

Brittle Bone Society



PIP Feedback Survey Analysis

This report analyses data from 71 respondents who have Osteogenesis Imperfecta. Osteogenesis Imperfecta is a lifelong condition with no cure.

The survey asked Brittle Bone Society members about their experiences with PIP applications, assessments and outcomes.

We looked at the comparison between what individual's entitlement had been with DLA and PIP

58 respondents (81%) received DLA prior to the introduction of PIP.

Responses in relation to Mobility support:

What rate of DLA mobility support did you receive? High / Medium / Low / None

- 95% received the DLA's high mobility rate.
- 3% received the DLA's low mobility rate.
- 2% received no DLA mobility award.

With PIP, what mobility award do you receive? Enhanced / Basic / None

- 58% of members receive the enhanced mobility award.
- 17% of members receive the basic mobility award.
- 24% of members receive no mobility award.

Comparison

15% of respondents who previously received the DLA's high mobility rate received no mobility award with PIP.

27% had their mobility award amount downgraded.

Did you lose entitlement to a Motability car in the transition from DLA to PIP? Yes / No

25% of respondents lost their motability car entitlement in the transition between DLA and PIP. 100% of these people had previously received the high rate of mobility support.

Responses in relation to care support/daily living award:

What rate of DLA care support did you receive? High / Medium / Low / None

- 45% received the DLA's high care support rate.
- 31% received the DLA's medium care support rate.
- 19% received the DLA's low care support rate.
- 5% received no DLA care support award.

With PIP, what daily living award do you receive? Enhanced / Basic / None

- 46% of members receive the enhanced daily living award.
- 35% of members receive the basic daily living award.
- 19% of members receive no daily living award.

Comparison

14% of respondents who received the high care support allowance under DLA now receive **no award** under PIP.

38% of respondents who received the medium care support allowance now receive **no award** under pip.

15% of people who were on low/medium DLA were increased to enhanced.

36% of respondents had their care award amounts downgraded in the transition to PIP, losing an average of £60 per week.

Review times scales

Was your DLA award ongoing, or limited to a specific date? Ongoing / Due for Review / n/a

- 93% of members' DLA awards did not require a review.
- 7% of members' DLA awards required a review.

With PIP, is your award ongoing or will it be reviewed at a certain date?

Ongoing/Require Review / n/a

- 21% of members' PIP awards do not require a review.
- 65% of members' PIP awards require a review.
- 14% of members did not receive an award, and therefore require no review.

Comparison

Under PIP, 57% of respondents who did not require a review must now have their award reassessed between 1 and 10 years time. The average timescale for reassessment is 5.3 years.

Appeals

Did you appeal the outcome of your PIP assessment? Yes / No

- 76% of members did not appeal their PIP assessment outcome.

What was the outcome of the appeal? Award Increase / Award Decrease / No Change

- 29% had their award increased.
- 1% had their award decreased.
- 70% had no change to their award.

Location of Assessment

Where did your assessment take place? Home / Assessor Office / No Assessment Required

- 53% of our members' assessments took place at an assessor's office.
- 28% of our members' assessments took place at their home.
- 19% of our members did not have to have an assessment.

What our members told us about the process

Was your physical or mental health affected as a result of PIP

- 71% said their health was affected by the assessment process.
- 29% answered no their health was not affected.