

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 & Jill
between PIP helpdesk + various

NO DISC of DATA EITHER
OR (ESA) JSEKSR (i) AS requested + reply by
Text 3/9/2015 (awp)

(ATOS)

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

Abbreviations

PIP ② DWP

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

(ATOS)

Atos and DWP Abbreviations

PIP @ DWP

ATOS ABBREVIATIONS	
AP	Assessment Provider
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SAMS	Siebel Appointment Management System
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SCP	Supply Chain Partner
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SLA	Service Level Agreement
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MOU	Mail Opening Unit
NFA	No Fixed Abode
NINO	National Insurance Number
NR	Normal Rules
OBC	Outbound Call
OGD	Other Government Department
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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

NR969323B

Tasks

Task ID: 5351798
 Subject: NR969323B Action required - CIS Change of address received
 Priority: Standard
 Assigned Date: 07/10/2014
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Review address
 Date Created: 25/09/2014
 Primary Action: NR969323B - PETER STILL - Address List
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Andy Johnstone	7/10/2014 12:03:44	Closed			
Talia Casserley	7/10/2014 09:08:12	Added To My Tasks List		Andy Johnstone	
SYSTEM	25/9/2014 05:38:04	Created			

Task ID: 5673169
 Subject: NR969323B Call Back
 Priority: Standard
 Assigned Date: 17/10/2014
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Outbound Call
 Date Created: 14/10/2014

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Karen Carde	22/10/2015 07:51:23	Closed			
Karen Carde	22/10/2015 07:44:15	Added To My Tasks List		Karen Carde	
Adele O'Connor	21/10/2015 13:03:21	Created			
Adele O'Connor	21/10/2015 13:03:21	New Comment Added			customer has requested a copy of all documents that we hold on the system including telephone calls so that he can prepare his legal case.

Task ID: 14254829
 Subject: NR969323B Call Back
 Priority: High
 Assigned Date: 09/12/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Outbound Call
 Date Created: 04/12/2015
 Primary Action: NR969323B - PETER STILL - Home Page
 Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Alison Browne	17/12/2015 14:58:55	Closed			
Alison Browne	9/12/2015 13:43:58	Added To My Tasks List		Alison Browne	
Peter Fletcher	9/12/2015 13:21:28	Forwarded		Alison Browne	
Michael Mcdade	7/12/2015 08:39:02	Forwarded		Scotland BC_Appeals Complex DM_Scotland Multi-Function Team8	
	4/12/2015 17:29:11	New Comment Added			**complaint* * urgent** t.c from claimany stating he has not heard regarding his complaint aboutthe presenting officer present at the tribunal. please call on 0758671542 3 thanks 04/12/15 17:26
SYSTEM	4/12/2015 17:29:11	Created			

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Adele O'Connor	21/10/2015 13:03:57	Closed			
Adele O'Connor	21/10/2015 13:03:50	New Comment Added			tel call actioned and SAR request tasked to wales. task closed.
Adele O'Connor	21/10/2015 12:02:46	Added To My Tasks List		Adele O'Connor	
Andrew Beattie	13/10/2015 09:11:23	Created			

Tasks

Andrew Beattie	13/10/2015 09:11:23	New Comment Added			claimant states he did not receive the submissions for his recent appeal which was overturned he has called earlier in september requesting his evidence but not received claimant has complained please take urgent action claimant wants call back once done thanks
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Task ID: 13150510
Subject: NR969323B- SAR URGENT REQUEST
Priority: High
Assigned Date: 22/10/2015
Status: Closed
Deadline:
Time Worked: 00:00
Task Type: Manual To Do
Date Created: 21/10/2015
Primary Action:
Supporting Information: Participant Home Page

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Supporting Information:

Participant Home Page

Tasks

	22/9/2015 12:11:16	New Comment Added		<p>**URGENT COMPLAIN T*** Claimant seeking a resolution to his complaint. He would like a call back from Jacqueline Aris regards him requesting copies of all his paperwork (cant find a record of this). Please call him back on 01506 790253. Thanks 22/09/15 12:10</p>
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Task ID: 12941719
 Subject: NR969323B
 Priority: High
 Assigned Date: 21/10/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Missing Evidence
 Date Created: 13/10/2015
 Primary Action:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
James Hobday	1/10/2015 14:49:47	Closed			
James Hobday	1/10/2015 14:45:53	Added To My Tasks List		James Hobday	
Simona Pellegrini	1/10/2015 14:45:16	Forwarded		James Hobday	
Peter Lee	22/9/2015 14:01:59	Forwarded		Jacqueline Aris	
SYSTEM	22/9/2015 12:11:16	Created			

Tasks

					us. Many thanks 28/08/15 17:51
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Task ID: 12477915
Subject: NR969323B Call Back
Priority: High
Assigned Date: 01/10/2015
Status: Closed
Deadline:
Time Worked: 00:00
Task Type: Outbound Call
Date Created: 22/09/2015
Primary Action: NR969323B - PETER STILL - Home Page
Supporting Information:

Tasks

	28/8/2015 17:56:55	New Comment Added			*Urgent callback* *Complaint* Customer rang to say that he wishes to complain about the way his complaint is being handled. He wishes to complain about the way the conduct of the Presenting Officer at the TAS . He wants copies of all documents under section 35 of data protection. He also asked that the person who last called him on 4/8/15 please call him again on 07586 715423 to discuss. He said it is costing him a fortune to keep ringing
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Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Jacqueline Aris	1/9/2015 10:59:30	Closed			
Jacqueline Aris	1/9/2015 10:59:20	Added To My Tasks List		Jacqueline Aris	
Jacqueline Aris	1/9/2015 10:58:57	New Comment Added			C/B made to claimant. See notes in homepage.
SYSTEM	28/8/2015 17:56:55	Created			

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Outbound Call
Date Created:	28/08/2015
Primary Action:	NR969323B - PETER STILL - Home Page
Supporting Information:	

Tasks

	14/4/2015 12:54:59	New Comment Added			**complaint* * customer wanted this registered as a complaint, customer is not happy with his mandatory reconsiderati on, hes requested a callback from case manager asap. He believes his reconsiderati on reasons havent been looked at and would like an explanation asap to go forward with his appeal. He doesn't understand what hes appealing against 14/04/15 12:50
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Task ID: 11994151
Subject: NR969323B Call Back
Priority: High
Assigned Date: 01/09/2015

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Jeremy Ankers	15/4/2015 15:09:57	Closed			
Jeremy Ankers	15/4/2015 14:51:09	Added To My Tasks List		Jeremy Ankers	
Sam Jarvis	15/4/2015 09:24:50	Forwarded	Sam Jarvis	Jeremy Ankers	Task returned as we discussed. Thanks.
Sam Jarvis	15/4/2015 09:23:28	Added To My Tasks List		Sam Jarvis	
Stuart May	14/4/2015 12:57:31	Forwarded		Blackpool BC_Complaints Resolution Manager_PIP SC1	
SYSTEM	14/4/2015 12:54:59	Created			

Tasks

Task ID:	9098290
Subject:	NR969323B To Do
Priority:	High
Assigned Date:	15/04/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	To Do
Date Created:	14/04/2015
Primary Action:	NR969323B - PETER STILL - Home Page
Supporting Information:	

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

SYSTEM	21/7/2015 16:59:14	Created			
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Tasks

	21/7/2015 16:59:14	New Comment Added			**COMPLAIN T** CLAIMANT WISHES TO MAKE A COMPLAIN T ABOUT THE DWP REPRESEN TATIVE WHO ATTENDED HIS APPEAL. AFTER THE APPEAL, HE HAD JUST PICKED UP THE JUDGEMEN T AND HADNT LOOKED AT IT YET. HE STATES THAT THE DWP REPRESEN TATIVE APPROACH ED HIM AFTER HE HAD WALKED 20M AND SAID TO HIM "THAT DECISION IS UNBELIEVA BLE, DONT BE EXPECTIN
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REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Tasks

Date Created:

21/07/2015

Primary Action:

NR969323B - PETER STILL - Home Page

Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Andy Johnstone	27/7/2015 12:05:03	Closed			
Andy Johnstone	27/7/2015 12:04:52	Added To My Tasks List		Andy Johnstone	
Sue Watson	27/7/2015 09:44:16	Forwarded	Sue Watson	Blackpool BC_Appeals Complex DM_PIP SC CMD1 Multi-Function Team4	
Sue Watson	27/7/2015 09:38:01	Added To My Tasks List		Sue Watson	
Aidan McEvoy	27/7/2015 09:37:25	Forwarded		Sue Watson	
Damian Grogan	22/7/2015 14:15:34	Forwarded		Blackpool BC_Appeals Complex DM_PIP SC CMD1 Multi-Function Team4	
SYSTEM	21/7/2015 14:59:57	Created			

Task ID: 11151355
 Subject: NR969323B To Do
 Priority: Standard
 Assigned Date: 01/10/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: To Do

Tasks

Tracey Ward	30/7/2015 11:00:11	Forwarded	Tracey Ward	Karen Butler	Complaint returned to section for once & done action. Thank you.
Tracey Ward	30/7/2015 10:53:25	Added To My Tasks List		Tracey Ward	
Anne Byrne	23/7/2015 15:18:33	Forwarded	Anne Byrne	Blackpool BC_Complaints Resolution Manager_PIP SC2	Please see notes below.
Anne Byrne	23/7/2015 14:17:17	Added To My Tasks List		Anne Byrne	
Elizabeth Pedder	23/7/2015 12:07:46	Forwarded		Anne Byrne	
Leanne Whitehead	23/7/2015 11:47:16	Forwarded		Blackpool BC_Complex Decision_PIP SC CMD4 Multi-Function Team10	
Shellan Veevers	23/7/2015 10:45:05	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD2 Multi-Function Team3	
Simon Walford	22/7/2015 07:36:02	Forwarded		Blackpool BC_Cam-Lite_PIP SC CMD1 Multi-Function Team1	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
James Hobday	1/10/2015 14:49:55	Closed			
James Hobday	1/10/2015 14:45:53	Added To My Tasks List		James Hobday	
Simona Pellegrini	1/10/2015 14:45:16	Forwarded		James Hobday	
Peter Lee	22/9/2015 14:01:59	Forwarded		Jacqueline Aris	
Jacqueline Aris	4/8/2015 14:15:19	New Comment Added			I received a callback task for this claimant, I think because I had sent out a PIP4224 explaining that the appeal decision would not be implemented until a WSOR had been received. Please see my notes in claimants homepage, which you may need to refer to when dealing with the complaint. Thanks

Tasks

Tracey Ward	30/7/2015 11:00:11	Forwarded	Tracey Ward	Karen Butler	Complaint returned to section for once & done action. Thank you.
Tracey Ward	30/7/2015 10:53:25	Added To My Tasks List		Tracey Ward	
Anne Byrne	23/7/2015 15:18:33	Forwarded	Anne Byrne	Blackpool BC_Complaints Resolution Manager_PIP SC2	Please see notes below.
Anne Byrne	23/7/2015 14:17:17	Added To My Tasks List		Anne Byrne	
Elizabeth Pedder	23/7/2015 12:07:46	Forwarded		Anne Byrne	
Leanne Whitehead	23/7/2015 11:47:16	Forwarded		Blackpool BC_Complex Decision_PIP SC CMD4 Multi-Function Team10	
Shellan Veevers	23/7/2015 10:45:05	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD2 Multi-Function Team3	
Simon Walford	22/7/2015 07:36:02	Forwarded		Blackpool BC_Cam-Lite_PIP SC CMD1 Multi-Function Team1	

Tasks

Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Outbound Call
Date Created:	24/07/2015
Primary Action:	NR969323B - PETER STILL - Home Page
Supporting Information:	

Tasks

					G TO GET ANY BACKDATE D-AWARD ANY TIME SOON BECAUSE I WILL BE CONTESTING THAT DECISION" THIS HAS CAUSED A HIGH LEVEL OF STRESS AND ANXIETY TO THE CUSTOMER AND THIS MADE HIM VERY UPSET HE WISHES FOR SOMEONE TO CALL HIM ON HIS MOBILE TO DISCUSS THIS ON 0758671542 3 21/07/15 16:53
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Task ID:

11228926

Subject:

NR969323B Call Back

Priority:

Standard

Assigned Date:

30/07/2015

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Karen Keogh	30/7/2015 15:33:35	Closed			
Leanne Whitehead	30/7/2015 13:48:42	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD2 Multi- Function Team8	
Peter Thompson	30/7/2015 10:08:04	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD1 Multi- Function Team1	
Julia Bower	27/7/2015 11:20:31	Forwarded		Blackpool BC_Comple x Decision_PI P SC CMD1 Multi- Function Team3	
Leanne Whitehead	27/7/2015 11:06:16	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD2 Multi- Function Team8	

Tasks

	24/7/2015 13:12:56	New Comment Added			Claimant called chasing call back from his complaint call 21/07/15. He then requested a call back from the decision maker – he named a specific case officer CB – and claimed that he had spoken with her previously. Claimant requested call on 0758 671 5423. Confirmed five day time scale. 24/07/15 13:11
SYSTEM	24/7/2015 13:12:56	Created			

Task ID: 11260741
 Subject: NR969323B***17/07 CM TASK HMCTS DECN NOTICE APPEAL ALLOWED
 Priority: Standard
 Assigned Date: 28/07/2015
 Status: Closed

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Deadline:

Time Worked:

00:00

Task Type:

Appeals

Date Created:

27/07/2015

Primary Action:

Supporting Information:

Participant Home Page

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Jacqueline Aris	1/9/2015 11:00:23	Closed			
Jacqueline Aris	1/9/2015 11:00:13	New Comment Added			Decision now implemented . See notes in claimants homepage.
SYSTEM	16/8/2015 06:11:37	Restarted			
Jacqueline Aris	28/7/2015 13:37:26	Deferred		SVR_DATE 1439596800 000	
Jacqueline Aris	28/7/2015 13:37:26	Deadline Changed	1439665200 000	1440183600 000	System changed deadline. Deferred task
Jacqueline Aris	28/7/2015 13:37:05	Deadline Changed	1438628401 000	1439665200 000	
Jacqueline Aris	28/7/2015 13:36:43	New Comment Added			PO requests that decision is not implemented until WSOR received. PIP4224 issued to claimant to explain. Task deferred for one month to await WSOR.
Jacqueline Aris	28/7/2015 11:44:27	Added To My Tasks List		Jacqueline Aris	

Tasks

Steven Davison	28/7/2015 10:59:18	Forwarded		Jacqueline Aris	
Andy Johnstone	27/7/2015 12:07:46	Created			

Task ID: 11360838
 Subject: NR969323B Unstructured White mail received
 Priority: Standard
 Assigned Date: 03/08/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 30/07/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
John Healey	3/8/2015 12:15:00	Closed			
John Healey	3/8/2015 10:30:37	Added To My Tasks List		John Healey	
Bryan Wadham	3/8/2015 08:44:04	Forwarded		John Healey	
Simon Walford	31/7/2015 07:49:32	Forwarded		Blackpool BC_Comple x Decision_PI P SC CMD4 Multi- Function Team10	
SYSTEM	30/7/2015 16:16:31	Created			

Tasks

Task ID: 11419661
 Subject: NR969323B Call Back
 Priority: Standard
 Assigned Date: 04/08/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Outbound Call
 Date Created: 03/08/2015
 Primary Action: NR969323B - PETER STILL - Home Page
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Jacqueline Aris	4/8/2015 14:16:47	Closed			
Jacqueline Aris	4/8/2015 14:16:28	New Comment Added			Callback made to claimant. He is not happy. Still awaiting WSOR.
Jacqueline Aris	4/8/2015 07:33:29	Added To My Tasks List		Jacqueline Aris	
SYSTEM	3/8/2015 13:33:34	Created			
	3/8/2015 13:33:34	New Comment Added			03/08/15 13:32 10060306

Task ID: 11695615
 Subject: NR969323B SOR not received
 Priority: Standard

Tasks

	17/12/2015 10:13:01	New Comment Added			tcfc concerning the call from 9/12/15 he was expecting a callback re his complaint with tribunal but A Browne has not got back to yet, please call with an update thanks 17/12/15 10:09 
SYSTEM	17/12/2015 10:13:01	Created			

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Elaine Fleming	17/12/2015 11:55:19	Closed			
Elaine Fleming	17/12/2015 11:53:24	New Comment Added			passed to Alison Browne regarding outstanding complaint.
Elaine Fleming	17/12/2015 11:21:47	Added To My Tasks List		Elaine Fleming	
Heather Birrell	17/12/2015 11:18:20	Forwarded	Heather Birrell	Elaine Fleming	Allocate to CM
Heather Birrell	17/12/2015 11:17:08	Added To My Tasks List		Heather Birrell	
Natalie Aitkenhead	17/12/2015 10:25:04	Forwarded		Scotland BC_Comple x Decision_Scotland Multi-Function Team9	

Tasks

	1/10/2015 15:01:45	New Comment Added			customer called back to explain he wasnt abusive on todays call its just how he speaks and he had just woke up. he has requested jacqueline call him when she is back and also for no calls to be made to his landline thanks 01/10/15 15:00
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Task ID: 14550041
Subject: NR969323B Call Back
Priority: Standard
Assigned Date: 17/12/2015
Status: Closed
Deadline:
Time Worked: 00:00
Task Type: Outbound Call
Date Created: 17/12/2015
Primary Action: NR969323B - PETER STILL - Home Page
Supporting Information:

Tasks

Kevin Kingston	6/10/2015 15:48:59	Added To My Tasks List		Kevin Kingston	
Louise Reid	6/10/2015 15:04:40	Forwarded		Kevin Kingston	
Nicola Cavanagh	5/10/2015 11:16:17	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD2 Multi-Function Team8	
Peter Lee	2/10/2015 09:04:40	Forwarded		Blackpool BC_Cam-Lite_PIP SC CMD1 Multi-Function Team1	
SYSTEM	1/10/2015 15:01:45	Created			

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Date Created:

01/10/2015

Primary Action:

NR969323B - PETER STILL - Home Page

Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Andrew Beattie	13/10/2015 09:12:55	Closed			
Andrew Beattie	13/10/2015 09:12:40	New Comment Added			call made claimant wants copies of submissions used for recent appeal earlier request made in septmeber but not actioned task sent to appeals team
Andrew Beattie	12/10/2015 17:38:01	New Comment Added			call made re wants copies of submissions
Andrew Beattie	12/10/2015 15:17:15	Added To My Tasks List		Andrew Beattie	
Donna Fleetwood	12/10/2015 12:31:31	Forwarded		Andrew Beattie	
Kevin Kingston	12/10/2015 11:09:42	Forwarded	Kevin Kingston	Blackpool BC_Comple x Decision_PI P SC CMD2 Multi-Function Team9	Claimant has requested a callback from a CM
Kevin Kingston	6/10/2015 15:48:59	Added To My Tasks List		Kevin Kingston	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
James Hobday	1/10/2015 14:50:23	Closed			
James Hobday	1/10/2015 14:45:53	Added To My Tasks List		James Hobday	
Simona Pellegrini	1/10/2015 14:45:16	Forwarded		James Hobday	
Peter Lee	22/9/2015 14:01:59	Forwarded		Jacqueline Aris	
Peter Lee	22/9/2015 13:26:22	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD2 Multi-Function Team8	

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Assigned Date:	01/09/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Appeal Reminder - Further evidence not received
Date Created:	16/08/2015
Primary Action:	2563387-'PIP - Appeals'
Supporting Information:	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Jacqueline Aris	1/9/2015 11:01:34	Closed			
Jacqueline Aris	1/9/2015 11:01:21	Added To My Tasks List		Jacqueline Aris	
Jacqueline Aris	1/9/2015 11:01:03	New Comment Added			See notes in claimants homepage.
Gordon Wiles	24/8/2015 13:22:01	Forwarded	Gordon Wiles	Jacqueline Aris	Jacqueline Hope its ok but I'm sending you this task WTG for SOR. I think you have two other tasks which may be related. Thanks
Gordon Wiles	21/8/2015 10:07:53	Added To My Tasks List		Gordon Wiles	
Stuart May	17/8/2015 09:41:27	Forwarded		Blackpool BC_Appeals Complex DM_PIP SC CMD1 Multi-Function Team4	
SYSTEM	16/8/2015 06:18:12	Created			

Task ID:

11721872

Subject:

NR969323B Call Back

Appeals

Decision

Coverage Period	Award	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	

History

Start Date	Decision Date	Conclusion	Status	Date Changed
17/04/2015	02/03/2015	New Decision Changed	Closed	01/09/2015
17/04/2015	02/03/2015		Open	21/07/2015
17/04/2015	02/03/2015		Open	15/07/2015
17/04/2015	02/03/2015		Open	12/05/2015
17/04/2015	02/03/2015		Open	07/05/2015
17/04/2015	02/03/2015		Open	05/05/2015

Appeals

Case Ref: 3992821
Start Date: 17/04/2015 End Date: 01/09/2015
Decision Date: 02/03/2015
Conclusion: New Decision Changed
Status: Closed
Appeal Date: 10/04/2015
Invalid Appeal Reason:
HMCTS Reference Number: SC0911500735
Reconsideration Not Found: No
Reconsideration Type: Award
Request Date: 11/03/2015
Reconsideration Conclusion: Reconsidered - New Decision Changed
Reconsideration Closed Date: 27/03/2015
Response Issue Date: 12/05/2015
Presenting Officer Required: Yes
Late Response Reasons:
Awaiting Further Evidence: No
Lateness Response Text:
Appeal Adjourned Reason:
Appeal Adjourned Text:
Hearing Date: 15/07/2015
Statement Of Reasons From HMCTS: Yes
Refer To DMA: No
DMA Response:
Upper Tribunal Conclusion:
Notes:

Response to repro 07/05/2015
** Statement of reasons requested. Please do not implement payment ** No grounds for any award. IG PO x1178
HMCTS decision implemented as advised by PO. JA 01/09/2015

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Communications

Notes:

Communications

Security Questions:
System:
Notes:

Authenticated
CAM Lite

Date of Contact:
Contact With:
Channel:
Inbound/Outbound:
Contact Reason:
Contact Sub-Reason:
Security Questions:
System:
Notes:

14/10/2014
Claimant
Correspondence
Outbound
Post
PIP.1003 - Part 2 covering letter
Not Applicable
PIPCS

Date of Contact:
Contact With:
Channel:
Inbound/Outbound:
Contact Reason:
Contact Sub-Reason:
Security Questions:
System:
Notes:

05/10/2014
Claimant
Correspondence
Outbound
Post
PIP.0203 - Reassessment Reminder
Not Applicable
PIPCS

Date of Contact:
Contact With:
Channel:
Inbound/Outbound:
Contact Reason:
Contact Sub-Reason:
Security Questions:
System:

21/09/2014
Claimant
Correspondence
Outbound
Post
PIP.0202 - PIP Claim Invite-DLA Renewal
Not Applicable
PIPCS

Communications

Inbound/Outbound: Outbound
Contact Reason: Post
Contact Sub-Reason: PIP.1003 - Part 2 covering letter
Security Questions: Not Applicable
System: PIPCS
Notes:

Date of Contact: 10/11/2014
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - New Claims
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 02/11/2014
Contact With: Claimant
Channel: Correspondence
Inbound/Outbound: Outbound
Contact Reason: Post
Contact Sub-Reason: PIP.1006 - Part 2 reminder
Security Questions: Not Applicable
System: PIPCS
Notes:

Date of Contact: 14/10/2014
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: New Claim
Contact Sub-Reason: PIP New Claim

Communications

Date of Contact: 02/01/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021501020000704

Date of Contact: 30/12/2014
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - New Claims
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 24/11/2014
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - New Claims
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 24/11/2014
Contact With: Claimant
Channel: Correspondence

Communications

Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021502170000801
Date of Contact:	17/02/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 1270 - AP Assessment Report where assessment could not be completed
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021502170000802
Date of Contact:	17/02/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 1270 - AP Assessment Report where assessment could not be completed
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021502170000803
Date of Contact:	06/01/2015
Contact With:	Claimant
Channel:	SMS
Inbound/Outbound:	Outbound
Contact Reason:	New Claim
Contact Sub-Reason:	PIP New Claim
Security Questions:	Not Applicable
System:	PIPCS

Communications

Notes: SMS issued - PIP2 recd.

Date of Contact: 02/01/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 1274 - PIP2 questionnaire
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021501020000702

Date of Contact: 02/01/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 1247 - Prescriptions
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021501020000703

Date of Contact: 02/01/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc type 1310 - PIP.1003 PIP2 Covering Letter (Not TI)
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021501020000701

Communications

Security Questions: Not Applicable
System: PIPCS
Notes: 20021502170000801

Date of Contact: 17/02/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1270 - AP Assessment Report where assessment could not be completed

Security Questions: Not Applicable
System: PIPCS
Notes: 20021502170000802

Date of Contact: 17/02/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1270 - AP Assessment Report where assessment could not be completed

Security Questions: Not Applicable
System: PIPCS
Notes: 20021502170000803

Date of Contact: 06/01/2015
Contact With: Claimant
Channel: SMS
Inbound/Outbound: Outbound
Contact Reason: New Claim
Contact Sub-Reason: PIP New Claim
Security Questions: Not Applicable
System: PIPCS

Communications

Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021503110000902

Date of Contact: 11/03/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021503110000901

Date of Contact: 02/03/2015
Contact With: Claimant
Channel: Correspondence
Inbound/Outbound: Outbound
Contact Reason: Post
Contact Sub-Reason: PIP.7006 - Reassessment award
Security Questions: Not Applicable
System: PIPCS
Notes:

Date of Contact: 17/02/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1268 - AP Assessment Report

Communications

Contact With: Claimant
Channel: Correspondence
Inbound/Outbound: Outbound
Contact Reason: Post
Contact Sub-Reason: PIP.7002 - Decision notification (Reconsideration
– same/increase/decrease in award on disability)
Security Questions: Not Applicable
System: PIPCS
Notes:

Date of Contact: 20/03/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 18/03/2015
Contact With: Claimant
Channel: Correspondence
Inbound/Outbound: Outbound
Contact Reason: Post
Contact Sub-Reason: PIP.0107 Annual Advice
Security Questions: Not Applicable
System: PIPCS
Notes:

Date of Contact: 11/03/2015
Contact With: Not Known
Channel: Correspondence

Communications

Date of Contact: 17/12/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - New Claims
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 09/12/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Outbound
Contact Reason: Feedback
Contact Sub-Reason: Complaint
Security Questions: Pass Security Questions
System: PIPCS
Notes: Spoke to customer re complaint, apologised that the previous mos appeared to think that it had ben resolved. Customer has issues with HMCTS in not addressing all areas under appeal which he is escalating in that route and also around PO. Agreed to investigate and call back next week. A Browne 0141 241 1100

Date of Contact: 04/12/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite

Communications

Notes:

Date of Contact: 21/10/2015
 Contact With: Claimant
 Channel: Telephony
 Inbound/Outbound: Outbound
 Contact Reason: Evidence
 Contact Sub-Reason: Evidence
 Security Questions: Pass Security Questions
 System: PIPCS

Notes: tel cal to clmant to discuss call back request. Mr Still was not happy he stated that he was going to sue lan duncan smith as we had made his life a misery for the last 5 years. he wasnts a copy of all the documentation we hold on our system so that he can prepare documetns for his legal team. Advised i would action his request for him.

Date of Contact: 01/10/2015
 Contact With: Claimant
 Channel: Telephony
 Inbound/Outbound: Inbound
 Contact Reason: Enquiry
 Contact Sub-Reason: Progress Chasing - Ongoing
 Security Questions: Pass Security Questions
 System: CAM Lite

Notes:

Date of Contact: 01/10/2015
 Contact With: Claimant
 Channel: Telephony
 Inbound/Outbound: Inbound
 Contact Reason: Enquiry
 Contact Sub-Reason: Progress Chasing - New Claims
 Security Questions: Pass Security Questions

Communications

System: CAM Lite

Notes:

Date of Contact: 01/10/2015

Contact With: Claimant

Channel: Telephony

Inbound/Outbound: Outbound

Contact Reason: New Claim

Contact Sub-Reason: PIP New Claim

Security Questions: Authenticated

System: PIPCS

Notes:

Rang Claimant re call back request. I explained the Ms Aris was out of the office and could I help. He shouted wee your no good you know nothing about it. I asked him to calm down and explain to me at that point he started shouting about how we were going to make him wait for his money for 6 months and that we have a legal department in Leeds. I asked him to calm down on several occassions his reply was this is how I talk pal and if you don't like it pal - his voice raising higher and higher. I told him a couple of times to calm down or I would terminate the call. The call was terminated. He was a very angry and aggressive man.

Date of Contact: 22/09/2015

Contact With: Claimant

Channel: Telephony

Inbound/Outbound: Inbound

Contact Reason: Enquiry

Contact Sub-Reason: Progress Chasing - Ongoing

Security Questions: Pass Security Questions

System: CAM Lite

Notes:

Communications

Date of Contact: 22/09/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 03/09/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021509030000702

Date of Contact: 03/09/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021509030000703

Date of Contact: 03/09/2015
Contact With: Not Known
Channel: Correspondence

Communications

Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021509030000701
Date of Contact:	01/09/2015
Contact With:	Claimant
Channel:	Telephony
Inbound/Outbound:	Outbound
Contact Reason:	New Claim
Contact Sub-Reason:	PIP New Claim
Security Questions:	Authenticated
System:	PIPCS
Notes:	T/c made to claimant to advise HMCTS decision would be implemented today.
Date of Contact:	01/09/2015
Contact With:	Claimant
Channel:	Correspondence
Inbound/Outbound:	Outbound
Contact Reason:	Post
Contact Sub-Reason:	Decision Letter
Security Questions:	Not Applicable
System:	PIPCS
Notes:	PIP7031 issued to claimant. Copy e-mailed to workflow team to upload.
Date of Contact:	01/09/2015
Contact With:	Claimant
Channel:	Correspondence
Inbound/Outbound:	Outbound
Contact Reason:	Post

Communications

Contact Sub-Reason: Return/Copy of Documents
Security Questions: Not Applicable
System: PIPCS
Notes: appeal docs to mou

Date of Contact: 28/08/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 17/08/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 04/08/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Outbound
Contact Reason: New Claim
Contact Sub-Reason: PIP New Claim
Security Questions: Authenticated
System: PIPCS

Communications

Notes: T/C made to claimant. See notes.

Date of Contact: 03/08/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 30/07/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 30/07/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507300000401

Date of Contact: 28/07/2015

Communications

Contact With: Claimant
Channel: Correspondence
Inbound/Outbound: Outbound
Contact Reason: New Claim
Contact Sub-Reason: PIP New Claim
Security Questions: Not Applicable
System: PIPCS
Notes: Appeal hearing heard on 15/07/2015. The presenting officer has requested a written statement of reasons, but this has not been received to date. PIP4224 issued to claimant, as I have the HMCTS decision task, but advised not to implement until WSOR received.

Date of Contact: 24/07/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - New Claims
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 21/07/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507210002403

Communications

Date of Contact: 21/07/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507210002404

Date of Contact: 21/07/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507210002401

Date of Contact: 21/07/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 21/07/2015
Contact With: Not Known
Channel: Correspondence

Communications

Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507210002402

Date of Contact: 17/07/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507170005101

Date of Contact: 05/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021506050001001

Date of Contact: 05/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail

Communications

Date of Contact: 21/07/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507210002404

Date of Contact: 21/07/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021507210002401

Date of Contact: 21/07/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 21/07/2015
Contact With: Not Known
Channel: Correspondence

Communications

Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 131 - Unstructured White mail
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021507210002402

Date of Contact: 17/07/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021507170005101

Date of Contact: 05/06/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021506050001001

Date of Contact: 05/06/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 131 - Unstructured White mail

Communications

Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506050001002
Date of Contact:	05/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506050001003
Date of Contact:	05/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506050001006
Date of Contact:	05/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS

Communications

Notes: 20021506050001004

Date of Contact: 05/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021506050001005

Date of Contact: 03/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021506030001304

Date of Contact: 03/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1332 - PIP.0110 Generic Letter
Security Questions: Not Applicable
System: PIPCS
Notes: 20021506030001306

Date of Contact: 03/06/2015

Communications

Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506050001002
Date of Contact:	05/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506050001003
Date of Contact:	05/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506050001006
Date of Contact:	05/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS

Communications

Notes: 20021506050001004

Date of Contact: 05/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021506050001005

Date of Contact: 03/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021506030001304

Date of Contact: 03/06/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1332 - PIP.0110 Generic Letter
Security Questions: Not Applicable
System: PIPCS
Notes: 20021506030001306

Date of Contact: 03/06/2015

Communications

Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506030001302
Date of Contact:	03/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 1328 - AP Request for Information
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506030001305
Date of Contact:	03/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506030001303
Date of Contact:	03/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound

Communications

Contact Reason: Post
 Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021506030001301

Date of Contact: 02/06/2015
 Contact With: Not Known
 Channel: Telephony
 Inbound/Outbound: Inbound
 Contact Reason: Update
 Contact Sub-Reason: Change (Other)
 Security Questions: Pass Security Questions
 System: PIPCS
 Notes: HMCTS CONFIRM SUBMISISON RECD
 26/5/15.

Date of Contact: 02/06/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
 Security Questions: Not Applicable
 System: PIPCS
 Notes: 20021506020001101

Date of Contact: 02/06/2015
 Contact With: Not Known
 Channel: Correspondence
 Inbound/Outbound: Inbound
 Contact Reason: Post
 Contact Sub-Reason: Doc Type 1329 - Appeal Outcome

Communications

Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506030001302
Date of Contact:	03/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 1328 - AP Request for Information
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506030001305
Date of Contact:	03/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506030001303
Date of Contact:	03/06/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound

Communications

Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021506020001102
Date of Contact:	01/06/2015
Contact With:	Not Known
Channel:	Telephony
Inbound/Outbound:	Outbound
Contact Reason:	Update
Contact Sub-Reason:	Change (Other)
Security Questions:	Pass Security Questions
System:	PIPCS
Notes:	CHECKED WITH HMCTS THEY HAD RECD THE APPEAL SUBMISSION. THEY WILL CHECK AND CALL BACK.
Date of Contact:	26/05/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 1329 - Appeal Outcome
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021505260001501
Date of Contact:	14/05/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 1332 - PIP.0110 Generic Letter
Security Questions:	Not Applicable
System:	PIPCS

Communications

Notes: 20021505140002406

Date of Contact: 14/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002404

Date of Contact: 14/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1241 - Further Evidence
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002402

Date of Contact: 14/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1326 - GP Factual Report
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002405

Date of Contact: 14/05/2015

Communications

Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002403

Date of Contact: 14/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002407

Date of Contact: 14/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002401

Date of Contact: 14/05/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Outbound

Communications

Contact Reason: Feedback
Contact Sub-Reason: Complaint
Security Questions: Pass Security Questions
System: PIPCS
Notes: Rang claimant and apologised for level of service he had received. He was happy with my apology.

Date of Contact: 14/05/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Outbound
Contact Reason: Feedback
Contact Sub-Reason: Complaint
Security Questions: Pass Security Questions
System: PIPCS
Notes: Contacted claimant as he was unhappy re level of service he had received. I apologised for this and he was happy with my apology.

Date of Contact: 13/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505130003302

Date of Contact: 13/05/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Outbound
Contact Reason: Enquiry

Communications

Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002403

Date of Contact: 14/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002407

Date of Contact: 14/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1329 - Appeal Outcome
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505140002401

Date of Contact: 14/05/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Outbound

Communications

Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Fail Security Questions
System: PIPCS
Notes: Rang to discuss complaint - no answer

Date of Contact: 13/05/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021505130003301

Date of Contact: 30/04/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - New Claims
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 24/04/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite

Communications

Contact Sub-Reason:	Progress Chasing - Ongoing
Security Questions:	Fail Security Questions
System:	PIPCS
Notes:	Rang to discuss complaint - no answer
Date of Contact:	13/05/2015
Contact With:	Not Known
Channel:	Correspondence
Inbound/Outbound:	Inbound
Contact Reason:	Post
Contact Sub-Reason:	Doc Type 131 - Unstructured White mail
Security Questions:	Not Applicable
System:	PIPCS
Notes:	20021505130003301
Date of Contact:	30/04/2015
Contact With:	Claimant
Channel:	Telephony
Inbound/Outbound:	Inbound
Contact Reason:	Enquiry
Contact Sub-Reason:	Progress Chasing - New Claims
Security Questions:	Pass Security Questions
System:	CAM Lite
Notes:	
Date of Contact:	24/04/2015
Contact With:	Claimant
Channel:	Telephony
Inbound/Outbound:	Inbound
Contact Reason:	Enquiry
Contact Sub-Reason:	Progress Chasing - Ongoing
Security Questions:	Pass Security Questions
System:	CAM Lite

Communications

Notes:

Date of Contact: 17/04/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 17 - GL24 Appeal Form
Security Questions: Not Applicable
System: PIPCS
Notes: 20021504170000503

Date of Contact: 17/04/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1280 - PIP.7012 Reconsideration -
disallowance
Security Questions: Not Applicable
System: PIPCS
Notes: 20021504170000502

Date of Contact: 17/04/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 1279 - PIP.7002 Reconsideration -
award
Security Questions: Not Applicable
System: PIPCS

Communications

Notes: 20021504170000505

Date of Contact: 17/04/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 17 - GL24 Appeal Form
Security Questions: Not Applicable
System: PIPCS
Notes: 20021504170000507

Date of Contact: 17/04/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 131 - Unstructured White mail
Security Questions: Not Applicable
System: PIPCS
Notes: 20021504170000509

Date of Contact: 17/04/2015
Contact With: Not Known
Channel: Correspondence
Inbound/Outbound: Inbound
Contact Reason: Post
Contact Sub-Reason: Doc Type 17 - GL24 Appeal Form
Security Questions: Not Applicable
System: PIPCS
Notes: 20021504170000501

Date of Contact: 17/04/2015

Communications

Inbound/Outbound: Outbound
 Contact Reason: Change of Circumstance
 Contact Sub-Reason: Change (Other)
 Security Questions: Pass Security Questions
 System: PIPCS
 Notes: Claimant was called back as he requested to be called back by a manager. I discussed the mandatory reconsideration with him and he was satisfied with the call/explanation. Claimant also requested a copy of the AP report which I have issued.

Date of Contact: 14/04/2015
 Contact With: Claimant
 Channel: Telephony
 Inbound/Outbound: Outbound
 Contact Reason: Evidence
 Contact Sub-Reason: Evidence
 Security Questions: Pass Security Questions
 System: PIPCS
 Notes: Callback as requested. Was unable to provide reasons as was constantly interrupted and accused of not doing my job properly. Claimant was agitated and demanded that my manager called him as he wanted to complain about me and the AP. He then put the phone down. Details passed to my Manager for a call back.

Date of Contact: 14/04/2015
 Contact With: Claimant
 Channel: Telephony
 Inbound/Outbound: Inbound
 Contact Reason: Enquiry
 Contact Sub-Reason: Progress Chasing - Ongoing
 Security Questions: Pass Security Questions
 System: CAM Lite

Communications

Notes:

Date of Contact: 14/04/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 07/04/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 30/03/2015
Contact With: Claimant
Channel: Telephony
Inbound/Outbound: Inbound
Contact Reason: Enquiry
Contact Sub-Reason: Progress Chasing - Ongoing
Security Questions: Pass Security Questions
System: CAM Lite
Notes:

Date of Contact: 27/03/2015

(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 & I
between PIP helpers + various

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

NR969323B