



# Personal Independence Payment

A GUIDE TO MAKING A CLAIM

## OUR GUIDE TO PIP

This guide is divided into three sections:

- 1** The first section tells you what PIP is and how you qualify for it, including introducing the new points-based assessment for PIP. It also looks at when PIP is being introduced and what will happen if you are already receiving DLA.
- 2** The second section explains how to claim the new benefit including step-by-step instructions on how to complete the claim form with tools and tactics to help you.
- 3** The third section provides you with reference material including legal definitions and the detailed criteria against which your claim will be assessed.

Disability Rights UK use all reasonable endeavours to ensure the content of this guide. Benefit rates are however subject to change. At the time of writing, PIP is being piloted and any subsequent changes in the law may affect the accuracy of some of the information.

# PERSONAL INDEPENDENCE PAYMENT

## A guide to making a claim

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**Personal independence payment**

A guide to making a claim

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# Introduction

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## CHANGES TO THE BENEFITS SYSTEM

2013 sees further implementation of some of the biggest changes since the introduction of the welfare system:

- the introduction of universal credit which will replace several income-related benefits and tax credits;
- the continued transition of incapacity benefit claimants to employment and support allowance;
- changes to the work capability assessment;
- new rules for help with council tax;
- the benefit cap; and
- the introduction of personal independence payment (PIP), a new benefit which provides help towards some of the extra costs of having a long-term health condition or disability.

2013 sees further implementation of some of the biggest changes to the welfare system.

## PIP replacing DLA

From April 2013, disability living allowance (DLA) began to be replaced by personal independence payment (PIP) for disabled people aged between 16 and 64. In 2012, there were over 3 million DLA claimants in the UK; the Government estimates 600,000 fewer disabled people will qualify for PIP by 2018.

From April 2013 PIP will start to replace DLA.

## About Disability Rights UK

During this period of unprecedented change, many people feel apprehensive and uncertain about the future. We really need a strong, sustainable organisation led by disabled people to protect our rights and provide guidance on these critical changes.

Disability Rights UK is the largest pan-disability organisation in the UK that is led by disabled people. We are disabled people leading change and we work towards the freedom to live independently and the opportunity to live free of poverty.

We hope this guide helps you to understand the claim process and give you the best possible chance of making a successful claim.

We have been campaigning to ensure the introduction of PIP is as clear as possible and working to make sure that you have the best possible information available to you to ensure you know your rights and entitlements. Tens of thousands of people access the information we produce on benefits every month.

We hope this guide helps you to understand the claim process and give you the best possible chance of making a successful claim.

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## What is personal independence payment?

### ABOUT THE NEW BENEFIT

Personal independence payment (PIP) is a new benefit for people who need help taking part in everyday life or who find it difficult to get around. It replaces disability living allowance for people between the ages of 16 and 64 inclusive.

The Department for Work and Pensions (DWP) are responsible for PIP and they will make the decision on your claim.

PIP is tax free and you do not need to have paid National Insurance contributions to be entitled to it. It is not affected by your earnings or other income or by any capital or savings you have. You can receive it whether you are in work or not. It is almost always paid in full on top of any other benefits or tax credits that you receive.

PIP is for you, not for a carer. You can qualify for PIP whether or not you have someone helping you. What matters is the effect your disability or health condition has on you and the help you need, not whether you actually get that help. You can spend your PIP on anything you like. PIP acts as a 'passport' for other types of help, such as the Motability Scheme (*see Other ways PIP can help you*).

### HOW IS PIP MADE UP?

PIP has two components:

- **a daily living component** – for help participating in everyday life;
- **a mobility component** – for help with getting around.

You can be paid either the daily living component or the mobility component on its own, or both components at the same time.

Each component is paid at two different levels: a 'standard rate' and an 'enhanced rate'. The rate you are paid depends on whether your ability to carry out daily living or mobility activities is 'limited' or 'severely limited'. This is tested under the PIP assessment.

DLA for people aged 16 to 64 will be replaced by PIP.

PIP is tax free and not affected by earnings or other benefits.

PIP is for the help you need, not the help you get.

PIP has two components: one for daily living and one for mobility.

## Who is eligible?

### THE QUALIFYING CONDITIONS

To be entitled to PIP, you must meet the basic qualifying conditions (*see Appendix A*). These relate to your age, where you normally live and whether you have spent time out of Great Britain during the previous three years.

You must also meet the disability conditions. These look at your daily living needs (*see Appendix B*) and your mobility needs (*see Appendix C*). They are considered under the PIP assessment.

You must have met the disability conditions for a 'qualifying period'. This is about how long you have had and are expected to have your needs (*see Appendix A*).

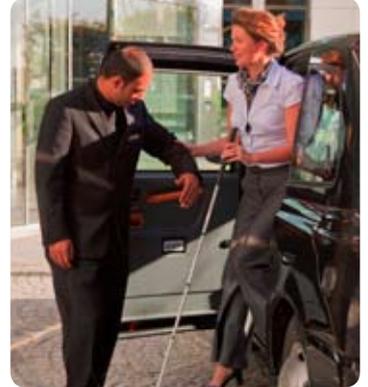
There are 'special rules' for claiming PIP if you are terminally ill (*see Step 1 of Section 2*).

### Are there age limits to PIP?

You will not be able to claim PIP once you have reached the age of 65, but you will be able to stay on PIP if you have claimed or received it before reaching that age.

If you are aged 65 or over, you can claim attendance allowance instead if you have care needs.

You cannot claim PIP until you are 16. If you have a child under the age of 16 who has care needs or mobility problems, they can claim disability living allowance instead.



To be eligible you need to meet the basic qualifying conditions and the disability conditions.

If you are aged 65 or over you can claim attendance allowance if you have care needs.

Children under 16 can claim disability living allowance.

## The PIP assessment

### THE DISABILITY CONDITIONS

The PIP assessment aims to test your ability to participate in everyday life. It is points-related and based on your ability to perform 12 activities related to your daily living needs and mobility. The number of points you score will determine whether or not you are entitled to either component of PIP and if you are, at which rate.

#### Ten daily living activities

- Preparing food
- Taking nutrition
- 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
- Engaging with other people face to face
- Making budgeting decisions

#### Two mobility activities

- Planning and following journeys
- Moving around

### SCORING POINTS

Within each activity is a series of descriptors with scores ranging from 0 to 12. The descriptors explain related tasks of varying degrees of difficulty (see *Appendices B and C*). You score points when you are not able to complete a task 'reliably'.

The highest descriptor score from each activity is added together to work out your points for each component.



The assessment measures your ability to perform ten daily living and two mobility activities.

Details of the descriptors and point scores related to each component are in *Appendices B and C*.

### What is 'reliably'?

**Safely:** In a way that is unlikely to cause harm to you or anyone else, either during or after you have done of the activity. For something to be seen as unsafe, harm must be 'likely to occur' rather than you feeling harm 'may occur'.

**To an acceptable standard:** If you can wash yourself but you do not realise you have done so inadequately and are still not clean after you have finished washing, this would be an example of not completing an activity to an acceptable standard.

**Repeatedly:** Being able to repeat the activity as often as is reasonably required. The combined effects of symptoms such as pain and fatigue are relevant because the effort of completing an activity could make it harder for you to repeat it or to complete other activities. If you are able to prepare a meal once without help, but the exhaustion from doing this means that you could not prepare another meal that day, you should be treated as being unable to prepare a meal unaided. This is because it is reasonable to expect someone to be able to prepare more than one meal a day.

**In a reasonable time:** No more than twice as long as the maximum amount of time that a person without your physical or mental condition would normally take to complete that activity.

You should not be treated as being able to 'reliably' complete an activity if you cannot do it 'safely', 'to an acceptable standard', 'repeatedly' and 'in a reasonable time'. See the [Glossary for the legal definitions of these terms](#).

### How your points are worked out?

When assessing you against the descriptors to decide how many points you score, the DWP will look at:

- 1 your claim form;
- 2 any evidence you submit; and
- 3 the report from a face-to-face consultation if you are invited to one.

See [Section 2](#) for information about the claim form and the face-to-face consultation.

### How many points do you need?

To be entitled to the standard rate of the daily living component, you need to score at least 8 points under the ten daily living activities. To be entitled to the enhanced rate, you need to score at least 12 points.

Likewise, to be entitled to the standard rate of the mobility component you need to score at least 8 points under the two mobility activities and at least 12 points under these activities to get the enhanced rate.

### Variable and fluctuating conditions

In the PIP assessment, a descriptor will apply to you if it reflects your ability for the majority of days (over 50%). This will be considered over a 12-month period; looking back three months and forward nine months.

Where one descriptor is satisfied on over half the days in that period, that descriptor will apply. Where two or more descriptors are satisfied on over half the days, the descriptor which scores the highest number of points will apply.

PIP does not separate your needs into day and night-time needs; your ability to complete each activity will be considered over the 24-hour period of each day during the period.

If you are waiting for medical treatment (such as an operation), the result of which is difficult to predict, your choice of descriptor should be based on your continued condition as if the treatment were not taking place.

If your condition varies from day to day, it's a good idea to keep a diary to provide a picture of what your abilities are like over time (see Appendix D).



## HOW LONG WILL YOU GET PIP FOR?

The duration of your PIP award will be based on your individual circumstances.

- Shorter term awards of up to two years will be given where changes in your needs could be expected in that period.
- Longer term awards, of five or ten years, will be given where significant changes are less likely but your award will be reviewed over this time where some change in your needs may be expected.
- Ongoing awards will be given in the minority of cases where your needs are stable and changes are unlikely.
- Awards made under the 'special rules' for terminally ill people will be for three years (*see Step 1 of Section 2*).



### Reviews

The DWP will periodically review awards, regardless of their length, to ensure that everyone continues to receive the most appropriate level of support.

#### If you are in a hospital or care home

You can make a claim for PIP if you are in hospital but you cannot actually be paid any PIP while you are in there. You will only start to be paid PIP once you leave hospital. If you are already getting PIP when you go into hospital, you will continue to be paid for the first 28 days of your stay, after this, your payments will stop and will only start again when you leave.

If you are in a care home, you can claim PIP but you will only be paid the mobility component. If you are already getting PIP when you go into a care home you will stop being paid your daily living component after 28 days but will keep any mobility component. The rules are complicated if you alternate between days in hospital or a care home and days at home.

#### Find out more

For more information on how stays in hospital or a care home affect your benefits see our *Disability Rights Handbook* or visit [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## When does it start?

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### PIP TIMETABLE

PIP is being introduced in stages. When you can claim it will depend on where you live and whether you are currently on disability living allowance (DLA).

#### 8 April 2013

PIP is being trialled in several areas of the country (including Cheshire, Cumbria, Merseyside, North East England and North West England). If you live in these areas, are aged 16 to 64 and make a new claim for DLA, it will be treated as a new claim for PIP. If you are already claiming DLA you cannot claim at this point.

#### 10 June 2013

If you are aged 16 to 64, you will be able to make a new claim for PIP throughout Great Britain from 10 June 2013. If you make a new claim for DLA after this date, it will be treated as a new claim for PIP. If you are already receiving DLA, you will not yet be affected. If you have a renewal claim or a revision of your existing DLA award, this will still be treated as a DLA case.

#### 7 October 2013

From 7 October 2013, if you are getting DLA you will be invited to claim PIP if you are in one of the following groups.

- 1 You are a child turning 16 on or after 7 October 2013 (however, children who are terminally ill will be reassessed at a later date).
- 2 You are reporting a change of circumstances which may affect your rate of payment. Some changes will not trigger an invitation to claim PIP at this stage, for example if you go into a care home, hospital or prison or if you have a change of address.
- 3 You have a fixed-term DLA award which expires before 24 February 2014 (this is because the reassessment process starts approximately 20 weeks before an existing DLA award ends).

You can choose to claim PIP in place of your DLA award at this point.

PIP is being introduced in stages between April 2013 and May 2018.

You will be able to make a new claim for PIP from 10 June 2013.

Some transfers from DLA start from 7 October 2013. At this point you can choose to claim PIP instead of DLA.

### October 2015

From October 2015, all remaining people already receiving DLA will begin to be invited to make a claim for PIP. If you are currently getting DLA, this is the earliest you will be contacted about PIP unless you are in one of the three groups listed above.

The DWP will randomly select people who are in receipt of an indefinite award or a fixed-term award of DLA. When you are selected, the DWP will notify you about what you will need to do to claim PIP.

If you are already getting DLA and had reached the age of 65 by 8 April 2013, the reassessment will not apply to you. You can remain on DLA for as long as you continue to satisfy the eligibility conditions.

If you are already getting DLA and turned 65 after 8 April 2013, the reassessment will still apply to you, and at some stage you will be invited to claim PIP.

### October 2017

The DWP plan to have invited all current DLA claimants aged 16 to 64 to claim PIP, and have reassessed them for PIP by May 2018. If you have been awarded DLA indefinitely, you will still be reassessed.

There are currently no proposals to move children on DLA who are under 16 onto PIP.



Main transfers from DLA begin October 2015.

Everybody aged 16-64 getting DLA will be reassessed by May 2018.

#### Confused?

Gov.uk (the British Government's website) has an online PIP checker so you can find out how PIP affects you and when you can claim PIP if you are already on DLA. You can try it out at:

[www.gov.uk/pip-checker](http://www.gov.uk/pip-checker)

## What if you are already on DLA?

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### DLA IS ENDING FOR PEOPLE AGED 16-64

Most people with a current award of DLA will be contacted about PIP between October 2015 and October 2017 and will be reassessed. When you are selected for reassessment, you will first be sent a letter explaining that DLA is ending for people of working age and that you will be invited to claim PIP instead in about two months.

### You will be invited to make a claim for PIP

You will then be sent a letter, inviting you to make a claim for PIP. You will have four weeks in which to make the claim, which you are normally expected to do by phone. The four weeks can be extended in exceptional circumstances (for instance if you have recently gone into hospital).

If you do not make a claim within this period, your DLA will be suspended for four weeks (a reminder will be sent to you after two weeks, following which the DWP will try to contact you by phone). Your DLA will be re-instated once a PIP claim is made. If no claim is made within a further four weeks of the suspension coming into effect, your DLA award will be stopped.

As long as you comply with the process, your existing DLA award will continue until a decision on your PIP entitlement has been made. If you pass the assessment, you will be awarded PIP after four weeks. If your claim for PIP is disallowed, our DLA will stop after four weeks.

### How will your other benefits be affected?

If you are in receipt of DLA, you may also be getting other benefits or concessions such as a Blue Badge, the ability to lease a car through the Motability Scheme or enabling someone who cares for you to receive carer's allowance. When you start your claim for PIP, you will continue to receive any of these 'passported' benefits while you are going through the assessment process.

In most cases, you won't be invited to claim PIP until October 2015 at the earliest.

You will get a letter inviting you to claim PIP. You usually have four weeks to claim.

If you pass the assessment you will be awarded PIP. If your claim for PIP is disallowed, your DLA will stop.

If your claim for PIP is successful, your other benefits should then continue as follows:

- your carer will continue to receive carer's allowance as long as you are awarded either rate of the daily living component of PIP;
- you will be able to continue to lease a vehicle (car, scooter or powered wheelchair) through the Motability Scheme if you are awarded the enhanced rate of the mobility component of PIP;
- you will still be able to get a free tax disc if you get the enhanced rate of the mobility component of PIP and still get a 50% discount if you get the standard rate.



If your claim for PIP is disallowed at this decision point, you will lose any 'passported' benefits as well as your DLA. For more advice on what to do if your claim for PIP is turned down, see *Step 5 of Section 2*.

### For general information about PIP

If you already get DLA, call the Disability Benefits Helpline

Telephone: 08457 123 456

Textphone: 08457 224 433

Monday to Friday, 8am to 6pm

If you don't get DLA, call the PIP helpline

Telephone: 0845 850 3322

Textphone: 0845 601 6677

Monday to Friday, 8am to 6pm



## Other ways PIP can help you

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### PASSPORTING TO OTHER SUPPORT

PIP acts as a gateway or 'passport' to other types of help, including benefits and tax credits. If you are awarded PIP, or the rate you receive increases, check your entitlement to other support. Here are some examples.

#### Carer's allowance

Carer's allowance is a benefit for people who regularly spend 35 hours or more a week caring for a disabled person. The benefit is paid to the carer, not the disabled person. If you are getting either rate of the daily living component of PIP, your carer can claim carer's allowance. They can get a claim form by ringing the free Benefit Enquiry Line (0800 882200 or 0800 220674 in Northern Ireland).

#### Benefits cap

From 15 April 2013 there will be a cap on the total amount of benefits you can receive. You are exempt from this benefits cap if anyone in your household (you, your partner and any child or young person you are responsible for) is getting PIP.

#### More benefit

If you are entitled to PIP, it may also help to increase the amount you receive from any of the following benefits:

- child tax credit;
- employment and support allowance;
- housing benefit;
- income support;
- jobseeker's allowance;
- universal credit;
- working tax credit.

#### Council tax help

You can get help with your council tax bill from your local authority. In many cases you will be able to get more help if you are getting PIP. Contact your council for more information.

PIP can help you get other benefits and services.

PIP can help your carer receive a benefit.

If you get PIP – you are exempt from the benefit cap.

PIP may get you more help with your council tax bill.

## The Motability Scheme

If you are getting the enhanced rate of the mobility component of PIP you can exchange all or part of it to lease a new car, scooter or powered wheelchair from Motability. For more information telephone: 0800 093 1000 (textphone 0845 675 0009) or go to [www.motability.co.uk](http://www.motability.co.uk)

## Blue Badge

If you have problems with walking or other mobility problems you may be able to get a Blue Badge from your local authority to enable you to park your car near shops and other places you wish to visit.

In England, if you have been awarded 8 points or more in the 'moving around' activity (*see Appendix C*) you can get a Blue Badge. In Scotland and Wales you can get the badge if you have been awarded 8 points or more in the 'moving around' activity or 12 points in the 'planning and following journeys activity' (*see Appendix C*).

## Road tax

You can get a free tax disc if you get the enhanced rate of the mobility component. You can also get a 50% discount on your road tax if you receive the standard rate of the mobility component.

The first time you claim a disability exemption you must claim at a post office. After your first time you can telephone 0300 790 6802 (textphone 0300 123 1279) or go to [www.gov.uk/driving-medical-conditions/tax-disc-exemptions](http://www.gov.uk/driving-medical-conditions/tax-disc-exemptions)

### Find out more

You can find out more about benefits you may be able to claim from our *Disability Rights Handbook* or from our factsheets, available at [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)



PIP can help you lease a car or other motorised help through the Motability Scheme.

PIP mobility component may help you get a Blue Badge parking permit.

You can get a free tax disc if you get the enhanced rate of the mobility component and a 50% discount if you get the standard rate.

STEP 1

STEP 2

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STEP 5

## Starting your claim

### THE TELEPHONE CALL

To start a claim for PIP, telephone the DWP on 0800 917 2222.

If you are concerned about the cost of the call, you can ask the DWP to call you back.

If English is not your first language, ask the agent answering your call to use the DWP translation service called 'thebigword'.

#### **Someone to support you or act on your behalf**

If you need someone to support you, a relative, carer or friend can make the call for you. You must be present so that you can confirm that the person supporting you has your permission to make the call.

If you have a person appointed to act on your behalf (an 'appointee'), they must telephone to make the claim and you do not have to be present.

#### **If you have no one to support you to make the call**

If you need support to make the call but do not have anyone to help you, you will still need to make the initial phone call.

If you are unable to deal with making the claim over the phone, when you call you can ask for a paper claim form to be sent to you. Alternatively, you can request a home visit from a DWP visiting officer to help you complete the claim form.



If you are unable to deal with making a claim over the phone you will still have to telephone the DWP.

#### **To make a claim:**

Telephone 0800 917 2222

Textphone 0800 917 7777

Lines are open Monday to Friday, 8am to 6pm

Calls are free from UK landlines and from most mobile networks

A Welsh language option is available

See an example of the PIP1 form at [www.dwp.gov.uk/docs/pip1-claim-form.pdf](http://www.dwp.gov.uk/docs/pip1-claim-form.pdf)

## STEP 1

## STEP 2

## STEP 3

## STEP 4

## STEP 5

**Preparing for the call**

You will need the following information ready before calling the DWP:

- your full name, address and telephone number;
- your National Insurance number;
- your date of birth;
- your bank or building society account details;
- details of your GP and any other health professionals who support you;
- details of any recent stays in hospital or care homes;
- your nationality or immigration status; and
- details of time spent abroad if you have been abroad for more than four weeks at a time over the last three years.

**What will you be asked during the call?**

When you make the phone call, you will be put through to a DWP agent. The agent will ask you a number of questions. The call should take about 15 minutes.

The agent will ask you questions to confirm your identity and to find out if you satisfy the basic qualifying conditions for PIP (*see Appendix A*). They will also ask how you would want to be paid if you are awarded PIP. You have the option to answer 'don't know' to some of these questions.

You will be asked whether you have any of the following conditions:

- a mental health condition;
- a behavioural condition;
- a learning difficulty;
- a developmental disorder;
- a memory problem.

This is to help the DWP find out if you might need additional support or help through the claim process.

Tell the agent if you have a terminal illness so that they can fast track your claim and send you the relevant form.

If you do not have a National Insurance number, you will have to complete a paper form.

Be prepared with all the information you will need before you make the call.

You will not have to answer detailed questions about your disability or health condition at this stage.

If you have a terminal illness, tell the agent so they can fast track your claim.

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

### Claiming PIP if you are terminally ill

There are different rules known as the 'special rules' to enable people who are terminally ill to make a PIP claim and receive a decision more quickly. You are considered to be terminally ill if your death can 'reasonably be expected' within the next six months.

If you meet the conditions for claiming under the 'special rules' you:

- will not have to complete the *How your disability affects you* (PIP2) claim form;
- will not need to attend a face-to-face consultation; and
- are guaranteed an award of the enhanced rate of the daily living component without having to wait until you satisfy the qualifying period (see the disability conditions in *Appendix A*).

You will only receive the mobility component if you meet the relevant disability conditions (see *Appendix C*), there is no automatic entitlement. If you do qualify, it will be paid straight away.

### Making a claim

A 'special rules' claim can be made by telephoning the normal PIP claim line on 0800 917 2222 (textphone 0800 917 7777). The call can be made by someone supporting you (such as a family member or a support organisation) without you needing to be present. You will be asked some questions about your condition and how it affects your ability to get around.

### The DS1500 form

You will be asked to get a DS1500 medical report from your GP, hospital consultant, nurse, Macmillan nurse or social worker to support your 'special rules' claim.

The DS1500 is a report about your medical condition and should be provided free of charge. Either you or the person issuing you with the DS1500 can send it to the DWP but it should be sent as quickly as possible. You will also be given a freepost address to return the medical report when you have got it. The DWP should fast track a decision on your PIP claim once it has received the DS1500.

Terminally ill means your death can reasonably be expected within the next six months.

To make a 'special rules' claim call 0800 917 2222.

You need to get a DS1500 medical report to support your claim.

The DWP should fast track a decision on your PIP claim once it has received the DS1500.

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At the end of the telephone call, the agent will read out a declaration and ask you to agree to it. Your agreement confirms that the information you have given is true and accurate. The date on which you agree this declaration will be the date your PIP will be paid from if your claim is successful (unless you are moving from DLA to PIP).

Keep a record of the date you call.

### WHAT HAPPENS NEXT?

Once the DWP has established that you meet the basic qualifying conditions (*see Appendix A*), you will be sent the claim form to complete.

If you do not meet the basic qualifying conditions, you will be sent a letter explaining that your claim for PIP is disallowed. If you believe that you do meet the basic qualifying rules, you can ask the DWP to look again at the decision (*see Step 5 of Section 2*).



STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

## Completing the claim form

### HOW YOUR DISABILITY AFFECTS YOU

If you satisfy the basic qualifying conditions for PIP (see *Appendix A*), the DWP will send you a *How your disability affects you* (PIP2) claim form. They will also send an information booklet to help you complete the form and a freepost envelope in which to return your completed form. We recommend that you read about the PIP assessment in *Section 1* before you start completing the claim form.

See an example of the claim form (PIP2) at [www.dwp.gov.uk/docs/pip1003-how-your-disability-affects-you-form.pdf](http://www.dwp.gov.uk/docs/pip1003-how-your-disability-affects-you-form.pdf)

### How the form is structured

- Questions 1 and 2 ask you to list your health professionals, health conditions and medication.
- Questions 3 to 12 are about the ten daily living activities.
- Questions 13 and 14 are about the two mobility activities.
- Question 15 asks you to provide any additional information.

### SCORING POINTS

Each question from 3 to 14 asks about your ability to carry out an everyday activity. The aim is to find out if you can carry out these activities 'safely', to an 'acceptable standard', 'repeatedly' and within a 'reasonable time period' (See the *Glossary* and *Section 1* for what these terms mean and some examples). If you can't perform a task, you will score points.

PIP has a points test. The claim form asks about your ability to perform a series of tasks. If you cannot perform a task, you get points.

Your entitlement will be assessed against a series of 'descriptors' which describe different levels of ability to carry out each activity. The form asks questions to find out which of these best describes your situation. The 'descriptors' are not listed on the claim form so refer to *Appendices B and C* to see each descriptor and the points scored.

Points can be scored in any activity that applies to you. The highest descriptor score from each activity is added together to work out your points for each component.

### Question format

Each question from 3 to 14 takes up a couple of pages. At the start of the question, the activity and the relevant issues are explained.

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**Tick boxes:** On the first page there are two or three tick box questions about your abilities or your need for aids or help with the activity.

**Extra information box:** The tick box questions are followed by a page with space for you to explain how your health conditions or disabilities affect your ability to do the activity.

Describe the difficulties you face in as much detail as possible.

- Do you need help from another person to do the activity?
- If you do need help, what kind of help you need? Does someone physically help you, reassure you, encourage you, remind or explain to you how to do something? Or do they need to supervise you?
- Do you use aids and/or appliances to help you in an activity? If you do, say what they are and how useful they are.
- Can you do some parts of the activity but not others?
- Are you unable to do the activity at all? Explain why.
- Can you do an activity but it takes you a long time?
- If your needs vary, describe in what way and how often? Explain about good and bad days or how your needs vary throughout the day.
- If you regularly have accidents – such as falls – or are at risk of having accidents, explain why and when they happen.
- Do you have any side effects from doing the activity? Do you experience pain, breathlessness, tiredness or stress and anxiety either during or after the activity?

## FILLING IN THE FORM

### Question 1: Your health professionals

The first question on the form asks for details of the professional(s) who are best placed to provide advice on your circumstances. This can be social workers, counsellors, support workers or medical professionals, such as your GP. Whoever you list will need to know about your daily living needs and any mobility problems you have. If possible, make an appointment with them to discuss the claim. If you have written a diary, give them a copy (*see Appendix D*).

Don't just tick the boxes – write something in the 'extra information' box.

You will find examples of the kind of information you can provide above the box and in the information booklet that comes with the claim form.

Make sure anyone you list to comment on your condition is up-to-date on your needs. Make an appointment to see them.

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**Question 2: Your condition and medication**

The second question asks you to list your health conditions or disabilities and approximately when each of these started. Don't explain in detail how your health conditions or disabilities affect you here – you will be asked about this later in the form.

Attach your prescription list and describe any side effects of your medication.

You are asked to list any tablets or medicines you are taking or treatments you are having; if you have a printed prescription list, you can attach that. If you have any side effects as a result of the medication, list these here.

Questions 3 to 12 are to find out if you qualify for the daily living component of PIP. Each question relates to one of the ten daily living activities. See *Appendix B* for the 'descriptors' related to the tasks described in each question.

**DAILY LIVING**

Remember, if you cannot complete a task described in the activity, you score points. To be entitled to the standard rate of the daily living component, you need to score at least 8 points. To be entitled to the enhanced rate, you need to score at least 12 points.

If you get enough points, you will be awarded the daily living component of PIP.

**Tick boxes:** In each question you are first asked if you use an 'aid or appliance' to complete the activity. If it is accepted that you do and using it is necessary, you will usually be awarded at least two points for that activity.

You are then asked if you need help from someone with that activity. If it is accepted that you do, you will be awarded at least two points. You can score up to eight points, depending on the activity concerned and the kind of the help you need (from just prompting, encouragement or reminding, to supervision or physical assistance).

In each case, you are offered one of three boxes to tick: 'yes', 'no' or 'sometimes'. Choose 'sometimes' if your condition is variable. See *The PIP Assessment in Section 1* for information about variable and fluctuating conditions.

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**The extra information boxes:** Referring to *Appendix B*, write in the box for each question, which descriptor applies to you and explain why it applies. Below, we now look at these questions in more detail, suggesting the kind of things you need to describe in the 'extra information' box. The right hand column reminds you which activity each question on the form relates to.

### Question 3: Preparing food

Write down if there is any aspect of preparing or cooking a simple meal that is a risk to you. List any incidents that may have happened in the past. Have you cut yourself mishandling knives or burnt yourself on hot pans? Let them know if you are not able to work out sell-by dates or read or understand cooking instructions on packets. If you use any aids or appliances to cook, do you need some help even when you use them? Make a note if you have difficulty timing the cooking correctly. Let them know if you are so exhausted after cooking a meal that you could not do it again that day.

Activity 1: Preparing food.

### Question 4: Eating and drinking

Write down if you need someone to encourage you to eat the right portion sizes. If you can cut up some food, but cannot cut up tougher items, such as meat, make a note of this. If you need an appliance such as a feed pump to eat, let them know if you need any help to use it properly.

Activity 2: Taking nutrition.

### Question 5: Managing treatments

Write down if there have been any times in the past when you have forgotten to take your medication, or have taken too much. Let them know if you have taken a deliberate overdose, or if you self-harm. Make a note if you need someone to keep an eye on you because you are not aware that your condition is getting worse; sometimes this is the case with conditions such as diabetes or epilepsy.

Activity 3: Managing therapy or monitoring a health condition.

If you need supervision, prompting or assistance to be able to manage your treatment, let them know how many hours on average each week you need this.

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**Question 6: Washing and bathing**

Write down any aids or adaptations you use to wash or bathe yourself. These could include a long-handled sponge, shower seat or bath rail. Let them know if there are any parts of your body that you cannot reach even using such aids (for example, if you could not wash your back properly).

Activity 4: Washing and bathing.

**Question 7: Managing toilet needs**

Write down if you need to use any aids or appliances, such as a commode, raised toilet seat, bottom wiper, bidet, incontinence pads or a stoma bag.

Activity 5: Managing toilet needs or incontinence.

Let them know if you need help even when you use an aid, or if you need help to use an appliance (for example, securing a stoma bag, or washing around it to prevent infection). If there is an aid that could help, but you do not use it, explain why. For instance you may not use a commode during the day because there is no private space where you spend the day.

**Question 8: Dressing and undressing**

List any aids you use to dress, such as modified buttons, zips, front fastening bras, trousers, Velcro fastenings and shoe aids. Write down if you still need assistance, despite using such aids, even if this does not take long. Let them know if you need someone to choose clothing that is clean and appropriate (for example if you have a visual impairment and cannot see stains or marks on your clothing).

Activity 6: Dressing and undressing.

**Question 9: Communicating**

Write down if you cannot speak so that others can understand you properly or hear and understand what people are saying to you. Let them know if you have a support worker (including a sign language interpreter) who helps you to communicate or if a family member or friend helps you. Make a note if you have nobody to help you, and what difference help would make.

Activity 7: Communicating verbally.

**Question 10: Reading**

Write down if you need to use aids to help you read, for example a magnifier or magnifying glass. If you can manage indoors, but cannot adequately read signs, symbols and words outdoors, let them know.

Activity 8: Reading and understanding signs, symbols and words.

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**Question 11: Mixing with other people**

If you avoid mixing with other people because you have nobody to help you, write this down. How would you feel mixing with others without any support? Let them know if you would get panicky, angry or paranoid. Do you have difficulty understanding the behaviour of others?

Activity 9: Engaging with other people face to face.

**Question 12: Making decisions about money**

Write down if you would have problems buying a few items from your local shop. Would you be able to give the shop assistant the right amount of money? Would you know if the change was correct?

Activity 10: Making budgeting decisions.

If going to the local shop would pose no problems but you would have problems with more complex budgeting decisions, such as working out the monthly household budget or sorting out a gas bill, note this down. Let them know if you can do most of the task by yourself, but would still need some support to finish it properly.

Questions 13 and 14 are to find out if you qualify for the mobility component of PIP. Each question relates to one of the two mobility activities. See *Appendix C* for the 'descriptors' related to the tasks described in each question.

**MOBILITY**

Remember, if you cannot complete a task described in the activity, you score points. To be entitled to the standard rate of the mobility component, you need to score at least 8 points. To be entitled to the enhanced rate, you need to score at least 12 points.

If you get enough points, you will be awarded the mobility component.

**Question 13: Going out**

This activity assesses your ability to work out and follow a route safely and reliably. Two types of route are considered: familiar and unfamiliar. You should only be considered able to journey to an unfamiliar destination if you are able to use public transport such as a bus or train.

Activity 1: Planning and following journeys.

**The tick boxes:** These ask whether you need help from another person, a guide dog or a specialist aid to plan a route or get to a location.

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Descriptor scores range from 0, if you can plan and follow a route unaided, to 12 if you cannot follow a familiar route without help or an aid. They also ask whether you are unable to go out because of severe anxiety or distress. Again you are offered one of three boxes to tick: 'yes', 'no' or 'sometimes'.

**The extra information box:** Write down if you are unable to use public transport due to stress or anxiety, for example if you get claustrophobic on buses or trains. Let them know if you would find small disruptions or unexpected changes difficult to deal with, for example roadworks where you normally cross the road or if your bus stop has been moved.

Let them know if you would need to have someone with you to get somewhere and why, or if you would need an assistance dog or aid (such as a long cane or a white stick). Would you need such support only on unfamiliar routes or would you also need it in places you know well?

### Question 14: Moving around

This activity focuses on your physical ability to 'stand' and then 'move around' (see the *Glossary* for definitions of these terms).

Activity 2: Moving around.

**The tick boxes:** This part of the question gives you the opportunity to identify how far you can walk or move around using, if necessary, any aids such as a walking stick, frame, crutches, prostheses or a wheelchair. A number of different distances are covered by the descriptors and scores range from 0 to 12.

It is important that you identify how far you can walk 'safely', in a 'reasonable time period' and without severe discomfort (such as breathlessness, pain or tiredness). If you could walk 50 metres, but would be in severe discomfort over the last 30 metres, then your walking ability will be considered to be limited to 20 metres.

Your ability to move around should be judged in relation to the type of surface normally expected outdoors, such as pavements, roads and kerbs.

You are given a number of boxes stating different distances to tick as well as a box: 'it varies'. Only tick the box 'it varies' if none of the other boxes apply for at least 50% of the time.

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You are then offered one of three boxes to tick: 'yes', 'no' or 'sometimes' to confirm whether you use an aid or appliance or wheelchair to walk or move around.

**The extra information box:** If you have ticked the 'it varies' or 'sometimes' box, clarify what you mean. For example: "In an average week, I can manage to walk about 40 metres before I can go no further on three days; another three days this distance is 20 metres, and on one day I cannot walk at all without severe discomfort."

- A diary kept over a week, identifying your walking limit on each day, may help clearly show how your condition is worse on some days. You can send a copy of a diary with the completed form.
- List any symptoms that you feel when walking, such as pain, fatigue or breathlessness. Once the symptoms come on, how long do they take to subside?
- Write down if you are at risk of falling; give examples of falls you have had outdoors in the past. Were you injured? Were you able to get up again?
- Describe the way you walk, for example do you find it hard to balance, limp or often lose balance? Give an idea of your speed. If you walk slowly and were to cover 20 metres, what distance would someone without a disability or health condition cover in that time?

If your ability to walk varies, remember to keep a diary.

### A walking test

If you are not sure how limited your mobility is, you can do a walking test on your outdoor walking ability. Find a safe location on level ground. Walk until you feel that you are unable to continue (if it is safe for you to do so). Record what happens and when in terms of distance and time. You may find it helpful to have someone with you to record both of these. Note down any pain, dizziness, coughing, spasms, uncontrollable actions or reflexes, breathlessness, angina or asthma attacks and how long it takes you to recover before you feel able to walk again.

If you are not sure how far you can walk – go out and test yourself.

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## ANYTHING ELSE YOU THINK THEY SHOULD KNOW

### Question 15: Additional information

The box here provides more space to explain your problems. If you run out of space, you can use extra sheets of paper. You need to write your name and National Insurance number on each one.

### What other information could you provide?

The DWP encourages you to send supporting evidence back with your completed form.

- Prescription lists, care plans and information from health professionals will all be helpful.
- You can also send evidence from other people such as a letter from your social worker or a carer, relative or friend who helps you or knows your difficulties well.
- You can include a diary to illustrate how your condition affects you over a number of days or varies over time.

#### Keeping a diary

If your condition varies from day to day, it's a good idea to keep a diary to provide a picture of what your abilities are like over time. In a diary over a typical week, you could note down that you need help going to the toilet over four days, but that you can manage your toilet needs on your own on the other three days. This will help you answer the questions on managing toilet needs in the form.

Longer-term diaries can be useful when explaining intermittent problems that result from your condition such as stumbles, falls or fits. If your condition is getting slowly worse, a diary can help pinpoint the date that you start to meet the appropriate disability conditions.

Put your name and National Insurance number on any extra sheets.

Who might be able give information about the difficulties you face in everyday life to the DWP? Your doctor? A close friend?

Keep a diary to help provide a picture of what your abilities are like over time.

For more information on keeping a diary, some examples and a diary for you to complete yourself see Appendix D.

## THE DECLARATION

Once you are satisfied that what you have written on the form is a true and accurate reflection of your situation, sign the declaration to confirm this. Attach to the form any evidence that you have, such as a letter from your GP or consultant outlining your condition, a report from an occupational therapist or a certificate of visual impairment. If you have written a diary, attach a copy.

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## RETURNING THE FORM

### How long do you have to complete the claim form?

You do not have to complete the form all in one go. Take your time to make sure that you can fully describe the difficulties you have and the help and support that you need.

You have one month in which to return the form from the date it was sent out. If you do not return the form within the month without good reason (taking into account your state of health and the nature of any disability) your claim will be disallowed. Make sure you return the form within one month. If you can't – let the DWP know why.

If you are not able to return the form within one month – for example because you need help to complete it, but cannot get an appointment with an advice centre in time – contact the DWP to explain this. It can extend the one month time limit for you if it agrees there is a good reason to do so.

### Keeping a copy

Keep a copy of your completed form and any diary or other supporting evidence you send back with it. This is both for your own future reference or in case the DWP loses any documents.

In addition, a copy will also be useful if you later wish to seek advice from an advice agency in relation to the decision made on your PIP claim.

Make sure you return the form within one month. If you can't – let the DWP know why.

Keep a copy of everything you send to the DWP.

### What if you lose the claim form?

The form is personalised with your details on the top of every page. This means that it cannot be copied and used for someone else. It also means that if you lose or damage the form you will need to contact the DWP to ask that they send you another one.

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## The face-to-face consultation

### WHO CARRIES OUT THE PIP ASSESSMENT?

Once your *How your disability affects you* (PIP2) claim form (and any supporting medical or other evidence you attach with it) has been returned, your case will be passed to one of the two companies contracted to carry out the PIP assessments. The two companies are Atos Healthcare and Capita.

Although the decision on your claim will be made by the DWP, Atos and Capita will receive the claim form, assess you against the PIP criteria and use this to decide the next steps for you.

Who carries out your PIP assessment depends on where you live.

**Atos Healthcare** will carry out PIP assessments in:

- Scotland
- North East England
- North West England
- Isle of Man
- London
- Southern England

**Capita** will carry out PIP assessments in:

- Wales
- Northern Ireland
- Central England



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Once your case has been passed to one of these companies, they will allocate it to a healthcare professional working for them.

This healthcare professional may initially contact your doctor, consultant or other medically qualified person treating you for further information. They may just talk to them on the phone or they may ask them to produce a factual report.

If you have a 'appointee' dealing with your claim or if there is evidence of a suicide attempt or self harm, the healthcare professionals are advised to seek further information from your doctor, consultant or other medically qualified person treating you.

## THE FACE-TO-FACE CONSULTATION

In most cases, you will be asked to see a healthcare professional at a 'face-to-face consultation'. The consultation will be carried out by the healthcare professional assigned to your case.

### Where will the consultation take place?

Where consultations are delivered by Atos Healthcare, it will normally take place in an Examination Centre. Capita aim to deal with the majority of consultations in claimants' own homes.

A home visit should be arranged if you provide evidence from your GP (or another healthcare professional who is treating you) that you are unable to travel on health grounds.

### How much notice will you be given?

You must be given at least seven days' notice of the time and place for the consultation, unless you agree to accept a shorter notice period. If you cannot attend, tell the office that arranged the consultation as soon as possible.



In most cases, you will be asked to see a healthcare professional at a face-to-face consultation.

You must be given at least seven days' notice of the time and place for the consultation.

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### Can you take someone with you?

If you need or want the help or support of a carer, relative or friend, you can bring them to the consultation with you. While they are not able to answer questions on your behalf (unless the healthcare professional cannot understand your speech or you cannot understand their questions), they will be able to add to what you have to say.

### What will happen if you do not attend?

If you do not attend or take part in the consultation without good reason (taking into account your health and the nature of any disability) your claim will be disallowed. You will first be contacted and asked to explain your reasons for not attending. If the DWP decides that you did not have a good reason, you can ask them to reconsider. If you are unhappy with their reconsidered decision, you then have a right to appeal (*see step 5*).

If you do not attend or take part in the consultation without good reason, your claim will be disallowed.

### What happens at the consultation

At the face-to-face consultation, the healthcare professional will identify the descriptors that they consider apply to you with respect to the PIP assessment.

At the face-to-face consultation, you will be asked to describe a typical day in your life.

To do this, they will ask you questions about your day-to-day life, your home, how you manage at work if you have a job, and about any social or leisure activities that you engage in (or have had to give up). They will often ask you to describe a typical day in your life.

When answering, explain your difficulties as fully as you can.

- Tell them about any pain or tiredness you feel, or would feel, while carrying out tasks, both on the day of the examination and over time.
- Consider how you would feel if you had to do the same task repeatedly.
- Tell them if you need reminding or encouraging to complete the tasks.

Don't overestimate your ability to do things.

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If your condition varies, let them know and what you are like on bad days as well as good days. The healthcare professional's opinion should not be based on a snapshot of your condition on the day of the consultation; they should consider whether your condition is variable, fluctuates or may change over time.

If your condition varies, let them know about what you are like on bad days as well as good days.

### **Will there be a medical examination?**

At the consultation, the healthcare professional will be able to observe your ability to stand, sit and move around. They may watch you getting on and off the examination couch and bending down to pick up your belongings. They will check whether you have any aids or appliances, and the extent to which you use them. They will also be able to assess your levels of concentration and your ability to understand them and how well you express yourself.

They will watch to see what you can do and check if you understand what is being said and how you express yourself.

The healthcare professional may also carry out a brief physical examination. They should explain each stage of the examination and ask your permission before carrying anything out. You should not be asked to do anything that will cause you pain or discomfort either during or after the consultation.

The healthcare professional may carry out a physical examination.

### **The overview**

Before the face-to-face consultation ends, the healthcare professional should give you an overview of their findings and invite you to ask questions and add or clarify anything you wish.

Before the consultation ends you can ask questions and add or clarify anything you wish.

You will not receive a formal indication at the face-to-face consultation of whether you will be awarded PIP.

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## The decision

### AFTER THE CONSULTATION

When you leave your face-to-face consultation, the healthcare professional will complete their report. Once they have done this, they will send it to a DWP 'case manager' who will decide whether or not to award you PIP and, if it is awarded, at what rate and for how long.

#### If you are awarded PIP

If the case manager decides to award you PIP, you will be sent a letter telling you about this decision. Your award will usually be for a set period of time. This might be for a short time such as one or two years or a longer period of five or 10 years. You will only be awarded PIP for an indefinite period if the case manager feels it is unlikely that your condition will improve in the future so your needs will remain broadly the same.

If you have been awarded PIP but think you should have been awarded a higher rate, you can ask for a reconsideration (*see Step 5* for how to do this).

#### If your claim is turned down

If the case manager decides to disallow your claim, you will be sent a letter notifying you. The letter should tell you why they have chosen the descriptors that they think apply to you but will not tell you the number of points they have scored you (you may be able to work this out by looking at *Appendices B and C*). Points may be included from October 2013.

After receiving your notification letter, you should get a phone call from the DWP to talk through their decision and explain why you have not been awarded PIP. They should tell you that if you are not happy with their decision, you can ask for a reconsideration. If you do disagree with the decision, tell them during this phone call. *See Step 5* for more information on what to say and ask for.

A DWP case manager decides whether or not you get PIP.

If your claim is successful you will be sent a notification letter. This will tell you how much PIP you will get and for how long.

If your claim is turned down, the DWP will then call you to talk through their decision.

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## Not happy with the decision?

### ASKING FOR YOUR CLAIM TO BE LOOKED AT AGAIN

If your claim is turned down, you have one calendar month from the date of the decision in which to ask the Department for Work and Pensions (DWP) to look at their decision again. This is called a reconsideration.

You can also ask for a reconsideration if:

- you are unhappy with the level of the benefit that you have been awarded (for example, if you are awarded the standard rate of the daily living component but believe you are entitled to the enhanced rate); or
- the period for which it has been granted.

Be careful when you ask for a reconsideration, because the DWP will look at your whole award and they can take away any rate of PIP that you have already been granted. If you are in doubt, seek advice from a local advice centre, such as a Citizens Advice Bureau or DIAL (*see Further help and information*).

### How to ask for a reconsideration

You will have the opportunity to ask for a reconsideration when the DWP contacts you by phone to talk through their decision to disallow your claim. If you do not get a telephone call, call the number on the decision letter they send you.

When you speak to the DWP:

- 1 Request a reconsideration of the decision. Explain why you disagree with their decision simply at this stage, for example, 'I believe that you have underestimated the effect of my disability and consequently underestimated the extent of my mobility problems and/or the difficulties I have in carrying out daily living activities.
- 2 Ask them to send you copies of all the evidence that was used in making their decision.
- 3 Ask them not to take any further action until you have had the chance to respond to that evidence.

Put your request in writing as well and send it to the address on the decision letter. Keep a copy for yourself. If you have not received the evidence after two weeks, ring the DWP again to remind them to send it. When you do receive the evidence, you should have a better idea of why the decision was made.

If your claim is turned down, or if you get PIP but are not happy with the amount you have been given you can ask for the claim to be looked at again.

If you ask for your award to be looked at again, it could go down instead of up.

When the DWP phones you to talk through their decision, tell them that you disagree and very simply why.

Write down what you have said on the phone. Send a copy to the address on the decision letter.

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### Building a case

When you receive the evidence from the DWP, you will see that sometimes the only information used to make their decision was the information you gave on your claim form *How your disability affects you*. In most cases there will also be a report produced by the healthcare professional at the face-to-face consultation. Compare their report with what you explained on your form. Look for where a difference of opinion arises.

For example: you may have written on the claim form that you could not get on and off the toilet without support but the healthcare professional may have noted in their report that they thought you could manage your toilet needs by yourself.

Where you find the differences, collect medical evidence showing that what you said on the form was correct – for example, a letter from your doctor or consultant confirming the difficulties and risks you have getting on and off the toilet unassisted.

Once you have gathered evidence to support your case, send it to the address on the decision letter. If you need more time, you must inform the DWP how long this is likely to take, so they do not make a decision straight away.

A case manager will look at the further evidence you send. They will then either change their decision in your favour or write back to you explaining that they have been unable to change the decision. They will send you a mandatory reconsideration notice which proves that you have asked for a reconsideration (you will need this if you want to lodge an appeal).

You now have one calendar month from the date of the new decision to lodge an appeal to an independent tribunal.

Read the medical report if you receive one. Spot differences between what you wrote and what the medical report says.

Get extra supporting evidence to back up what you wrote on your form. If you need more time to collect evidence, let them know.

If they write back and say they have not changed their mind, you can appeal.

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### What if your condition changes in the future?

If you are awarded PIP and there is a change in your condition some time in the future, you can also ask for a reconsideration. This is worth doing if you think you might qualify for another component or if you think you should get a higher rate of either component.

Be aware that the DWP will look at the whole of your award. If you think you qualify for a higher rate of PIP or the other component, make sure that you satisfy the relevant conditions (see *Appendices B and C*). You will have to have satisfied these conditions for three months before you can get a new rate.

You can also ask for a reconsideration if your condition changes.



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## HOW TO LODGE AN APPEAL AGAINST THE DECISION

### Completing the SSCS1 appeal form

You will have to download a copy of the official notice of appeal form SSCS1. Alternatively, you can phone your local HM Courts and Tribunals Service (HMCTS) and ask to be sent the appeal form. You can find the relevant address and phone number in *Further help and information*. You cannot make an appeal unless you have first asked for a reconsideration of your decision (see above).

A copy of form SSCS1 can be downloaded from [www.gov.uk/pip/appeals](http://www.gov.uk/pip/appeals)

On the form, give your name and address and the name of your representative if you have one. You can also give an address where documents can be sent to you if your own address is inappropriate.

Provide details of the decision you are appealing against (the decision date, name of the benefit and what the decision is about).

Explain on the SSCS1 form the rate of PIP that you think you should have been awarded.

State clearly why you disagree with the decision. Explain what rate of PIP you think you should have been awarded and your reasons for this.

### Sending back the SSCS1 form

Make a copy of the completed appeal form and send it to your local HMCTS. You can find the relevant address in *Further help and information*. You need to include a copy of your reconsideration notice to prove that you have first asked for a reconsideration of your decision.

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## WHAT HAPPENS WHEN YOU APPEAL?

When the HMCTS receive your appeal form, they will send you an acknowledgment letter. A copy of your appeal will also be sent to the DWP for their comment. The DWP should write a response to your appeal and return it to HMCTS along with all the documents relevant to their decision. You will also be sent a copy of everything.

You do not have to send your appeal to the DWP, the HMCTS will send a copy to them for you.

### Getting a hearing

The HMCTS will send you a pre-hearing enquiry form. This form asks if you would like your appeal to be decided with or without a hearing. You must return the form within 14 days.

Make sure you return the pre-hearing enquiry form within 14 days.

If you choose to have a hearing, you will be invited to attend. Opting for a hearing and attending can greatly improve your chances of a successful appeal.

Your appeal will be heard by an independent appeal tribunal. These tribunals are informal; they are not like courts. If you have a carer, they can attend the tribunal hearing as well to provide their account of your needs.

Appeal tribunals are independent and it's a good idea to attend.

### Support or representation

You can contact a local advice centre, such as a Citizens Advice Bureau or DIAL (*see Further help and information*) to see if they can give you any support with an appeal and possibly provide you with a representative to present your case at the tribunal.

### If you choose not to have a hearing

If you choose not to have a hearing, the tribunal will study all of the appeal papers and come to a decision based on these papers alone. You can send extra evidence and comments for the tribunal to consider at any time but do so as soon as possible as the tribunal will not tell you when they will be meeting to decide your case.

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## THE APPEAL TRIBUNAL DECISION

You will get a decision notice on the day of your hearing or very soon after. A copy of the decision notice will also be sent to the DWP so they can put the decision into effect.

If the decision is a positive one (that you are entitled to PIP) the DWP start paying you and pay you any benefit you are owed to cover the period you were appealing. If your appeal is unsuccessful, you can ask for a more detailed explanation of why.

If your appeal is successful, you will be awarded PIP and it will be backdated for the period you were appealing.

### Find out more

You can find out more about appealing a decision including appealing against a tribunal decision in our *Disability Rights Handbook* and our factsheet *Appeals and reconsiderations* available at [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## Qualifying conditions

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### Basic qualifying conditions

To be entitled to personal independence payment, you must satisfy all of the following basic qualifying conditions:

- Be aged 16-64 when you claim. You will not be able to claim PIP once you are 65 years old but you will be able to stay on PIP if you claimed or received it before you reached the age of 65.
- Have been present in Great Britain for 104 weeks out of the 156 weeks before claiming (two out of the last three years). If you are terminally ill, you only have to be present in Great Britain – you do not need to have been present for two out of the last three years.
- Be habitually resident (normally live) in the United Kingdom, the Channel Islands, the Republic of Ireland or the Isle of Man.

### Disability conditions

In addition, you must satisfy both of the following disability conditions:

- The daily living and/or mobility activities test (see *Appendices B and C*)
- You must also have satisfied the daily living and/or mobility activities test for a 'qualifying period' of at least three months before you can be paid. You must also be likely to continue to satisfy whichever test applies for a period of at least nine months after that three month period. These conditions will not however apply if you are terminally ill.

## Daily living activities and descriptors

The activities, descriptors and points listed below are the legal test laid out in the *Social Security (Personal Independence Payment) Regulations 2013*.

The entitlement thresholds (pass mark) for the daily living rates and components of PIP are 8 points for the standard rate and 12 for the enhanced rate.

### Preparing food

#### Activity 1

a	Can prepare and cook a simple meal unaided.	Score 0
b	Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	Score 2
c	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	Score 2
d	Needs prompting to be able to either prepare or cook a simple meal.	Score 2
e	Needs supervision or assistance to either prepare or cook a simple meal.	Score 4
f	Cannot prepare and cook food.	Score 8

### Taking nutrition

#### Activity 2

a	Can take nutrition unaided.	Score 0
b	Needs either (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.	Score 2
c	Needs a therapeutic source to be able to take nutrition.	Score 2
d	Needs prompting to be able to take nutrition.	Score 4
e	Needs assistance to be able to manage a therapeutic source to take nutrition.	Score 6
f	Cannot convey food and drink to their mouth and needs another person to do so.	Score 10

### Managing therapy or monitoring a health condition

#### Activity 3

a	Either (i) does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.	Score 0
b	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.	Score 1
c	Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week.	Score 2
d	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.	Score 4
e	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 7 but no more than 14 hours a week.	Score 6
f	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week.	Score 8

**Washing and bathing****Activity 4**

- |   |  |         |
|---|--|---------|
| a | Can wash and bathe unaided.  | Score 0 |
| b | Needs to use an aid or appliance to be able to wash or bathe.                    | Score 2 |
| c | Needs supervision or prompting to be able to wash or bathe.                      | Score 2 |
| d | Needs assistance to be able to wash either their hair or body below the waist.   | Score 2 |
| e | Needs assistance to be able to get in or out of a bath or shower.                | Score 3 |
| f | Needs assistance to be able to wash their body between the shoulders and waist.  | Score 4 |
| g | Cannot wash and bathe at all and needs another person to wash their entire body. | Score 8 |

**Managing toilet needs or incontinence****Activity 5**

- |   |   |         |
|---|---|---------|
| a | Can manage toilet needs or incontinence unaided.                                    | Score 0 |
| b | Needs to use an aid or appliance to be able to manage toilet needs or incontinence. | Score 2 |
| c | Needs supervision or prompting to be able to manage toilet needs.                   | Score 2 |
| d | Needs assistance to be able to manage toilet needs.                                 | Score 4 |
| e | Needs assistance to be able to manage incontinence of either bladder or bowel.      | Score 6 |
| f | Needs assistance to be able to manage incontinence of both bladder and bowel.       | Score 8 |

**Dressing and undressing****Activity 6**

- |   |  |         |
|---|--|---------|
| a | Can dress and undress unaided.   | Score 0 |
| b | Needs to use an aid or appliance to be able to dress or undress.   | Score 2 |
| c | Needs either<br>(i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or<br>(ii) prompting or assistance to be able to select appropriate clothing. | Score 2 |
| d | Needs assistance to be able to dress or undress their lower body.  | Score 2 |
| e | Needs assistance to be able to dress or undress their upper body.  | Score 4 |
| f | Cannot dress or undress at all.  | Score 8 |

**Communicating verbally****Activity 7**

- |   |   |          |
|---|---|----------|
| a | Can express and understand verbal information unaided.                                      | Score 0  |
| b | Needs to use an aid or appliance to be able to speak or hear.                               | Score 2  |
| c | Needs communication support to be able to express or understand complex verbal information. | Score 4  |
| d | Needs communication support to be able to express or understand basic verbal information.   | Score 8  |
| e | Cannot express or understand verbal information at all even with communication support.     | Score 12 |

**Reading and understanding signs, symbols and words****Activity 8**

- |   |  |         |
|---|--|---------|
| a | Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.                                      | Score 0 |
| b | 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. | Score 2 |
| c | Needs prompting to be able to read or understand complex written information.  | Score 2 |
| d | Needs prompting to be able to read or understand basic written information.  | Score 4 |
| e | Cannot read or understand signs, symbols or words at all.  | Score 8 |

**Engaging with other people face to face****Activity 9**

- |   |  |         |
|---|--|---------|
| a | Can engage with other people unaided.  | Score 0 |
| b | Needs prompting to be able to engage with other people.  | Score 2 |
| c | Needs social support to be able to engage with other people.   | Score 4 |
| d | Cannot engage with other people due to such engagement causing either<br>(i) overwhelming psychological distress to the claimant; or<br>(ii) the claimant to exhibit behaviour which would result in a substantial risk of harm to the claimant or another person. | Score 8 |

**Making budgeting decisions****Activity 10**

- |   |   |         |
|---|---|---------|
| a | Can manage complex budgeting decisions unaided.                               | Score 0 |
| b | Needs prompting or assistance to be able to make complex budgeting decisions. | Score 2 |
| c | Needs prompting or assistance to be able to make simple budgeting decisions.  | Score 4 |
| d | Cannot make any budgeting decisions at all.                                   | Score 6 |

## Mobility activities and descriptors

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The activities, descriptors and points listed below are the legal test laid out in the *Social Security (Personal Independence Payment) Regulations 2013*.

The entitlement thresholds (pass mark) for the mobility rates and components of PIP are 8 points for the standard rate and 12 for the enhanced rate.

### Planning and following journeys

#### Activity 1

a	Can plan and follow the route of a journey unaided.	Score 0
b	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.	Score 4
c	Cannot plan the route of a journey.	Score 8
d	Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.	Score 10
e	Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant.	Score 10
f	Cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid.	Score 12

### Moving around

#### Activity 2

a	Can stand and then move more than 200 metres, either aided or unaided.	Score 0
b	Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided.	Score 4
c	Can stand and then move unaided more than 20 metres but no more than 50 metres.	Score 8
d	Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres.	Score 10
e	Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.	Score 12
f	Cannot, either aided or unaided, (i) stand; or (ii) move more than 1 metre.	Score 12

## Keeping a diary

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### Writing a diary

A diary is useful as evidence to help the DWP understand how you manage day to day both with your daily living and getting out and about. You are the best person to give this evidence.

If you find it difficult to keep a diary you could ask a relative, carer or friend to help you (and explain in your claim form that your diary has been completed with their help).

When you send the diary with your claim form, make sure that you have included your name, address and National Insurance number at the top of every page.

More information on submitting diaries and the completing the claim form can be found in *Section 2*.

### Example diaries

On the following pages are two example diaries – one for a person with multiple sclerosis, the other for a person with depression and anxiety.

### Filling in your diary

Look at the example diaries and adapt them so that you can record where things are more difficult for you. Read your claim form and look at the activities where you filled in information. Your diary should record how you are managing in each of those areas.

Remember, you score points on the descriptors if:

- you need aids or appliances to help you manage on your own;
- you need prompting or reminding;
- you need help from someone else;
- you can manage on your own but it takes you a long time;
- you can manage at certain times of the day but not at others;
- you can manage on some days but not others;
- you are unsafe managing on your own – accidents have happened or nearly happened;
- you need someone keeping an eye on you.

If any of these apply to you put it in your diary.

## DIARY OF A PERSON WITH MULTIPLE SCLEROSIS

This shows two days of diaries but it is helpful to keep one for even longer. If you have longer spells when you are bad and then spells when things are not so bad, include diaries that cover both periods.

25 April

ACTIVITY	Morning 7am-12pm	Afternoon 12pm-6pm	Evening 6pm-11pm	Night 11pm-7am
Going to the toilet (always use grab rails and raised toilet seat)	Managed by myself	Slight accident on one occasion as didn't get there in time	Managed by myself	Unsteady – helped to toilet
Having a shower (always use seat and grab rails)	Managed by myself – 40 minutes			
Dressing/ undressing	Managed by myself – 20 minutes		Co-ordination bad – help to get pants and tights off	
Cooking (always use perching stool)		Cut myself chopping vegetables		
Eating			Help chopping meat up	
Medication			Help getting pills out of dosette box	
Reading		Read paper on tablet using magnification		
Walking	Went to local shops – 400 metres – used electric wheelchair		Co-ordination bad – using indoor wheelchair	

26 April				
ACTIVITY	Morning 7am-12pm	Afternoon 12pm-6pm	Evening 6pm-11pm	Night 11pm-7am
Going to the toilet (always use grab rails and raised toilet seat)	Managed by myself – stiff and slow first thing	Managed by myself	Managed by myself	Unsteady – helped to toilet x2
Having a shower (always use seat and grab rails)	Managed by myself – 35 minutes			
Dressing/ undressing	Managed by myself – 20 minutes	Help from friend at swimming pool	Exhausted – partner helped	
Cooking (always use perching stool)			Didn't cook today – too tired	
Eating				
Medication			Help getting pills out of dosette box	
Reading	Read paper on tablet using magnification			
Walking		Went swimming with friend – walking from car and around leisure centre I used stick on one side, friend on other – very slow	Exhausted after swim – using indoor wheelchair	

## DIARY OF A PERSON WITH DEPRESSION AND ANXIETY

This diary doesn't stick to a day but shows a bad spell and then a couple of spells when things improve a bit. Use this format if it is easier.

ACTIVITY	25 April – 4 May
Cooking	No cooking at all. Mum came round twice and cooked for me – and put leftovers in fridge for me to have other days.
Eating	Mum stayed and ate with me when she came. Was cross when I hadn't eaten leftovers from other day – forgot they were there. Ate some biscuits and things I found in cupboard when I was hungry – on four days didn't eat at all.
Medication	Mum rang every day to check I'd taken – think I did take them all but not sure.
Showering	Didn't shower at all except once when Mum came round and made me.
Dressing	Didn't change clothes at all except after shower – mum put out clean ones for me.
Seeing people	Didn't see anyone apart from mum. Someone came to door but I didn't answer it – couldn't face it. Mum has key. Didn't answer phone or texts. Mainly just stayed on sofa under quilt.
Money	Electricity meter ran out – Mum sorted when she came.
Getting out	Didn't leave flat – missed appointment with GP.

ACTIVITY	5 May – 9 May
Cooking	Been a bit better – made cup-a-soups couple of times – good to have something hot. Mum came round once and cooked.
Eating	Ate with mum and also ate leftovers cold next day – and soup when I made it. Just one day didn't eat at all.
Medication	Mum rang and reminded – all OK.
Showering	Once when mum came and once on 8th when feeling better.
Dressing	When I had shower – otherwise just stayed in same clothes.
Seeing people	Saw mum and also GP.
Money	Mum reminded me to put money in meter before it ran out.
Getting out	Saw GP – mum had rescheduled appointment – she rang and made sure I went – went on my own – 5 minutes away. Mum went with me to get money from post office another day.

ACTIVITY	10 May – 16 May
Cooking	Made bacon sandwich! And had some ready meals out of freezer heated in microwave.
Eating	Been feeling hungrier so eaten every day.
Medication	Mum reminded.
Showering	Two showers.
Dressing	When I had shower.
Seeing people	Saw friend – she came round – text first to check to let me know she was coming so I'd open door.
Money	Mum reminded me to put money in meter before it ran out.
Getting out	Went for walk with friend – just to local park – avoided play area where it's busy – too overwhelming and people stare.

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## ACTIVITY DIARY

Name

Address

National Insurance No

ACTIVITY	Morning 7am-12pm	Afternoon 12pm-6pm	Evening 6pm-11pm	Night 11pm-7am
Cooking				
Eating				
Managing therapy				
Medication				
Washing/bathing				
Going to the toilet				
Dressing/ undressing				
Communicating				
Reading				
Meeting people				
Budgeting				
Planning journeys				
Walking				

## Glossary

### TERMS USED IN THE PIP REGULATIONS 2013

These definitions are laid out in the **Social Security (Personal Independence Payment) Regulations 2013**.

**acceptable standard** means that you may be able to actually complete the activity, but not to a good enough standard. For example where someone can physically wash themselves but does not realise they have done so badly and are still not clean after they have finished.

**and then move** means that you need to be able to move independently while remaining standing. So if you could only cover, say 20 metres, by standing, transferring to a wheelchair and then completing the journey, you will not be considered capable of moving that distance.

**aided** means with –

- (a) the use of an aid or appliance; or
- (b) supervision, prompting or assistance.

**assistance** means physical intervention by another person and does not include speech.

**assistance dog** means a dog trained to guide or assist a person with a sensory impairment.

**basic verbal information** means information in your native language conveyed verbally in a simple sentence.

**basic written information** means signs, symbols and dates written or printed standard size text in your native language.

**bathe** includes getting into or out of an unadapted bath or shower.

**communication support** means support from a person trained or experienced in communicating with people with specific communication needs, including interpreting verbal information into a non-verbal form and vice versa.

**complex budgeting decisions** means decisions involving –

- (a) calculating household and personal budgets;
- (b) managing and paying bills; and
- (c) planning future purchases.

**complex verbal information** means information in your native language conveyed verbally in either more than one sentence or one complicated sentence.

**complex written information** means more than one sentence of written or printed standard size text in your native language.

**cook** means heat food at or above waist height.

**dress and undress** includes putting on and taking off socks and shoes.

**engage socially** means –

- (a) interact with others in a contextually and socially appropriate manner;
- (b) understand body language; and
- (c) establish relationships.

**limited ability** (to carry out daily living activities) means obtaining a score of at least 8 points in the PIP assessment.

**manage incontinence** means manage involuntary evacuation of the bowel or bladder, including the use of a collecting device or self-catheterisation, and clean oneself afterwards.

**manage medication or therapy** means take medication or undertake therapy, where a failure to do so is likely to result in a deterioration in your health.

**medication** means medication to be taken at home which is prescribed or recommended by a registered (a) doctor; (b) nurse; or (c) pharmacist.

**monitor health** means –

- (a) detect significant changes in your health condition which are likely to lead to a deterioration in your health; and
- (b) take action advised by a (i) registered doctor; (ii) registered nurse; or (iii) health professional who is regulated by the Health Professions Council, without which your health is likely to deteriorate.

**orientation aid** means a specialist aid designed to assist disabled people to follow a route safely.

**prepare** in the context of food, means make food ready for cooking or eating.

**prompting** means reminding, encouraging or explaining by another person.

**psychological distress** means distress related to an enduring mental health condition or an intellectual or cognitive impairment.

**read** includes read signs, symbols and words but does not include read Braille.

**repeatedly** means being able to repeat the activity as often as is reasonably required. Consideration should be given to the collective effects of symptoms such as pain and fatigue. For example, if the effort it takes for you to complete a task then makes you tired and/or in pain so much so that you would not be able to do it again or take on another activity, you should not say you can do the activity repeatedly. For example, if you are able to prepare a meal once unaided, but the exhaustion caused to you by doing this would mean that you could not prepare another meal that day, you should be treated as being unable to prepare a meal unaided.

**reasonable time period** means no more than twice as long as the maximum period that a person without a physical or mental condition which limits that person's ability to carry out the activity would normally take to complete that activity.

**safely** means in a manner unlikely to cause harm to you or to another person, either during or after the completion of the activity.

**severely limited ability** (to carry out daily living activities) means obtaining a score of at least 12 points in the PIP assessment.

**simple budgeting decisions** means decisions involving –  
(a) calculating the cost of goods; and  
(b) calculating change required after a purchase.

**simple meal** means a cooked one-course meal for one using fresh ingredients.

**social support** means support from a person trained or experienced in assisting people to engage in social situations.

**stand** means stand upright with at least one biological foot on the ground.

**supervision** means the continuous presence of another person for the purpose of ensuring your safety.

**take nutrition** means –

- (a) cut food into pieces, convey food and drink to one's mouth and chew and swallow food and drink; or
- (b) take nutrition by using a therapeutic source.

**therapeutic source** means parenteral or enteral tube feeding, using a rate-limiting device such as a delivery system or feed pump.

**therapy** means therapy to be undertaken at home which is prescribed or recommended by a –

- (a) registered (i) doctor; (ii) nurse; or (iii) pharmacist; or
- (b) health professional regulated by the Health Professions Council.

**toilet needs** means –

- (a) getting on and off an unadapted toilet;
- (b) evacuating the bladder and bowel; and
- (c) cleaning oneself afterwards.

**unaided** means without –

- (a) the use of an aid or appliance; or
- (b) supervision, prompting or assistance.

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## OTHER TERMS

**aids or appliance** means any device that improves, provides or replaces your impaired physical or mental function, including a prosthesis. It could also include items such as walking sticks, glasses or collecting devices (for example colostomy bags). In assessing your ability to carry out a task, you will be assessed as if wearing or using any aid or appliance that you would normally wear or use, or which you could reasonably be expected to wear or use if you do not currently do so. It should not be considered reasonable for you to wear or use an aid or appliance if it is too expensive, difficult to obtain or is culturally inappropriate for you.

**appointee** means someone legally appointed to act on your behalf.

**award** means the rate and amount of a benefit that you have been granted.

**calendar month** means the period of time from the same date of one month to the same date of the next month.

**case manager** is the person working for the DWP who will make the decision whether or not to award you PIP. They do this by considering your claim form, the report from your face-to-face consultation and any additional evidence you submitted.

**descriptor** means a description of tasks of varying degrees of difficulty.

**DS1500** is a medical report issued by your GP, hospital consultant, nurse, Macmillan nurse or social worker that describes your medical condition – it is not a prognosis.

**healthcare professional** is the medically qualified person who carries out your face-to-face consultation.

**PIP1** is the form on which you start your PIP claim which is usually completed over the telephone by a DWP agent with your basic qualifying information and sent to you to sign.

**PIP2** is the main claim form for PIP called *How your disability affects you*.

**passport benefits** are those benefits which some groups of people are automatically entitled to because of their entitlement to another benefit.

**reasonably be expected** means more likely than not – your doctor will be asked to complete a form (DS1500) to confirm this.

**terminally ill** means that your death can 'reasonably be expected' within the next six months.

## Further help and information

### Disability Rights UK

We are the leading charity in the UK run by and for disabled people and offer support across many areas to anyone with lived experience of disability or health conditions, regardless of impairment type.

We publish the *Disability Rights Handbook* which gives more details on personal independence payment and other benefits for disabled people, their families and carers. The handbook is updated every year. There is a section devoted to appeals, should your claim be unsuccessful. You can buy a copy online at [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org) or by contacting us by telephone or in writing. Our address and telephone number can be found on the back cover of this guide.

Disability Rights UK also produce over 60 factsheets covering benefits, tax credits, independent living, education and other disability related subjects. Visit:

W [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

### The Motability Scheme

Motability Operations, City Gate House, 22 Southwark Bridge Road, London SE1 9HB

T 0800 093 1000; textphone 0845 675 0009

W [www.motability.co.uk](http://www.motability.co.uk)

The Scheme leases cars, powered wheelchairs or scooters to help disabled people improve their mobility.

## Government advice lines

### Gov.uk

W [www.gov.uk](http://www.gov.uk)

The government's new online information service (formerly DirectGov) providing information on public services with links to government departments and agencies and a wide range of other organisations.

### Benefit enquiry line

T 0800 882 200; textphone 0800 243 355

Monday to Friday, 8am to 6pm

Calls are free from landlines

Provides general advice and information on the benefits you can claim if you're a disabled person or a carer. The person taking your call can give you general advice but they won't have your personal claims information.

### In Northern Ireland

T 00800 220 674; textphone 0800 243 787

Monday, Tuesday, Thursday and Friday,

9am to 5pm. Thursday, 10am to 5pm

### Disability benefits helpline

T 08457 123 456; textphone 08457 224 433

Monday to Friday, 8am to 6pm

For advice or information about a claim you have already made for DLA, AA or PIP.

If you are 16 or over:

E [dcpu.customer-services@dwp.gsi.gov.uk](mailto:dcpu.customer-services@dwp.gsi.gov.uk)

If you are under 16:

E [midlands-dbc-customer-services@](mailto:midlands-dbc-customer-services@dwp.gsi.gov.uk)

[dwp.gsi.gov.uk](mailto:dwp.gsi.gov.uk)

### PIP helpline

T 0845 850 3322; textphone 0845 601 6677

Monday to Friday, 8am to 6pm

### PIP (New claims only)

T 0800 917 2222; textphone 0800 917 7777

Monday to Friday, 8am to 6pm

## Finding a local advice centre

If you need help making a claim for PIP or with appealing against a decision, you can contact a local advice centre. There may be times when seeing someone locally, face-to-face will be the best option to ensure you get the best advice. A wide range of local organisations exist including those specifically related to disability and those offering more general advice services.

### Citizens Advice Bureaux (CAB)

Myddelton House, 115-123 Pentonville Road,  
London N1 9LZ

**T** 020 7833 2181

(advice is not available on this number)

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

The Citizens Advice Bureaux helps people resolve legal, financial and other problems by providing free information and advice from over 3,500 locations in England and Wales.

To locate your local Bureau, visit:

**W** [www.citizensadvice.org.uk/index/getadvice](http://www.citizensadvice.org.uk/index/getadvice)

For online advice, self-help information and a selection of factsheets and guides, (covering the law in England, Scotland, Wales and Northern Ireland) visit:

**W** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Over-the-phone advice is also available from every CAB. Citizens Advice are in the process of developing a national phone service that will become operational in different parts of the UK over the next two years. It is now fully operational in Wales. In England the service is currently being rolled out area-by-area. If it is not yet available in your area, you will hear options for recorded information:

### Citizens Advice National Phone Service

For England

**T** 08444 111 444; textphone 08444 111 445

For Wales

**T** 08444 772 020; textphone 08444 111 445

### Citizens Advice Northern Ireland

46 Donegall Pass, Belfast BT7 1BS

**E** [info@citizensadvice.co.uk](mailto:info@citizensadvice.co.uk)

**W** [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

### Citizens Advice Scotland

1st Floor, Spectrum House, 2 Powderhall Road,  
Edinburgh EH7 4GB

**T** 0808 800 9060

**W** [www.cas.org.uk](http://www.cas.org.uk)

### DIAL

There are around 80 local Disability Information and Advice Line services (DIALs) throughout Great Britain run by and for disabled people.

To find out if there is a DIAL that covers your area:

**T** 01302 310 123; textphone 01302 310 123

You can also find out online at:

**W** [www.scope.org.uk/services/local-groups/dial-uk](http://www.scope.org.uk/services/local-groups/dial-uk)

### Law Centres

Law Centres are not-for-profit legal practices providing free legal advice and representation to disadvantaged people. There are around 50 Law Centres in England, Wales and Northern Ireland, staffed by solicitors and barristers who specialise in areas of civil law including employment, housing, discrimination, welfare benefits, education and immigration.

To find your nearest Law Centre in England, Wales and Northern Ireland:

**W** [www.lawcentres.org.uk](http://www.lawcentres.org.uk)

To find your nearest Law Centre in Scotland:

**W** [www.scotlawcentres.blogspot.co.uk](http://www.scotlawcentres.blogspot.co.uk)

## Other sources of advice

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### Carers UK

20 Great Dover Street, London SE1 4LX

**T** 020 7378 4999; adviceline 0808 808 7777

**W** [www.carersuk.org](http://www.carersuk.org)

Provide information and advice on benefits, services and other support available to carers.

### Disability Law Service

**T** 020 7791 9800; textphone 020 7791 9801  
Tuesday to Thursday 10am to 5pm

**W** [www.dls.org.uk](http://www.dls.org.uk)

Provide specialist legal advice for disabled people, their families and carers on community care, disability discrimination, employment, goods and services, and welfare benefits

## HM Courts and Tribunal Service (HMCTS)

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### HM Courts and Tribunal Service (HMCTS)

**W** [www.justice.gov.uk](http://www.justice.gov.uk)

If you want to appeal against the decision on your PIP claim, you need to send your appeal to your local HMCTS. You can find your local service below.

**Birmingham:** Tribunals Service, SSCS,  
Administrative Support Centre, PO Box 14620, B16  
6FR

**T** 0845 4083500

**F** 0121 450 6392

**Cardiff:** Eastgate House, Newport Road, Cardiff  
CF24 0YP

**T** 0300 123 1142

**F** 08707 394438

**Glasgow:** Wellington House, 134-136 Wellington  
Street, Glasgow G2 2XL

**T** 0141 354 8400

**F** 0141 354 8463

**Leeds:** York House, York Place, Leeds LS1 2ED

**T** 0300 123 1142

**F** 0113 389 6001

**Liverpool:** 36 Dale Street, Liverpool L2 5UZ

**T** 0300 123 1142

**F** 0151 243 1401

**Newcastle:** Manorview House, Kings Manor,  
Newcastle upon Tyne NE1 6PA

**T** 0300 123 1142

**F** 0191 201 2357

**Sutton:** Copthall House, 9 The Pavement, Grove  
Road, Sutton SM1 1DA

**T** 0300 123 1142

**F** 0208 652 2301





**Disability Rights UK**

12 City Forum

250 City Road

London EC1V 8AF

Telephone: 0207 250 3222

Email: [enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

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