

## How do I claim?

Call the **PIP helpline 0800 917 2222**.

You will have to give your name, address and National Insurance number, and answer some questions to check that you are allowed to claim PIP. If you are allowed to claim, you will be sent a form.

## Filling in the Form

The PIP claim form is quite long. It asks about your health problems, who you see for treatment and how you manage the PIP daily living and mobility activities.

Answer these questions as fully as you can, using extra paper if you need it. Explain how you cope **most days**. If you have **good days** when you can do more or **bad days** when it is harder to do things, **write about these too**, and say how often they happen. Be as accurate as possible. If your condition varies, **never only write about your worst days** as if you are like this all the time, as **that is fraud**.

Even if most of your days are 'bad', you might have your face-to-face medical on a better day. If you have only put what happens on bad days on your form, you will look dishonest.

Advice on completing a PIP form can be found at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## The Medical Assessment

Although face-to-face medical assessments have restarted after the Covid-19 emergency, most people will still have a telephone assessment.

Make sure you say on your form if this might be difficult for you and if you will need **extra help and support**. Be ready to answer a lot of questions about how your health has changed over time and what you do on an average day.

## The Decision

A little while after your medical, you should get a decision about your claim. If you **disagree with the decision**, you only have **one calendar month** from the date on the letter to ask for it to be looked at again. This is called a **mandatory reconsideration**.

If you **got some PIP** but hoped for more, **get advice** before you ask for a reconsideration. Your PIP award could be cut, left as it is or increased if your claim is looked at again.

Getting PIP sometimes means you can get more of other benefits. Always **get a detailed benefit check** if you make a successful claim for a disability benefit.

For more information go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or contact our **Citizens Advice Helpline: 0800 144 8848**



**Potteries Gold** is a **Citizens Advice Staffordshire North & Stoke-on-Trent** project to help people in Stoke-on-Trent cope with changes to the benefit system  
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## Personal Independence Payment

### Benefits and Health no. 3



## What is PIP?

PIP (Personal Independence Payment) is a benefit for people with **health problems or disabilities** that affect how they cope in their daily lives and how they get about outdoors.

PIP is a benefit for **working age people**. Claim it if you are **16 or over**, but have not yet reached retirement age.

If you already get **Disability Living Allowance (DLA)**, you cannot get PIP as well. **Do not try to claim PIP too**, as you could lose your DLA.

PIP is to help with **long-term needs**. Usually, you can only get it if your **needs will last for more than a year**.

### Example

Carol has been injured in an accident. For two months, she will have to use a wheelchair. After that, she should be able to walk again. Her surgeon expects Carol to have recovered fully in ten months, so Carol will not qualify for PIP.



## The Special Rules

If you are **terminally ill**, there are special rules that allow you to get PIP for daily living quickly. Ask us for **more advice** about these.

PIP is **not means-tested**. Wages, pensions, maintenance, other benefits or savings do not stop you claiming PIP or change what you get.

You do not need to have paid National Insurance contributions to get PIP.

Because the **rules are different**, you **might get PIP** even if you were **turned down for DLA**.

PIP is not taken away from any other benefits you get. You might get extra Housing Benefit, Income Support, ESA or JSA if you get PIP - but you won't get extra Universal Credit.

## Working and Claiming PIP

You do **not have to be unfit for work** to get PIP. You can sometimes get PIP even if you cannot get ESA. If your health problems fit the rules, you can get PIP even if you are in work.

### Example

Ali is blind. However, he has a well-paid, full-time job.

Because he needs special equipment to help him manage at home and at work, Ali meets the conditions to get PIP for 'daily living'.

Because he cannot get about safely outdoors without help from another person, Ali also gets PIP for 'mobility'.



## Will I get PIP?

You get PIP if you score enough points from a medical test. This looks at ten **daily living** activities:

- preparing food;
- taking nutrition;
- managing medication 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;

and two **mobility** activities:

- planning and following a journey;
- moving around.

The more difficult it is for you to do something, the more points you should score for it.

You need at least **eight daily living points** to get PIP for daily living and at least **eight mobility points** to get PIP for mobility. If you score **12 points** for either daily living or mobility, you get a higher rate of PIP.

You **cannot add together** daily living and mobility points.

