

Lesley Griffiths AC / AM
Y Gweinidog Cymunedau a Threchu Tlodi
Minister for Communities and Tackling Poverty



Llywodraeth Cymru
Welsh Government

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Julie Morgan AM
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Dear Julie,

During Assembly Questions in Plenary on 22 October 2014, you raised a query with me in relation to disabled-friendly access for clients undertaking Personal Independence Payment (PIP) medical assessments at Capita Towers in Cardiff.

My officials raised this matter with officials in the Department for Work and Pensions and I have now received their response, so I apologise for the delay in responding.

The DWP's response is as follows:

"Capita's Cardiff office is located at Greyfriars Clinic, Park House, Greyfriars Road in central Cardiff, CF10 3AF. It is conveniently located close to many bus-stops in Greyfriars Road and North Road and to taxi-ranks in Park Place. In addition, the city centre has many NCP car-parks in close proximity with one such multi-storey car park located in Greyfriars Road. Roadside parking is also available at a short walk away in the Civic Centre.

Where it is deemed necessary for a claimant to travel for a face-to-face consultation they are able to claim travel expenses for themselves and a companion or carer, or young children who would otherwise be left unattended.

Capita has contractually agreed to undertake 60% of consultations in claimants' homes. Anyone notified to attend for a PIP medical assessment can request a home visit if they can provide confirmation via their own health professional which indicates they are unable to travel on health grounds or at a claimant's request where the assessment provider's health professional determines this is appropriate for their health condition or disability".

I am not satisfied with the response from the DWP, or the length of time it took. I will now write to Mark Harper MP, Minister of State for Disabled People, on the issue and I will write to you again once I have received his response.

Regards
Lesley

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