26/02/2015

Priority: Medium

Status: Active

Sensitivity: 1

Notes History: AP incorrectly selected descriptor B instead of descriptor A. On PA4 claimant said they could manage independently.

Date: 26/2/2015 12:17:35

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

PAGE 52 of 211

REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Active Assessment

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

PAGE 211 of 211

REQUESTED DATE:02/02/2016 DPA RECORD PRINT

PIP Documentation

Eligibility Results

Legal Detention:	Payable	Mobility Component:	£0.00
Hospital:	Payable	Motability Agreement:	£0.00
Care Home:	Claimant not currently in Care Home	Overlapping Benefit:	£0.00
		Mobility Amount:	£0.00
Reassessment:	Yes		
Daily Living Component:	£0.00		
Overlapping Benefit:	£0.00		
Payment Start Date:			
Payment End Date:			
Type:			
Rate:			
Amount:			
Daily Living Amount:	£0.00		
Total Amount:		£0.00	

Determination Details

Start Date:01/04/2015

End Date:05/04/2015

Eligibility Results

Eligible

Application Ref:	1091132
Program:	Personal Independence Payment
Claimant:	PETER STILL
Eligibility Period:	01/04/2015-31/10/2019
Status:	Eligibility Authorized

Determination Details

Start Date:14/10/2014	End Date:31/03/2015
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General

Eligible:	No
Payable:	No

Lay Rules

Age Criteria:	Pass
Residence and Presence:	Pass
Valid claim:	Pass
Posthumous Claim:	No

Eligibility Rules

DM Decision:	Not Entitled
Date Of Death:	
Required Period Condition :	Not Eligible
Nino Supplied:	Yes
All Relevant Information Supplied:	Yes
Daily Living Component:	Not Applicable
Mobility Component:	Not Applicable

Payability Rules

Eligibility Results

Determination Details

Start Date:06/04/2015

End Date:31/10/2019

General

Eligible: Yes

Payable: No

Lay Rules

Age Criteria: Pass

Residence and Presence: Pass

Valid claim: Pass

Posthumous Claim: No

Eligibility Rules

DM Decision: Entitled

Date Of Death:

Required Period Condition : Eligible

Nino Supplied: Yes

All Relevant Information Supplied: Yes

Daily Living Component: Standard (£55.1)

Mobility Component: Standard (£21.8)

Payability Rules

Eligibility Results

General

Eligible: Yes
 Payable: No

Lay Rules

Age Criteria: Pass
 Residence and Presence: Pass
 Valid claim: Pass
 Posthumous Claim: No

Eligibility Rules

DM Decision: Entitled
 Date Of Death: Eligible
 Required Period Condition :
 Nino Supplied: Yes
 All Relevant Information Supplied: Yes
 Daily Living Component: Standard (£54.45)
 Mobility Component: Standard (£21.55)

Payability Rules

Legal Detention: Payable
 Hospital: Payable
 Care Home: Claimant not currently in Care Home

Mobility Component: £0.00
 Motability Agreement: £0.00
 Overlapping Benefit: £0.00
 Mobility Amount: £0.00

Reassessment: Yes
 Daily Living Component: £0.00
 Overlapping Benefit: £0.00

Payment Start Date:

Payment End Date:

Type:

Rate:

Amount:

Daily Living Amount: £0.00

Total Amount: £0.00

Eligibility Results

Legal Detention:	Payable	Mobility Component:	£0.00
Hospital:	Payable	Motability Agreement:	£0.00
Care Home:	Claimant not currently in Care Home	Overlapping Benefit:	£0.00
		Mobility Amount:	£0.00
Reassessment:	Yes		
Daily Living Component:	£0.00		
Overlapping Benefit:	£0.00		
Payment Start Date:			
Payment End Date:			
Type:			
Rate:			
Amount:			
Daily Living Amount:	£0.00		
Total Amount:		£0.00	

Eligible

Application Ref:	1091132
Program:	Personal Independence Payment
Claimant:	PETER STILL
Eligibility Period:	14/10/2014-31/10/2019
Status:	Lay Eligibility Passed

Determination Details

Start Date:14/10/2014	End Date:31/10/2019
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REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

PAGE 59 of 211

REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Eligibility Results

Total Amount:

£0.00

Benefit Delivery Case Details

Case Reference:	3992821
Date Received:	26/02/2015
Start Date:	14/10/2014
Recommended Review Date:	12/02/2017
Priority:	High
Expected Outcome:	
Name:	Personal Independence Payment
Status:	Active
Classification:	Medium
End of Award Date:	12/02/2018
Actual Outcome:	
Override max deduction Rate:	No
Last Payment:	£220.40
Next Payment:	£450.20
Comments:	

Benefit Delivery Case Details

Transaction History

Event Type	Event Description	Date/Time
User Role Added	Scotland BC added as a Case Owner to PIP Benefit - 3992821	14/10/2015 22:46:54
User Role Cancelled	Blackpool PIP Service Centre1's role as Case Owner on PIP Benefit - 3992821 cancelled	14/10/2015 22:46:54
Nominee Created	Motability Operations created as nominee on the case	8/10/2015 08:27:25
Payment Correction Created	Payment Correction created on case 3992821 for PETER STILL.	1/9/2015 11:29:04
Tasks Cancelled	Task 11695615 closed	1/9/2015 11:01:34
Tasks Modified	Task 11695615 modified	1/9/2015 11:01:03
Tasks Cancelled	Task 11841438 closed	28/8/2015 14:31:22
User Role Cancelled	Blackpool PIP Service Centre3's role as Case Owner on PIP Benefit - 3992821 cancelled	27/5/2015 14:32:46
User Role Added	Blackpool PIP Service Centre1 added as a Case Owner to PIP Benefit - 3992821	27/5/2015 14:32:46
User Role Cancelled	Blackpool PIP Service Centre1's role as Case Owner on PIP Benefit - 3992821 cancelled	21/5/2015 11:52:26

Benefit Delivery Case Details

Status History

Status	From Date	To Date	Comments
Submitted	26/2/2015 12:25:06	26/2/2015 12:26:33	
Delayed Processing Pending	26/2/2015 12:25:06	26/2/2015 12:26:35	
Open	26/2/2015 12:25:06	26/2/2015 12:26:33	
Approved	26/2/2015 12:26:35	26/2/2015 20:13:25	
Active	26/2/2015 20:13:25		

Financial Transactions

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00016
 Method: EFT
 Due Date: 28/01/2016
 Amount: £220.40
 Status: Issued
 Processed: Yes
 Covers period: 31/12/2015 to 27/1/2016
 Amount: £220.40
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 22/01/2016

Benefit Delivery Case Details

Transaction History

Event Type	Event Description	Date/Time
User Role Added	Scotland BC added as a Case Owner to PIP Benefit - 3992821	14/10/2015 22:46:54
User Role Cancelled	Blackpool PIP Service Centre1's role as Case Owner on PIP Benefit - 3992821 cancelled	14/10/2015 22:46:54
Nominee Created	Motability Operations created as nominee on the case	8/10/2015 08:27:25
Payment Correction Created	Payment Correction created on case 3992821 for PETER STILL.	1/9/2015 11:29:04
Tasks Cancelled	Task 11695615 closed	1/9/2015 11:01:34
Tasks Modified	Task 11695615 modified	1/9/2015 11:01:03
Tasks Cancelled	Task 11841438 closed	28/8/2015 14:31:22
User Role Cancelled	Blackpool PIP Service Centre3's role as Case Owner on PIP Benefit - 3992821 cancelled	27/5/2015 14:32:46
User Role Added	Blackpool PIP Service Centre1 added as a Case Owner to PIP Benefit - 3992821	27/5/2015 14:32:46
User Role Cancelled	Blackpool PIP Service Centre1's role as Case Owner on PIP Benefit - 3992821 cancelled	21/5/2015 11:52:26

Benefit Delivery Case Details

Status History

Status	From Date	To Date	Comments
Submitted	26/2/2015 12:25:06	26/2/2015 12:26:33	
Delayed Processing Pending	26/2/2015 12:25:06	26/2/2015 12:26:35	
Open	26/2/2015 12:25:06	26/2/2015 12:26:33	
Approved	26/2/2015 12:26:35	26/2/2015 20:13:25	
Active	26/2/2015 20:13:25		

Financial Transactions

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00016
 Method: EFT
 Due Date: 28/01/2016
 Amount: £220.40
 Status: Issued
 Processed: Yes
 Covers period: 31/12/2015 to 27/1/2016
 Amount: £220.40
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 22/01/2016

Benefit Delivery Case Details

Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 12/06/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Claimant Mobility Award	21/5/2015 to 17/6/2015	£87.20	£0.00	Processed
PIP Benefit	Daily Living Award	21/5/2015 to 17/6/2015	£220.40	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00002
 Method: EFT
 Due Date: 21/05/2015
 Amount: £307.60
 Status: Issued
 Processed: Yes
 Covers period: 23/4/2015 to 20/5/2015
 Amount: £307.60
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 15/05/2015

Benefit Delivery Case Details

Nominee: PETER STILL
 Payment Reference: 90NR969323B00004
 Method: EFT
 Due Date: 16/07/2015
 Amount: £307.60
 Status: Issued
 Processed: Yes
 Covers period: 18/6/2015 to 15/7/2015
 Amount: £307.60
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 10/07/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Claimant Mobility Award	18/6/2015 to 15/7/2015	£87.20	£0.00	Processed
PIP Benefit	Daily Living Award	18/6/2015 to 15/7/2015	£220.40	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00003
 Method: EFT
 Due Date: 18/06/2015
 Amount: £307.60
 Status: Issued
 Processed: Yes
 Covers period: 21/5/2015 to 17/6/2015
 Amount: £307.60

Benefit Delivery Case Details

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Claimant Mobility Award	13/8/2015 to 9/9/2015	£229.80	£0.00	Processed
PIP Benefit	Daily Living Award	13/8/2015 to 9/9/2015	£220.40	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00005
 Method: EFT
 Due Date: 13/08/2015
 Amount: £307.60
 Status: Issued
 Processed: Yes
 Covers period: 16/7/2015 to 12/8/2015
 Amount: £307.60
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 07/08/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Claimant Mobility Award	16/7/2015 to 12/8/2015	£87.20	£0.00	Processed
PIP Benefit	Daily Living Award	16/7/2015 to 12/8/2015	£220.40	£0.00	Processed

Type: Payment

Benefit Delivery Case Details

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Claimant Mobility Award	30/9/2015 to 7/10/2015	£0.00	£0.00	Processed
PIP Benefit	Daily Living Award	10/9/2015 to 7/10/2015	£220.40	£0.00	Processed
PIP Benefit	Claimant Mobility Award	10/9/2015 to 29/9/2015	£164.14	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00007
 Method: EFT
 Due Date: 10/09/2015
 Amount: £450.20
 Status: Issued
 Processed: Yes
 Covers period: 13/8/2015 to 9/9/2015
 Amount: £450.20
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 04/09/2015

Benefit Delivery Case Details

Name: PETER STILL
 Method: EFT
 Bank Sort Code:
 Bank Account Reference:
 Processed Date: 14/10/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Supplier Mobility Award	30/9/2015 to 27/10/2015	£229.80	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00008
 Method: EFT
 Due Date: 08/10/2015
 Amount: £384.54
 Status: Issued
 Processed: Yes
 Covers period: 10/9/2015 to 7/10/2015
 Amount: £384.54
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 02/10/2015

Benefit Delivery Case Details

Method: EFT
 Due Date: 05/11/2015
 Amount: £220.40
 Status: Issued
 Processed: Yes
 Covers period: 8/10/2015 to 4/11/2015
 Amount: £220.40
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 30/10/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Daily Living Award	8/10/2015 to 4/11/2015	£220.40	£0.00	Processed
PIP Benefit	Claimant Mobility Award	8/10/2015 to 4/11/2015	£0.00	£0.00	Processed

Type: Payment
 Nominee: Motability Operations
 Payment Reference: 90NR969323B00009
 Method: EFT
 Due Date: 28/10/2015
 Amount: £229.80
 Status: Issued
 Processed: Yes
 Covers period: 30/9/2015 to 27/10/2015
 Amount: £229.80
 Currency: Pound Sterling
 Status: Issued

Benefit Delivery Case Details

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Daily Living Award	5/11/2015 to 2/12/2015	£220.40	£0.00	Processed
PIP Benefit	Claimant Mobility Award	5/11/2015 to 2/12/2015	£0.00	£0.00	Processed

Type: Payment
 Nominee: Motability Operations
 Payment Reference: 90NR969323B00011
 Method: EFT
 Due Date: 25/11/2015
 Amount: £229.80
 Status: Issued
 Processed: Yes
 Covers period: 28/10/2015 to 24/11/2015
 Amount: £229.80
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code:
 Bank Account Reference:
 Processed Date: 11/11/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Supplier Mobility Award	28/10/2015 to 24/11/2015	£229.80	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00010

Benefit Delivery Case Details

Name: PETER STILL
 Method: EFT
 Bank Sort Code:
 Bank Account Reference:
 Processed Date: 09/12/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Supplier Mobility Award	25/11/2015 to 22/12/2015	£229.80	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00012
 Method: EFT
 Due Date: 03/12/2015
 Amount: £220.40
 Status: Issued
 Processed: Yes
 Covers period: 5/11/2015 to 2/12/2015
 Amount: £220.40
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 27/11/2015

Benefit Delivery Case Details

Method: EFT
 Due Date: 31/12/2015
 Amount: £220.40
 Status: Issued
 Processed: Yes
 Covers period: 3/12/2015 to 30/12/2015
 Amount: £220.40
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code: 609524
 Bank Account Reference: 31761492
 Processed Date: 22/12/2015

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Daily Living Award	3/12/2015 to 30/12/2015	£220.40	£0.00	Processed
PIP Benefit	Claimant Mobility Award	3/12/2015 to 30/12/2015	£0.00	£0.00	Processed

Type: Payment
 Nominee: Motability Operations
 Payment Reference: 90NR969323B00013
 Method: EFT
 Due Date: 23/12/2015
 Amount: £229.80
 Status: Issued
 Processed: Yes
 Covers period: 25/11/2015 to 22/12/2015
 Amount: £229.80
 Currency: Pound Sterling
 Status: Issued

Benefit Delivery Case Details

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Daily Living Award	31/12/2015 to 27/1/2016	£220.40	£0.00	Processed
PIP Benefit	Claimant Mobility Award	31/12/2015 to 27/1/2016	£0.00	£0.00	Processed

Type: Payment
 Nominee: Motability Operations
 Payment Reference: 90NR969323B00015
 Method: EFT
 Due Date: 20/01/2016
 Amount: £229.80
 Status: Issued
 Processed: Yes
 Covers period: 23/12/2015 to 19/1/2016
 Amount: £229.80
 Currency: Pound Sterling
 Status: Issued
 Name: PETER STILL
 Method: EFT
 Bank Sort Code:
 Bank Account Reference:
 Processed Date: 06/01/2016

Payment Items

Case	Component	Covered Period	Credit	Debit	Status
PIP Benefit	Supplier Mobility Award	23/12/2015 to 19/1/2016	£229.80	£0.00	Processed

Type: Payment
 Nominee: PETER STILL
 Payment Reference: 90NR969323B00014

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Integrated Case Details

Profile Created: 14/10/2014
Date Received: 14/10/2014
Priority: Medium
Classification: Medium
Expected End Date:
Comments:

Cases

Reference	Name	Primary Client	Start Date	Status
3992821	PIP Benefit	PETER STILL	14/10/2014	Active
6274913	Payment Correction	PETER STILL	26/3/2015	Active

Integrated Case Details

Transaction History

Transaction	Description	Date updated
User Role Added	Scotland BC added as a Case Owner to Evidence Summary - 2563387	14/10/2015
User Role Cancelled	Blackpool PIP Service Centre1's role as Case Owner on Evidence Summary - 2563387 cancelled	14/10/2015
Evidence Activated	Evidence Summary - 2563387 Evidence activated for PETER STILL	08/10/2015
Evidence Modified	Evidence Summary - 2563387 Evidence modified for PETER STILL	08/10/2015
Evidence Added	Evidence Summary - 2563387 Evidence added for PETER STILL	08/10/2015
Evidence Modified	Evidence Summary - 2563387 Evidence modified for PETER STILL	09/09/2015
Evidence Activated	Evidence Summary - 2563387 Evidence activated for PETER STILL	09/09/2015
Evidence Added	Evidence Summary - 2563387 Evidence added for PETER STILL	09/09/2015
Product Added	Payment Correction product added on the case	01/09/2015
Evidence Activated	Evidence Summary - 2563387 Evidence activated for PETER STILL	01/09/2015

Over/Underpayments

Type: Underpayment
 Reference: 6274913
 Covers period: 26/3/2015 to 12/8/2015
 Nominee: PETER STILL
 Reassessed Date: 01/09/2015
 Amount: £682.13

Covers period	Component	Previous	Reassessed	Difference
16/07/2015 to 12/08/2015	Mobility Component	£87.20	£229.80	£142.60 Underpaid
18/06/2015 to 15/07/2015	Mobility Component	£87.20	£229.80	£142.60 Underpaid
21/05/2015 to 17/06/2015	Mobility Component	£87.20	£229.80	£142.60 Underpaid
23/04/2015 to 20/05/2015	Mobility Component	£87.20	£229.80	£142.60 Underpaid
26/03/2015 to 22/04/2015	Mobility Component	£68.33	£180.06	£111.73 Underpaid

Total: £682.13 Underpaid

REPORT TYPE: DPA

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Nominee/Component Suspension

Component Details

Case Reference: 3992821
 Component: Daily Living Component
 Status: Active
 Nominee: PETER STILL
 Delivery Pattern: 4 Weekly in Arrears by Direct Payment on Thursday

Nominee	From Date	To Date	From Case Start
PETER STILL			Yes

Suspension Status: Active
 Suspension Reason:
 Suspension Start:
 Comments:

Case Reference: 3992821
 Component: Mobility Component
 Status: Active
 Nominee: PETER STILL
 Delivery Pattern: 4 Weekly in Arrears by Direct Payment on Thursday

Nominee	From Date	To Date	From Case Start
PETER STILL			Yes

Suspension Status: Active
 Suspension Reason:
 Suspension Start:
 Comments:

Case Reference: 3992821
 Component: Motability Payment
 Status: Active
 Nominee: Motability Operations
 Delivery Pattern: 3 Weekly in Arrears 1 week in advance by Direct Payment on Wednesday

Component Details

Nominee	From Date	To Date	From Case Start
PETER STILL	14/10/2014	29/09/2015	Yes
Motability Operations	30/09/2015		No

Suspension Status: Active

Suspension Reason:

Suspension Start:

Comments:

Payment Correction

Created Date: 14/10/2015
 Total UnderPaid: £682.13
 Covers period: 26/3/2015 - 12/8/2015
 Reason:
 Comments:
 Nominee Underpaid: PETER STILL
 Status: Active
 Priority: High
 Classification: Medium

Recent Transactions

Event Type	Description	Date/Time	Created By
User Role Cancelled	Blackpool PIP Service Centre1's role as Case Owner on Payment Correction - 6274913 cancelled	14/10/2015 22:46:54	SYSTEM

Created Date: 14/10/2015
 Total UnderPaid: £682.13
 Covers period: 26/3/2015 - 12/8/2015
 Reason:
 Comments:
 Nominee Underpaid: PETER STILL
 Status: Active
 Priority: High
 Classification: Medium

Recent Transactions

Event Type	Description	Date/Time	Created By
User Role Added	Scotland BC added as a Case Owner to Payment Correction - 6274913	14/10/2015 22:46:54	SYSTEM

Created Date: 02/09/2015

Payment Correction

Total UnderPaid: £682.13
 Covers period: 26/3/2015 - 12/8/2015
 Reason:
 Comments:
 Nominee Underpaid: PETER STILL
 Status: Active
 Priority: High
 Classification: Medium

Recent Transactions

Event Type	Description	Date/Time	Created By
Product Delivery Approved	Payment Correction - 6274913 case approved for PETER STILL	2/9/2015 07:35:58	SYSTEM

Created Date: 02/09/2015
 Total UnderPaid: £682.13
 Covers period: 26/3/2015 - 12/8/2015
 Reason:
 Comments:
 Nominee Underpaid: PETER STILL
 Status: Active
 Priority: High
 Classification: Medium

Recent Transactions

Event Type	Description	Date/Time	Created By
Product Delivery Submitted	Payment Correction - 6274913 case submitted for approval for PETER STILL	2/9/2015 07:35:57	Jacqueline Aris

Created Date: 01/09/2015
 Total UnderPaid: £682.13

Payment Correction

Created Date: 14/10/2015
 Total UnderPaid: £682.13
 Covers period: 26/3/2015 - 12/8/2015
 Reason:
 Comments:
 Nominee Underpaid: PETER STILL
 Status: Active
 Priority: High
 Classification: Medium

Recent Transactions

Event Type	Description	Date/Time	Created By
User Role Cancelled	Blackpool PIP Service Centre1's role as Case Owner on Payment Correction - 6274913 cancelled	14/10/2015 22:46:54	SYSTEM

Created Date: 14/10/2015
 Total UnderPaid: £682.13
 Covers period: 26/3/2015 - 12/8/2015
 Reason:
 Comments:
 Nominee Underpaid: PETER STILL
 Status: Active
 Priority: High
 Classification: Medium

Recent Transactions

Event Type	Description	Date/Time	Created By
User Role Added	Scotland BC added as a Case Owner to Payment Correction - 6274913	14/10/2015 22:46:54	SYSTEM

Created Date: 02/09/2015

REPORT TYPE: DPA

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Payment Correction

Covers period: 26/3/2015 - 12/8/2015
Reason:
Comments:
Nominee Underpaid: PETER STILL
Status: Active
Priority: High
Classification: Medium

Recent Transactions

Event Type	Description	Date/Time	Created By
Case Created	Payment Correction - 6274913 created for PETER STILL	1/9/2015 11:29:04	SYSTEM

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016

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Payment Simulations

REPORT TYPE: DPA

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Deductions

Nominees

Case Ref: 3992821
 Name: PETER STILL
 Relationship to Primary Client: Self
 Default Nominee: Yes
 Status: Active
 Account Name: MR PETER STILL
 Account Type: Bank Account
 Account Number: 31761492
 Sort Code: 609524
 Address: 84 PLESSEY ROAD
 BATHGATE
 West Lothian
 EH48 2XP
 England
 Suspension Status: Active
 Suspension Reason:
 Suspension Start:
 Comments:

Nominee Component Details

Component	Delivery Pattern	Start Date	End Date
Daily Living Component	4 Weekly in Arrears by Direct Payment on Thursday	14/10/2014	
Mobility Component	4 Weekly in Arrears by Direct Payment on Thursday	14/10/2014	
Motability Payment	4 Weekly in Arrears by Direct Payment on Thursday	14/10/2014	29/09/2015
Xmas Bonus Award	4 Weekly in Arrears by Direct Payment on Thursday	14/10/2014	
Winter Fuel Award	4 Weekly in Arrears by Direct Payment on Thursday	14/10/2014	

Case Ref: 3992821

Nominees

Name: Motability Operations
Relationship to Primary Client: Service Supplier
Default Nominee: No
Status: Active
Account Name:
Account Type:
Account Number:
Sort Code:
Address: 1074
Park Terrace
Fairfield
Sussex
Midway
W12 9RJ
Great Britain
Suspension Status: Active
Suspension Reason:
Suspension Start:
Comments:

Nominee Component Details

Component	Delivery Pattern	Start Date	End Date
Motability Payment	3 Weekly in Arrears 1 week in advance by Direct Payment on Wednesday	30/09/2015	

Motability Agreement

Case Ref: 2563387
Start Date: 30/09/2015 - onwards
Type: Motability Agreement
Participant: PETER STILL
Description: Open Ended
Period: 30/9/2015 -
Safe Date: 30/09/2015
Motability Component End Date: 12/02/2018
Finance Supplier: Motability Operations
CRN: 30145816
ARN: 73086172
Agreement Type: Open Ended
Agreement Period:
Amount: 0.00
Transfer Agreement:
Pay Supplier From:
Agreement Extended: No
Contract Agreement: No
Termination Date:
Termination Reason:
Comments:

History

Change Summary	Period	Updated By
9/9/2015 - Initial	14/10/2014 -	Karl Gregory on 1/1/1970 01:00:00
9/9/2015 - Reported by Supplier	30/9/2015 -	Karl Gregory on 1/1/1970 01:00:00

Nominees

Name: Motability Operations
Relationship to Primary Client: Service Supplier
Default Nominee: No
Status: Active
Account Name:
Account Type:
Account Number:
Sort Code:
Address: 1074
Park Terrace
Fairfield
Sussex
Midway
W12 9RJ
Great Britain
Suspension Status: Active
Suspension Reason:
Suspension Start:
Comments:

Nominee Component Details

Component	Delivery Pattern	Start Date	End Date
Motability Payment	3 Weekly in Arrears 1 week in advance by Direct Payment on Wednesday	30/09/2015	

REPORT TYPE: DPA

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Unplanned Interventions

REPORT TYPE: DPA

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Unplanned Interventions

Explanations

Case Ref: 2563387
 Start Date: 11/03/2015
 Type: Award
 Decision Date: 02/03/2015
 Conclusion: Failed to Deliver Explanation
 Status: Closed
 Areas Disputed: Daily Living - Communicating verbally
 Daily Living - Engaging with other people face to face
 Daily Living - Making budgeting decisions
 Daily Living - Managing therapy or monitoring a health condition
 Daily Living - Preparing food
 Mobility - Moving around
 Claimant Response: Not applicable
 Closed Date: 27/03/2015
 Notes:
 Additional Information Provided:
 Further Action:

Decision

Coverage Period	Eligibility Status	Amount
06/04/2015-12/02/2018	Eligible	£76.90 Weekly
01/04/2015-05/04/2015	Eligible	£76.00 Weekly
18/02/2015-31/03/2015	Not Eligible	
14/10/2014-17/02/2015	Not Eligible	

Change History

Type	Decision Date	Start Date	Conclusion	Status	Date Changed
Award	2/3/2015 02:26:00	11/03/2015	Failed to Deliver Explanation	Closed	27/3/2015 15:13:06

REPORT TYPE: DPA

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Reconsiderations

Coverage Period	Determination Reason	Amount
06/04/2015-12/02/2018	Eligible	£76.90 Weekly
01/04/2015-05/04/2015	Eligible	£76.00 Weekly
18/02/2015-31/03/2015	Not Eligible	
14/10/2014-17/02/2015	Not Eligible	

Reconsiderations

Case Ref: 3992821
Start Date:11/03/2015 End Date:27/03/2015
Reconsideration Type: Award
Decision Date: 02/03/2015
Request Date: 11/03/2015
Conclusion: Reconsidered - New Decision Changed
Status: Closed
Areas Disputed: Daily Living - Communicating verbally,Daily Living - Engaging with other people face to face,Daily Living - Making budgeting decisions,Daily Living - Managing therapy or monitoring a health condition,Daily Living - Preparing food,Mobility - Moving around,Mobility - planning and following a journeys

Lateness:
Reconsideration Acknowledgement: No
Explanation Type: Award
Start Date: 11/03/2015
Claimant Conclusion: Failed to Deliver Explanation
Explanation Closed Date: 27/03/2015
AP Referral: No
Reconsideration Closed Date: 27/03/2015
Notes:
Further Action:

Determination

Creation Date: 02/03/2015
Status: Superseded
Determination Reason: Manual Reassessment

(ATOS)

Atos and DWP Abbreviations

PIP ② DWP

ATOS ABBREVIATIONS	
AP	Assessment Provider
AC	Assessment Centre
BO	Back Office
BPS	BACS Payment System
CAP	Capacity & Planning Team
CC	Consultation Centre
CD	Clinical Director
CM	Clinical Manager
CoC	Change of Circumstances
CRMA	Client Relations Medical Advisor
CRN	Case Reference Number
CSC	Customer Services Centre
CSHU	Claimant Sent Home Unseen
CRT	Client Relations Team
CSS	Customer Service Support
DRS	Document Repository System
DWP	Department for Work and Pensions
EST	Employee Support Team
FME	Further Medical Evidence
FE	Further Evidence
FTA	Failure to Attend
FTC	Failure to Comply
GPFR	General Practitioners Factual Report
HC	Home Consultation
HP	Health Professional
IAT	Interim Assessment Tool
IDV	Identification & Verification
IEG	Intelligent Evidence Gathering
KPI	Key Performance Indicators
MI	Management Information
MOU	Mail Opening Unit
NINO	National Insurance Number
OOA	Out of Area
PA Form	Personal Assessment Form
PAB	Personal Acting Body
PBR	Paper Based Review
PDF	Portable Document Format
PIP	Personal Independence Payment
PIPAT	PIP Assessment Tool
PIPES	PIP Computer System
PRS	Practitioner Referral System
RAF	Return Assessment Function
RPT	Referrals Processing Team
RSDM	Regional SDM
SAMS	Siebel Appointment Management System
SCM	Supply Chain Manager
SCP	Supply Chain Partner
SDC	Service Deliver Centre
SDM	Service Delivery Manager
SLA	Service Level Agreement
SNA	Short Notice Appointment
SPoC	Single Point of Contact
SRTI	Special Rules Terminally Ill
TI	Terminally Ill
UCB	Unacceptable Claimant Behaviour
VA	Vulnerable Adult
UTA	Unable to Attend

DWP ABBREVIATIONS	
AC/N	Account Number
AP	Assessment Provider
ARUC	Automatic return of unapplied credits
BC	Benefits Centre
BLS	Bank Liaison Section
CCS	Contact Centre Services
CH	Care Home
CLMT	Claimant
CM	Case Manager
COA	Change of Address
CoC	Change of Circumstance
CRM	Case Resolution Manager
CRU	Compensation Recovery Unit
CW	Case Worker
DK	don't know
DLO	Dead Letter Office
DRS	Document Repository System
FME	Further Medical Evidence
GP	General Practitioner
HCP	Health Care Professional
HMCTS	Her Majesty's Courts and Tribunals Service
Hosp	Hospital and other accommodation
HP	Health Professional (based in the AP space)
IBAN	International Bank Account Number
IDV	Identification Verification
MOU	Mail Opening Unit
NFA	No Fixed Abode
NINO	National Insurance Number
NR	Normal Rules
OBC	Outbound Call
OGD	Other Government Department
PI	Planned Intervention
PIP	Personal Independence Payment
PIPAT	PIP Assessment Tool
PIPES	Personal Independence Payment Computer System
PUG	PIP user guide
PWA	Person Without Address
QAM	Quality Assurance Manager
QAS	Quick Address Search
R&P	Residence and Presence
R/N	Roll Number
RR	Recognised Representative
S/C	Sort Code
SCR	Special Customer Records
SLA	Service Level Agreement
SPVA	Service Personnel and Veterans Agency
SRTI	Special Rules Terminally Ill
Swift/BIC	Bank Identification Code
UCB	Unacceptable Claimant Behaviour
UI	Unplanned Intervention
WQ	Work Queue
WFT	Workflow Team

Personal Independence Payment

①

Abbreviations List

PROVIDED WITH PIP DOCUMENTS
PRINT

ACN	Account Number
AP	Assessment Provider
BA	Bank Account
BC	Benefits Centre
CLMT	Claimant
COA	Change Of Address
CoC	Change Of Circumstances
CRU	Compensation Recovery Unit
DM	Decision Maker
FME	Further Medical Evidence
GP	General Practitioner
HCP	Health Care Professional
Hosp	Hospital & Other Accommodation
HP	Healthcare Professional
HMCTS	Her Majesty's Courts & Tribunal Service
NFA	No Fixed Abode
MOU	Mail Opening Unit
OBC	Outbound Call
PIP	Personal Independence Payment
PWA	Person Without Address
R&P	Residence & Presence
R/N	Roll Number
RR	Personal Representative
S/C	Sort Code
TASKS	Clerical Actions

NO AUDIO of
phone calls made by Peter still
between PIP helpers + various

NO DISC of DATA EITHER
OR (LISA) JSEKSKR(?) IS required + reply by
Text 3/9/2015 (awp)

NR969323B