

Handout 02 - Conditional Mandatory Questions

For completion of the telephony script from a PIP1

The following is a list of all of the questions that become mandatory based on the response to other questions.

Users must be sure they can answer all of the **relevant** questions **before** they input the paper claim form onto PIPCS.

Section of script	Condition	Mandatory Questions
About You	Phone number is input	What type of [phone] number is this? (Home, Work, Mobile, Textphone)
	Address has a Welsh geographic postcode	Do you want communications in Welsh?
	Do you need communications in another format such as large print, Braille, or audio CD? Answer = Yes	Which format do you need?
Working and Living Abroad	Nationality is not British, EEA or Swiss	Does your passport or any other document from the Home Office say 'No recourse to public funds'?
	Nationality is not British, EEA or Swiss.	What restrictions, if any, are there on your leave to remain?
	What restrictions, if any, are there on your leave to remain? Answer = Limited leave to remain.	When does your leave to remain end?
	What restrictions, if any, are there on your leave to remain?	When does your leave to remain end?

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	Answer = Limited leave to remain, extension applied for.	When did you apply for an extension to this date?
	Have you been abroad for more than 4 weeks at a time in last 3 years?	Which country did you go to?
	Answer = Yes	Why did you go?
		When you went away did you intend to return?
	Are you in hospital as an in-patient today?	Were you in hospital yesterday?
	Answer = Yes	Are you a private patient paying all your own costs?
	Claimant not in hospital	Are you in a hospice as an in-patient today?
	Are you in a hospice today?	Were you in the hospice yesterday?
	Answer = Yes	
	Claimant not in hospital or a hospice	Are you living in a care home, nursing home, sheltered housing, a residential college or a hostel today?
	Are you living in a care home, nursing home, sheltered housing, a residential college or a hostel today?	Were you living in this place yesterday?
	Answer = Yes	Are you paying all the costs of your stay without help from a LA, HA, LEA, JCPlus or a charity?
	Are you paying all the costs of your stay without help from a LA, HA, LEA, JCPlus or a charity?	Who is paying?
	Answer = No	
	Who is paying?	Do you have an agreement with the local authority to repay any of the costs?
	Answer = Local Authority (LA)	

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	<p>Who is paying?</p> <p>Answer = Local Authority, Health Authority, Local Education Authority or a Charity.</p>	<p>What is the name of the authority or charity?</p> <p>N.B. If the claimant has not provided the name or doesn't know then you must type Don't Know here instead (this is free-text).</p>
Medical Details	SRTI claimed	What is your illness?
		Which healthcare professional can best tell us about your illness or health condition and how it affects you?
		What is their name?
		4 mobility questions
How We Pay You	<p>Can you give us your account details now?</p> <p>Answer = Yes</p>	<p>Full valid account details required.</p> <p>N.B. If these are not present (or not valid), select No to the question 'Can you give us your account details now?' and continue to the next section.</p>