

Personal Independence Payment (PIP) checklist



Department
for Work &
Pensions

Getting your organisation ready

- The PIP toolkit for support organisations (gov.uk/dwp/pip-toolkit) contains a handbook, quick guides, examples of the letters and forms, and alternative formats. Adapt these to your own guidance or communications
- The [information for specific groups](#) in the toolkit contains tailored communications and guidance that you can use with your own people and to help support claimants
- A DWP Partner Manager may be able to meet your teams face-to-face to talk about the new benefit. If you are not already in contact with a local DWP Partner Manager you can find their contact details at gov.uk/government/publications/dwp-partnerships
- The DWP reform communications toolkit explains the context behind welfare reforms and provides an overview of all the changes that DWP will deliver over the next few years: gov.uk/government/publications/welfare-reform-communications-toolkit
- The Universal Credit toolkit can help you explain in work and out of work benefit changes to claimants: gov.uk/universal-credit-toolkit-for-partner-organisations

Information for the people you support

- Direct claimants to gov.uk/pip for the latest information, including when they might be affected (gov.uk/pip-checker) – perhaps link from your website or publications
- Check your guides and communications to make sure they're offering up-to-date advice, including about other benefits and services that PIP might affect, such as travel passes and blue badges – download the [PIP handbook](#)
- Claimants can phone for help and support with PIP on 0345 850 3322 (textphone 0345 601 6677) from Monday to Friday 8am to 6pm.
- Claimants can also use the British Sign Language (BSL) Video Relay Service trial. To use this service, they must:
 - first [check they can use the service](#)
 - go to the [video relay service](#)
- Consider also providing information about Access to Work grants. This grant can help pay for practical support so people with a disability, health or mental health condition can do their job: gov.uk/access-to-work

Disability Living Allowance (DLA) forms

- Please stop issuing 'DLA 1A Adult' and 'DLA 1 Adult' forms. Remember that new claims to PIP are started over the phone by calling 0800 917 2222 (textphone 0800 917 7777). Using old DLA forms could delay a new claim. You can still use DLA forms for children