

## Caution flags and notable information

**211.** The telephony agent can view caution flags from the claimant's homepage. These include:

- preferred language
- preferred communication
- alternative formats
- special interest such as special rules terminally ill or fraud
- **Additional Support (AS) watermark**

**Note:** You must not tell a claimant, recognised representative or 3rd party there is a SRTI (in case claimant or family unaware) or fraud marker on a Person Record.

## 08 Identifying an existing out of process support case

1. Currently, cases where a claimant has threatened self harm or suicide are identified by the Additional Support flag and an accompanying comment / note to explain the incident has been reported to the benefit centre 'champion'.

2. For Enquiry Line staff, and for PIP users carrying out a workflow task, if a claimant becomes distressed, take the following action to identify whether the claimant is an existing 'out of process' support case:

Step	Action
1	check if the <b>Additional Support (AS) watermark</b> is present on the 'person home page'  or  check to see if the additional support flag is set in the application and integrated case screens

2	if so, check the notes or comments in the medical evidence screen to see if the 'champion' is providing support for this claimant
3	if so, consider informing the 'champion' of your activity and check that it is ok to carry on (as the 'champion' may choose to ring to advise the claimant)

## PIP Telephony New Claims data gather

### 06 PIP Additional Mandatory Text Script

<p><b>Additional Support only for claimants or 3rd parties not PAB's</b></p> <p><b>MT Script:</b> 'As I mentioned earlier we will be sending you a 'how your disability affects you' form so you can tell us how your condition affects your daily life. Would you normally ask someone to help you complete forms and understand letters?</p> <p><b>If Yes:</b> <b>MT Script:</b> 'who will you ask to help you?' Optional: For example, a family member, friend, neighbour, support worker or local support organisation such as Citizens Advice and other similar advice organisations</p> <p>Agent to note the type of support available. <b>MT Script:</b> 'Please ask them to help you fill in the form as soon as possible Do you have difficulty understanding information that we may send to you due to your health condition or disability?'</p> <p>Optional: For example, you may have a condition such as; severe mental health or behavioural condition, learning difficulty, developmental disorder or memory problems <b>If Yes</b> - set the Additional Support marker <b>If No:</b> <b>MT Script:</b> 'If your needs change, you can let us know at any time on the number I gave you earlier'. <b>MT Script:</b> 'Please tell xxxx you have given us their contact details'</p>
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**Note:** If the claimant has already given the contact details at health/social care professional section then **do not** record them again put in notes (for informal rep) See HSCP1 or see HSCP2 details

**MT Script:** 'Do you have one of the following conditions:

Severe depression, for which you have been hospitalised, psychosis, schizophrenia, severe ADHD?

Pause to allow claimant to answer if they have one of these conditions:

**MT Script:** Or Down's syndrome, Fragile X syndrome, severe autism, severe developmental delay, or any form of dementia?

**Help text** for example Alzheimer's, Lewy body dementia, or vascular dementia, severe brain injury resulting in cognitive decline.

If claimant answer **No**: select 'No' to both additional support questions on PIPCS and move onto declaration

If the claimant answers **Yes** and has given an informal contact:

**MT Script:** 'You have told me that (informal rep's name) will help you to complete the PIP2 form, is this correct?'

If the claimant answers **Yes**: then on PIPCS select 'No' to both drop down questions and move onto declaration

If claimant insists they (informal rep) will not help, or they need further or additional support, agent to record YES on PIPCS to the top drop down question and move onto declaration

**If the claimant answers 'Yes' but has not given an informal representative.**

**MT Script:** 'Are you certain that you do not have anybody who can support you in completing the form? This can be a family member, friend, or neighbour, as well as a local support organisation.

If the claimant answers **No**, then record 'Yes' to the top drop down question on PIPCS and move onto declaration

If the claimant states they do have an informal contact:

If claimant provides an informal support, record the name, address, telephone number in Contacts tab, then notes tab, enter in subject box "Informal representative". Enter contact details in notes box, **do not** change priority.

If the representative is not a health or social care professional.

**MT Script:** 'Please tell xxxx you have given us their contact details'

If the claimant has already given the contact details at health/social care professional section, then **do not** record them again put in notes (for informal rep) See HSCP1 or see HSCP2 details

**MT Script:** 'Will they help you complete the PIP2 form which will be sent to you?

If the claimant answers **Yes**, then on PIPCS select **No** to both drop down questions and move onto declaration

If the claimant answers **No**, then record **Yes** to the top drop down and move onto declaration

**If the claimant has advised they do not need help to complete the form:**

**MT Script:** ' I know you told me before you can fill the form in yourself, but if you do find it too difficult, do you know anybody who will be able to help you?'

If the claimant answers '**Yes**' then record the name, address, telephone number of the support

**If the representative is not a health or social care professional.**

**MT Script:** 'Please tell xxxx you have given us their contact details'

After submitting the claim in notes under the contact tab record the informal representative. If the claimant has already given the contact details at health/social care professional section, then do not record them again put in notes (for informal rep) See HSCP1 or see HSCP2 details

On PIPCS select **No** to both drop down questions and move onto declaration

If the claimant answers **No** then on PIPCS select **Yes** to the drop down box and move onto declaration

## 03 New Claims process

## 11 Additional Support

### Background

1. PIP claimants with a severe mental health or behavioural condition, learning difficulty, developmental disorder or memory problems, with no Personal Acting Body (PAB), may have difficulty interacting and understanding communication and requirements.
2. These requirements are set by DWP throughout the life cycle of the benefit claim. Claimants who find it difficult to engage with the process are described as having Additional Support (AS) needs.
3. These needs can change at any time and should be reviewed during each interaction on the claim.
4. The claimant does **not** qualify for the AS marker if they have a PAB, such as:
  - an appointee
  - a Power of Attorney
  - a Deputy
  - a Corporate Other Payee or Corporate Appointee
  - a Tutor (under Scottish law)
  - a Curator bonis or judicial factor (under Scottish law)

- a Guardian (under Scottish law)
5. If at any stage of the claim you recognise that a claimant cannot manage their own affairs, please consider taking appointee action.  
See: [05 PABs and Appointees](#)
6. A claimant with AS needs may not understand, or their condition may affect their ability to be fully aware of the consequences of:
- not returning forms
  - not responding to a reassessment invite or reminder
  - failing to attend an assessment
  - communications or decision notifications sent by DWP
7. During the new claim initial information gather, we tell the claimant they will be sent a PIP2 form, to tell us how their condition affects them. They're told how important it is to give as much information as possible and send it back to us. They're told if they don't return the form in time their PIP claim may be disallowed.
8. They're asked if they usually need help or support, for example, to fill in forms, and who would help them. For example, a family member, friend, neighbour, or local support organisation such as Citizens Advice Bureau (CAB). Support from such persons or organisations does not prevent the application of the AS marker.
9. If the claimant has help, the name, address and phone number of the person providing help must be recorded in the contact notes. If the claimant has a PAB, then correspondence must be carried out through their PAB.
10. The support marker is not appropriate at this stage but can be reviewed throughout the life of the benefit.
11. If the claimant only has informal support it may still be appropriate to set the support marker.
12. If at any point during the claim process it is felt that the AS marker should be applied then it can be applied at any point, not just at the new claim stage. The AS marker can be set by the Case Manager (CM) if the CM deems it appropriate based on the claimant's circumstances and information provided.
13. If the claimant does not have a PAB and evidence indicates that they have a severe mental health or behavioural condition, learning difficulty, developmental disorder or memory problems, then it is likely that it will be appropriate for the AS marker to be applied. The relevant conditions are likely to include, but are not limited to, the conditions shown in the table below:

**NOT DEFINITIVE BUT ILLUSTRATIVE**

<b>Health conditions</b> <b>Note: these conditions may occur in addition to, or be exacerbated by, physical health conditions</b>	<b>Examples</b>
Mental health condition	Severe depression (evidenced by, for example, previous hospitalisation for

	<p>depression, intensive support from community-based mental health teams or significant input from a psychiatrist or other mental health practitioner).</p> <p>Bipolar disorder</p> <p>Post-Traumatic Stress Disorder (PTSD)</p> <p>Obsessive-Compulsive Disorder (OCD)</p> <p>Psychosis</p> <p>Schizophrenia</p> <p>Personality disorders</p>
Behavioural condition	<p>Severe Attention Deficit Hyperactivity Disorder (ADHD)</p> <p>Conduct disorder</p>
Learning disability	<p>Down's Syndrome</p> <p>Fragile X Syndrome</p>
Developmental disorder	<p>Severe Autistic Spectrum disorder</p> <p>Developmental delay</p> <p>Speech or language disorders</p>
Dementia or cognitive disorder resulting in cognitive decline	<p>Alzheimers</p> <p>Dementia with Lewy bodies</p> <p>Vascular dementia</p> <p>Dementia associated with other conditions such as Parkinson's disease</p> <p>Severe brain injury resulting in cognitive decline</p>

**14.** If the claimant has a condition falling into one of the general categories outlined above or one of the specific conditions listed and no PAB, they are likely to meet the DWP definition for AS and the context

panel in PIPCS Application home page displays 'AS Indicated'. The Medical Details Evidence page displays 'Yes' in answer to the 'Indicated' question. **A watermark appears** on the 'person home page'. If the CM, based on all the available information, deems it appropriate to apply the AS Marker, they are permitted to do so with justification at any stage of the claim. CM are reminded that the AS marker may be applied regardless of whether or not the claimant falls within one of the specific categories/conditions listed above.

**15.** Claimants identified as having AS needs who don't:

- respond to a reassessment invite will be contacted by a case worker or visiting officer to complete a PIP1
- return the PIP2 won't be disallowed automatically, but will be referred to the AP for an assessment
- attend an assessment, will be contacted to find out the reasons for not attending before a good reason decision is made

**16.** Additional communication attempts will be made where necessary to gather additional information from these claimants as appropriate before making a decision.

## 01 Assessment Provider Overview for CMs

### Additional support

1. A claim **will not** be disallowed under a 'negative determination' where:
  - the PIP2 is not returned within the calendar month (or agreed extension) and
  - PIPCS shows that when the claim was made the claimant indicated additional support is needed to make their claim.

2. The claimant is identified as having additional support needs if when the claim is taken and recorded in PIPCS, they advise the telephony agent they have one of the following health conditions:

- severe depression, for which they have been hospitalised, psychosis, schizophrenia, severe ADHD, or
- Down syndrome, Fragile X syndrome, severe autism, severe developmental delay or any form of dementia (for example, Alzheimer's, Lewy body dementia or vascular dementia or severe brain injury resulting in cognitive decline)

**Note:** Vulnerable claimants are defined as someone who has difficulty in dealing with procedural demands at the time when they need to access a service. This includes life events and personal circumstances such as a previous suicide attempt, domestic violence or abuse or bereavement. It should be noted that in the context of PIP the definition of Vulnerability

differs from that of Additional Support, which relates to a defined range of health conditions.

3. If a claimant hasn't been identified as requiring additional support when they claimed PIP, it may be indicated later by the:

- HP during the assessment, if the claimant has one of the conditions referred to above and in consequence the HP considers they need additional support
  - claimant (or representative) when they phone the office
  - receipt of further evidence
4. Where additional support needs are indicated and the claimant does not return the PIP2 the case will be automatically referred, that is tasked to the AP for assessment without a claimant questionnaire.

5. Additional support details can be viewed by the AP in:

- the context panel of the home page of the claimant's application case in PIPCS
- PIPAT in the Assessment File Details, indicated by a 'Yes' or 'No' in the 'Additional Support indicated' field
- PIPCS person homepage, where a **watermark is visible**. Other information on the claimant's health condition and medical details can be viewed in the Medical details evidence screens.

**Note:** SRTI claims **are not** asked about additional support, so if the HP decides an SRTI claim **does not** meet the terminally ill criteria they will return it to DWP to issue a PIP2 claimant questionnaire. The case **must** be marked as 'Additional support indicated' in the medical details evidence in PIPCS when the case is returned to DWP before issuing the PIP2 - See: [SRTI CM](#) instructions for details.

## The CM and Additional Support

**14.** It's the CMs decision whether or not the claimant is identified as needing AS.

**15.** The claimant would **not** have additional support needs if they didn't meet the DWP definition for Additional Support for example, they have depression but it isn't severe or they've never been hospitalised for it. Or they have someone providing support.

**16.** When the CM is making their decision and completing the Assessment Questionnaire they must consider if the claimant has a support network in place or if they meet the DWP definition for additional support needs.

**Additional Support is needed**



17. Where the CM's answer is 'Yes' in the Assessment Questionnaire there's no further action to take as PIPCS automatically updates the Additional Support Determined in the Medical Details evidence screen which then updates the context panel in PIPCS Application home page. This also sets a watermark on the 'person home page'.

## Additional Support isn't needed

18. In cases where the claimant identified themselves as needing Additional Support and the PIPCS home page displays 'Additional Support Indicated' the Medical Details Evidence page at Additional Support Determined will display 'Yes', no matter what the CM includes in decision assist.

19. The Additional Support Determined field in the Medical Details Evidence page is updated only after the CM has:

- completed and clicked 'Next' to submit their questionnaire
- recorded their Reasons for the decision in decision assist
- selected 'Complete Determination' in Decision Assist

20. To correct these cases the CM must answer 'No' in the Assessment script and change **both** the 'Additional Support determined' and 'Additional Support identified' fields to 'No'. You must update the most recent medical details evidence and Apply the changes.

**Note:** Should the AS 'indicated' status of the claimant change from 'No' to 'Yes' at any point following the new claim you must update **both** the 'Additional Support determined' and 'Additional Support identified' fields to 'Yes'. You must update the most recent medical details evidence.

See: [Completing the Determination in PIPCS](#).

## CM decides AS Marker needs amending but case doesn't need Assessment Questionnaire completing

21. In cases where the CM decides the Additional Support marker needs amending or setting and there's no Assessment Questionnaire to complete they must change the 'Yes' or 'No' in the Medical Evidence details as appropriate.

**Note:** Where the claim has been made under SRTI and the AP has determined they are not SRTI on return from the AP, the CM must ensure the Additional Support Determined is showing **Yes** in the Medical Evidence details screen. (Even if the claimant doesn't have a severe mental health or behavioural condition or learning difficulty, development disorder or memory problem.)

22. All CMs **must** continue to check on return of the AP Report or when considering a claim, whether an AS marker is needed. It continues to be the responsibility of the CM whether or not the claimant should be marked as needing additional support.

**Note:** If at the new claim the claimant doesn't indicate AS and you or the AP determines the claimant isn't AS, the 'Additional Support determined' field is left blank. If the 'AS indicated' status of the claimant changes from 'No' to 'Yes' at any point following the new claim for example Award Review and the 'Additional Support determined' is left blank, when the AR1 timer expires PIPCS updates the medical details with part 2 returned as 'No' and concludes the award review with 'Disallowed' and

issues a disallowance notification which includes an incorrect end of aware date. However, the benefit case remains active and in payment. To prevent AS claimants from being disallowed if they fail to return the AR1 you **must** update both the 'Additional Support determined' and 'Additional Support identified' fields to 'Yes' and apply the most recent medical details evidence to prevent AS claimants from being automatically disallowed and prevent any overpayments.