

Case reference: PA-205710-STILL

Parliamentary Commissioner Act 1967

Report by the Parliamentary Ombudsman to

Mr George Galloway MP

Into a complaint made by

Mr Peter Still
84 Plessey Rd
BATHGATE
EH48 2XP

Complaint about

The Equality and Human Rights Commission (the Commission)

The complaint

1. Mr Still complained that EHRC did not provide the assistance he was expecting when pursuing his claim against his former employer. Mr Still complained that he had suffered physical and mental distress by having to pursue his claim without any assistance.

Our decision

2. We do not uphold Mr Still's complaint. This report will set out the reasons for that decision.

How we considered Mr Still's complaint

3. During this investigation, we have carefully considered the papers provided by Mr Still and the EHRC. We have also considered the points made by Mr Still during our telephone conversation.

4. In reaching our decision, we have compared what should have happened (as set out in paragraphs 5 to 8) and what did happen (paragraphs 9 to 19). In doing so, we consider whether the Commission's actions and decisions fell short of what they should have done and, if so, whether those failings were significant enough to amount to maladministration. If we found maladministration, we would then go on to consider the impact of the Commission's actions and consider whether to make recommendations to put things right.

Relevant information about the Commission

5. The Commission's role is to challenge discrimination, and protect and promote equality and human rights. The Commission's role is set out in the *Equality Act 2006* (the Act). The Act explains that the Commission should prepare a plan showing the activities they intend to take in order to fulfil their role, their priorities for different activities and the principles for determining their priorities.

6. The Commission's strategic plan for 2012-15 explains that the Commission uses their expertise and influence to support the development of policies and services that promote equality of opportunity and safeguard human rights. The strategic plan also explains that the Commission seek to use their resources in a way that adds the most value given their unique powers and functions. It explains that the Commission will focus on the issues where they can make the most difference. With regard to their priorities, the strategic plan says that the Commission's broad mandate means that there is a very long list of issues that they could take an interest in and so they have chosen three strategic priorities which are:

- to promote fairness and equality of opportunity in Britain's future economy;
- to promote fair access to public services, and autonomy and dignity in service delivery; and
- to promote dignity and respect, and safeguard people's safety.

7. The Commission's 'Compliance and Enforcement' policy explains the type of actions the Commission may take if they decide to intervene in a case. The policy says that they ensure their actions are evidence-based, proportionate and consistent. The policy also explains that the Commission's preference is informal action or cooperation. The policy explains that if the Commission decides to take formal enforcement action they can, amongst other things, conduct enquiries or investigations.

Complaints about the Commission

8. The Commission's complaint policy says that there are two stages in the complaints process. They say that at the first stage of the complaints process a senior officer from the relevant directorate will respond to the complaint. If a person is dissatisfied, they can request a review of the case which will be carried out by a director or deputy director.

Background

9. Mr Still was dismissed by his employer and pursued a claim against them. He took his case to an employment tribunal but that was unsuccessful. Mr Still appealed against the decision to the Employment Appeal Tribunal but his case was dismissed.

The Commission's decision not to intervene in Mr Still's case

10. On 27 November 2012 Mr Still wrote to the Commission. He set out a history of his case. Mr Still said he was making an urgent request for investigation and he asked for the Commission's help in his case against his former employer.

11. On 6 December 2012 the Commission replied to Mr Still. They noted that Mr Still had asked them to investigate his complaint about his former employer and said they had considered the documents Mr Still had provided. The Commission said that they received a great number of requests to investigate potential discriminatory policies and practices and they could not take action on every case which was brought to their attention. The Commission said they had a clear set of criteria and objectives on which they based their decisions. The Commission said that when deciding whether to use their investigatory powers, they must consider whether enforcement action was:

- proportionate to the nature, potential impact, likelihood and severity of the identified risk or legislative breach or whether resources would be better used elsewhere to greater effect;
- appropriate and in accordance with the Commission's strategic priorities;
- consistent with the law and the Commission's approach to compliance and enforcement decisions; or
- necessary because attempts to encourage compliance have failed.

12. The Commission noted that the tribunal had dismissed Mr Still's claim of unfair dismissal and disability discrimination and his attempts to appeal had been unsuccessful. The Commission said they had considered the concerns Mr Still had raised about his former employer but had decided not to take any action. The Commission explained that they had recorded the issue on their database so that they could use the information to identify any patterns of systemic discrimination and decide in future whether intervention would be a reasonable and proportionate to use their enforcement powers.

13. On 19 December 2012 Mr Still replied to the Commission. He explained that he had to represent himself throughout the legal process and he set out some of his concerns about the tribunal. Mr Still asked the Commission to telephone him regarding the legal process and the grounds of appeal that had been unsuccessful because he needed closure and to be able to understand the legal issues involved. On the same day, the Commission replied to Mr Still, they said that they were unable to provide the advice Mr Still had requested and suggested that he contact a solicitor, an employment law adviser or the Citizen's Advice Bureau.

14. Mr Still replied to the Commission again. He explained that he had approached the Citizen's Advice Bureau three times, had contacted a number of lawyers and contacted the law departments at two universities. Mr Still asked the Commission to pass the documents to someone who could help him.

15. On 21 December 2012 the Commission replied to Mr Still. They said they were sorry that they were unable to advise him on his case. The Commission said they appreciated it had been difficult for him to get help but the Commission's helpline had been closed and had been replaced by the Equality Advisory and Support Service (EASS). They said the EASS could not provide advice on tribunal procedures once a claim had been lodged and so would be unable to assist him. The Commission provided a telephone number for a law centre which they said may be able to help.

16. On 16 February 2013 Mr Still contacted the Commission again. He asked them to return his documents, and also asked for details of how he could make a complaint. On 19 February the Commission replied to Mr Still explaining that the documents were being sent to him, and providing a copy of the complaints policy.

17. In early October 2013 Mr Still emailed the Commission three times. He explained his complaint about his former employer and the appeals he had pursued. Mr Still asked the Commission to pass his email to someone within the Commission who would attempt to help him. Mr Still also asked for a meeting with the Commission. On 8 October 2013 the Commission replied to Mr Still. They said they had set out their position in their earlier letters and it was not their practice to meet with people who asked that the Commission use their enforcement powers.

Mr Still's complaint to the Commission

18. On 14 October 2013 Mr Still complained to the Commission. Amongst other issues, Mr Still complained that the Commission had been unable to assist him. On 11 November 2013 the Commission replied to Mr Still. The Commission explained that their legal department had considered Mr Still's request for assistance and their decision remained the same as set out in their letter of 6 December 2012 (paragraph 11). The Commission reiterated the explanation they had sent to Mr Still previously, explaining that they could not take action on every case brought to them but that they had added the information provided by Mr Still to their database.

19. On 18 November 2013 Mr Still requested a review of the Commission's decision. Mr Still explained that the Commission had violated his human rights. On 9 December 2013 the Commission completed their review of Mr Still's complaint. They said they had reviewed the correspondence Mr Still had had with the Commission and the letter explaining their decision not to take further action regarding Mr Still's concerns (paragraph 11). The Commission said they did not think that had breached Mr Still's human rights. They said they had tried to explain their position regarding requests for assistance given their limited resources and the criteria for using their powers. The Commission said that they understood that Mr Still was disappointed that they had been unable to help him but they had explained their position and provided as much information as they could.

Received 93 Feb 2015
RESTRICTED

PA-205710

History Item Number 0062

This note is not a verbatim account of my conversation with Mr Still but it does capture the main points.

I tried to telephone Mr Still at 10.15am. Mr Still said he had just woken up and asked if I could call back later. I asked if an hour would be ok and Mr Still confirmed that was fine.

At 11.15am, I called Mr Still again. I introduced myself, explained where I was calling from and explained that I wanted to discuss his complaint to our office. I asked if now was a good time and Mr Still explained that it was.

Mr Still began to talk about his experience with our office so far. He said it had been a year since he had complained to us. He said that his complaint had ended on 27 October and he had emailed Mick Martin. Mr Still said he had then had an email from Gillian Hodgson. He said that he asked for a copy of his documents back and he had then received a copy of the Visual File. Mr Still said he was not stupid and every time he came to us we changed the reference. He said he had asked for a meeting and that explaining his complaint would only take five minutes. Mr Still said that the last person he had spoken to was Samantha McIntosh and she gave him his reference number. Mr Still said he had dealt with 17 different people in total. I acknowledged Mr Still's comments about the service he had received and I apologised for that. Mr Still said that he wanted to come to Manchester to meet with me and someone senior because his experience so far had been shoddy. I explained that it was not my role to look at the service he had received from our office, my role was to investigate his complaint.

Mr Still said that his human rights had been breached because a judge had changed his case to a direct discrimination case. He said he had told them all that, he was not stupid and he was not going away. Again I explained that I could not get involved in his complaint about other members of staff. I explained that my role was to investigate his complaint about the EHRC. I said that if he wanted to complain about members of the Ombudsman's office, he could contact the Customer Care Team and I would be happy to pass him the details. Mr Still said he had already been through everyone and he would just email Mick Martin.

Mr Still said he had asked on a number of occasions what the complaint was about but nobody had answered that. He said that that was why he wanted a meeting with us. I said I would not commit to a meeting now as I did not think it was necessary. I said that we would discuss his complaint over the telephone and if anything was unclear, we might consider a meeting then. Mr Still said he wanted a meeting, he had waited a year. I said that I understood he was dissatisfied with our office. Mr Still said that he was not asking us to look at his complaint about the court of Human Rights, and the judges. Mr Still reiterated his request for a meeting. Again he explained he had seen the Visual File and that he had been given a different reference number. Mr Still said that our office had made his life a misery. I said I was very sorry to hear that. I asked if there was a reason why Mr Still needed to meet instead of discussing his complaint over the telephone. Mr Still said he wanted a meeting and was willing to travel to Manchester. He said he would not have had a call from Gillian Hodgson. Again I reiterated that I could not look at these issues for Mr Still.

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could see that these issues were all linked, I understood that Mr Still just wanted us to look at the EHRC's decision not to help him with his claim. Mr Still confirmed that that was the case.

I tried to ask Mr Still about the impact and he said that he could not get help from anywhere else. He said his right to an appeal had been ended and he wanted to be put back in the position he had been. Mr Still said that the judges involved were paid around £200k per year and he had claimed £3 million. Mr Still said that he had a pension claim too which was connected. I said that had been referred to the Pensions Ombudsman and Mr Still confirmed that. He said the court of Human Rights should have said to them too about looking at the matter. Mr Still said he wanted the court of Human Rights to consider his case. I explained that that was not a matter for us and I explained our investigation. Mr Still said he appreciated that but he wanted to get back at those involved in the case.

I told Mr Still that I wanted to explain the investigation process. Mr Still asked if we could look at the Disability Discrimination Act, and he said that we needed to start with the judgement that was made. I said that we could not do so in this case, that our role would only be to consider whether the EHRC had done what they should have done in relation to helping Mr Still. He said this was a complex legal case and we needed to talk to a lawyer.

I explained the process which our investigation would follow. I said that we would write to Mr Still and the EHRC today to confirm our investigation. I said that I would then go through all of the papers that Mr Still had sent us and find out what the EHRC had done. I explained that we needed to know what the EHRC should have done in this case, and we would compare that with what they actually did. I said we would look to see if the EHRC had done anything wrong and explained that this was known as 'maladministration' and that if something had gone wrong, we would look at how Mr Still had been affected.

I asked Mr Still if he was still using a mental health advocate. He said that they had last received correspondence some time ago. I said that if Mr Still wanted, we could send them copies of the draft report and correspondence, but we would only do that at Mr Still's request. Mr Still said we did not need to, we could just send it all to him. I said that was fine.

I returned to speaking about the process, in terms of going through the file. He said he had sent information to Arif Dalvi and referred to Arif as a 'muppet'. Mr Still said we needed to speak to a lawyer because the judge had changed his case. I said that I would not commit to speaking with a lawyer, because our starting point was to see what the EHRC did and what they were required to do. I said that if we needed to, we could speak to a lawyer but I would decide if that was necessary during the investigation.

Mr Still said he had joined PHSO the Facts. He asked if I had heard of them. I confirmed that I had and that I was aware that our office had had some contact with them. Mr Still said he had joined on Christmas eve.

I set out the process in terms of sharing draft reports and allowing time for comments. I asked Mr Still if he had any questions and he said no. He said he had just had enough. Mr Still returned to speaking about this complaint about our service. I acknowledged that that was important for Mr Still but said I thought we needed to keep that separate from

I explained to Mr Still that we had proposed to accept his case for investigation. I asked if we could move on to discuss his complaint and Mr Still agreed. I said that I understood Mr Still's complaint was about poor advice he had received from the EHRC. Mr Still said that that was not true. He said he had never complained about that and he had told us that a million times. I said I would make a note of that. I said I also understood that Mr Still had complained that the EHRC had not offered him assistance. Mr Still said he had never complained about that. In light of Mr Still's comments here, I asked Mr Still to tell me what he had complained about.

Mr Still said that his complaint had started on 14 October, and he had had an email on 29 October and the complaint ended on 30 October. He said that he had an employment tribunal claim against his former employer which he was intending to complain to the Court of Human Rights. He said that the judge at the tribunal had changed his complaint to a claim of direct discrimination. He said that the hearing was scheduled for four days but he had already been beat before he went in because she had changed the claim. Mr Still said he never could have won. He said he asked for a written judgement which he received but this said nothing about the change in his claim. Mr Still said he had then gone to the Employment Appeals Tribunal but was told that he did not have a case. He said he had approached a solicitor but they had told him that the Scottish justice system was corrupt. He said he had had to do everything himself. Mr Still said he had tried to kill himself around that time. I said I had read that and was sorry to hear it. Mr Still said it was ok.

Mr Still then moved on to talking about Irene Henery at the EHRC. He said that he had asked them to help him with his legal case but they had said they could not help. I asked Mr Still if he had asked them to help with his case against Tesco or with the issues surrounding the tribunal. Mr Still said he had asked them to help with his legal case about Tesco. Mr Still said he had tried to kill himself again at that stage. I asked Mr Still if his complaint then was about the EHRC's decision not to assist him with his claim against Tesco and Mr Still confirmed that that was correct. He said it had been going on for years but he had never complained to us about Tesco. I said I understood that. I said that from what he was telling me, I understood he was complaining that the EHRC did not help him and he said that was right.

Mr Still said he had wanted his MSP to investigate the corrupt judges involved in this case and he had contacted Alex Salmond. Mr Still said he had wanted to go to the court of Human Rights. He returned to talking about Irene Henery and said that she had violated his human rights. I asked why and Mr Still said that she had failed to help him. He said he had had an email from Irene Henery on 16 November saying they would not help him and he had asked a few questions. Mr Still said it was all in the emails. Mr Still said he had asked for a meeting with Irene Henery and his mental health advocate but that had not taken place. Mr Still reiterated that he had never complained about the advice given by the EHRC and I said I would amend the scope of his complaint.

Mr Still said he wanted the court of Human Rights to say to the Ministry of Justice that he should be allowed to appeal. He said that all of the judges were still sitting.

I brought Mr Still back to discussing his complaint about the EHRC. I reiterated to Mr Still that we would be investigating his complaint that the EHRC did not help with his claim. Mr Still said that was right. He said that the case had been through 3 or 4 case managers and a few reviews and they were still violating his human rights. I explained that though I

our investigation. Mr Still noted that I would not be looking at that. I said if Mr Still had no more questions, we would leave it there. Mr Still thanked me for my time. I thanked Mr Still for his time too and we ended the call.

You can contact me on: 0300 061 4439

Glenn.fairhall@ombudsman.org.uk

Our reference: PA-197514/0266



Parliamentary
and Health Service
Ombudsman

In Confidence
Mr Peter Still
84 Plessey Rd
BATHGATE
EH48 2XP

4 March 2015

Dear Mr Still

RE: Your complaint about the Equality and Human Rights Commission (EHRC)

Further to our telephone conversation on 3 March 2015, please find enclosed all of the documents that we relied on in our investigation of your complaint.

As discussed on the telephone, I can only send to you the information that we relied on to reach our decision in the investigation. I cannot send you all of the documents that we have on our file. However, as I advised you on the telephone, if you want to request further documents you can submit a written request to me and I will pass this on to our Freedom of Information team to deal with.

I enclose the following documents:

1. A letter from Mr Still dated 12/11/2012
2. A letter from EHRC dated 06/12/2012
3. An email from Mr Still dated 19/12/2012
4. An email from Mr Still dated 19/12/2012
5. An email from EHRC dated 21/12/2012
6. An email from EHRC dated 21/12/2012
7. An email chain between EHRC and Mr Still dated 19/02/2013
8. An email from Mr Still dated 03/10/2013
9. An email from Mr Still dated 05/10/2013
10. An email from Mr Still dated 08/10/2013
11. An email from EHRC dated 08/10/2013
12. A letter from EHRC dated 11/11/2013
13. A letter from EHRC dated 09/12/2013
14. EHRC's complaints policy
15. EHRC's strategic plan



Millbank Tower
Millbank
London SW1P 4QP

Enquiries: 0345 015 4033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

16. EHRC's compliance and enforcement policy
17. Equality Act 2006 section 4 (the full Act can be found at <http://www.legislation.gov.uk/ukpga/2006/3/contents>)

Yours sincerely



Glenn Fairhall
Investigation Manager

Enc: 17

NR969323B

Personal Independence Payment

①

Abbreviations List

PROVIDED WITH PIP DOCUMENTS PRINT

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

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

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

(ATOS)

Atos and DWP Abbreviations

PIP ② DWP

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

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

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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

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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

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**FIRST-TIER TRIBUNAL
SOCIAL SECURITY**

Appellant: Mr P Still	Tribunal RefSC091/15/00733
	NI No NR 96 93 23 B
Respondent: Secretary of State for Work and Pensions.	

DIRECTIONS NOTICE

This is about the appeal in respect of a claim for Personal Independence Payment.

The Appellant has indicated that he would wish the case dealt with on the papers and has requested that the tribunal contact his support worker for additional evidence.

However the Respondent has requested an oral hearing.

The Appellant should note:

- It would really help him to present his case if he asks for a hearing and comes to it. He can bring a friend, relative and/or representative with him.
- To enable this he needs to contact the Glasgow office within the next 14 days to confirm that he also wants an oral hearing. It will be held in Edinburgh.
- It is his appeal and it is up to him to seek any further evidence on which he wishes to rely. The responsibility for obtaining any further evidence rests with him at this stage. The tribunal will not at this stage contact his Support Worker for any additional evidence.
- He should lodge with the Tribunal as soon as possible, and in any event at least 14 days prior to the hearing date, any documents and evidence on which he wishes to rely at a hearing.

- If he chooses an oral hearing, he should make all efforts to attend the hearing as it may go ahead in his absence if he fails to attend.
- The appellant may wish to appoint a representative to assist him with his appeal. If so he should ensure that the appropriate mandate is lodged with HMCTS and that his representative is available for the hearing date fixed.

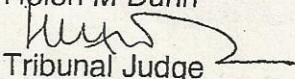
The appellant may wish to seek advice from such as a welfare rights organisation, a citizens advice bureau or law centre.

A party is entitled to challenge any direction given by applying for another direction which amends, suspends or sets aside the first direction.

Signed:

Helen M Dunn

Date: 27th May 2015


Tribunal Judge

Issued to the parties on:

(3)



**FIRST-TIER TRIBUNAL
SOCIAL SECURITY**

Appellant: Mr P Still	Tribunal Ref SC091/15/00733
	NI No NR 96 93 23 B
Respondent: Secretary of State for Work and Pensions.	

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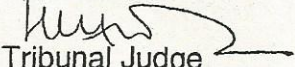
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Signed:	Helen M Dunn  Tribunal Judge	Date: 27 th May 2015
<i>Issued to the parties on:</i>		



**HM Courts
& Tribunals
Service**

HM Courts & Tribunals Service
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Wellington House
134-136 Wellington Street
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Phone: 0141 354 8574
Fax: 01264 347 981
<http://www.tribunals.gov.uk/>

The appeals section
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Post Handling Site B
WOLVERHAMPTON
WV99 1AG

National Insurance number: NR 96 93 23 B
Reference number: SC091/15/00733
Date: 02/06/2015

**About the PERSONAL INDEPENDENCE PAYMENT (REASSESSMENTS) appeal for Mr. PTW
Still**

I enclose further evidence for the appeal. Please attach this to the appeal documents you already have.

If you need to contact me, please quote the National Insurance number which is at the top of this letter.

Samantha Stokes
Clerk to the Tribunal

Clerk to the



HM Courts & Tribunals Service

HM Courts & Tribunals Service
Social Security & Child Support Appeals
Wellington House
134-136 Wellington Street
GLASGOW, G2 2XL
Phone: 0141 354 8574
Fax: 01264 347 981
<http://www.tribunals.gov.uk/>

The appeals section
DWP PIP (9)
Post-Handling Site B
WOLVERHAMPTON
WV99 1AG

National Insurance number: NR 96 93 23 B
Reference number: SC091/15/00733
Date: 26/05/2015

About the PERSONAL INDEPENDENCE PAYMENT (REASSESSMENTS) appeal for Mr. PTW Still

I enclose further evidence for the appeal. Please attach this to the appeal documents you already have.

If you need to contact me, please quote the National Insurance number which is at the top of this letter.

John McMaster
Clerk to the Tribunal

The appeals section
DWP PIP (9)
Post-Handling Site B
WOLVERHAMPTON
WV99 1AG

GAPS 609/97 Ver. 6482 Appeals Officer



**HM Courts
& Tribunals
Service**

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Appeals Officer
DWP PIP (9)
Post Handling Site B
WOLVERHAMPTON
WV99 1AG

Reference number: SC091/15/00733
National Insurance number: NR 96 93 23 B
Date: 28/05/2015

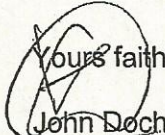
Dear Sir or Madam

**About the PERSONAL INDEPENDENCE PAYMENT (REASSESSMENTS) appeal for Mr. PTW
Still.**

I enclose a Directions Notice made by the Tribunal Judge.

It is important that you read it carefully.

If you need to contact me, please quote your national insurance number which is at the top of this letter.

Yours faithfully

John Docherty
Clerk to the Tribunal



**HM Courts
& Tribunals
Service**

**HM Courts & Tribunals Service
Social Security & Child Support Appeals
Wellington House
134-136 Wellington Street
GLASGOW. G2 2XL
Phone: 0141 354 8591
Fax: 01264 347 981
<http://www.tribunals.gov.uk/>**

Appeals Officer
DWP PIP (9)
Post Handling Site B
WOLVERHAMPTON
WV99 1AG

**Reference number: SC091/15/00733
National Insurance number: NR 96 93 23 B
Date: 20/05/2015**

Dear Sir or Madam

**About the PERSONAL INDEPENDENCE PAYMENT (NEW CLAIM APPEALS) appeal for Mr.
PTW Still.**

We have requested a submission for the above named appeal. To date, we have not received it.
Please provide a response within 14 days of this letter.

Please contact me at the above telephone number if you will be unable to submit the response by
this time.

Yours faithfully

Evelyn Ballantyne
Clerk to the Tribunal



**HM Courts
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Service**

HM Courts & Tribunals Service
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The appeals section
DWP PIP (9)
Post Handling Site B
WOLVERHAMPTON
WV99 1AG

National Insurance number: NR 96 93 23 B
Reference number: SC091/15/00733
Date: 15/07/2015

**About the PERSONAL INDEPENDENCE PAYMENT (REASSESSMENTS) appeal for Mr. PTW
Still**

I enclose further evidence for the appeal. Please attach this to the appeal documents you already have.

If you need to contact me, please quote the National Insurance number which is at the top of this letter.

Margaret Campbell
Clerk to the Tribunal

PIP 9



FIRST-TIER TRIBUNAL

SOCIAL ENTITLEMENT CHAMBER

Held at: Edinburgh	Appellant: Mr. PTW Still
On: 15/07/2015	NINO: NR 96 93 23 B
Before: Judge L Deans, Dr W A Campbell and Mrs HM Turnbull	Tribunal Reference: SC091/15/00733
Respondent: Secretary of State for Work and Pensions	

Decision Notice

- The appeal is allowed.
- The decision made by the Secretary of State on 26/02/2015 in respect of the Personal Independence Payment is set aside.
- Mr. Still is entitled to the daily living component at the standard rate from 01/04/2015 to 12/02/2018.
- Mr. Still has limited ability to carry out activities of daily living. He scores 10 points. He satisfies the following descriptors:

1. Preparing Food	c. Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	2 Point(s)
4. Washing and Bathing	c. Needs supervision or prompting to be able to wash or bathe.	2 Point(s)
6. Dressing and Undressing	c. Needs either - (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to be able to select appropriate clothing.	2 Point(s)
9. Engaging with other people face to face	b. Needs prompting to be able to engage with other people.	2 Point(s)

10. Making Budgeting Decisions	b. Needs prompting or assistance to be able to make complex budgeting decisions.	2 Point(s)
--------------------------------	--	------------

5. Mr. Still is entitled to the mobility component at the enhanced rate from 01/04/2015 to 12/02/2018.

6. Mr. Still has severely limited ability to carry out mobility activities. He scores 14 points. He satisfies the following descriptors:

1. Planning and Following Journeys	d. Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.	10 Point(s)
2. Moving Around	b. Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided	4 Point(s)

By reason of anxiety and depression, Mr Still is significantly limited. As a result Mr Still qualifies for the above award of Personal Independence Payment. In reaching its decision the Tribunal placed particular reliance upon the evidence of the appellant.

Signed: Judge L Deans	Date: 15/07/2015
Decision Notice issued to:	Appellant on: 15/07/2015 Respondent on: 15/07/2015

* COPY FOR MOU - NO FOR TASK *

If you contact us, use this reference:
NR969323B - PIP.4224



Department
for Work &
Pensions

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

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

www.gov.uk

Telephone: 0345 850 3322

Textphone: 0345 601 6677

28 July 2015

Personal Independence Payment

About your Personal Independence Payment

Dear Mr Still

I'm writing to tell you we can only pay you £76.00 at the Mobility and Daily Living rate from 01 April 2015. This is because we've applied to Her Majesty's Courts and Tribunal Service (HMCTS) for a statement of the reasons for the decision made on 15 July 2015 as we want to consider applying for permission to appeal against that decision. I'm sorry we won't be paying you the additional benefit awarded by the First-tier Tribunal at the present time.

We normally have one month to consider applying for permission to appeal. The period of one month starts from when the First-tier Tribunal's statement of reasons has been issued. If we decide not to apply for permission to appeal we'll start paying you the additional benefit straightaway and we'll pay any money we owe you. If we apply for permission to appeal and it is not granted, we'll consider if we can start paying you the additional benefit.

If we're given permission to appeal to an Upper Tribunal it is likely to be several months before the appeal is heard. Payment of the additional benefit won't be made during this time.

There is no right of appeal against the decision not to pay you the additional benefit, but if it causes you hardship, please get in touch with us straight away.

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.

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





**HM Courts
& Tribunals
Service**

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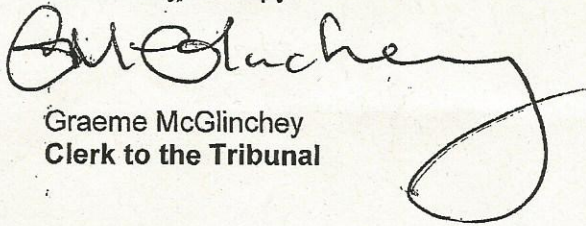
The appeals section
DWP PIP (9)
Post Handling Site B
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WV99 1AG

National Insurance number: NR 96 93 23 B
Reference number: SC091/15/00733
Date: 26/08/2015

**About the PERSONAL INDEPENDENCE PAYMENT (REASSESSMENTS) appeal for Mr. PTW
Still**

I received a request for a statement of reasons for the tribunal's decision of 15/07/2015.

I enclose your copy.



Graeme McGlinchey
Clerk to the Tribunal



109

25 AUG 2015 BA

FIRST-TIER TRIBUNAL

PERSONAL INDEPENDENCE PAYMENT

Held at **Edinburgh** on **15.07.15**

Before **Judge L Deans, Mrs H M Turnbull, Dr W A Campbell**

Appellant:	Mr P T W Still	Tribunal Ref.	SC091/15/00733
		NI No	NR 96 93 23 B
Respondent:	Secretary of State for Work and Pensions		

STATEMENT OF REASONS FOR DECISION

This statement is to be read together with the decision notice issued by the tribunal

1. Mr Still was present at and gave oral evidence to a tribunal hearing of his appeal against the decision of the decision maker of 02.03.15 which awarded Mr Still the standard rate of daily living component of Personal Independence Payment (PIP) and the standard rate of mobility component of PIP, both from 01.04.15 to 12.02.18. At the beginning of the tribunal hearing Mr Still confirmed that it was the award of 4 points under planning and following journeys, mobility component activity 1b that he wished to challenge (as also indicated in his Mandatory Reconsideration request dated 05.03.15 on page 83 of the papers and Mr Still's letter of 27.05.15 on page 133 of the papers. The presenting officer adhered to the submission with the papers submitting that the award under mobility descriptor 1b was consistent with the findings of anxiety and the medication taken there for and was the correct descriptor. After a full hearing and deliberation the tribunal made the decision appended to these papers that he was still entitled to the daily living component at the standard rate but was now entitled to the mobility component at the enhanced rate in that he scored 10 points under mobility descriptor 1d along with the 4 points already awarded under mobility descriptor 2, moving around (50-200 metres). This decision was based on the following findings in fact:-
 - i. Mr Still (date of birth 13.06.69) suffers from lumbar spondylosis causing pain in his back radiating down both legs, along with depression and anxiety for which he takes 150mgs of Amitriptyline on a daily basis. In regard to his anxiety and depression he was admitted to Ward 17 in St John's Hospital in 2012, having been taken there by the police following a road traffic accident. He was admitted for 3-4 days since when he had also seen a community psychiatric nurse on a regular basis until Summer 2014. Mr Still has also been receiving weekly visits from a support worker through the Scottish Association of Mental Health (SAMH) who in addition to giving assistance with prompting for personal care and budgeting etc also as at the date of decision was taking Mr Still out for shopping and picking up his benefit as he was unable to leave the house on his own due to anxiety and depression. He finds it stressful being around other people even finding going to places that are familiar to him to be difficult taking him a long time to build up courage to go out (Mandatory Reconsideration request page 83 refers). Since the date

170/

Appellant's Full Name: Mr P T W Still

Tribunal Ref No: SC091/15/00733

Date of Hearing: 15.07.15

of decision Mr Still usually does his shopping online and has not been out of the house for some months. He attended the tribunal today having been brought by someone whom he contacted through "Gumtree" and who he was paying for taking him to and from the tribunal. Although he has a dog he does not take the dog out for walks.

Reasons for Decision

2. In reaching their decision to award 10 points under descriptor 1d the tribunal accepted the consistent and credible evidence of Mr Still that he is unable to follow the route of an unfamiliar journey without another person accompanying him due to depression and anxiety. The tribunal found this consistent with his diagnosis, medication prescribed and involvement of SAMH worker who at the date of decision was taking him out shopping and to collect his benefit once a week. This is the only time that Mr Still was leaving the house. Mr Still produced in support of his contention for a higher award under mobility activity 1, planning and following journeys, Social Security and Child Support Commissioner's Decision CSPIP 1092015. This case involved a similar claimant who claimed to be unable to go out unaccompanied on familiar or unfamiliar journeys because of anxiety and points were awarded under descriptor 1b, namely that the claimant needed prompting from another person to undertake a journey to avoid causing him significant mental stress. The appellant's representative submitted in effect that a person who is unable to undertake a journey alone is accordingly unable to follow a route without another person and therefore entitled to one or other of the rates of mobility component under descriptors 1d or f. The DWP in effect argued that the terms of the regulations make a distinction between following a route and undertaking a journey and that another person, as referred to in descriptors 1d and f, requires to be read in context with what follows (ie assistance dog or orientation aid) with the result that these descriptors rely on the appellant needing help from another person to navigate and not for example, reassurance. This submission was rejected by the Upper Tribunal Commissioner who concluded that descriptors 1d and f were not confined to claimants who could not navigate a route and stated that "The reason the person is required so that the claimant can follow the route can be any reason including a mental health reason such as overcoming anxiety or other psychological distress". The tribunal was satisfied that although Mr Still may have the cognitive ability to plan a journey by eg, using the computer, he is unable to follow the route of an unfamiliar journey with help from another person. The tribunal also noted that in relation to his application for Employment and Support Allowance medical, which although relating to a different benefit, awarded points for his being unable to get to a specified place with which the claimant is unfamiliar without being accompanied by another person. The tribunal also considered their decision to be consistent with the mental health examination (page 52 of the papers) which found Mr Still to have reduced facial expression, was restless, had difficulty coping at interview, seemed agitated with poor rapport and poor eye contact needing prompted and poor concentration.

The above is a statement of the reasons for the Tribunal's decision under Rule 34 of the Tribunal Procedure (First-tier Tribunal) (Social Entitlement Chamber) Rules 2008.

Signed Tribunal Judge: L. Deans
L DEANS

Date: 23/8/15

Statement issued to:

Appellant on: 20-8-15
Respondent on:

If you contact us, use this reference:
NR969323B - PIP.7031



Department
for Work &
Pensions

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

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

www.gov.uk

Telephone: **0345 850 3322**

Textphone: **0345 601 6677**

01 September 2015

Personal Independence Payment

About your appeal

Dear Mr Still

Following the Tribunal held on 15 July 2015 the Tribunal have made the following decision regarding your appeal.

You're entitled to the Daily Living component of Personal Independence Payment at the Standard rate of £54.45 a week from 01 April 2015 to 12 February 2018 (both dates included).

You're entitled to the Mobility component of Personal Independence Payment at the Enhanced rate of £56.75 a week from 01 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.

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, the Tribunal have 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 is able to 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 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 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, the Tribunal have given you the following descriptors and scores for the **Mobility component**.

Planning and following a journey

You need another person, an assistance dog or an orientation aid to follow the route of an unfamiliar journey. This gives you a score of 10

Moving around

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

This means your total score for Mobility activities is 14 points.

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

A Certificate of Entitlement which may enable you to apply for free vehicle tax is at the end of this letter. Please refer to the leaflet enclosed which will explain how to use this.

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

Jacqueline Aris

Statement of Entitlement 01 September 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

Daily Living Standard rate of £54.45 a week from 01 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 is able to 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 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 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

NR969323B PIP.7031

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

Mobility component

Mobility Enhanced rate of £56.75 a week from 01 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 another person, an assistance dog or an orientation aid to follow the route of an unfamiliar journey. This gives you a score of 10

Moving around

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

Certificate of Entitlement to Personal Independence Payment Serial Number: 969323

This certificate confirms Mr Peter Thomas William Still is receiving Enhanced rate Mobility component of Personal Independence Payment from 01 April 2015 to 12 February 2018 (both dates included) and can apply for free vehicle tax.

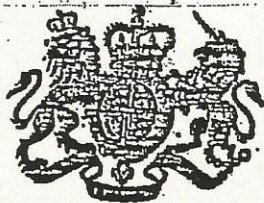
IMPORTANT. Please keep this certificate safe for the duration of your award. You'll need it to renew your free vehicle tax each year.

What to do next

Please read the enclosed Driver and Vehicle Licensing Agency (DVLA) leaflet. It explains how to use this certificate to apply for your free vehicle tax and how to renew the tax each year.

IMPORTANT. Don't return this certificate to the Department for Work and Pensions.

IMPORTANT. If your entitlement to the Enhanced rate Mobility component of Personal Independence Payment stops **you must return your certificate to DVLA at Swansea, SA99 1AL.**



HM Courts & Tribunals Service

Tribunals Service
Wellington House
134-136 Wellington Street
Glasgow
G2 2XL

T 0141 354 8400
F 0141 354 8483

www.justice.gov.uk

Dear Tribunal User,

A statement of reasons is now attached. You may be aware that your recent hearing was recorded. For the venue at which the hearing was held, this is the medium in which the record of proceedings was preserved. No transcript of this recording was made but I am attaching a CD which contains an MP3 audio file which can be played on any computer which has a Windows Media Player.

The recording which we hold will be destroyed, with the file, within 6 months of the last action on the file as directed by the Senior President's Practice Direction.

You should note that the CD and its content should not be published to third parties who are not connected with the proceedings. To do so would be an offence under section 9 (1) (b) of the Contempt of Court Act 1981 which makes it an offence to "publish a recording... by playing it in the hearing of the public or any section of the public, or to dispose of it with a view to such publication.

Yours sincerely,

Post Tribunal Action Team Leader