

If you contact us,
use this reference:
NR969323B - PIP.7006




Department
for Work &
Pensions

Mr Peter Still
84 Plessey Road
Bathgate
West Lothian
EH48 2XP

Personal Independence
Payment 9
Post Handling Site B
Wolverhampton
WV99 1AG

www.gov.uk

Telephone: 0845 850 3322

Textphone: 0845 601 6677

2 March 2015

Personal Independence Payment and the end of your Disability Living Allowance

Dear Mr Still

~~This letter is about your Disability Living Allowance ending and your Personal Independence Payment decision. It is important that you read all of the information in this letter.~~

The end of your Disability Living Allowance

Now I've made a decision about your Personal Independence Payment, your Disability Living Allowance entitlement will end on 31 March 2015.

Your Personal Independence Payment Decision

Thank you for your claim for Personal Independence Payment.

I've considered all the evidence about your conditions and how they affect you as identified in:

- the "How your disability affects you" form.

I've decided you're entitled to the Daily Living component of Personal Independence Payment at the Standard rate of £54.45 a week from 1 April 2015 to 12 February 2018 (both dates included).

I've decided you're entitled to the Mobility component of Personal Independence Payment at the Standard rate of £21.55 a week from 1 April 2015 to 12 February 2018 (both dates included).

If you currently have a Motability agreement and you have not been awarded the Enhanced rate of the Mobility component for Personal Independence Payment, Motability will be in touch with you to make the necessary arrangements, including the return of the vehicle.

Personal Independence Payment is made up of two components, the Daily Living component and the Mobility component. Each component is comprised of two rates, Standard and Enhanced. The Standard rate is the lowest rate of Personal Independence Payment, with the Enhanced rate being the highest rate.

Although Personal Independence Payment has been awarded, you'll only be entitled if you continue to meet the conditions for benefit. We'll contact you after 12 February 2017 to make sure you're receiving the right level of Personal Independence Payment.

If anything changes that could affect the amount of Personal Independence Payment you get, you must tell us straightaway. See the section 'What happens if your condition or circumstances change' below for more information about this.

Please keep this letter as it may be needed as proof of your Personal Independence Payment award and to help you claim other benefits.

If your award of Personal Independence Payment has an end date, you'll be sent a letter around 14 weeks before your award ends. This letter will explain how to claim again if you want to.

Decision Maker's Reasoning

You told us how your medical conditions affect you. You stated you have no difficulties with taking nutrition, managing therapy or monitoring a health condition, managing toilet needs or incontinence, communicating verbally and reading and understanding signs, symbols and words. I agree you can manage these tasks unaided. You said you have difficulties with preparing food, washing and bathing, dressing and undressing, engaging with other people face to face and making budgeting decisions. I agree you have difficulties.

You said you have difficulties with planning and following journeys and moving around and I agree you have these difficulties. I have limited the period of your award as your needs may change. Personal Independence Payment Regulations state I cannot award Personal Independence Payment from an earlier date or change your DLA entitlement. DLA must be paid for 4 weeks after a Personal Independence Payment decision is made. Any Personal Independence Payment award starts after the 4 weeks. This applies to all cases, whatever the decision. As Personal Independence Payment awards cannot be backdated, I cannot consider extra payments if more money is awarded under Personal Independence Payment or reduced payments if less is awarded.

How your decision was reached

Entitlement to the Daily Living component of Personal Independence Payment is based on your ability to carry out ten Daily Living activities. For each activity, there is a list of descriptors. Descriptors are sentences which describe how much support, and the type of support, you need to do the activity. Each descriptor has a point score. The number of points you get depends on how much help you need.

To qualify for the Daily Living component at the Standard rate, you need to score between 8 and 11 points in total. To qualify for the Daily Living component at the Enhanced rate, you need to score 12 points or more in total.

Using all the information provided, I've given you the following descriptors and scores for the **Daily Living component**.

Preparing food

You can't cook a simple meal using a conventional cooker but you can do so using a microwave. This gives you a score of 2.

Taking nutrition

You can eat and drink unaided. This gives you a score of 0.

Managing therapy or monitoring a health condition

You can either manage medication / therapy or monitor your health condition unaided, or you don't need to. This gives you a score of 0.

Washing and bathing

You need supervision or prompting from another person to wash or bathe. This gives you a score of 2.

Managing toilet needs or incontinence

You can manage your toilet needs or incontinence unaided. This gives you a score of 0.

Dressing and undressing

You either need another person to tell you to get dressed or undressed, how to do it or when to keep your clothes on, or that you need prompting or assistance to select appropriate clothing. This gives you a score of 2.

Communicating verbally

You can express and understand verbal information unaided. This gives you a score of 0.

Reading and understanding signs, symbols and words

You can read and understand basic and complex written information either unaided or using glasses or contact lenses. This gives you a score of 0.

Engaging with other people face to face

You need to be prompted by another person to engage with other people. This gives you a score of 2.



Making budgeting decisions

You need prompting or assistance from another person to make complex budgeting decisions. This gives you a score of 2.

This means your total score for Daily Living activities is 10 points.

Entitlement to the Mobility component of Personal Independence Payment is based on your ability to carry out two Mobility activities. For each activity, there is a list of descriptors. Descriptors are sentences which describe how much support, and the type of support, you need to do the activity. Each descriptor has a point score. The number of points you get depends on how much help you need.

To qualify for the Mobility component at the Standard rate, you need to score between 8 and 11 points in total. To qualify for the Mobility component at the Enhanced rate, you need to score 12 points or more in total.

Using all the information provided, I've given you the following descriptors and scores for the **Mobility component**.

Planning and following journeys

You need prompting from another person to undertake a journey to avoid causing you significant mental distress. This gives you a score of 4.

Moving around

You can stand and then move more than 50 metres but no more than 200 metres either aided or unaided. This gives you a score of 4.

This means your total score for Mobility activities is 8 points.

If you want to know more about how Daily Living and Mobility activities are scored, go to www.gov.uk/pip

How we'll pay you

We'll pay the money we owe you and all future payments into the account you asked us to.

We'll pay your benefit into your account every four weeks in arrears on a Thursday.

We have the right to take back any money we pay that you're not entitled to. This may be because of the way the payment system works. For example, you may give us some information, which means you're entitled to less money. Sometimes we may not be able to change the amount we've already paid you. This means we'll have paid you money that you're not entitled to. **We'll contact you before we take back any money.**

What happens next

If you don't understand why we've made this decision you should contact us. I'll explain the decision to you and why we've come to it.

If you think the decision is wrong, please tell us why and we'll look at it again, including any extra information you give us. We may be able to change the decision, if we can't we'll tell you why.

If you want us to look at the decision again then you'll need to contact us and ask for a reconsideration **within one month of the date of this letter**. If you don't contact us within one month and we can change the decision, we may only be able to change the decision from the date you contact us.

You can't appeal against this decision until you've asked us to look at the decision again, when we'll do a complete reconsideration of all your information.

What happens if your condition or circumstances change

We need to know if your condition, the amount of help you need or your circumstances change. This is because it may change how much Personal Independence Payment you can get. You should read the information below for the type of changes you should tell us about.



Remember, you must tell us straightaway about any changes in your life that could affect your benefit. Based on these changes your benefit may go up, go down, stay the same or it may stop. If we overpay you, you normally have to repay the money.

We need to know if:

- the amount of help you need changes, for example, you need more or less help or support or your doctor tells you that your condition will last for a longer or shorter time than you've already told us,
- you go into a hospital, hospice or care home – if you do go in, you must tell us if you spend any nights in your own home,
- you go into a residential school or college - if you do go in, you must tell us if you spend any nights in your own home,
- you go into foster care, Local Authority care or Health and Social Care Trust care,
- you leave or intend to leave the country for more than four weeks (even for a holiday of more than four weeks), or
- you go into prison or are held in legal custody.

You may be prosecuted if you fail to tell us about any of these changes.

Other changes we need to know about are:

- change of address,
- change of name,
- change of account we pay your benefit into, or
- change of person who is acting for you.

There may be other changes that you want to tell us about. If you're still not sure of what changes to report and how to report them or need more information, go to: www.gov.uk/pip or call us on the telephone number on the front page of this letter. A textphone is also available for people who don't speak or hear clearly.

Personal Independence Payment can be paid to you whether you're working or not. You don't need to tell us if you start work, or the nature of your current employment, unless the amount of help you need has changed.

How to report a change

Call us on the telephone number on the front page of this letter. A text phone is also available for people who don't speak or hear clearly. You can also write to the address shown on the front page of the letter.



Other benefits and support

As you're getting Personal Independence Payment, you or someone who cares for you may be entitled to extra money. You won't receive it automatically, you must claim it by contacting the office that pays the other benefit to find out if you're entitled to the extra money. You may need to produce your Statement of Entitlement to access other benefits and services. This is at the end of this letter.

Other benefits or help you may be able to get:

1. Access to Work
2. Employment and Support Allowance
3. Universal Credit
4. Income Support
5. Jobseeker's Allowance
6. Pension Credit
7. Child Tax Credit
8. Working Tax Credit
9. Motability (you must be getting Enhanced rate of the Mobility component)
10. Free road tax (you must be getting Enhanced rate of the Mobility component)
11. Blue Badge
12. The Family Fund. Helping severely disabled children
13. Council Tax Reduction scheme
14. Housing Benefit
15. NHS costs
16. Help from the Social Fund
17. Disabled Person Railcard
18. Legal Aid and legal advice
19. Home Energy Efficiency Scheme
20. Home Responsibilities Protection (for tax years before 6 April 2010)

Help for someone looking after you –

- Carer's Allowance (you must be getting either rate of the Daily Living component. It may be paid to someone looking after you for at least 35 hours a week)
- Carer's Credit (may help the person providing your care to build up entitlement to a better basic or additional State Pension)

This is for general information and is not a complete list.

To find out more about benefits for disabled people and carers go to:

The Benefits Adviser Service to see how much you might get at www.gov.uk/benefitsadviser.



 **Support and advice**

You may like to contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

We also have more information and tools to help you understand Personal Independence Payment at www.gov.uk/pip.

Yours sincerely

Rachel Rogers

If you contact us,
use this reference:
NR969323B - PIP.7006




Department
for Work &
Pensions



Statement of Entitlement 2 March 2015

As you're getting Personal Independence Payment, you may be able to get other benefits and services. You can use this to show your entitlement to Personal Independence Payment.

Please keep a copy of this letter for your records.

Mr Peter Thomas William Still is entitled to Personal Independence Payment at the following rate:

Daily Living component

Standard rate of £54.45 a week from 1 April 2015 to 12 February 2018 (both dates included).

This is because you meet the following descriptors for the **Daily Living component**:

Preparing food

You can't cook a simple meal using a conventional cooker but you can do so using a microwave. This gives you a score of 2.

Taking nutrition

You can eat and drink unaided. This gives you a score of 0.

Managing therapy or monitoring a health condition

You can either manage medication / therapy or monitor your health condition unaided, or you don't need to. This gives you a score of 0.

Washing and bathing

You need supervision or prompting from another person to wash or bathe. This gives you a score of 2.

Managing toilet needs or incontinence

You can manage your toilet needs or incontinence unaided. This gives you a score of 0.

Dressing and undressing

You either need another person to tell you to get dressed or undressed, how to do it or when to keep your clothes on, or that you need prompting or assistance to select appropriate clothing. This gives you a score of 2.

Communicating verbally

You can express and understand verbal information unaided. This gives you a score of 0.

Reading and understanding signs, symbols and words

You can read and understand basic and complex written information either unaided or using glasses or contact lenses. This gives you a score of 0.

Engaging with other people face to face

You need to be prompted by another person to engage with other people. This gives you a score of 2.

Making budgeting decisions

You need prompting or assistance from another person to make complex budgeting decisions. This gives you a score of 2.

Mobility component

Standard rate of £21.55 a week from 1 April 2015 to 12 February 2018 (both dates included).

This is because you meet the following descriptors for the **Mobility component**:

Planning and following journeys

You need prompting from another person to undertake a journey to avoid causing you significant mental distress. This gives you a score of 4.

Moving around

You can stand and then move more than 50 metres but no more than 200 metres either aided or unaided. This gives you a score of 4.

Mandatory Reconsideration Request

Name: Mr Peter Still

Address: 84 Plessey Road, Bathgate, West Lothian EH48 2XP

Date of Birth: 13/06/1969

National Insurance no: NR969323B

- PIP-7006

Contact no: 07586715423

Name of benefit: Personal Independence Payment

Date of Decision: 02/03/2015

Grounds for Reconsideration:

I would like you to reconsider decision made on 02/03/2015, I feel that you have underestimated how my health condition affects me.

I agree with points given for preparing meal, washing and bathing, dressing and undressing, making budgeting decisions and moving around.

I have a support worker Chris through SAMH who has to help and support me with my medication. I have often taken my medication incorrectly and this resulted in me taking too much. I have a dosette box that Chris sorts out for me as I have difficulty doing this myself.

I have difficulty communicating with others due to anxiety, particularly with people I don't know I get stressed and tremble. I can't control how I am around others and need support from Chris or my family when communicating.

I have suffered with depression and anxiety for a few years now, I can't leave the house on my own due to this. The only time I leave the house is when my support worker visits, they have to take me out to get my shopping as I can't go out on my own. I don't mix with others because of my depression I shut myself away at home, I find it very distressful when I am around others, I would go into a panic attack and I get even more depressed or anxious. Even go to places that are familiar too me is difficult and it take me long time to build up courage to go out. I am constantly in pain due to arthritis in my back no matter how far I walk. I have to regularly stop when I am walking due to the pain and this prevents me from going out also.

I would like you to contact my support worker with SAMH Chris Watt for information on how my health affects me daily and the support he provides - his number is 07967570080

Signature:

Peter Still

Date: 05/03/2015

Chris Watt level 2 support worker

SAMH (Scottish Association for Mental Health)

West Lothian Support Services

31b Marmion Road

Bathgate

West Lothian

EH48 4JB

Tel: office 01506 635581

Mobil: 07967570080

To Whom It May Concern, I am draughting this letter in order to outline the tasks that I assist Mr Peter Still of 84 Plessey Road, Bathgate, West Lothian, EH48 2XP with.

The tasks I assist Mr Still with are, assistance with budgeting, obtain shopping, meal preparation, advocating on behalf of Peter, organising and liaising with professional bodies, assistance with housing tasks, dealing with disputes and anti-social behaviour, prompting Peter to take care of personal care, working with Peter to help identify coping strategies that will help manage Peters anxieties whilst carrying out a variety of daily living tasks, mental health and medication monitoring. If further clarification is required please don't hesitate to contact me on the above contact details.

Yours sincerely Chris Watt

Signed: *Chris Watt*

If you contact us,
use this reference:
NR969323B - PIP.7002




Department
for Work &
Pensions



Mr Peter Still
84 Plessey Road
Bathgate
West Lothian
EH48 2XP

Personal Independence
Payment 9
Post Handling Site B
Wolverhampton
WV99 1AG

RECEIVED

10 APR 2015

www.gov.uk

Telephone: 0845 850 3322

Textphone: 0845 601 6677

27 March 2015

Personal Independence Payment

Your Personal Independence Payment Decision

Dear Mr Still

Thank you for your request to have your Personal Independence Payment claim looked at again. I have reconsidered the decision dated 2 March 2015.

I've considered all the evidence about your conditions and how they affect you as identified in:

- the "How your disability affects you" form.

I've decided you're still entitled to the Daily Living component of Personal Independence Payment at the Standard rate of £54.45 a week. The period of award is from 1 April 2015 to 12 February 2018 (both dates included).

I've decided you're still entitled to the Mobility component of Personal Independence Payment at the Standard rate of £21.55 a week. The period of award is from 1 April 2015 to 12 February 2018 (both dates included).

Personal Independence Payment is made up of two components, the Daily Living component and the Mobility component. Each component is comprised of two rates, Standard and Enhanced. The Standard rate is the lowest rate of Personal Independence Payment, with the Enhanced rate being the highest rate.

Although Personal Independence Payment has been awarded, you'll only be entitled if you continue to meet the conditions for benefit. We'll contact you after 12 February 2017 to make sure you're receiving the right level of Personal Independence Payment.

If anything changes that could affect the amount of Personal Independence Payment you get, you must tell us straightaway. See the section 'What happens if your condition or circumstances change' below for more information about this.

Please keep this letter as it may be needed as proof of your Personal Independence Payment award and to help you claim other benefits.

If your award of Personal Independence Payment has an end date, you'll be sent a letter around 14 weeks before your award ends. This letter will explain how to claim again if you want to.

Decision Maker's Reasoning

In your letter dated 02 March 2015 you asked us to look at the decision made on 26 February 2015, again. You asked us to look at the activities of preparing food, managing therapy or monitoring a health condition, communicating verbally, engaging with other people face to face, making budgeting decisions, planning and following journeys and moving around. Although you have not disputed the activities of taking nutrition, washing and bathing, managing toilet needs or incontinence, dressing and undressing, reading and understanding signs and symbols and words, I have reviewed the evidence and find the descriptors chosen are correct. We have received a letter from Support Worker, detailing your difficulties. As your needs vary, my decision is based on the help you need most of the time. You said you have difficulties with preparing food. I have decided you cannot cook a simple meal using a conventional cooker but you can do so using a microwave. You said you have difficulties with managing therapy or monitoring a health condition. I have decided you can either manage medication / therapy or monitor your health condition unaided, or you do not need to. You said you have difficulties with communicating verbally. I have decided you can express and understand verbal information unaided. You said you have difficulties with engaging with other people face to face. I have decided you need to be prompted by another person to engage with other people. You said you have difficulties with making budgeting decisions. I have decided you need prompting or assistance from another person to make complex budgeting decisions. This is consistent with your medical history, your description of a typical day, informal observations at your consultation, the findings of your mental state examination and the findings of your musculoskeletal examination. You showed adequate general memory at the assessment. You were also orientated in time, place and person.

You said you have difficulties with planning and following journeys. I have decided you need prompting from another person to undertake a journey to avoid causing you significant mental distress. You said you have difficulties with moving around. I have decided you can stand and then move more than 50 metres but no more than 200 metres. This is consistent with your medical history, your description of a typical day, informal observations at your consultation, the findings of your neurological examination and the findings of your mental state examination. You were seen to walk from the waiting room to the toilet without restriction. You were also seen to have difficulty bending. I cannot consider any help you need not covered by the activities for daily living and mobility, including carrying shopping and food shopping. I have limited the period of your award as your needs may change. All awards must be reviewed, although the help you need may change, I have decided not to review your award before 12 February 2017.

How your decision was reached

Entitlement to the Daily Living component of Personal Independence Payment is based on your ability to carry out ten Daily Living activities. For each activity, there is a list of descriptors. Descriptors are sentences which describe how much support, and the type of support, you need to do the activity. Each descriptor has a point score. The number of points you get depends on how much help you need.

To qualify for the Daily Living component at the Standard rate, you need to score between 8 and 11 points in total. To qualify for the Daily Living component at the Enhanced rate, you need to score 12 points or more in total.

Using all the information provided, I've given you the following descriptors and scores for the **Daily Living component**.

Preparing food

You can't cook a simple meal using a conventional cooker but you can do so using a microwave. This gives you a score of 2.

Taking nutrition

You can eat and drink unaided. This gives you a score of 0.

Managing therapy or monitoring a health condition

You can either manage medication / therapy or monitor your health condition unaided, or you don't need to. This gives you a score of 0.

Washing and bathing

You need supervision or prompting from another person to wash or bathe. This gives you a score of 2.

Managing toilet needs or incontinence

You can manage your toilet needs or incontinence unaided. This gives you a score of 0.

Dressing and undressing

You either need another person to tell you to get dressed or undressed, how to do it or when to keep your clothes on, or that you need prompting or assistance to select appropriate clothing. This gives you a score of 2.

Communicating verbally

You can express and understand verbal information unaided. This gives you a score of 0.

Reading and understanding signs, symbols and words

You can read and understand basic and complex written information either unaided or using glasses or contact lenses. This gives you a score of 0.

Engaging with other people face to face

You need to be prompted by another person to engage with other people. This gives you a score of 2.



Looking budgeting decisions

You need prompting or assistance from another person to make complex budgeting decisions. This gives you a score of 2.

This means your total score for Daily Living activities is 10 points.

Entitlement to the Mobility component of Personal Independence Payment is based on your ability to carry out two Mobility activities. For each activity, there is a list of descriptors. Descriptors are sentences which describe how much support, and the type of support, you need to do the activity. Each descriptor has a point score. The number of points you get depends on how much help you need.

To qualify for the Mobility component at the Standard rate, you need to score between 8 and 11 points in total. To qualify for the Mobility component at the Enhanced rate, you need to score 12 points or more in total.

Using all the information provided, I've given you the following descriptors and scores for the **Mobility component**.

Planning and following journeys

You need prompting from another person to undertake a journey to avoid causing you significant mental distress. This gives you a score of 4.

Moving around

You can stand and then move more than 50 metres but no more than 200 metres either aided or unaided. This gives you a score of 4.

This means your total score for Mobility activities is 8 points.

If you want to know more about how Daily Living and Mobility activities are scored, go to www.gov.uk/pip

How we'll pay you

We'll pay the money we owe you and all future payments into the account you asked us to.

We'll pay your benefit into your account every four weeks in arrears on a Thursday.

We have the right to take back any money we pay that you're not entitled to. This may be because of the way the payment system works. For example, you may give us some information, which means you're entitled to less money. Sometimes we may not be able to change the amount we've already paid you. This means we'll have paid you money that you're not entitled to. **We'll contact you before we take back any money.**

When we work out how much Personal Independence Payment is due, we take into account any Personal Independence Payment which may have already been paid for the same period.

What happens next

If you still disagree with this decision, you have the right to appeal to an independent tribunal so that a hearing can take place where a tribunal will look at your case again. If you want to appeal, **you have one month from the date of this letter to do so.**

Her Majesty's Courts and Tribunals Service is the government department which arranges independent hearings for appeals and **you must send your appeal direct to them.**

You can download a copy of an appeal pack including Notice of Appeal form and guidance on making an appeal from:

- HM Courts and Tribunals Service website www.justice.gov.uk/tribunals
- www.gov.uk

Your appeal must be in writing and a full copy of this mandatory reconsideration notice **must** accompany your appeal. We've given you two copies of this letter for this reason. Failure to include a full copy of this reconsideration notice will make your appeal invalid as the tribunal will be unable to consider your case without it.

You can use the tribunals Notice of Appeal form to make your appeal. By using this form it will help you to make sure that all the information the tribunal requires is included. You can also appeal by letter, however if any information is missing it will take longer to register your appeal and the tribunal may have to return your letter to you.

If you live in England and Wales, your appeal must be sent to HMCTS SSCS Appeals Centre, PO Box 1203, BRADFORD, BD1 9WP.

If you live in Scotland, your appeal must be sent to HMCTS SSCS Appeals Centre - Scotland, PO Box 27080, GLASGOW, G2 9HQ.

For more information and advice on how to appeal, go to:

- HM Courts and Tribunals Service website www.justice.gov.uk/tribunals
- www.gov.uk
- a local support organisation who can provide independent help and support.

What happens if your condition or circumstances change

We need to know if your condition, the amount of help you need or your circumstances change. This is because it may change how much Personal Independence Payment you can get. You should read the information below for the type of changes you should tell us about.



Remember, you must tell us straightaway about any changes in your life that could affect your benefit. Based on these changes your benefit may go up, go down, stay the same or it may stop. If we overpay you, you normally have to repay the money.

We need to know if:

- the amount of help you need changes, for example, you need more or less help or support or your doctor tells you that your condition will last for a longer or shorter time than you've already told us,
- you go into a hospital, hospice or care home – if you do go in, you must tell us if you spend any nights in your own home,
- you go into a residential school or college - if you do go in, you must tell us if you spend any nights in your own home,
- you go into foster care, Local Authority care or Health and Social Care Trust care,
- you leave or intend to leave the country for more than four weeks (even for a holiday of more than four weeks), or
- you go into prison or are held in legal custody.

You may be prosecuted if you fail to tell us about any of these changes.

Other changes we need to know about are:

- change of address,
- change of name,
- change of account we pay your benefit into, or
- change of person who is acting for you.

There may be other changes that you want to tell us about. If you're still not sure of what changes to report and how to report them or need more information, go to: www.gov.uk/pip or call us on the telephone number on the front page of this letter. A textphone is also available for people who don't speak or hear clearly.

Personal Independence Payment can be paid to you whether you're working or not. You don't need to tell us if you start work, or the nature of your current employment, unless the amount of help you need has changed.

How to report a change

Call us on the telephone number on the front page of this letter. A text phone is also available for people who don't speak or hear clearly. You can also write to the address shown on the front page of the letter.

Other benefits and support

As you're getting Personal Independence Payment, you or someone who cares for you may be entitled to extra money. You won't receive it automatically, you must claim it by contacting the office that pays the other benefit to find out if you're entitled to the extra money. You may need to produce your Statement of Entitlement to access other benefits and services. This is at the end of this letter.

Other benefits or help you may be able to get:

1. Access to Work
2. Employment and Support Allowance
3. Universal Credit
4. Income Support
5. Jobseeker's Allowance
6. Pension Credit
7. Child Tax Credit
8. Working Tax Credit
9. Motability (you must be getting Enhanced rate of the Mobility component)
10. Free road tax (you must be getting Enhanced rate of the Mobility component)
11. Blue Badge
12. The Family Fund. Helping severely disabled children
13. Council Tax Reduction scheme
14. Housing Benefit
15. NHS costs
16. Help from the Social Fund
17. Disabled Person Railcard
18. Legal Aid and legal advice
19. Home Energy Efficiency Scheme
20. Home Responsibilities Protection (for tax years before 6 April 2010)

Help for someone looking after you –

- Carer's Allowance (you must be getting either rate of the Daily Living component. It may be paid to someone looking after you for at least 35 hours a week)
- Carer's Credit (may help the person providing your care to build up entitlement to a better basic or additional State Pension)

This is for general information and is not a complete list.

To find out more about benefits for disabled people and carers go to:

The Benefits Adviser Service to see how much you might get at www.gov.uk/benefitsadviser.



Support and advice

You may like to contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

We also have more information and tools to help you understand Personal Independence Payment at www.gov.uk/pip.

Yours sincerely

Stuart May

If you contact us,
use this reference:
NR969323B - PIP.7002




Department
for Work &
Pensions

Statement of Entitlement 27 March 2015

As you're getting Personal Independence Payment, you may be able to get other benefits and services. You can use this to show your entitlement to Personal Independence Payment.

Please keep a copy of this letter for your records.

Mr Peter Thomas William Still is entitled to Personal Independence Payment at the following rate:

Daily Living component

Standard rate of £54.45 a week from 1 April 2015 to 12 February 2018 (both dates included).

This is because you meet the following descriptors for the **Daily Living component**:

Preparing food

You can't cook a simple meal using a conventional cooker but you can do so using a microwave. This gives you a score of 2.

Taking nutrition

You can eat and drink unaided. This gives you a score of 0.

Managing therapy or monitoring a health condition

You can either manage medication / therapy or monitor your health condition unaided, or you don't need to. This gives you a score of 0.

Washing and bathing

You need supervision or prompting from another person to wash or bathe. This gives you a score of 2.

Managing toilet needs or incontinence

You can manage your toilet needs or incontinence unaided. This gives you a score of 0.

Dressing and undressing

You either need another person to tell you to get dressed or undressed, how to do it or when to keep your clothes on, or that you need prompting or assistance to select appropriate clothing. This gives you a score of 2.

Communicating verbally

You can express and understand verbal information unaided. This gives you a score of 0.

Reading and understanding signs, symbols and words

You can read and understand basic and complex written information either unaided or using glasses or contact lenses. This gives you a score of 0.

Engaging with other people face to face

You need to be prompted by another person to engage with other people. This gives you a score of 2.

Making budgeting decisions

You need prompting or assistance from another person to make complex budgeting decisions. This gives you a score of 2.

Mobility component

Standard rate of £21.55 a week from 1 April 2015 to 12 February 2018 (both dates included).

This is because you meet the following descriptors for the **Mobility component**:

Planning and following journeys

You need prompting from another person to undertake a journey to avoid causing you significant mental distress. This gives you a score of 4.

Moving around

You can stand and then move more than 50 metres but no more than 200 metres either aided or unaided. This gives you a score of 4.

08/04/2015

Chris Watt level 2 support worker

SAMH (Scottish Association for Mental Health)

West Lothian Support Services

31b Marmion Road

Bathgate

West Lothian

EH48 4JB

Tel: office 01506 635581

Mobil: 07967570080

To Whom It May Concern, I am draughting this letter in order to outline the tasks that I assist Mr Peter Still; 84 Plessey Road; Bathgate; West Lothian, EH48 2XP with. If clarification of the assistance given to Mr Still is required please contact me at the above details, as historically I haven't been contacted to clarify the tasks that are carried out whilst supporting Mr Still.

The tasks I assist Mr Still with are, assistance with budgeting, obtain shopping, meal preparation; advocating on behalf of Peter, organising and liaising with professional bodies, assistance with housing tasks, dealing with disputes and anti-social behaviour, prompting Peter to take care of personal care, working with Peter to help identify coping strategies that will help manage Peters anxieties whilst carrying out a variety of daily living tasks, mental health and medication monitoring. If further clarification is required please don't hesitate to contact me on the above contact details.

Yours sincerely Chris Watt

Signed:

Chris Watt



SSCS1

Notice of appeal against a decision of the Department for Work and Pensions

You should use this form to appeal against a decision made by the Department for Work and Pensions (DWP) about social security benefits. For decisions regarding child support or child maintenance, you should use form SSCS2. For appeals regarding recovery of compensation you should use form SSCS3. If you need this form in an alternative format, please see the note on page 6 of this form.

Further guidance to help you fill in this form is available in booklet SSCS1A 'How to appeal against a decision made by the Department for Work and Pensions'. You can download the booklet or find out where it can be obtained from by visiting the justice website www.justice.gov.uk

About this form

This form helps you provide all the information the tribunal requires to register your appeal. It will also ensure that your appeal contains all the necessary details which the law requires.

How to fill in this form

Please use black ink to fill in this form and use BLOCK CAPITALS unless the form tells you not to.

You must complete Sections 1, 2, 5, 6 and 8

If you want to attend a hearing, you must also complete Section 7

If you are appealing on behalf of someone who a court or DWP has appointed you to act for, you must also complete Section 3

If you have a representative, you must also complete Section 4

What to include with this form

You **must** include a copy of the **mandatory reconsideration notice** which shows the decision you are appealing against. You do not need to include evidence/information you have already sent to DWP as they will send it to us as part of their response.

Section 1 ABOUT THE DECISION YOU ARE APPEALING AGAINST

This section is about your **mandatory reconsideration notice**. This is the letter sent to you by DWP explaining that they have looked at your decision again.

Does your **mandatory reconsideration notice** tell you that you have the right to appeal against the decision?

Yes No

If No, please ensure you have read the section 'Can I Appeal?' in the booklet SSCS1A 'How to appeal against a decision made by the Department for Work and Pensions' before continuing with this form.

Please tick this box to confirm that you have attached a copy of the **mandatory reconsideration notice** with your appeal form.

Remember to include a copy of your mandatory reconsideration notice with your appeal form. If you do not do so, we will be unable to register your appeal until this is provided.

Now go to Section 2

Section 2 ABOUT YOU

Fill in this section if the decision you are appealing against is about **your** benefit or the benefit of a person **you** have been appointed by DWP or a court to take care of. If you are appointed by DWP or a court to take charge of another person's benefit, you should also record **their** details in Section 3.

Mr Mrs Miss Ms Other (please specify)

First name(s)

PETER THOMAS WILLIAM

Surname

STILL

Address

84 PLESSEY ROAD
BATHGATE,
WEST LOTHIAN

Date of birth (DD/MM/YYYY)

13/06/1969

National Insurance number*

letters numbers letter
NR 96 93 23 B

* If you are appealing on behalf of a child or other person and you have provided their National Insurance number in Section 3, you do not need to provide your own National Insurance number.

Postcode

E14 48 2XP

Daytime phone number

01506 790253

Mobile phone number

07586715423

Now go to Section 3 

Section 3 ABOUT A CHILD OR OTHER PERSON YOU ARE APPEALING FOR

This section is for people who are making an appeal on behalf of someone they have a legal responsibility for. This might be a parent acting for a child or a person who has been appointed by DWP or a court to look after the affairs of another adult.

Are you appealing on behalf of a child or other person whose affairs you have been appointed to take care of? Yes If Yes, please tell us about the person below No If No, please go to Section 4 

Mr Mrs Miss Ms Other (please specify)

First name(s)

Surname

Address (if the person's address is different from your own)

Date of birth (DD/MM/YYYY)

/ /

National Insurance number

letters numbers letter

Postcode

Now go to Section 4 

Section 4 ABOUT YOUR REPRESENTATIVE (If you have one)

This section is about your representative (if you have one).

By representative we mean someone acting on your behalf in a formal capacity. This might be an organisation like the Citizens Advice Bureau or a welfare rights service or it may be a friend or advisor who knows about social security matters. If you name a representative here and give your signature at Section 8, this will authorise us to deal with your representative about your appeal. If you are unsure about this, please read the section 'About Your Representative' in the guidance booklet SSCS1A.

Do you have a representative?

- Yes If Yes, please tell us about the person below
 No If No, please go to Section 5 

Name of organisation or of person representing

Phone number

Address

Postcode

If you are being represented by an organisation and you know the name of the person acting on your behalf, please tell us below

- Mr Mrs Miss Ms Other (please specify)

First name

Surname

Now go to Section 5 

Section 5 ABOUT YOUR APPEAL

Grounds for appeal

In this section we need to know why you are appealing. Please write down in your own words the reasons why you disagree with DWP's decision. You do not have to use BLOCK CAPITALS in this section if your handwriting is clear. If you do not complete this section this will delay dealing with your appeal and the appeal form may be returned to you. For more information on grounds for appeal please refer to the 'About Your Appeal' section of the guidance booklet SSCS1A.

- ③ Personal Independence Payment, Daily Living Component,
⑧ (activity) managing therapy or monitoring a health condition
points awarded = (0 points)
Peter Still disagrees with the award of (0 pts) instead he thinks activity = needs supervision, prompting or assistance to be able to manage therapy that takes up to 3.5 hours a week, and award of (2 points)
- ④ (activity) engaging with other people face to face,
points awarded = (2 points)
Peter Still disagrees with the award of (2 pts) instead He thinks activity = needs social support to be able to engage with other people and award of (4 points)
- ⑪ Personal Independence Payment, Mobility Component, (activity)
planning and following journeys, points awarded (4 points)
Peter Still disagrees with the award of (4 pts) instead he thinks activity - cannot follow route of an unfamiliar journey with another person, ass - dog of orientation aid - award of (10 points) (if necessary, continue on a separate sheet)

Is your appeal in time?

According to the law, your appeal **must be received by the tribunal** no later than **one calendar month** after the date the **mandatory reconsideration notice** was sent to you. If your appeal is received after this date, it is a late appeal and the tribunal will need to know why it is late.

Is your appeal late?

- Yes If Yes, you must give reasons below why your appeal is late
 No If No, please go to Section 6 

If your appeal is late, you must give an explanation why. The tribunal will consider your reasons and can extend the time limit for you. If you do not give reasons why your appeal is late your appeal form may be sent back to you. Please tell us below why your appeal is late. You do not need to use BLOCK CAPITALS.

The Department for Work and Pensions has the right to object to a late appeal. The tribunal will consider any objection they make and we will let you know the outcome.

Now go to Section 6 

(grounds of appeal) (Section 5) / SSCSI

Personal Independence Payment, Peter Still, Daily living Component,
③ (Activity) Managing therapy or monitoring a health condition
Points awarded = 0pts

Descriptor = Peter Still = award that applies regarding this activity = needs supervision, prompting or assistance to be able to manage therapy that takes up to 3.5 hours a week.
Points would be = 2pts

Personal Independence Payment, Peter Still, Daily Living Component

④ (Activity) Engaging with other people face to face
Points awarded = 2pts

Descriptor = Peter Still = award that applies regarding this activity - needs social support to be able to engage with other people. Points would be = 4pts

Personal Independence Payment, Peter Still, Mobility Component.

⑪ (Activity) Planning and Following Journeys
Points awarded = 4pts

Descriptor = Peter Still = award that applies regarding this activity - cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid
Points would be = 10pts

I Peter Still have contacted PIP helpline phone number on 20th March 2015 again on 27th March 2015 and also 7th April 2015, to obtain explanation - information regards, my PIP payment decisions told would be called by PIP casemanager but that has a time of writing this 8th April 2015 not happened, I would also like to put there has not been any request regards my PIP, to any of the names I put forward, ie - g, p - samh support worker, physio nurse social worker, named in Peter Still's PIP application; How your disability affects you) (2/01/2015) signed Peter Still

Section 6 ABOUT YOUR CHOICE OF HEARING

Appeals are considered by an independent panel. We will make arrangements for your appeal to be heard by the panel and you or your representative will be expected to attend the hearing. If, however, you do not wish to attend a hearing you can ask for your appeal to be decided on the papers. Please tell us below how you would like us to deal with your appeal.

I want to attend a hearing of my appeal If you have ticked this box, please go to Section 7 

I want my appeal decided on the papers If you have ticked this box, please go to Section 8 

If you change your mind about this, you must tell us as soon as possible as it may be too late to change this once the hearing has been arranged. For more information, please refer to the 'About Your Choice of Hearing' section in the guidance booklet SSCS1A.

Section 7 THE HEARING — YOUR NEEDS AND REQUIREMENTS

You only need to answer these questions if you told us in Section 6 that you wanted to attend a hearing. If you have asked for your appeal to be decided on the papers, please skip this section and go straight to Section 8.

In this section we need to ask you a number of questions to help us arrange a suitable hearing for you. We will try to accommodate your needs and availability, but it may not always be possible to do this. Please answer questions 1 to 4 to give us the information we require. If you do not answer some of the questions we will have to contact you again and this may delay your appeal. You do not have to answer these questions using BLOCK CAPITALS.

Question 1 – Your availability

Tribunal hearings are held Monday to Friday from 10am to 5pm and in our larger hearing centres also on Saturday. To allow you to attend your hearing, we will try to arrange a time and date in line with your availability. It is important that you tell us here if there are any days of the week or times of the day when you **cannot** attend a tribunal or any dates when you are unavailable because of things like booked holidays and hospital appointments. You should consider your availability for the six months ahead.

Are you available to attend a hearing at any time? Yes No If No, please tell us when you cannot attend in the box below

Question 2 – Your needs

Please tell us here about any special needs you may have which we need to take into account when arranging your hearing. This might be things such as hearing loops or disability access.

Do you have any special needs? Yes If Yes, please tell us about this in the box below No

Question 3 – Your signer or interpreter and language requirements

Do you require an interpreter or signer to assist you at the hearing?

Yes If Yes, please tell us the language and dialect required below No

Language or type of sign language interpreter

Dialect

We will arrange for a professional interpreter to be present at the hearing. Please refer to the section 'Completing form SSCS1' in the guidance booklet SSCS1A for more information about interpreters.

Question 4 – Your notice of hearing

We will usually give you at least 14 days' notice of the date of the hearing. If you agree, we can also give you less than 14 days' notice. This may allow the hearing to be arranged more quickly if, for example, another hearing is cancelled and yours can replace it at short notice.

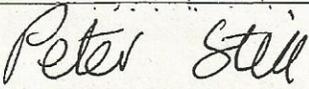
Do you agree to receiving less than 14 days' notice of a hearing? Yes No

Now go to Section 8 

Section 8 YOUR SIGNATURE

You must sign your appeal form for it to be valid. If you have named a representative in Section 4, your signature will also give HMCTS your authority to deal with them when they contact us on your behalf.

Signature



Date (DD/MM/YYYY)

08/04/2015

Name

PETER T, W, STILL

If you are a representative signing this form on behalf of the person who is appealing, you must send their signed authority for you to act on their behalf with this form.

WHAT TO DO NOW

You need to send your appeal form **and a copy of the mandatory reconsideration notice** to HM Courts & Tribunals Service.

If you live in England or Wales send your appeal to:

**HMCTS SSCS Appeals Centre
PO Box 1203
BRADFORD
BD1 9WP**

If you live in Scotland send your appeal to:

**HMCTS SSCS Appeals Centre
PO Box 27080
GLASGOW
G2 9HQ**

We will send you a letter to tell you we have received your appeal and explain what happens next.

CHECKLIST

You may find this checklist useful to help you make sure you have given all the information we need.

- I have included a copy of the **mandatory reconsideration notice** (Section 1)
- I have given grounds for my appeal (Section 5)
- I have chosen the type of hearing I want (Section 6)
- I or my representative have signed my appeal form (Section 8)

Alternative Formats

If you need this form in an alternative format, for example in large print or Welsh, please call 0300 123 1142 if you live in England or Wales and 0141 354 8400 if you live in Scotland

Mandatory Reconsideration Request

Name: Mr Peter Still

Address: 84 Plessey Road, Bathgate, West Lothian EH48 2XP

Date of Birth: 13/06/1969

National Insurance no: NR969323B

Contact no: 07586715423

Name of benefit: Personal Independence Payment

Date of Decision: 02/03/2015

Grounds for Reconsideration:

I would like you to reconsider decision made on 02/03/2015, I feel that you have underestimated how my health condition affects me.

I agree with points given for preparing meal, washing and bathing, dressing and undressing, making budgeting decisions and moving around.

I have a support worker Chris through SAMH who has to help and support me with my medication. I have often taken my medication incorrectly and this resulted in me taking too much. I have a dosette box that Chris sorts out for me as I have difficulty doing this myself.

I have difficulty communicating with others due to anxiety, particularly with people I don't know I get stressed and tremble. I can't control how I am around others and need support from Chris or my family when communicating.

I have suffered with depression and anxiety for a few years now, I can't leave the house on my own due to this. The only time I leave the house is when my support worker visits, they have to take me out to get my shopping as I can't go out on my own. I don't mix with others because of my depression I shut myself away at home, I find it very distressful when I am around others, I would go into a panic attack and I get even more depressed or anxious. Even go to places that are familiar too me is difficult and it take me long time to build up courage to go out. I am constantly in pain due to arthritis in my back no matter how far I walk. I have to regularly stop when I am walking due to the pain and this prevents me from going out also.

I would like you to contact my support worker with SAMH Chris Watt for information on how my health affects me daily and the support he provides – his number is 07967570080

Signature:

Peter Still

Date: 05/03/2015

Personal Independence Payment

Daily Living Component;

③ (Activity) Managing therapy or monitoring a health condition

Points awarded = 0 pts

Descriptor - Peter Still thinks should have been awarded = 2 pt's, needs supervision, prompting or assistance to be able to manage therapy that takes up to 3.5 hours a week.

Daily Living Component:

⑨ (Activity) Engaging with other people face to face.

Points awarded = 2 pt's

Descriptor - Peter Still thinks should have been awarded = 4 pt's, Needs social support to be able to engage with other people.

If you contact us, use this reference:
NR969323B - PIP.0110



Department
for Work &
Pensions

Mr Peter Still
84 Plessey Road,
Bathgate,
West Lothian,
EH48 2XP

Personal Independence Payment
9,
Mail Handling Site B,
Wolverhampton,
WV99 1AG

www.gov.uk

Telephone: 0845 850 3322

Textphone: 0845 601 6677

15 April 2015

Personal Independence Payment

Your Personal Independence Payment

Dear Mr Still

Thank you for your request.

Remember, you must tell us straightaway about any changes in your life that could affect your benefit. Based on these changes your benefit may go up, go down, stay the same or it may stop. If we overpay you, you normally have to repay the money.

We need to know if:

- the amount of help you need changes, for example, you need more or less help or support or your doctor tells you that your condition will last for a longer or shorter time than you've already told us,
- you go into a hospital, hospice or care home – if you do go in, you must tell us if you spend any nights in your own home,
- you go into a residential school or college - if you do go in, you must tell us if you spend any nights in your own home,
- you go into foster care, Local Authority care or Health and Social Care Trust care,
- you leave or intend to leave the country for more than four weeks (even for a holiday of more than four weeks), or
- you go into prison or are held in legal custody.

You may be prosecuted if you fail to tell us about any of these changes.

SC 091/15/00733

Other changes we need to know about are:

- change of address,
- change of name,
- change of account we pay your benefit into, or
- change of person who is acting for you.

There may be other changes that you want to tell us about. If you're still not sure of what changes to report and how to report them or need more information, go to: www.gov.uk/pip or call us on the telephone number on the front page of this letter. A textphone is also available for people who don't speak or hear clearly.

If you phone us, we'll need your full name, address and National Insurance number. We'll also need the reference number at the top of this letter. We're open Monday to Friday 8am to 6pm.

You may like to contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

Yours sincerely



Office Manager

COPY NOTIFICATIONS (NO TASK REQ)

If you contact us, use this reference:
NR969323B - PIP.2010



Department
for Work &
Pensions

Mr Peter Thomas William Still
84 Plessey Road
Bathgate
West Lothian
EH48 2XP

Personal Independence Payment
6,
Mail Handling Site B,
Wolverhampton,
WV99 1AD

www.gov.uk

Telephone: 0845 850 3322

Textphone: 0845 601 6677

12 May 2015

Personal Independence Payment

Your Appeal

Dear Mr Still

Her Majesty's Courts and Tribunals Service (HMCTS) have contacted us to let us know you've appealed against your Personal Independence Payment decision following your mandatory reconsideration. They've asked us to provide a response to this explaining why the original decision was made.

We've looked at the points you've raised in your appeal and we've sent our response to HMCTS for them to consider. A copy of our response is enclosed for your information. HMCTS will contact you regarding your appeal.

If you have any questions or queries regarding your appeal, **please contact HMCTS directly** on the number they gave you when you lodged your appeal.

If you need to contact us, we'll need your full name, address and National Insurance number.

We're open Monday to Friday 8am to 6pm.

You may like to contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

Yours sincerely

Office Manager

Personal Independence Payment

Section 1:

Appeal Tribunal Reference Number	SC091/15/00735
Personal Details	Mr Peter Still
	84 Plessey Road Bathgate West Lothian EH48 2XP
Date of Birth	13 Jun 1969
National Insurance Number	NR969323B
Benefit	Personal Independence Payment
Date of Outcome Decision	26/02/2015
Date Outcome Decision Notified	03/03/2015
Date of Reconsideration Decision	05/03/2015
Date Reconsideration Notified	12/03/2015
Date of Appeal Request	08/04/2015
Decision Makers Name and Address	Cheryl Broadbent Personal Independence Payment (6) Mail Handling Site B Wolverhampton WV99 1AD
Name and address of decision makers representative (if any)	
Address where documents for the decision maker may be sent or delivered	Personal Independence Payment (6) Mail Handling Site B Wolverhampton WV99 1AD
Name and addresses of any other respondents and their representatives (if any)	N/A
Name and address of Appointee (if applicable)	N/A

Section 2: Schedule of evidence

Page Numbers	Date of Document	Date of Receipt	Brief Description of Document
A - J			DWP Appeal Response
1 - 7	08/04/2015	17/04/2015	Appeal request
8	14/04/2015	17/04/2015	HMCTS Request For Appeal Response (DL6)
9 - 44	17/12/2014	02/01/2015	"How your disability affects you" (PIP2) form
45		17/12/2014	Claimant Evidence (prescription)
46 - 72	13/02/2015	17/02/2015	Health Professional consultation report
73 - 82	26/02/2015		New Claim Decision and Notification
83	05/03/2015	11/03/2015	Mandatory Reconsideration Request
84	06/03/2015	11/03/2015	Letter From Scottish Association For Mental Health
85 - 94	27/03/2015		Mandatory Reconsideration decision and notification
95	08/04/2015	17/04/2015	Additional Letter From Scottish Association For Mental Health

Section 3: The decision under appeal

Mr Peter Still is entitled to Personal Independence Payment at the **standard rate from and including 01/04/2015 to 12/02/2018.**

Section 4: The facts of the case

1. Mr Still has Lumbar spondylosis which causes pain in his back radiating down to both legs, he finds it hard to bend or walk long distances. He has depression and anxiety which makes him feel nervous causing low mood, lack of motivation, this prevents him from going out alone.
2. Mr Still was awarded the lower rate of the mobility component and the lowest rate of the care component of Disability Living Allowance for 2 years from 09/02/2013 to 08/02/2015. This award was extended to 31/03/2015 for the purposes of Personal Independent Payment.
3. Mr Still was contacted on 21/09/2014 and invited to make a claim to Personal Independence Payment.
4. A valid claim for Personal Independence Payment was accepted by phone on 14/10/2014.
5. A "How your disability affects you" PIP2 form was received on 02/01/2015. Mr Still indicated he had difficulty with aspects of daily living and mobility activities. (Pages 9 - 44)
6. Claimant Evidence (prescription) was received on 17/12/2014. (Page 45)
7. A face to face consultation took place on 13/02/2015. (Pages 46 - 72)
8. The Decision Maker considered Mr Still's claim on 14/10/2014 and, taking all available evidence into account, awarded him 10 points for Daily Living activities and 8 points for Mobility activities. The Decision Maker therefore decided that Mr Still was entitled to standard rate of the Daily Living component and the standard rate of the Mobility component.
9. The Disability Threshold Criteria is the minimum number of points someone must score to be awarded a component of Personal Independence Payment. Where a total of between 8 and 11 points is scored for either the Daily Living component or the Mobility component the person will be awarded that component at the standard rate. Where a total of 12 points or more is scored for either the Daily Living component or the Mobility component the person will be awarded that component at the enhanced rate.
10. As the Personal Independence Payment assessment determination was made on 26/02/2015, Mr Still's entitlement to Disability Living Allowance terminated on 31/03/2015, the last day of the period of 28 days starting with the first Disability Living Allowance payday after making the Personal Independence Payment assessment determination.
11. The reasons for the decision are included in the decision letter dated 02/03/2015. (Pages 73 - 82)

12. Mr Peter Still requested a mandatory reconsideration on 11/03/2015. (Page 83)
13. A letter from Scottish Association for Mental Health was received on 11/03/2015. (Page 84)
14. On 27/03/2015 the Decision Maker did not change the original decision. The reasons for the mandatory reconsideration decision are included. (Pages 85-94)
15. An additional Letter from Scottish Association for Mental Health was received on 17/04/2015. (Page 95)
16. On 08/04/2015 Mr Still lodged an appeal against the decision that he is not entitled to Daily Living and the Mobility component of Personal Independent Payment at the enhanced rate. Please see letter. (Pages 1-7)

Section 5: The Decision Maker's response

1.	I oppose this appeal for the following reasons.
2.	<p>Personal Independence Payment is intended to help towards some of the extra costs arising from ill-health or disability. It is based on how a person's condition affects them, not the condition they have. There are two components of PIP - Daily Living and Mobility. Each component can be paid at standard rate, or enhanced rate for those with the greatest needs.</p> <p>The decision was made in accordance with: The Welfare Reform Act 2013 Part 4 Social Security (Personal Independence Payment) Regulations 2013</p>
3.	<p>Entitlement to Personal Independence Payment is determined by an assessment of the individual's needs by a Decision Maker to consider the ability to carry out certain activities - the Table at the end of this appeal response lists the activities which are considered. Points can be awarded for each of these activities. A claimant must score a minimum of 8 points for either the Daily Living or Mobility components to qualify for a standard rate award of either Daily Living or Mobility; and a minimum of 12 points to qualify for higher rate.</p> <p>The specific legislation for the areas under dispute is: The Social Security (Personal Independence Payment) Regulations 2013, Regulation 4 (assessment) and Regulations 5, 6 (scoring), and Schedule 1 (list of descriptors against the set of activities for Daily Living and Mobility).</p>
4.	<p>Where the claimant has a fixed term award of Disability Living Allowance coming to an end, the claimant will be invited to make a claim for Personal Independence Payment.</p> <p>The specific legislation is the Personal Independence Payment (Transitional Provisions) Regulations 2013, Regulation 3(1)</p>
5.	<p>Whether a claimant satisfies the disability threshold criteria is determined by an assessment of their ability to carry out certain activities.</p> <p>Points can be scored for each of these activities.</p>
6.	<p>Mr Still is 45. He has had Lumbar Spondylosis for almost 20 years. He is on medication and the condition affects him most of the time. He has had depression and anxiety since 2001. He was previously admitted to hospital in 2012 due to suicidal intention, he has a support worker once a week from Scottish association for mental health (SAMH). He is on prescribed medication and last saw the psychiatrist nurse in July 2014. He reports that he has more bad days than good.</p>
7.	<p>The activities entitled preparing food, taking nutrition, washing and bathing, managing toilet needs or incontinence, dressing and</p>

	undressing, communicating verbally, reading and understanding signs, symbols and words, making budgeting decision and moving around are not under dispute and have therefore not been addressed further within the appeal submission. The descriptors and points awarded for each activity are given in bold in the table below.
8.	In his appeal request Mr Still states he needs supervision, prompting or assistance for 3.5 hours per week to manage his therapy. During the consultation he confirmed that he is able to take his medication as directed. He received 2 hours support a week from SAMH. Based on Mr Still's own statement the decision maker has decided that he can manage medication or therapy or monitor a health condition unaided. Nil points have been awarded for this activity.
9.	In his appeal request Mr Still states he needs social support to be able to engage with other people. During the consultation Mr Still stated that he avoids making conversation and mixing with people due to anxiety. He avoids answering the door and hides away from people, he keeps the curtains shut. The decision maker has decided that Mr Still needs prompting to be able to engage with other people. 2 points have been awarded for this activity.
10.	As Mr Still scores 10 points for activities of Daily Living he is entitled to Daily Living component at the standard rate.
11.	In his appeal request Mr Still states that he cannot follow the route of an unfamiliar journey without another person. During the consultation Mr Still stated that the last time he went out alone was July 2014. He finds it hard to cope with crowds, has no motivation and feels scared. His support worker takes him shopping once a week, sorts out his appointments for him and makes sure there is someone available to take him to all his appointments. The decision maker has decided that Mr Still needs prompting to be able to undertake any journey to avoid overwhelming psychological distress.
12.	As Mr Still scores 8 points for activities of Mobility he is entitled to Mobility component at the standard rate.
13.	The assessment criteria cover 10 Daily Living and 2 Mobility activities. These activities give an overall picture of an individual's daily living and mobility needs. While I recognise you may have other needs, if these aren't covered by the assessment criteria they can't be considered in deciding if you are eligible for benefit.
14.	The tribunal is asked to dismiss this appeal and confirm the Secretary of State's decision.
15.	The descriptors and points awarded for each activity are in bold in the table below.

Conclusion

16	The Tribunal is asked to dismiss this appeal and confirm the Secretary of State's decision.
17	The descriptors and points awarded for each activity are in bold in the table below.

Daily Living Activities

Activity 1 – Preparing food

1A	I've decided you can prepare and cook a simple meal unaided.	0
1B	I've decided you need an aid or appliance to prepare or cook a simple meal.	2
1C	I've decided you can't cook a simple meal using a conventional cooker but you can do so using a microwave.	2
1D	I've decided you need prompting from another person to prepare or cook a simple meal.	2
1E	I've decided you need supervision or assistance from another person to prepare or cook a simple meal.	4
1F	I've decided you can't prepare and cook food.	8

Activity 2 – Taking nutrition

2A	I've decided you can eat and drink unaided.	0
2B	I've decided you need an aid or appliance, or supervision from another person to eat and drink, or you need assistance from another person to cut up food.	2
2C	I've decided you need a therapeutic source to be able to take nutrition.	2
2D	I've decided you need prompting from another person to eat and drink.	4
2E	I've decided you need assistance from another person to manage a therapeutic source that enables you to take nutrition.	6
2F	I've decided you need another person to get food and drink to your mouth.	10

Activity 3 - Managing therapy or monitoring a health condition

3A	I've decided you can either manage medication / therapy or monitor your health condition unaided, or you don't need to.	0
3B	I've decided you either need an aid or appliance to manage your medication, or you need supervision, prompting or assistance from another person to manage your medication or monitor your health condition.	1
3C	I've decided you need supervision, prompting or assistance from another person to manage your therapy and that this therapy takes no more than 3.5 hours a week.	2
3D	I've decided you need supervision, prompting or assistance from another person to manage your therapy and that this therapy takes more than 3.5 hours a week but no more than 7 hours.	4
3E	I've decided you need supervision, prompting or assistance from another person to manage your therapy and that this therapy takes more than 7 hours a week but no more than 14 hours.	6
3F	I've decided you need supervision, prompting or assistance from another person to manage your therapy and that this therapy	8

	takes more than 14 hours a week.	
--	----------------------------------	--

Activity 4 – Washing and bathing

4A	I've decided you can wash and bathe unaided.	0
4B	I've decided you need an aid or appliance to wash or bathe.	2
4C	I've decided you need supervision or prompting from another person to wash or bathe.	2
4D	I've decided you need assistance from another person to wash either your hair or your body below the waist.	2
4E	I've decided you need assistance from another person to be able to get in or out of a bath or shower.	3
4F	I've decided you need assistance from another person to wash your body between the shoulders and waist.	4
4G	I've decided you can't wash and bathe at all and need someone else to wash your entire body.	8

Activity 5 – Managing toilet needs or incontinence

5A	I've decided you can manage your toilet needs or incontinence unaided.	0
5B	I've decided you need an aid or appliance to manage your toilet needs or incontinence.	2
5C	I've decided you need supervision or prompting from another person to manage your toilet needs.	2
5D	I've decided you need assistance from another person to manage your toilet needs.	4
5E	I've decided you need assistance from another person to manage your bladder or bowel incontinence.	6
5F	I've decided you need assistance from another person to manage your bladder and bowel incontinence.	8

Activity 6 – Dressing and undressing

6A	I've decided you can dress and undress unaided.	0
6B	I've decided you need to use an aid or appliance to dress and undress.	2
6C	I've decided you either need another person to tell you to get dressed or undressed, how to do it or when to keep your clothes on, or that you need prompting or assistance to select appropriate clothing.	2
6D	I've decided you need assistance from another person to dress or undress your lower body.	2
6E	I've decided you need assistance from another person to dress or undress your upper body.	4
6F	I've decided you can't dress or undress at all.	8

Activity 7 - Communicating verbally

7A	I've decided you can express and understand verbal information unaided.	0
7B	I've decided you need an aid or appliance to be able to speak or hear.	2
7C	I've decided you can express and understand complex verbal information with help from someone who is trained or experienced in helping people to communicate.	4
7D	I've decided you can express and understand basic verbal information with help from someone who is trained or experienced in helping people to communicate.	8
7E	I've decided you cannot express or understand verbal information at all, even with help from someone who is trained or experienced in helping people to communicate.	12

Activity 8 - Reading and understanding signs, symbols and words

8A	I've decided you can read and understand basic and complex written information either unaided or using glasses or contact lenses.	0
8B	I've decided you need an aid or appliance, other than glasses or contact lenses, to read or understand either basic or complex written information.	2
8C	I've decided you need prompting from another person to read or understand complex written information.	2
8D	I've decided you need prompting from another person to read or understand basic written information.	4
8E	I've decided you can't read or understand signs, symbols and words at all.	8

Activity 9 - Engaging with other people face to face

9A	I've decided you can engage with other people unaided.	0
9B	I've decided you need to be prompted by another person to engage with other people.	2
9C	I've decided you can only engage with other people with support from someone who is trained or experienced in helping people to engage in social situations.	4
9D	I've decided you can't engage with other people at all because doing so would cause you significant mental distress or you are likely to behave in a way which could harm you or another person.	8

Activity 10 - Making budgeting decisions

10A	I've decided you can make complex budgeting decisions unaided.	0
10B	I've decided you need prompting or assistance from another person to make complex budgeting decisions.	2
10C	I've decided you can make simple budgeting decisions with	4

	prompting or assistance from another person.	
10D	I've decided you can't make any budgeting decisions at all.	6

Mobility Activities

Activity 11 – Planning and following a journey

11A	I've decided you can plan and follow the route of a journey unaided.	0
11B	I've decided you need prompting from another person to undertake a journey to avoid causing you significant mental distress.	4
11C	I've decided you can't plan the route of a journey.	8
11D	I've decided you can follow the route of an unfamiliar journey with help from another person, assistance dog or orientation aid.	10
11E	I've decided you can't undertake any journey because it would cause you significant mental distress.	10
11F	I've decided you can't follow the route of a familiar journey without another person, assistance dog or orientation aid.	12

Activity 12 – Moving around

12A	I've decided you can stand and then move more than 200 metres, either aided or unaided.	0
12B	I've decided you can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided.	4
12C	I've decided you can stand and then move unaided more than 20 metres but no more than 50 metres.	8
12D	I've decided you can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres.	10
12E	I've decided you can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.	12
12F	I've decided you cannot, either aided or unaided, stand or move more than 1 metre.	12

27/5/2015

NR969323B

N/L

28 MAY 2015

Peter Still

133

84 Plessey Road

Bathgate,
West Lothian,

EH48 2XP.

APPEAL TRIBUNAL REF.

SCO91/15/0073~~3~~3.

Benefit, Personnel Independence Payment

Having received the DWP response to my Appeal

I would like to have the decision made on the papers that the tribunal have, the only thing

regards my appeal that I would like to change

is regards the mobility Component Activity

Number (11) would like to change this from (D)

and replace this with (E) cannot undertake any

journey because it would cause overwhelming distress

to the claimant, The decision regards the care

component I do not wish to alter,

Having to go through this process regards this

appeal has made my health worse, and I do not

leave one hour at all either accept or not

I have looked at the response from the DWP

regards my appeal, I have included what I think

in relation especially to the legal welfare

reform Act and PIP act. I have included one

document that has not been provided that is a mandatory Reconsideration regard my ESA I would also like to highlight to the ESA medical and this was in July 2014, This is not mentioned in DWP response, under the DWP rules any medical for Benefit in past 2 years must be taken into consideration, This isn't ever mentioned in DWP response, All the dates given in DWP response to appeal don't match with what the actual dates were, Please could you have this dealt with ASAP, In all the medical I have had to attend regards Benefits DWP, ESA, let me have any contact By the DWP, to any social workers, health workers, support workers or gp, and the same applies to the appeal AS I have made DWP aware that if what I was saying regards my health conditions any doubt they could have contacted any of the numerous people I put forward to contact Also I believe that the way they have dealt with myself is to stop having to pay a lot of money over a period of 3 years, I am not trying to do anything that I don't think I'm entitled to.

And I don't want to have to appear in front of the Tribunal and tell them how bad my wife has become, that's why to the Assessor I attended regard my AP application on the 13/2/2015, I remember saying to her advised that I didn't used to be like this, and that I used to be normal, I thought about this and thought how low I was having to say such a thing, any Dignity and Respect I used to have, As stated could you please have my appeal considered on the evidence that instead of an old head, to have it decided on the papers this would be much appreciated

Kindest regards

Peter Gill

complaint DWP - PIP.

27/5/2015.

Atos and DWP Abbreviations

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
RSMD	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

Abbreviations List

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

NR969323B

Tasks

Task ID: 7104384
 Subject: NR969323B Action required Unstructured White mail received
 Priority: Standard
 Assigned Date: 02/01/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 02/01/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Richard Barnes	2/1/2015 14:38:15	Closed			
Peter Lee	2/1/2015 11:56:52	Added To My Tasks List		Richard Barnes	
SYSTEM	2/1/2015 08:59:18	Created			

Task ID: 7105159
 Subject: NR969323B Action required Prescriptions received
 Priority: Standard
 Assigned Date: 02/01/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 02/01/2015
 Primary Action: NR969323B - Indexed Document

Tasks

Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Peter Lee	2/1/2015 10:58:17	Closed			
Peter Lee	2/1/2015 10:48:28	Added To My Tasks List		Peter Lee	
Damian Grogan	2/1/2015 10:23:07	Forwarded		Blackpool BC_Workflow 1_PIP SC1 Support and Workflow Team1	
SYSTEM	2/1/2015 08:59:18	Created			

Task ID: 7104385
Subject: NR969323B Action required PIP2 questionnaire received
Priority: Standard
Assigned Date: 02/01/2015
Status: Closed
Deadline:
Time Worked: 00:00
Task Type: AP - Assessment required
Date Created: 02/01/2015
Primary Action: NR969323B - Indexed Document
Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Rachel Rogers	26/2/2015 12:27:41	Closed			
Debbie Duffy	25/2/2015 13:56:50	Added To My Tasks List		Rachel Rogers	
Peter Thompson	23/2/2015 13:47:32	Forwarded		Blackpool BC_Comple x Decision_PI P SC CMD4 Multi-Function Team4	
Stuart May	20/2/2015 14:06:43	Forwarded		Blackpool BC_Comple x Decision_PI P SC CMD2 Multi-Function Team8	
SYSTEM	19/2/2015 06:08:00	Created			
SYSTEM	19/2/2015 06:07:59	New Comment Added			Other document(s) received

Task ID: 8447590
 Subject: NR969323B Action required Unstructured White mail received
 Priority: Standard
 Assigned Date: 19/03/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Martin Gallacher	2/1/2015 11:26:24	Closed			
Martin Gallacher	2/1/2015 11:21:41	Added To My Tasks List		Martin Gallacher	
SYSTEM	2/1/2015 08:59:18	Created			

Task ID: 8033987
 Subject: NR969323B Action required AP Assessment Report received
 Priority: Standard
 Assigned Date: 25/02/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 19/02/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Task Type:	Inbound correspondence
Date Created:	11/03/2015
Primary Action:	NR969323B - Indexed Document
Supporting Information:	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Christina Higgins	20/3/2015 07:20:53	Closed			
Christina Higgins	19/3/2015 11:23:46	Added To My Tasks List		Christina Higgins	
Peter Lee	19/3/2015 11:23:18	Forwarded		Christina Higgins	
Peter Thompson	15/3/2015 14:51:03	Forwarded		Blackpool BC_Workflow 2_PIP SC1 Support and Workflow Team1	
Peter Thompson	15/3/2015 14:05:49	Forwarded		Blackpool BC_Complex Decision_PIP SC CMD2 Multi-Function Team2	
Peter Thompson	15/3/2015 14:01:44	Forwarded		Blackpool BC_Appeals_PIP SC CMD2 Multi-Function Team2	
SYSTEM	11/3/2015 12:34:48	Created			
SYSTEM	11/3/2015 12:34:48	New Comment Added			Other document(s) received

Task ID:

8643816

Subject:

NR969323B

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Priority:	Standard
Assigned Date:	26/03/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Reconsiderations
Date Created:	20/03/2015
Primary Action:	
Supporting Information:	Participant Home Page

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Stuart May	27/3/2015 15:40:32	Closed			
Stuart May	26/3/2015 13:55:33	Added To My Tasks List		Stuart May	
Stuart May	26/3/2015 13:52:57	Forwarded		Stuart May	
Peter Thompson	24/3/2015 08:43:28	Forwarded		Blackpool BC_Complex Decision_PIP SC CMD4 Multi-Function Team7	
Damian Grogan	23/3/2015 09:51:31	Forwarded		Blackpool Mota BC_Disputes_Mota Multi-Function Team3	
Peter Thompson	20/3/2015 16:19:44	Forwarded		Blackpool Mota BC_Disputes_Mota Multi-Function Team1	
Christina Higgins	20/3/2015 07:20:41	Created			
Christina Higgins	20/3/2015 07:20:40	New Comment Added			recon request. see letter 11.3

Task ID:

8939260

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Tasks

Subject:	NR969323B To Do
Priority:	Standard
Assigned Date:	13/04/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	To Do
Date Created:	07/04/2015
Primary Action:	NR969323B - PETER STILL - Home Page
Supporting Information:	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Stuart May	14/4/2015 13:27:55	Closed			
Stuart May	13/4/2015 11:35:26	Added To My Tasks List		Stuart May	
Stuart May	13/4/2015 08:56:26	Forwarded		Stuart May	
Talia Casserley	9/4/2015 12:18:17	Forwarded		Blackpool BC_Complex Decision_PIP SC CMD4 Multi-Function Team7	
Talia Casserley	7/4/2015 15:55:23	Forwarded		Blackpool BC_Appeals PIP SC CMD2 Multi-Function Team9	
Peter Thompson	7/4/2015 15:49:33	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD1 Multi-Function Team1	

Tasks

	7/4/2015 08:47:21	New Comment Added			Call back requested. Claimant has received his Man Rec decision letter & has asked for CM to call him to explain the decision so that he can decide whether or not to appeal. Please call claimant on 0758671542 3. 07/04/15 08:45
SYSTEM	7/4/2015 08:47:21	Created			

Task ID: 9179551
 Subject: NR969323B Action required GL24 Appeal Form received
 Priority: Standard
 Assigned Date: 20/04/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 17/04/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Sue Pailing	21/4/2015 13:02:05	Closed			
Sue Pailing	20/4/2015 12:33:55	Added To My Tasks List		Sue Pailing	
Steven Davison	20/4/2015 12:11:48	Forwarded		Sue Pailing	
Damian Grogan	17/4/2015 15:40:45	Forwarded		Blackpool Mota BC_Appeals Mota Multi-Function Team2	
Peter Lee	17/4/2015 14:20:15	Forwarded		Blackpool Mota BC_Appeals Mota Multi-Function Team1	
SYSTEM	17/4/2015 11:27:59	New Comment Added			Other document(s) received
SYSTEM	17/4/2015 11:27:59	Created			

Task ID: 9180004
 Subject: NR969323B Action required Unstructured White mail received
 Priority: Standard
 Assigned Date: 21/04/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Andy Johnstone	22/4/2015 13:55:23	Closed			
Andy Johnstone	22/4/2015 12:47:18	Added To My Tasks List		Andy Johnstone	
Joanne Jones	22/4/2015 11:09:29	Forwarded		Andy Johnstone	
Sue Pailing	21/4/2015 13:13:46	Created			

Task ID: 9274922
 Subject: NR969323B***14/04 Appeal docs in rack
 Priority: Standard
 Assigned Date: 05/05/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Manual To Do
 Date Created: 22/04/2015
 Primary Action:
 Supporting Information: Participant Home Page

History & Comments

User	Date	Change Type	From	to	Comment
Cheryl Broadbent	7/5/2015 11:22:03	Closed			
Cheryl Broadbent	5/5/2015 13:57:08	Added To My Tasks List		Cheryl Broadbent	
Andy Johnstone	22/4/2015 13:55:04	Created			

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Task ID:	9327374
Subject:	NR969323B Call Back
Priority:	Standard
Assigned Date:	12/05/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Outbound Call
Date Created:	24/04/2015
Primary Action:	NR969323B - PETER STILL - Home Page
Supporting Information:	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Rachel Rogers	14/5/2015 10:34:14	Closed			
Rachel Rogers	14/5/2015 10:33:52	New Comment Added			Rang customer to apologise for level of service received - he was happy with my apology.
Rachel Rogers	12/5/2015 12:10:30	Added To My Tasks List		Rachel Rogers	
Philip Donaldson	12/5/2015 11:17:27	Forwarded	Philip Donaldson	Rachel Rogers	
Philip Donaldson	12/5/2015 11:16:40	Added To My Tasks List		Philip Donaldson	
Rachel Rogers	11/5/2015 10:29:09	Forwarded	Rachel Rogers	Philip Donaldson	Forwarded to you as per email sent 07/05 thanks
Rachel Rogers	5/5/2015 13:17:59	Added To My Tasks List		Rachel Rogers	
Steve Webb	5/5/2015 12:59:11	Forwarded	Steve Webb	Rachel Rogers	
Steve Webb	5/5/2015 12:58:22	Added To My Tasks List		Steve Webb	

Tasks

	24/4/2015 11:35:09	New Comment Added			*****CO MPLAINT*** *****Client would like a complaint on about the service he's received and he would like someone to give him a call back please can you call the client on: 0758671542 3 24/04/15 11:34 ██████████
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Task ID: 9686600
Subject: NR969323B Action required - Hearing date required for presenting Officer
Priority: Standard
Assigned Date: 13/05/2015
Status: Closed
Deadline:
Time Worked: 00:00
Task Type: Appeal Reminder - No Hearing Date scheduled
Date Created: 13/05/2015
Primary Action: 3992821 - 'PIP - Appeals'
Supporting Information:

Tasks

Tracey Ward	30/4/2015 15:45:18	Forwarded	Tracey Ward	Steve Webb	This case is not for Complaints Resolution Team (yet). A Team Leader needs to call back and try to resolve the complaint before it is escalated to CRT. Thank you.
Tracey Ward	30/4/2015 15:42:22	Added To My Tasks List		Tracey Ward	
Peter Lee	24/4/2015 13:47:27	Forwarded		Blackpool BC_Complaints Resolution Manager_PIP SC1	
Peter Lee	24/4/2015 12:01:54	Forwarded		Blackpool BC_Delivery Team_PIP SC CMD1 Multi-Function Team1	
SYSTEM	24/4/2015 11:35:09	Created			

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Penny Billington	13/5/2015 10:48:52	Closed			
Damian Grogan	13/5/2015 09:45:59	Added To My Tasks List		Penny Billington	
Damian Grogan	13/5/2015 09:31:52	Forwarded		Blackpool Mota BC_Appeals Mota Multi-Function Team2	
Peter Lee	13/5/2015 07:28:15	Forwarded		Blackpool Mota BC_Appeals Mota Multi-Function Team1	
SYSTEM	13/5/2015 06:08:18	Created			

Task ID: 9705025
 Subject: NR969323B Action required Unstructured White mail received
 Priority: Standard
 Assigned Date: 15/05/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 13/05/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Carolyn Scregg	19/5/2015 08:17:20	Closed			
Bryan Wadham	15/5/2015 09:17:05	Added To My Tasks List		Carolyn Scregg	
Peter Lee	15/5/2015 07:19:40	Forwarded		Blackpool BC_Complex Decision_PIP SC CMD4 Multi-Function Team10	
SYSTEM	13/5/2015 14:50:36	New Comment Added			Other document(s) received
SYSTEM	13/5/2015 14:50:36	Created			

Task ID: 9719535
 Subject: NR969323B Action required Further Evidence received
 Priority: Standard
 Assigned Date: 14/05/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 14/05/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Rachel Rogers	14/5/2015 14:01:55	Closed			
Rachel Rogers	14/5/2015 13:59:25	New Comment Added			Duplicate task
Rachel Rogers	14/5/2015 11:42:47	Added To My Tasks List		Rachel Rogers	
SYSTEM	14/5/2015 09:32:00	Created			
SYSTEM	14/5/2015 09:32:00	New Comment Added			Other document(s) received

Task ID: 9720503
 Subject: NR969323B Action required Appeal Outcome received
 Priority: Standard
 Assigned Date: 01/06/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 14/05/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Lee Sudder	1/6/2015 15:07:00	Closed			
Lee Sudder	1/6/2015 15:06:52	Added To My Tasks List		Lee Sudder	
Vicky Hill	21/5/2015 12:11:13	Forwarded	Vicky Hill	Scotland BC_Appeals_Scotland Multi-Function Team3	SEE POSTCODE
Vicky Hill	21/5/2015 08:55:23	Added To My Tasks List		Vicky Hill	
Susan Hook	14/5/2015 18:57:36	Forwarded		Blackpool BC_Appeals_PIP SC CMD3 Multi-Function Team1	
Julie Higham	14/5/2015 15:55:26	Forwarded	Julie Higham	Blackpool BC_Appeals Complex DM_PIP SC CMD3 Multi-Function Team1	
Julie Higham	14/5/2015 10:32:44	Added To My Tasks List		Julie Higham	
SYSTEM	14/5/2015 09:32:00	New Comment Added			Other document(s) received
SYSTEM	14/5/2015 09:32:00	Created			

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016

DPA RECORD PRINT

Tasks

Priority:	Standard
Assigned Date:	01/09/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Outbound Call
Date Created:	17/08/2015
Primary Action:	NR969323B - PETER STILL - Home Page
Supporting Information:	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Jacqueline Aris	1/9/2015 11:03:19	Closed			
Jacqueline Aris	1/9/2015 11:02:23	New Comment Added			see notes in claimants homepage.
Jacqueline Aris	1/9/2015 11:02:04	Added To My Tasks List		Jacqueline Aris	
	17/8/2015 17:51:16	New Comment Added			customer called chasing outcome of complaint he put in on 30/07. no one has called him about it please call him on his mobile to discuss thanks 17/08/15 17:50 
SYSTEM	17/8/2015 17:51:16	Created			

Task ID: 11841438
 Subject: NR969323B SOR not received
 Priority: Standard
 Assigned Date: 27/08/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00

Tasks

Task Type: Appeal Reminder - Further evidence not received
 Date Created: 22/08/2015
 Primary Action: 2563387-'PIP - Appeals'
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Richard Barnes	28/8/2015 14:31:22	Closed			
Talia Casserley	27/8/2015 12:15:12	Added To My Tasks List		Richard Barnes	
Stuart May	24/8/2015 09:57:12	Forwarded		Blackpool BC_Appeals Complex DM_PIP SC CMD1 Multi-Function Team4	
SYSTEM	22/8/2015 06:08:26	Created			

Task ID: 12082669
 Subject: NR969323B DOC TYPE 1329: Appeal Outcome received
 Priority: Standard
 Assigned Date: 15/09/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 03/09/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Jacqueline Aris	15/9/2015 12:28:46	Closed			
Jacqueline Aris	15/9/2015 12:28:37	New Comment Added			SOR received, See notes in claimants homepage.
Jacqueline Aris	15/9/2015 12:28:09	Added To My Tasks List		Jacqueline Aris	
Sue Hatton	15/9/2015 12:10:17	Forwarded	Sue Hatton	Blackpool BC_Appeals Complex DM_PIP SC CMD1 Multi-Function Team10	
Sue Hatton	15/9/2015 11:53:08	Added To My Tasks List		Sue Hatton	
Helen Collins	11/9/2015 10:52:15	Forwarded		Blackpool BC_Appeals Complex DM_PIP SC CMD1 Multi-Function Team6	
Julie Higham	9/9/2015 17:46:00	Forwarded	Julie Higham	Blackpool BC_Appeals Complex DM_PIP SC CMD2 Multi-Function Team6	
Julie Higham	9/9/2015 17:45:36	Added To My Tasks List		Julie Higham	

Tasks

SYSTEM	3/9/2015 14:04:14	Created			
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Task ID: 12083980
 Subject: NR969323B Unstructured White mail received
 Priority: Standard
 Assigned Date: 07/09/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 03/09/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Joanne Widdup	7/9/2015 09:45:07	Closed			
Joanne Widdup	7/9/2015 08:01:15	Added To My Tasks List		Joanne Widdup	
Joanne Jones	4/9/2015 15:35:59	Forwarded		Joanne Widdup	
SYSTEM	3/9/2015 14:04:14	Created			
SYSTEM	3/9/2015 14:04:14	New Comment Added			Other document(s) received

Task ID: 12478582
 Subject: NR969323B Call Back
 Priority: Standard
 Assigned Date: 01/10/2015

REPORT TYPE: DPA

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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:	22/09/2015
Primary Action:	NR969323B - PETER STILL - Home Page
Supporting Information:	

Tasks

SYSTEM	3/9/2015 14:04:14	Created			
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Task ID: 12083980
 Subject: NR969323B Unstructured White mail received
 Priority: Standard
 Assigned Date: 07/09/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 03/09/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Joanne Widdup	7/9/2015 09:45:07	Closed			
Joanne Widdup	7/9/2015 08:01:15	Added To My Tasks List		Joanne Widdup	
Joanne Jones	4/9/2015 15:35:59	Forwarded		Joanne Widdup	
SYSTEM	3/9/2015 14:04:14	Created			
SYSTEM	3/9/2015 14:04:14	New Comment Added			Other document(s) received

Task ID: 12478582
 Subject: NR969323B Call Back
 Priority: Standard
 Assigned Date: 01/10/2015

REPORT TYPE: DPA

PERSONAL INDEPENDENCE PAYMENT

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Tasks

Subject:	NR969323B Action required Appeal Outcome received
Priority:	Standard
Assigned Date:	29/05/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Inbound correspondence
Date Created:	26/05/2015
Primary Action:	NR969323B - Indexed Document
Supporting Information:	

Tasks

Task ID: 9721245
 Subject: NR969323B Action required Unstructured White mail received
 Priority: Standard
 Assigned Date: 14/05/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 14/05/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
John Healey	18/5/2015 09:58:24	Closed			
Bryan Wadham	14/5/2015 14:44:36	Added To My Tasks List		John Healey	
Peter Lee	14/5/2015 14:39:46	Forwarded		Blackpool BC_Comple x Decision_PI P SC CMD4 Multi-Function Team10	
SYSTEM	14/5/2015 09:32:00	Created			
SYSTEM	14/5/2015 09:32:00	New Comment Added			Other document(s) received

Task ID: 9945056

Tasks

Task ID: 10100469
 Subject: NR969323B Action required Appeal Outcome received
 Priority: Standard
 Assigned Date: 03/06/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 02/06/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Andy Johnstone	4/6/2015 13:26:02	Closed			
Talia Casserley	3/6/2015 13:37:33	Added To My Tasks List		Andy Johnstone	
Al-Noor Rahemtulla	2/6/2015 16:55:38	Forwarded	Al-Noor Rahemtulla	Blackpool Mota BC_Appeals Mota Multi-Function Team2	RECD AT CHORLTON IN ERROR
Al-Noor Rahemtulla	2/6/2015 16:50:11	Added To My Tasks List		Al-Noor Rahemtulla	
SYSTEM	2/6/2015 15:57:24	New Comment Added			Other document(s) received
SYSTEM	2/6/2015 15:57:24	Created			

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Lee Sudder	1/6/2015 15:06:11	Closed			
Peter Lee	29/5/2015 13:57:02	Added To My Tasks List		Lee Sudder	
Damian Grogan	27/5/2015 17:24:16	Forwarded		Blackpool Mota BC_Appeals Mota Multi-Function Team2	
Karen McDonnell	27/5/2015 14:33:28	Forwarded	Karen McDonnell	Blackpool BC_Appeals PIP SC CMD1 Multi-Function Team1	SC1 CASE
Karen McDonnell	27/5/2015 13:26:23	Added To My Tasks List		Karen McDonnell	
Angie Glen	27/5/2015 09:25:34	Forwarded		Blackpool BC_Appeals PIP SC CMD3 Multi-Function Team1	
Julie Higham	26/5/2015 17:39:50	Forwarded	Julie Higham	Blackpool BC_Appeals Complex DM_PIP SC CMD3 Multi-Function Team1	
Julie Higham	26/5/2015 14:23:43	Added To My Tasks List		Julie Higham	
SYSTEM	26/5/2015 14:19:56	Created			

Tasks

Task ID: 10136270
 Subject: NR969323B Action required Unstructured White mail received
 Priority: Standard
 Assigned Date: 05/06/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 03/06/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Shirley Tobin	8/6/2015 14:08:39	Closed			
Bryan Wadham	5/6/2015 14:51:42	Added To My Tasks List		Shirley Tobin	
Peter Lee	4/6/2015 16:34:44	Forwarded		Blackpool BC_Complex Decision_PIP SC CMD4 Multi-Function Team10	
SYSTEM	3/6/2015 16:43:31	Created			
SYSTEM	3/6/2015 16:43:31	New Comment Added			Other document(s) received

Task ID: 10136504

REPORT TYPE: DPA

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REQUESTED DATE:02/02/2016 DPA RECORD PRINT

Tasks

Subject:	NR969323B Action required Appeal Outcome received
Priority:	Standard
Assigned Date:	10/06/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Inbound correspondence
Date Created:	03/06/2015
Primary Action:	NR969323B - Indexed Document
Supporting Information:	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Andy Johnstone	12/6/2015 12:52:50	Closed			
Damian Grogan	10/6/2015 12:38:17	Added To My Tasks List		Andy Johnstone	
Damian Grogan	8/6/2015 18:05:45	Forwarded		Blackpool Mota BC_Appeals_Mota Multi-Function Team2	
Brendan McCarthy	8/6/2015 12:49:54	Forwarded	Brendan McCarthy	Blackpool BC_Appeals_PIP SC CMD1 Multi-Function Team1	
Brendan McCarthy	8/6/2015 11:41:59	Added To My Tasks List		Brendan McCarthy	
Donna Moy-Houghton	5/6/2015 14:03:40	Forwarded		Blackpool BC_Appeals_PIP SC CMD3 Multi-Function Team1	
Julie Higham	4/6/2015 17:53:18	Forwarded	Julie Higham	Blackpool BC_Appeals Complex DM_PIP SC CMD3 Multi-Function Team1	sent to chorlton gam queue in error
Julie Higham	4/6/2015 11:10:02	Added To My Tasks List		Julie Higham	
SYSTEM	3/6/2015 16:43:31	Created			

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Melanie Johnson	12/6/2015 16:33:40	Closed			
Melanie Johnson	12/6/2015 16:33:32	New Comment Added			Noted further evidence is for the Appeal/Task sent to Appeals to note
Debbie Duffy	11/6/2015 15:29:54	Added To My Tasks List		Melanie Johnson	
Stuart May	5/6/2015 15:11:47	Forwarded		Blackpool BC_Comple x Decision_PI P SC CMD4 Multi-Function Team6	
Peter Lee	4/6/2015 14:44:49	Forwarded		Blackpool BC_Comple x Decision_PI P SC CMD2 Multi-Function Team4	
SYSTEM	3/6/2015 16:43:31	New Comment Added			Other document(s) received
SYSTEM	3/6/2015 16:43:31	Created			

Task ID:

10173686

Tasks

Subject:	NR969323B Action required Appeal Outcome received
Priority:	Standard
Assigned Date:	09/06/2015
Status:	Closed
Deadline:	
Time Worked:	00:00
Task Type:	Inbound correspondence
Date Created:	05/06/2015
Primary Action:	NR969323B - Indexed Document
Supporting Information:	

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Lee Sudder	12/6/2015 12:14:13	Closed			
Lee Sudder	9/6/2015 13:43:15	Added To My Tasks List		Lee Sudder	
Simon Walford	9/6/2015 13:42:06	Forwarded		Lee Sudder	
Damian Grogan	8/6/2015 11:15:35	Forwarded		Blackpool Mota BC_Appeals_Mota Multi-Function Team2	
Damian Grogan	8/6/2015 11:12:46	Forwarded		Blackpool Mota BC_Appeals_Mota Multi-Function Team1	
Damian Grogan	8/6/2015 10:50:37	Forwarded		Blackpool Mota BC_Appeals_Mota Multi-Function Team1	
SYSTEM	5/6/2015 09:15:47	Created			

Task ID: 10174156
 Subject: NR969323B Action required Unstructured White mail received
 Priority: Standard
 Assigned Date: 08/06/2015
 Status: Closed
 Deadline:

Tasks

Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 05/06/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Diane Skipworth	9/6/2015 09:24:11	Closed			
Diane Skipworth	8/6/2015 10:45:45	Added To My Tasks List		Diane Skipworth	
Simon Walford	8/6/2015 10:22:05	Forwarded		Diane Skipworth	
SYSTEM	5/6/2015 09:15:47	Created			
SYSTEM	5/6/2015 09:15:47	New Comment Added			Other document(s) received

Task ID: 10335544
 Subject: NR969323B****05/06/15 - F/EV RECD FROM HMCTS****
 Priority: Standard
 Assigned Date: 17/06/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Appeals
 Date Created: 12/06/2015
 Primary Action:
 Supporting Information: Participant Home Page

Tasks

History & Comments

User	Date	Change Type	From	to	Comment
Lyanne Wright	19/6/2015 11:26:11	Closed			
Nina Guest	17/6/2015 10:31:49	Added To My Tasks List		Lyanne Wright	
Lee Sudder	12/6/2015 12:12:51	Created			

Task ID: 10339609
 Subject: NR969323B - Further Evidence for Appeal
 Priority: Standard
 Assigned Date: 18/06/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Manual To Do
 Date Created: 12/06/2015
 Primary Action:
 Supporting Information: Participant Home Page

Tasks

Date Created: 17/07/2015
 Primary Action: NR969323B - Indexed Document
 Supporting Information:

History & Comments

User	Date	Change Type	From	to	Comment
Andy Johnstone	27/7/2015 12:05:15	Closed			
Talia Casserley	27/7/2015 08:32:32	Added To My Tasks List		Andy Johnstone	
Damian Grogan	20/7/2015 10:44:31	Forwarded		Blackpool BC_Appeals Complex DM_PIP SC CMD1 Multi-Function Team4	
SYSTEM	17/7/2015 16:05:51	Created			

Task ID: 11144006
 Subject: NR969323B Unstructured White mail received
 Priority: Standard
 Assigned Date: 22/07/2015
 Status: Closed
 Deadline:
 Time Worked: 00:00
 Task Type: Inbound correspondence
 Date Created: 21/07/2015
 Primary Action: NR969323B - Indexed Document
 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