

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent time: 12/04/2018 11:40:05 AM
To: re_wired@ymail.com
Subject: re: some bits
Attachments: Simon Needs.rar PIP-Consultaion-filled-15-03-2018-signed.pdf

I am getting all the things I do the request it may take me a while I am looking for the bareyland bits but I got a lot of information running across my whole hard drives

Sp get on with this I am trying to get all info

If you contact us, use this reference:
JH653813B - PIP.6000



Department
for Work &
Pensions

Miss Deon Benjamin
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Scotland Green Road
Enfield
EN3 4SN

Personal Independence Payment
2,
Mail Handling Site A,
Wolverhampton,
WV98 1AB

www.gov.uk

Telephone: **0800 121 4433**

Textphone: **0800 121 4493**

15 March 2018

Personal Independence Payment

About your consultation

Dear Miss Benjamin

You were contacted earlier to tell you that you had to attend a consultation with a health professional on 01 February 2018, before we can make a decision on your claim for Personal Independence Payment. Because you didn't attend your consultation we will disallow your claim to Personal Independence Payment unless you provide us with a good reason why you couldn't attend.

What we want you to do

Please answer the questions on the page called '**Your reply**' and send the reply back to us straightaway. You'll need to sign and date it. You can use the envelope we've sent you. It doesn't need a stamp.

On the last page of the '**Your reply**' form, you'll see the return address. Put the completed form in the envelope provided so that the address shows through the window of the envelope.

Please tell us why you did not attend the consultation on 01 February 2018 and give details of any documents you will be sending us with this reply. We need to see any documents that support your reasons for not attending the consultation. For example, appointment cards or evidence of illness which prevented you from attending and from telling us that you weren't able to attend. If you don't provide the information we've asked for by 15 April 2018, or we decide that you didn't have a good reason for not attending your consultation, we will not award you and may disallow any existing entitlement to Personal Independence Payment.

If you have recently changed address, please tell us your new address and the date you moved in.

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Support and advice

You may like to contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory. We also have more information and tools to help you understand Personal Independence Payment at www.gov.uk/pip

You can also call us on the telephone number on the front page of this letter. A textphone is also available for people who don't speak or hear clearly. We're open Monday to Friday 8am to 6pm. If you phone us, we'll need your full name, address and National Insurance number. We'll also need the reference number at the top of this letter.

Yours sincerely

Office Manager

Your reply

Please tell us why you couldn't attend your consultation and why you couldn't contact us to re-arrange it. If you have recently moved address please provide your new address details.

Please see attached document with reply there was not enough space to put my reply in this section so it was written in a letter and attached to this form.


Please list below any evidence you are sending back to us.

Attached to this form is a letter with my reply

Declaration

I declare that the information I have given on this form is correct and complete as far as I know and believe.

Signature



Date

25 / 03 / 2018

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Please return the completed form to this address



Freepost RTEU-HGTR-JXZX
Personal Independence Payment 2
Mail Handling Site A
Wolverhampton
WV98 1AB

Put the completed form and any information we've asked for in the envelope provided, making sure the address shows through the envelope window. The envelope doesn't need a stamp. If you've access to the internet, you can get information about Personal Independence Payment by going to the Personal Independence Payment website:

www.gov.uk/pip

) JH653813B PIP.6000

) **Your reply**

) **Please tell us why you couldn't attend your consultation and why you couldn't contact us to re- arrange it. If you have recently moved address please provide your new address details.**

After my form was filled I got a date of the 02/12/2017 for a home assessment, the lady came on this date, but it seemed she did not bring the forms so that the assessment could be recorded, we were told a new date would be made for a home assessment and a letter sent to us in the post, it may take a little while to get the new date but one would come and the paperwork would be there this time to have it recorded, a recorded assessment was asked for and it was checked it was going to be recorded and we were told yes.

We waited for the new date and a letter came for an assessment for the 01/02/2018 but this was not a home assessment so a call was made and it seems a mistake was made so the request went in for the home assessment and we were told a new letter would come with the date.

About a week later a call was again made to check for any updates to the assessment centre, where my contact telephone number was also updated. We were told to wait for the letter with the new date we were not told on this date the home assessment was refused. We have never had a new date or letter form the assessment centre since the one dated for the 01/02/2018 which was cancelled by the assessment centre when the call was made to them to say about the home assessment.

After I got your letter dated the 15/03/2018 on the 23/03/2018 a call was made to the assessment centre on the 24/03/2018 to find out what was going on, Where we were told, it seemed after the home assessment date of the 02/12/2017 the file was sent back to the DWP I am not sure as to the reason why this happened as the assessment dated the 02/12/2017 never went ahead due to there fault with no paperwork for recording the assessment, I do not understand why the assessment centre did not do a new date for a home assessment and sent the file back to yourselves the DWP. The lady on the phone was not able to tell me the reason the file was sent back to the DWP and a new date not set.

The DWP sent back the file in January 2018 to the assessment centre and it was then the new assessment date of the 01/02/2018 was made without anyone looking into the home assessment until after the call was made asking why a home assessment was not due to take place this call was made before the 01/02/2018 assessment date to the assessment centre,

It seems also that my knew phone number was not updated in there system as the lady said on the phone that a call was made to me and I was told the home assessment was refused on the 01/02/2018 and the 02/02/2018, I stated at this time how could I have been told it had been refused my phone number was not updated with my knew phone number on your system so how did someone call me and tell me. The lady then said sorry we tried to call you and got no reply, we stated you just said I had been told via

hone the home assessment had been refused now you are saying you tried to call and got no reply how can you change what you are saying so easy. But I am sure when you call a cut of number it beeps to show it is cut of and no longer in use.

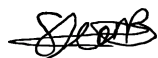
I was also told on the call that the DWP letter was wrong that had been sent to me stating about the missed date of assessment as being the 01/02/2018. I asked how is it wrong we had no knew dates for an assessment only the letter for the assessment of the 02/03/2018, they told us that a knew date had been made of the 18/02/2018 for us to attend the assessment centre that a letter had been sent to me and a text sent to my old phone number, I was shocked when we were told this, as no knew letters had come and they had not updated there system with my knew phone number.

I told the lady I was not happy with what had gone on and asked her for am email address for a complaint to be filled, we were told they don't have an email address to send a complaint in and that they would send a complaint file pack out to us to deal with the complaint which we are now waiting on.

i do not understand why this has happened if the paperwork for having my assessment recorded on the 02/12/2017 my assessment would have gone ahead on this date. I do not understand why my file was sent back to the DWP after this and a new date was not setup. I do not understand why when the DWP sent my file back to the assessment centre it was not looked at and a home assessment addressed at this time. I do not understand why there system was not updated with my new phone number, and I do not understand why the new letter for an assessment of the 18/02/2018 has never been received as it seems that is the only letter that seems to have gone missing. and it would seem that the DWP date of the 01/02/2018 is the only date they have on there system or why would that date be put on your letter dated the 15/03/2018.

I do believe that something has gone wrong at no fault of myself, and I do believe good cause has been laid out in this letter why I did not attend the assessment centre on the 01/02/2018 and that being that this date was cancelled by the assessment centre after a call was made to them regarding why it was not a home assessment. I have not failed to call the assessment centre at any point.

Regards



Deon Benjamin