

Personal Independence Payment (PIP) quick guide



Department
for Work &
Pensions

This guide is for advisers who support people to claim disability benefits. Visit gov.uk/dwp/pip-toolkit for more information, including the [PIP handbook](#). Your local [DWP Partnership Manager](#) might also be able to help. Visit gov.uk/pip for claimant information.

Conditions of entitlement

Personal Independence Payment (PIP) is for people aged 16 to 64.

DLA is ending for people who were aged 16 to 64 on 8 April 2013 (the day PIP was introduced). It is also ending for people who turn 16 after this date.

People cannot claim DLA and PIP at the same time.

Claimants must have a long term health condition or disability to qualify for PIP.

Claimants need to be present in Great Britain for at least 104 weeks out of the last 156 weeks to qualify for PIP.

Both components of PIP cease to be payable 28 days after the claimant is admitted to an NHS hospital.

The daily living component of PIP ceases to be payable after 28 days of residency in care home where the costs of the accommodation are met from public or local funds.

PIP ceases to be payable after 28 days where someone is being detained in legal custody.

PIP is not means tested and can be paid whether the claimant is working or not.

Assessment criteria

Individuals are assessed on their ability to complete a number of key everyday activities – [assessment guide](#).

There are 10 daily living activities and 2 mobility activities.

Each activity has descriptors representing varying levels of ability to carry it out.

For a descriptor to apply the claimant must be able to carry out the activity safely, to an acceptable standard, repeatedly and in a reasonable time period.

The ability to carry out an activity will be considered over a period of time to take account the affects of a fluctuating health condition or disability.

The assessment takes into account where claimants need the support of another person or persons to carry out an activity.

The assessment takes into account where individuals need aids and appliances to complete activities.

Individuals will receive a point score for each activity that will determine whether a component is payable and at what rate.

For each component, individuals will get the standard rate if they score a total of 8 to 11 points, or the enhanced rate if their scores add up to 12 points or more.

Existing DLA claimants and PIP

In October 2013 DWP started to invite some existing DLA claimants to claim PIP.

We began contacting people living in certain postcodes and gradually added more postcodes over time.

From July 2015, we started to invite the remaining people who currently have a long-term or indefinite award of DLA to claim PIP.

[Disability Living Allowance claimant journey](#)

Supporting young people

DLA remains for children under 16.

Young people will not be invited to claim PIP instead of their DLA until they are 16 years of age.

Young people who get DLA under the special rules for terminal illness will not be asked to claim PIP.

DWP will write to the parent or guardian of young people before they turn 16 to tell them what they need to do next.

Changes in circumstance

DWP needs to know if the claimant's condition or the amount of help they need changes.

Other changes in the claimant's circumstance may change how much PIP they get.

It is important that claimants tell DWP straightaway about any changes in their life that could affect their benefit.

How to make a claim

To start a claim for PIP, the claimant telephones DWP on 0800 917 2222 or textphone 0800 917 7777 – visit [gov.uk/pip](https://www.gov.uk/pip) for more information about how to claim.

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](#)

[Claim process overview: claimant journey](#)

It is important to have as much information to hand before telephoning DWP.

The telephone call can be made by someone supporting the claimant but the claimant must be present.

The date of claim is the date of the telephone call once the claimant has agreed a declaration which will be read out to them by the agent.

The claimant will be sent a form for them to explain how their condition affects their daily life.

There are provisions for people who do not speak English as their first language.

A paper claim form can be requested for someone who is unable to deal with DWP by telephone and has no one to help them make the telephone call.

During the telephone call, if the telephony agent identifies that the claimant needs additional support with completing the claim, they can arrange for DWP visiting officer to assist the claimant.

The actual length of time to get a decision on a claim depends on individual circumstances.

We are taking steps to speed up the claims process and are dealing with claims as quickly as we can. Any delays experienced by the claimant will not affect the date their benefit is paid from.

Special rules for terminal illness

There are special rules that allow people who are terminally ill to get help quickly when they claim PIP.

Claims made under the special rules for terminal illness criteria follow a different process than standard PIP claims.

To claim under the special rules for terminal illness, telephone 0800 917 2222 – callers should select option 1 for a new claim and then option 3.

A dedicated special rules team will take the call and complete the claim.

If the claim is being made under these rules, the phone call can be made by someone supporting the claimant (such as a support organisation or family member) without the claimant needing to be present.

It is important that the claimant or the person making the phone call has as much information ready before calling DWP or it may delay progress of the claim.

The claimant will not be sent the form 'How your disability affects you' if they meet the criteria for an award under the special rules.

Claimants who meet the criteria for claiming under the special rules will not need a face-to-face consultation.

Claimants are encouraged to get a DS1500 medical report from their health professional to support the claim.

DWP cannot treat a DS1500 as a claim to PIP. It is important that a claim to PIP is made in addition to providing the DS1500.

Completing the 'How your disability affects you' form

When a claim to Personal Independence Payment (PIP) has been made, DWP will post a form to the claimant – [example form](#).

The form will be personalised to the claimant and can only be used for them.

The form includes questions about the claimant's ability to carry out key everyday activities.

Claimants should read the [information booklet](#) that comes with the form before they start to fill the form in.

The claimant should return the completed form within 1 calendar month.

Claimants who satisfy the criteria for the special rules for terminal illness will not be sent the form.

Claimants can send copies of supporting information with the completed form.

Assessment process and providers

The PIP assessment will be delivered by assessment providers working in partnership with DWP.

Sometimes we can make a decision by using just the written information a claimant sends us but some people may be asked to go to a 'face-to-face consultation' with a health professional.

The PIP assessment process will be managed by two assessment providers.

In Scotland, north east and North West England and in London and southern England the assessment provider will be Atos Healthcare.

In Wales and central England, and in Northern Ireland, the assessment provider will be Capita Health and Wellbeing.

The health professional will complete the assessment and will send a report back to us.

A DWP decision maker will then use all of this information to decide entitlement to PIP.

The health professional will not make a decision on entitlement to PIP.

Decision and payment

The DWP decision maker will make a reasoned decision on entitlement to PIP.

The DWP decision maker will make their decision based on the impact of the claimant's health condition or disability on their daily life and their ability to live independently.

The length of award will be based on an individual's circumstances.

Claimants will have their award periodically reviewed.

Claimants will receive a letter giving the decision on the PIP claim and a clear explanation of how that decision has been reached.

The decision letter will include the point score for each descriptor and it will show how the evidence has informed the decision that has been made.

The decision letter will advise the claimant that they can contact the DWP if they wish to discuss the decision further. Payment will usually be made every 4 weeks in arrears.

Payment will be made weekly in advance for awards made under the special rules for terminal illness.

Claimants should let DWP know of any change in their daily living or mobility needs as soon as possible because the change may affect their entitlement.

Being in work or returning to work will not affect someone's entitlement unless their needs have changed.

Disputes process

DWP has introduced mandatory reconsideration and direct lodgement of appeals for PIP.

PIP decision notifications will tell claimants what they need to do if they dispute the decision.

Where a PIP decision is disallowed, or the level of the award is reduced, the claimant will be advised that they can contact the DWP if they wish to discuss the decision further.

Claimants have 1 calendar month from the date on their decision letter to request a mandatory reconsideration.

An appeal cannot be lodged with HM Courts and Tribunals Service (HMCTS) until after DWP have reconsidered the decision.

Access to other benefits and services

PIP provides entitlement or 'passports' to other help and support provided by DWP, other government departments, and devolved administrations.

These arrangements are broadly the same as those that apply for DLA.

The Scottish and Welsh governments may choose to use different passporting rules for their schemes to those that apply in England.