

## Part 1

Hello! My name is Lisa. I'm here today to interview Simon, he's a freelance consultant. We'll be going through a few FAQs. So, at the moment I still receive DLA. When should I expect to hear from PIP? Should I contact them or not?

Okay, as you are still in receipt of DLA you don't need to contact them. Instead of contacting them wait to receive a letter which should be coming your way very soon. That letter will inform you of what to do next. You do not need to make any contact with PIP at all.

So, I don't contact them at all. I just need wait until I get the letter from PIP.

Once you get the letter the process will start from there.

Once I receive the PIP letter what shall I do next? What is the best way to contact them?

Your PIP letter will look similar to this. The letter will ask if you would like to apply for PIP. If you would, then the onus is on you to come forward and make contact to let them know. There are three ways you can contact them. The first is by minicom, nowadays it's more familiarly known as NGT – Next Generation Text. Or you could get in touch via SignVideo. Thirdly, you could make a call via a hearing person like an interpreter. There will be a series of questions and the DWP will make a note on file of the answers. It'll be information such as your name, address, date of birth, your national insurance number, your GP details, social services details etc. The initial conversation may be for about half an hour to an hour or so. The DWP will document notes from the call and once that stage is complete and approved they will send you another form which you will need to fill out. The form looks like this and is 40 pages long. However, not everyone receives this form, some people get a thinner form that is only 27 pages. If the latter is the case, it is because the DWP representative has not taken notes during the initial phone call. The DWP have left it up to you to fill out the details. Once you have completed the form, post it back and wait to be sent the 40 page form.

This form is the important one – it's 40 pages. Okay – all clear?

Lisa: I've got it! Interesting. Thank you.