

# Personal Independence Payment (PIP)

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This factsheet is about a new disability benefit called Personal Independence Payment (PIP). It is a benefit which is paid to help with the extra cost of living with a long term illness or disability. It was first introduced in 2013 and by 2018 will have replaced Disability Living Allowance (DLA) for people of working age.



KEY POINTS

- Personal Independence Payment (PIP) is a benefit paid to help with the extra costs you have because of ill health or disability. It is being gradually introduced over a number of years starting in April 2013.
- It will replace Disability Living Allowance for people of working age (16 to 64 years).
- PIP is made up of two parts (known as components), one for daily living the other for mobility.
- Each part can be paid at either a 'standard' or 'enhanced' rate.
- You will need to explain how your mental illness affects how well you can do certain daily living tasks and get around.
- You may have to attend a face to face medical assessment as a part of the claim process.
- You should provide supporting evidence from your own health care professionals.

## **This factsheet covers:**

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### **1. What is PIP?**

PIP is a disability benefit paid to people of working age (16 to 64 years old). You can get PIP if you need help with certain things that are essential to your daily living or your ability to get around. These things include:

- Interacting with and speaking to other people
- Shopping and paying bills
- Planning and following journeys
- Preparing food and eating
- Washing and bathing

PIP is not means tested so is not affected by other income, capital or savings. It is not taxable, and you do not need to have paid national insurance contributions to qualify.

PIP is made up of two parts (known as components), one for daily living the other for mobility. Each of these components has a list of activities. You have to show that you need help with enough of the activities in each list to get one or both of the components. There is more information about the daily living and mobility activities in section 3 [‘the daily living and mobility test’](#).

Each component can be paid at either a standard or an enhanced rate. The DWP use a points based system to see if you can get the benefit and what components and rates you will be paid. You can get either or both of the components. But you can only get the standard or enhanced rate for each component.

## Weekly amounts from April 2015:

### Daily living component

- Standard rate - £55.10
- Enhanced rate - £82.30

### Mobility component

- Standard rate - £21.80
- Enhanced rate - £57.45

You get PIP every four weeks. It is paid directly into your bank, building society or post office account.

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## 2. When is PIP being introduced?

PIP was first introduced in 2013. You can no longer put in a new claim for Disability Living Allowance (DLA). All new claims from people aged between 16 and 64 will be for PIP.

If you get DLA at the moment you will be reassessed for PIP before 2018. The DWP will contact you and invite you to be assessed for PIP. There is no need for you to do anything until this happens. If you choose not to go through the PIP assessment process when invited your DLA will stop.

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## 3. Who can get PIP?

To get PIP you must:

- Be [aged 16 and above](#)<sup>1</sup>
- Be [aged under 65 or below pensionable](#) age (whichever is higher)<sup>2</sup>
- Meet the [residence and presence](#) criteria
- Meet the [qualifying period](#) conditions
- Pass the [daily living and/ or mobility test](#)

### **Under 16 year olds**

Parents of children under 16 will continue to be able to claim DLA. When the young person approaches their 16<sup>th</sup> birthday, the DWP will send the young person a letter which invites them to claim PIP. It also explains that the DLA claimed by their parents on their behalf is going to come to an end.

## **People over 64 years old**

If you are already claiming DLA and you are 65 years or over (or above pensionable age whichever is higher) or you claim Attendance Allowance you will not need to claim PIP.

If you are claiming PIP when you reach the age of 65, you will continue to get the benefit for as long you continue to meet the conditions.

## **Residence and presence criteria<sup>3</sup>**

To meet the residence and presence criteria you must:

- be present in Great Britain,
- have been present in Great Britain for two of the past three years; and,
- be 'habitually resident' in the UK. This means that you are allowed to live permanently in the UK (or the Republic of Ireland, the Isle of Man or the Channel Islands) and intend to stay in the country.

There are some special exceptions where you can claim PIP if you are not present in Great Britain. These include if you or a family member are in the Armed Forces<sup>4</sup> or if you are only away from Great Britain temporarily.<sup>5</sup>

## **The qualifying period**

You have to need help with essential daily activities for a certain amount of time before you can get PIP.

You have to:

- Have met the daily living or mobility test for three months before your claim starts.
- Be likely to meet the same test for a further nine months from the beginning of your claim.

This means that the DWP decides your claim on a period of 12 months, looking back for three months and forward for nine months. They have to take into account if your condition may go up and down.

## **Daily living and mobility activities**

To qualify for and receive PIP the DWP has to be satisfied that you have problems with certain daily living or mobility activities. These two sets of activities link to the two components of PIP you could get.

### Daily living activities

- Preparing food
- Taking in food or drink
- Managing therapy or monitoring a health condition
- Washing and bathing
- Managing toilet needs or incontinence
- Dressing and undressing
- Communicating verbally
- Reading and understanding signs, symbols and words
- Being in face-to-face contact with other people
- Deciding about your money and budget

### Mobility activities

- Planning and following journeys
- Moving around

Each activity has a number of statements that show different abilities for that activity. The DWP call these statements 'descriptors'. They all have a certain number of points.

The DWP Case Manager will decide which statement best fits your situation most of the time. You will get the set amount of points for that activity. The total number of points you get for each group of activities decides what level of PIP you can get and how much money you will be paid.

**To get the standard rate for either component, you will need to score between 8 and 11 points for all of the activities in that group.**

**To get the enhanced rate for either component, you will need to score a total of 12 or more points for all of the activities in that group.**

Example:

Karl has anxiety and depression. He very rarely leaves the house alone, and will not answer his telephone or door unless he knows who is calling. He worries about having to speak to people as he often has panic attacks when he has to do so.

If he is with his support worker he still finds these things very hard, but is more willing to try as he knows she will help him calm down if he begins to panic.

The activity 'Engaging with other people face to face' has four statements with different points. These are:

- Can engage with other people unaided. This means you can talk to and deal with other people face-to-face without any help. **0 points**
- Needs prompting to be able to engage with other people. This means you need someone else to prompt or encourage you to talk to or deal with other people face-to-face. **2 points**
- Needs social support to be able to engage with other people. This means you need help from someone else to talk to or deal with other people face-to-face. **4 points**
- Cannot engage with other people due to such engagement causing either –
  - (i) overwhelming psychological distress to the claimant; or
  - (ii) the claimant to exhibit behaviour which would result in a substantial risk of harm to the claimant or another person. **8 points**

From the information Karl provided, it seems that 'Needs social support to be able to engage with other people' fits him best. He would get four points for this.

If he were to score at least another four points on the remaining daily living activities he will receive the daily living component at the standard rate.

A DWP Case Manager will use the daily living and mobility test to decide if you can get PIP and what rates you will get. They can use the following information to decide:

- The answers you put on the application form (which is called the PIP003)

- Any evidence or information that the health and social care professionals who work with you give
- A report written by an independent healthcare professional

When deciding which statement or descriptor is most appropriate, the DWP Case Manager should think about whether or not it is likely to apply to you **on more than half of the days over a period of one year**. These days do not need to be in a row.

They should also think about whether you can carry out each activity:

- **Safely** – can you do the activity without causing danger to yourself or someone else?
- **To the necessary standard** - can you do the activity well enough? You do not have to be able prepare food as well as a professional chef. But you do have to be able to prepare food that is acceptable to eat
- **More than once** – Can you repeat the activity as much as you need to?
- **In a reasonable amount of time.**<sup>6</sup> Does it take you a lot longer to do the activity than I would take most other people?

If your illness or disability goes up and down over time, it may be that more than one activity's statement could apply to you over a 12 month period. In these cases the following rules will apply:<sup>7</sup>

- When two or more activity statements could apply to you for more than half the number of days in a year, you should get the one with the **higher** amount of points.
- You may find that no statement (other than one which scores 0 points) applies on more than half the days in a year. But if together, two or more statements apply on more than half the days of one year, the one that applies most of the time will count.

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#### 4. How do I claim?

You can call the PIP Claim Line on 0800 917 2222. You will be asked to provide some basic information to start your claim.

In some cases you can give this information on a paper claim form (called a PIP1) rather than speak to someone on the telephone. The DWP will only give you this form if you cannot complete the claim on the phone.

The DWP are setting up a system so that people can give their information online, but this is not available yet.

If you can get all of the information ready, the telephone call should not take very long. The person on the phone will ask for:

- Your name
- Your address and postcode
- Date of birth
- National insurance number
- Bank details (for payment purposes)
- Contact details of your main health care professional (this may be your G.P or your care coordinator if you have one)

Once you have completed the initial claim form, the DWP will check that you meet the basic conditions (such as age, presence and residence). If you do, they will then send you a form called 'How your disability affects you' (or PIP1003). This form asks questions about your illness or disability and the help you need with certain activities.

### **The application form**

- The form has a reference number that is attached to your claim. You can only send back the form that the DWP gives you.
- If you make a mistake on your form and need a new one, you should contact the DWP and ask for a replacement.
- You have one month to complete and return the form.
- Contact the DWP and ask for additional support or more time if you need it.
- Make a rough draft of your answers before writing on the form.
- Take your time. You do not have to complete it all at once.
- Get advice. A carer, health care professional or benefits adviser may be able to help you answer some questions.

If you need help with your form, you could contact a benefits adviser, the DWP or a member of your care team if you have one. For more information about [benefits advisers](#) see section 9

You will find a sample version of these forms on the DWP website. You might want to use the sample version to practice before filling in your real form.

[www.dwp.gov.uk/policy/disability/personal-independence-payment/pip-toolkit/about-pip/forms.shtml](http://www.dwp.gov.uk/policy/disability/personal-independence-payment/pip-toolkit/about-pip/forms.shtml)

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## 5. What will I be asked on the application form 'How your disability affects you?' (PIP2)?

**Question 1** asks for **contact details of any healthcare professionals** the DWP could seek additional information or evidence from them if needed. This could be your G.P., community psychiatric nurse, social worker, occupational therapist, support worker, or any other health care professional or specialist that works with you.

**Question 2a** asks about **your health conditions or disabilities**. You should provide your most recent diagnosis along with the approximate date you received it. If you have been diagnosed with other conditions in the past which you feel are relevant, list these as well. If you do not have a diagnosis, explain why and list the main symptoms of your condition.

**Question 2b** asks about any **medication or treatments** that you take and the side effects of these. It can help to send an up to date prescription list if you have one. You should list any private treatments you receive as well as those provided by the NHS.

**Questions 3-15** are about **how your conditions or disabilities affect your ability to carry out certain day to day activities**. Each of these questions relates to an activity in the daily living and mobility test so you should answer them carefully and thoroughly.

Questions 3–13 are for the daily living component.  
Question 14 and 15 are for the mobility component

Below there is:

- a summary of each activity
- the questions the application form asks
- a list of the statements/descriptors for that activity
- the number of points for each statement/descriptor
- things to think about when you are completing the form.

When answering each of the questions remember:

- You should always use the box for 'extra information' if your illness affects your ability to carry out the activity.
- Don't feel you have to fit your answer into the box provided. You can use the additional space at the end of the form or extra sheets of paper if you need to.
- Remember to add your name and national insurance number to any additional sheets you attach.
- Try to give clear, short explanations and examples that are relevant to the activity.

- You do not have to be receiving help to need it. Think about how your life could be improved if someone could encourage, help or prompt you with the activity.
- Think about whether you can do each activity:
  - **Safely** – can you do the activity without causing danger to yourself or someone else?
  - **To the necessary standard** - can you do the activity well enough? You do not have to be able prepare food as well as a professional chef. But you do have to be able to prepare food that is acceptable to eat
  - **More than once** – Can you repeat the activity as much as you need to?
  - **In a reasonable amount of time.**<sup>8</sup> Does it take you a lot longer to do the activity than it would take most other people?
- If you cannot do an activity safely, to the necessary standard, more than once and in a reasonable amount of time, the DWP should treat you as if you cannot do that activity without help. Make it clear on your form if that applies to you.
- To qualify for PIP, you need to show that you need help with the activities on more than half the days in a year.
- You could start by thinking about how your illness fluctuates over a week or a month. This could help you estimate how you are over a year.
- If your condition and ability to cope goes up and down, explain this and, if possible, try to describe how often this happens and how it impacts on your ability to do certain activities.

### **Definition of some key words and phrases in the descriptors**

The PIP regulations define many of the words and phrases used in the activities test.<sup>9</sup> You will find some of the key definitions below.

**Supervision** – means another person being there continuously to make sure you are safe.

**Prompting** – means another person reminding or encouraging you or explaining something.

**Assistance** – means another person physically helping you. It doesn't include someone else speaking for you.

**Psychological distress** – means mental distress such as: anxiety, confused emotions, hallucination, rage or depression; caused by a mental illness, learning disability, brain injury or diseases like dementia.

### Q3 Preparing Food

This activity is about your ability to prepare a simple meal. It looks at whether you need any help to make yourself regular cooked food on a daily basis. It will look at whether you can:

- open packaging
- peel, chop and serve food
- use a cooker, hob or microwave oven to cook or heat food.

It does not look at your cooking skills but does look at if you need help to prepare food. This includes physical help or needing someone else to prompt you.

A simple meal is defined as a 'cooked one course meal for one from fresh ingredients'. An aid or appliance might include things like a stool or lightweight pots and pans.

The questions on the form	The descriptors and scores		Tips and suggestions
Q3a) Do you use an aid or appliance to prepare or cook a simple meal?	Can prepare and cook a simple meal unaided.	<b>0</b>	Think about your illness or medication you take affects whether you can regularly prepare food for yourself
	Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	<b>2</b>	
Q3b) Do you need help from another person to prepare or cook a simple meal?	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	<b>2</b>	Do you often lack the motivation to make yourself food?
Q3) extra information	Needs prompting to be able to either prepare or cook a simple meal.	<b>2</b>	Are there some days when you are unable to prepare food for yourself?
	Needs supervision or assistance to either prepare or cook a simple meal.	<b>4</b>	Do you need to sit on a stool while cooking?
	Cannot prepare and cook food.	<b>8</b>	<p>Does your illness (or the medication you take) affect your ability to use a cooker or hot pans safely?</p> <p>Do you need someone to remind or help you to prepare food?</p> <p>Do you need someone to cook for you because you cannot do it yourself?</p>

#### Q4 Taking nutrition

This activity is about your ability to eat and drink. It will look at if you can:

- cut food
- put it in your mouth
- chew and swallow
- recognise when, and how much you need to eat and drink.

An aid or appliance in this section might be a straw or adapted cutlery.

The questions on the form	The descriptors and scores		Tips and suggestions
Q4a) Do you use an aid or appliance to eat and drink?	Can take nutrition unaided.	<b>0</b>	Think about whether your illness or the medication you take affects your ability to regularly eat and drink.  Do you often miss meals or forget to eat or drink?  Do you binge eat or purge?  Does your medication cause tremors or spasms which make eating or drinking alone difficult?  Do you need someone to remind, prompt, supervise or help to make sure you eat and drink?
Q4b) Do you use a feeding tube or similar device to eat or drink?	Needs (i) to use an aid or appliance to be able to take nutrition; or (ii) supervision to be able to take nutrition; or (iii) assistance to be able to cut up food.	<b>2</b>	
Q4c) Do you need help from another person to eat and drink?		Needs a therapeutic source to be able to take nutrition.	
Q4) Extra information	Needs prompting to be able to take nutrition	<b>4</b>	
	Needs assistance to be able to manage a therapeutic source to take nutrition.	<b>6</b>	
	Cannot convey food and drink to their mouth and needs another person to do so.	<b>10</b>	

#### Q5 Managing therapy or monitoring a health condition

This activity is about being able to take prescribed medications, notice any changes in your health condition and manage any treatments or therapy that you do at home.

An aid or appliance in this section might be a pill box or organiser. Help from another person could include someone that monitors your health or makes sure you take medication as prescribed by your doctor.

The questions on the form	The descriptors and scores		Tips and suggestions
Q5a) Do you use an aid or appliance to monitor your health	Either (i) does not receive medication or therapy or need to monitor a	<b>0</b>	Think about whether you are able to notice when your mental

<p>conditions, take medication or manage home treatments?</p>	<p>health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.</p>		<p>health goes up and down. Can you make appropriate changes or get help to avoid becoming more unwell?</p>
<p>Q5b) Do you need help from another person to monitor your health conditions, take medication or manage home treatments?</p>	<p>Needs either (i) to use an aid or appliance to be able to manage medication; or (ii) supervision, prompting or assistance to be able to manage medication or monitor a health condition.</p>	<p><b>1</b></p>	<p>Also think about if you can manage your own prescribed medication or home therapies (such as relaxation techniques or meditation).</p>
<p>Q5) Extra information</p>	<p>Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week.</p>	<p><b>2</b></p>	<p>Do you know when you are becoming unwell?</p>
	<p>Needs supervision, prompting or assistance to be able to manage therapy that takes more than 3.5 but no more than 7 hours a week.</p>	<p><b>4</b></p>	<p>Do you need a pill organiser to remind you what medication to take?</p>
	<p>Needs supervision, prompting or assistance to be able to manage therapy that takes more than 7 but no more than 14 hours a week.</p>	<p><b>6</b></p>	<p>Does someone need to supervise you to make sure you take the correct amounts of prescribed medication?</p>
	<p>Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week.</p>	<p><b>8</b></p>	<p>Do you often forget to take your medication at the right time?</p> <p>Do you need help managing any home therapies like meditation or relaxation?</p>

<b>Q6 Washing and bathing</b>		
<p>This activity looks at your ability and motivation to wash and bathe. It includes getting in and out of an un-adapted bath or shower and washing your whole body. It also covers when some of the symptoms of your mental health problems mean you don't wash and bathe every day.</p> <p>Aids and appliances in this section could be shower seats or hand rails. Help could be someone to remind or help you to wash and bathe</p>		
<b>The question on the form</b>	<b>The descriptors and scores</b>	<b>Tips and suggestions</b>
Q6a) Do you use an aid or appliance to wash and bathe yourself, including using a bath or shower?	Can wash and bathe unaided.	<b>0</b>
	Needs to use an aid or appliance to be able to wash or bathe.	<b>2</b>
	Needs supervision or prompting to be able to wash or bathe.	<b>2</b>
Q6b) Do you need help from another person to wash and bathe?	Needs assistance to be able to wash either their hair or body below the waist.	<b>2</b>
	Needs assistance to be able to get in or out of a bath or shower.	<b>3</b>
Q6) Extra information	Needs assistance to be able to wash their body between the shoulders and waist.	<b>4</b>
	Cannot wash and bathe at all and needs another person to wash their entire body.	<b>8</b>
<p>Think about if your illness or the medication you take means you do not regularly wash and bathe.</p> <p>Do you often lack the motivation to wash or bathe?</p> <p>Do you need to sit down in the shower because your medication causes light-headedness?</p> <p>Do you need someone to remind or help you to wash or bathe?</p>		

<b>Q7 Managing toilet needs or incontinence</b>		
<p>This activity is about your ability to get on and off and use the toilet and to clean yourself afterwards.</p>		
<b>The question on the form</b>	<b>The descriptors and scores</b>	<b>Tips and suggestions</b>
Q7a) Do you use an aid or appliance to go to the toilet or manage incontinence?	Can manage toilet needs or incontinence unaided.	<b>0</b>
	Needs to use an aid or appliance to be able to manage toilet needs or incontinence.	<b>2</b>
	Needs supervision or prompting to be able to manage toilet needs.	<b>2</b>
Q7b) Do you need help from another person to	Needs assistance to be able to manage toilet needs	<b>4</b>
<p>People who just have a mental illness do not usually score any points here.</p> <p>It will be possible in some cases if your illness or medication causes incontinence.</p>		

go to the toilet or manage incontinence?	Needs assistance to be able to manage incontinence of either bladder or bowel.	<b>6</b>	If you have a physical health issue as well as mental illness that affects your ability to manage your toilet needs you may score points.
Q7) Extra information	Needs assistance to be able to manage incontinence of both bladder and bowel.	<b>8</b>	

### Q8 Dressing and undressing

This activity looks at your ability to choose, put on and take off suitable, un-adapted clothing.

The question on the form	The descriptors and scores		Tips and suggestions
Q8a) Do you use an aid or appliance to dress or undress?  Q8b) Do you need help from another person to dress or undress?  Q8) Extra information	Can dress and undress unaided.	<b>0</b>	Think about whether your illness affects your ability or motivation to dress yourself.  Do you need someone to prompt you to get dressed or undressed?  Do you find it difficult to decide what clothing is appropriate for the time of day or weather conditions?  Are you able to keep your clothes clean so that you are can dress appropriately?
	Needs to use an aid or appliance to be able to dress or undress.	<b>2</b>	
	Needs either (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to be able to select appropriate clothing.	<b>2</b>	
	Needs assistance to be able to dress or undress their lower body.	<b>2</b>	
	Needs assistance to be able to dress or undress their upper body.	<b>4</b>	
	Cannot dress or undress at all.	<b>8</b>	

## Q9 Communicating verbally

This activity looks at your ability to communicate verbally and includes whether you can understand what someone is saying and make yourself understood by someone else.

Basic verbal information means giving information in a single sentence.

Complex verbal information means giving information in more than one sentence, or in a complicated single sentence.

Communication support means help from a person that is trained or experienced in helping people with communication needs, for example a sign language interpreter.

An aid or appliance could be a hearing aid or electrolarynx.

The question on the form	The descriptors and scores		Tips and suggestions
Q9a) Do you use an aid or appliance to communicate with others?	Can express and understand verbal information unaided.	<b>0</b>	Think about whether your illness (or the medication you take) makes it difficult for you to be understood by, or understand other people when you are talking.  Is it hard for you to keep your train of thought when you are speaking to people?  Do you get easily confused when someone is explaining things to you?
	Needs to use an aid or appliance to be able to speak or hear.	<b>2</b>	
Q9b) Do you need help from another person to communicate with others?	Needs communication support to be able to express or understand complex verbal information.	<b>4</b>	
Q9) Extra information	Needs communication support to be able to express or understand basic verbal information.	<b>8</b>	
	Cannot express or understand verbal information at all even with communication support.	<b>12</b>	



## Q10 Reading and understanding signs, symbols and words

This activity looks at your ability to read and understand written or printed information.

Basic information is signs, symbols or dates.

Complex information is more than one sentence of written or printed standard size text.

The question on the form	The descriptors and scores		Tips and suggestions
Q10a) Do you use an aid or appliance other than spectacles or contact lenses to read signs, symbols and words?	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.	<b>0</b>	Think about whether your illness affects you ability to read or understand signs or symbols.
Q10b) Do you need help from another person to read or understand signs, symbols and words?	Needs to use an aid or appliance, other than spectacles or contact lenses, to be able to read or understand either basic or complex written information.	<b>2</b>	Can you read and understand the post you receive (for example your gas bill or bank statement)?
Q10) Extra information	Needs prompting to be able to read or understand complex written information.	<b>2</b>	
	Needs prompting to be able to read or understand basic written information.	<b>4</b>	
	Cannot read or understand signs, symbols or words at all.	<b>8</b>	Can you follow simple written instructions? For example the guidance on your medication which explains how much and when you should take it.

### Q11 Engaging with other people face to face

This activity looks at how you interact with people face to face in a socially appropriate way. It includes understanding body language and building relationships with other people.

When looking at this activity the DWP should think about your ability to be around people generally not just people you know.

The question on the form	The descriptors and scores		Tips and suggestions
Q11a) Do you need another person to help you to mix with other people?	Can engage with other people unaided.	0	<p>Think about how your illness affects your ability to deal with people face to face.</p> <p>Do you socialise with other people? If not, why not?</p> <p>What happens when you do?</p> <p>Do you have any physical symptoms such as sweating or an increased heart rate?</p> <p>Compare how you feel about social situations now compared to before your mental illness.</p> <p>If your ability to deal with social situations varies, be clear about how often or when you would have a problem.</p>
Q11b) Do you find it difficult to mix with other people because of severe anxiety or distress?	Needs prompting to be able to engage with other people.	2	
	Needs social support to be able to engage with other people	4	
Q11) Extra information	<p>Cannot engage with other people due to such engagement causing either –</p> <p>(i) overwhelming psychological distress to the claimant; or</p> <p>(ii) the claimant to exhibit behaviour which would result in a substantial risk of harm to the claimant or another person.</p>	8	

## Q12 Making budgeting decisions

This activity looks at your ability to make everyday budgeting decisions, such as buying items from a shop or paying bills.

Simple budgeting decisions mean calculating the cost of things and knowing how much change you need when you buy something. Complex budgeting decisions mean calculating household and personal budgets, managing and paying bills and planning what to buy in the future.

The question on the form	The descriptors and scores		Tips and suggestions
Q12a) Do you need someone else to help you to understand how much things cost when you buy them or how much change you'll receive?	Can manage complex budgeting decisions unaided.	<b>0</b>	Think about whether your illness affects your ability to manage your money, bills and everyday financial transactions.  Do you need help to make sure all your bills are paid and you have enough money to buy essential items such as food?  Are you ever overly generous with your money? For example, do you give money to others when you cannot really afford to?  Do you need someone to go to the shops with you to help you with making payment and getting the right change?
	Needs prompting or assistance to be able to make complex budgeting decisions.	<b>2</b>	
	Needs prompting or assistance to be able to make simple budgeting decisions.	<b>4</b>	
	Cannot make any budgeting decisions at all.	<b>6</b>	
Q12b) Do you need someone else to help you to manage your household budgets, pay bills or plan future purchases?			
Q12) Extra Information			

## Q13 Planning and following journeys

This activity looks at your ability to plan and follow the route of a journey. It covers mental distress caused by making a journey as well as being able to plan and physically manage the journey itself.

If you are cannot use public transport, the DWP should not count you as able to plan and follow an unfamiliar journey alone.

The question on the form	The descriptors and scores		Tips and suggestions
Q13a) Do you need help from another person to plan a route to somewhere you know well? Or do you need another person, guide dog or specialist aid to help you get there?	Can plan and follow the route of a journey unaided.	<b>0</b>	<p>Think about whether your illness affects your ability to get to places.</p> <p>Can you go places that you are familiar with?</p>
	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.	<b>4</b>	
	Cannot plan the route of a journey.	<b>8</b>	
Q13b) Do you need help from another person, guide dog or specialist aid to get to a location that is unfamiliar to you?	Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.	<b>10</b>	<p>Do you struggle to go somewhere new?</p> <p>Can you use public transport?</p>
Q13c) Are you unable to go out because of severe anxiety or distress?	Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant.	<b>10</b>	<p>Do you need someone with you when you leave you home?</p>
Q13) Extra information	Cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid.	<b>12</b>	<p>How does going out and making a journey make you feel?</p> <p>If there was a disruption to a journey you have planned (for example a closed road on your planned route) would you be able to carry on with your journey?</p> <p>Do you ever leave your house or familiar environment? Why not? What would happen if you did?</p>

### Q14 Moving around

This activity looks at your ability to physically move around.

The question on the form	The descriptors and scores		Tips and suggestions
Q14a) How far can you walk taking into account any aids	Can stand and then move more than 200 metres, either	<b>0</b>	This activity is about physically

you use?	aided or unaided.		getting around.
Q14b) Do you use an aid or appliance to walk?	Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided.	<b>4</b>	If you just have a mental illness, It is unlikely you would score points on this activity. If you have a physical health issue that affects your ability to move around you may score points.
Q14c) Do you use a wheelchair or similar device to move around safely, reliably and repeatedly and in a reasonable time period?	Can stand and then move unaided more than 20 metres but no more than 50 metres.	<b>8</b>	
Q14) Extra information	Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres.	<b>10</b>	
	Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.	<b>12</b>	
	Cannot, either aided or unaided, (i) stand; or (ii) move more than 1 metre.	<b>12</b>	

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## 6. Can I provide supporting evidence?

We strongly recommend that you provide as much up to date medical evidence as you can. This could be a letter from any health care professionals who know you. This includes your G.P., psychiatrist, care co-ordinator, Community Psychiatric Nurse (C.P.N), social worker or support worker. You can give more than one letter or piece of medical evidence.

You will find a sample letter that you can give to your healthcare professionals asking them to provide supporting evidence in the [Sample Letter](#) section of this factsheet.

It may also help to send copies of other medical documents, such as your care plan, a list of your prescribed medications, details of any therapies you are having and any other medical documents you may have.

Photocopy any supporting evidence you are going to send the DWP and keep the originals yourself.

Remember to contact the DWP if your mental health problems mean you are struggling to complete the form and return it within the one month time limit.

The DWP must take all medical evidence into account when deciding about your PIP claim.

If you can provide information in your form and supporting evidence that clearly shows that you have problems with the activities, it is possible to get a decision without a face to face assessment.

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## **7. Will I have to attend a face to face medical assessment?**

You may have to attend a face to face medical assessment with a healthcare professional who you don't know. Depending on where you live in the country, these assessments could be carried out by healthcare professionals working for either Atos or Capita. The healthcare professional may not be a specialist in mental health.

The assessments usually take place at a centre. You can ask for a home visit instead. You are more likely to get this if you are cannot get to the assessment centre because of your health condition.

You can have someone with you for support at your assessment and they are allowed to take an active role in the discussion.

The healthcare professional will ask questions about your health and may carry out a short physical examination. However, this should only happen if you have also said on your form that you have a physical condition.

It can help to make a list of points you'd like to share at the assessment about your health or day-to-day life. You can take this list with you to the assessment.

After your medical assessment, the healthcare professional will review all of the evidence then write a report. This goes to the DWP who will use all of the information provided and decide whether you will get PIP.

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## **8. Can I appeal if I think a decision is wrong?**

Yes. If you disagree with any decision the DWP has made about your PIP claim, you can ask them to look at the claim again. This called a reconsideration. You generally have one month from the date of the decision to ask for a reconsideration. You have to go through this process before you can appeal to an independent tribunal.

You can find more information in our '**Mandatory Reconsideration and Appeals**' factsheet, which you can download for free from

[www.rethink.org/factsheets](http://www.rethink.org/factsheets) or call 0121 522 7007 and ask for a copy to be sent to you.

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### 9. Do I need to speak to a benefits adviser?

The welfare benefits system is complicated. You should speak to a benefits adviser if you don't know which benefits you are entitled to. You may be able to get help with difficult situations such as claims or appeals.

The help you will get from a benefits adviser will vary depending on the organisation you speak to. Some benefits advisers just give information, while others could help you fill in forms or go to meetings or appeals with you.

Many people find it difficult to find benefits advice, and harder still to find support and representation. There have been some changes to the legal aid system meaning far fewer people can get free help from a legal adviser.

Some solicitors or legal advisers will give benefits advice but will normally charge a fee. You can only get legal aid for benefit matters if it is to appeal a tribunal decision.

The most common place to find a benefits adviser is a Citizens Advice Bureau (CAB). You will find contact details of CAB and other organisations that might help in the 'useful contacts' section.

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The DWP has some general information on PIP

<http://www.dwp.gov.uk/policy/disability/personal-independence-payment/>

The DWP also has information for the people doing the medical assessments for PIP.

<http://www.dwp.gov.uk/docs/pip-assessment-guide.pdf>



### Personal Independence Payment (PIP) helpline

Telephone: 0345 850 3322

Textphone: 0345 601 6677

Monday to Friday, 8am to 6pm

## **Citizens Advice**

Citizens Advice Bureau (CAB) offer free, confidential, impartial and independent advice. They can advise on debts, benefits, housing and other issues. You can get face-to-face or telephone advice. Find your local bureau to see the full range of services it provides.

Find your local bureau's contact details on the CAB website:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Citizens Advice also has a national phone service. It is now fully operational in Wales. In England the service is being rolled out area by area.

- for Wales call **03444 77 20 20**
- for England call **03444 111 444**

## **Turn2us**

A charitable service which helps people access money that is available to them – through welfare benefits, grants and other help.

Telephone: 0808 802 2000

Website: [www.turn2us.org.uk/](http://www.turn2us.org.uk/)

**Some solicitors or legal advisers will give benefits advice but will normally charge a fee. You can only get legal aid for benefit matters if it is to appeal a tribunal decision.**

**You can find legal advisers on the Ministry of Justice website:**

<http://find-legal-advice.justice.gov.uk/>

**Many local authorities have benefits advisers. You can find contact details for your local authority on GovUK**

[www.gov.uk/find-your-local-council](http://www.gov.uk/find-your-local-council)





## Request for Evidence to support your PIP claim

Your address  
Your date of birth  
Date

Name and address of healthcare professional

Dear....

I am currently making a claim for Personal Independence Payment (PIP) and am writing to ask if you would provide evidence to support my application.

Personal Independence Payment is a new benefit which is replacing Disability Living Allowance (DLA). In order to award PIP the Department for Work and Pensions (DWP) will need to decide that I have a limited or severely limited ability to carry out certain activities that are related to either my daily living and/or mobility.

It has been shown that evidence from medical professionals involved with claimants' diagnosis, care and treatment can be extremely useful in helping decision makers at the DWP to make decisions that are appropriate to claimants' needs and conditions. Information from medical professionals can also help a decision to be made at the initial claim stage and hopefully eliminates the stress of having to go through an appeal.

Therefore I would be very grateful if you could fill in this form and send it back to me in the envelope provided as I believe it will help my application. Please be aware that I am not in a position to pay for any report or information.

I would be grateful for any information you could provide.

Yours sincerely

(Your signature)

Please state what conditions I have, and what medications, treatments and therapies have been prescribed or recommended for me.

**When answering the following questions please consider my ability to perform each activity safely, to an acceptable standard, repeatedly (as necessary) and within a reasonable time. Please indicate where I am unable to perform these activities without either physical help, or someone prompting me to carry out the activities.**

To what extent do my condition(s) affect my ability to prepare food?

To what extent do my condition(s) affect my ability to take appropriate nutrition?

To what extent do my condition(s) affect my ability to manage therapy or monitor my health condition?

To what extent do my condition(s) affect my ability to wash or bathe?

To what extent do my condition(s) affect my ability to manage my toilet needs or incontinence?

To what extent do my condition(s) affect my ability to dress or undress?

To what extent do my condition(s) affect my ability to communicate verbally?

To what extent do my condition(s) affect my ability to read and understand signs symbols and words?

To what extent do my condition(s) affect my ability to engage with other people (who I both know and do not know) face to face?

To what extent do my condition(s) affect my ability to make budgeting decisions?

To what extent do my condition(s) affect my ability to plan and follow journeys (both those that are familiar and unfamiliar to me)?

To what extent do my condition(s) affect my ability to physically move around?

Signature  
Hospital/Surgery Stamp

Date

Thank you very much, in advance for any help you can provide towards my claim



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<sup>1</sup> Reg 5. *The Personal Independence Payment (Transitional Provisions) Regulations 2013* SI 2013/387

<sup>2</sup> Section 83. *Welfare Reform Act 2012*

<sup>3</sup> Reg 16 *Social Security (Personal Independence Payment) Regulations 2013* SI 2013/377

<sup>4</sup> Reg 19. As above

<sup>5</sup> Reg 17. As above

<sup>6</sup> Reg 4 (2a) *Social Security (Personal Independence Payment) Regulations 2013* SI 2013/377 as amended by *The Social Security (Personal Independence Payment) (Amendment) Regulations 2013* SI 2013/455

<sup>7</sup> Reg 7 *Social Security (Personal Independence Payment) Regulations 2013* SI 2013/377

<sup>8</sup> Reg 4 (2a) *Social Security (Personal Independence Payment) Regulations 2013* SI 2013/377 as amended by *The Social Security (Personal Independence Payment) (Amendment) Regulations 2013* SI 2013/455

<sup>9</sup> Sch 1 part 1. *Social Security (Personal Independence Payment) Regulations 2013* SI 2013/377

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This factsheet is available  
in large print.

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## Rethink Mental Illness

Phone 0300 5000 927

Monday to Friday, 10am to 2pm

Email [advice@rethink.org](mailto:advice@rethink.org)

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### Did this help?

We'd love to know if this information helped you.

Drop us a line at: [feedback@rethink.org](mailto:feedback@rethink.org)

### or write to us at Rethink Mental Illness:

Feedback  
PO Box 68795  
London SE1 4PN

or call us on 0300 5000 927.

We're open 9am to 5.30pm, Monday to Friday.



Leading the way to a better  
quality of life for everyone  
affected by severe mental illness.

For further information  
on Rethink Mental Illness  
Phone 0300 5000 927  
Email [info@rethink.org](mailto:info@rethink.org)

[www.rethink.org](http://www.rethink.org)

### Need more help?

Go to [www.rethink.org](http://www.rethink.org) for information on symptoms, treatments, money and benefits and your rights. Or talk to others about your problem at [www.rethink.org/talk](http://www.rethink.org/talk).

### Don't have access to the web?

Call us on 0300 5000 927. We are open 9am to 5.30pm, Monday to Friday and we will send you the information you need in the post.

### Need to talk to an adviser?

If you need practical advice, call us between 10am and 2pm, Monday to Friday. Our specialist advisers can help you with queries like how to apply for benefits, get access to care or make a complaint.

### Can you help us to keep going?

We can only help people because of donations from people like you. If you can donate please go to [www.rethink.org/donate](http://www.rethink.org/donate) or call **0300 5000 927** to make a gift. We are very grateful for all our donors' generous support.



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