

Introduction

	We are Capita. We carry out Personal Independence Payment (PIP) consultations for the Department for Communities (DfC).
	A consultation helps DfC understand the type of support you need.
	We encourage you to bring a companion with you to your consultation. They can support you and help you explain how your condition affects you.
	If you are having a telephone or video consultation, your companion will be added to the call.
	Some examples of who you could bring are: • A family member or friend • Your key worker • Your social worker • Your community nurse

Here is some information to share with your companion before your consultation.

	Your companion can contribute to the consultation, but they should not speak for you.
	At the start of the consultation, the functional assessor will ask if you agree to having your companion there.
	The functional assessor will record in the report that your companion was involved in the consultation.
	If the functional assessor asks you to do some physical movements, your companion cannot help you.



Your companion can take notes during the consultation.

The notes do not need to be shared with Capita or DfC.



If you agree, your companion can speak to the functional assessor separately after the consultation.



The functional assessor can ask your companion to leave the consultation if they are being disruptive.

This is not likely to happen.

How to contact us if you need support

	If you have any questions about your consultation, please contact us.
	We are open 8am to 8pm, Monday to Friday and 9am to 5pm Saturday.
	Someone else can call for you. They will need to know your National Insurance number.
	Call us free on 0808 178 8116
	If you cannot hear or speak on the phone, you can use NGT or Relay UK: 18001 then 0808 178 8116.
	If you use British Sign Language, you can use the Video Relay Service. Type this link into your internet browser: www.haas.capita.co.uk/en-gb/contact-us Scroll down to 'Video relay service' and click the link.

	You can also write to us: Capita PO Box 393 Darlington DL1 9UL
	Or email us: contactusNI@capita-pip.co.uk