

PIP assessment provider pledges

1. We will make sure that a full range of communications methods are available, that our staff are trained in how to use them, and that individuals only have to tell us once what their accessibility and/or communications requirements are.
2. We will proactively gather all relevant written evidence, and will only call claimants in for a face to face assessment when a decision cannot be reached on the basis of written evidence.
3. We will only reassess claimants when a change in circumstances is likely, to ensure that claimants are not reassessed at inappropriate frequencies.
4. We will ensure that the assessment venue is accessible and appropriate for a full range of disabled people, that claimants are informed of their right to a home visit and aware they can bring a friend, family member, or advocate to their assessment.
5. We will train our assessors to understand a wide range of impairments and conditions, and to recognise the impact of multiple and complex conditions. Where possible we will match claimants with assessors who have the most appropriate expertise.
6. We will hold assessors to account for their decisions, will have an accessible complaints procedure in place, and will seek claimant feedback to monitor performance.
7. Our assessors will conduct interviews in a sensitive and culturally appropriate manner, and will explore *how* individuals complete activities.
8. Our assessors will share written reports and any observational evidence they record with claimants, providing them with an opportunity to correct any inaccuracies as early as possible.
9. We will set up procedures to proactively gather feedback on the assessment process from disabled people and their representative organisations, and will be open with the findings from these.
10. Guidance for assessors will be regularly updated and developed using input from relevant experts, disabled people and their representative organisations.