

# Personal Independence Payment (PIP)

---

Personal Independence Payment (PIP) is a disability benefit. You can get PIP if you need help with the extra cost of living because of ill health or disability. This factsheet explains what PIP is and how you can apply.



KEY POINTS

- Personal Independence Payment (PIP) helps with the extra costs you have because of ill health or disability.
- PIP will replace Disability Living Allowance for people of working age (16 to 64 years).
- PIP is made up of 2 parts, 'daily living' and 'mobility'. These are known as components.
- Each component can be paid at either a 'standard' or 'enhanced' rate.
- You will need to fill in a form to say how your mental illness affects your daily activities.
- You may have to go to a face to face medical assessment.
- Try to get supporting evidence from your health care professionals.

## This factsheet covers:

1. [What is PIP?](#)
2. [I claim Disability Living Allowance \(DLA\). Will I need to claim PIP instead?](#)
3. [Who can get PIP?](#)
4. [How will I be assessed for PIP?](#)
5. [How do I claim?](#)
6. [How do I fill out the 'How your disability affects you' form?](#)
7. [What questions are on the 'How your disability affects you' form?](#)
8. [Should I get supporting evidence?](#)
9. [Will I have to go to a face to face medical assessment?](#)
10. [Can I appeal if I think a decision is wrong?](#)
11. [Do I need to speak to a welfare rights advisor?](#)
12. [What happens if my health fluctuates when I'm getting PIP?](#)
13. [Can someone claim PIP for me?](#)
14. [Sample letter](#). Request to get more information from healthcare professionals to support your claim.

[Top](#)

## 1. What is PIP?

Personal Independence Payment (PIP) is a disability benefit paid to people who are 16 to 64 years old. It has replaced Disability Living Allowance (DLA) for people aged 16 and over. You can no longer make a new claim for DLA if you 16 or over. All new claims will be for PIP. You can get PIP if you have a mental or physical condition which affects your day to day life. These things include the following.

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

PIP is made up of two parts, known as components. These are the:<sup>1</sup>

- daily living component, and
- mobility component.

Each component is paid at either a 'standard' or an 'enhanced' rate. The Department for Work and Pensions (DWP) use a points system to see if you can get the components at the standard or enhanced rate. They give you points if you cannot do certain activities.

## **Weekly amounts from April 2017<sup>2</sup>**

### Daily living component

- Standard rate - £57.30
- Enhanced rate - £85.60

### Mobility component

- Standard rate - £22.65
- Enhanced rate - £59.75

If you are awarded PIP it is normally paid for a fixed period of time. You can be given short term fixed award of 9 months to 2 years. Or a longer term fixed award. If you are given a short-term fixed award your PIP claim will end at the end of the term. But you can re-apply for PIP if you still have a health problem. If you are given a longer term fixed award the DWP should write to you 1 year before your award ends to review your condition.<sup>3</sup>

PIP is paid directly into your bank, building or post office account every 4 weeks.<sup>4</sup>

PIP is not affected by your income, capital or savings. You can get the full amount of PIP on top of other benefits or tax credits. If you get PIP you might get extra amounts of money for means-tested benefits you claim. Such as income-related Employment and Support Allowance (ESA).<sup>5</sup> If a friend or family member cares for you, they may be able to get Carer's Allowance. But you will need to get the daily living component of PIP.<sup>6</sup>

## **I am 65 or over, can I claim PIP?**

over the age limit for making a new claim for PIP is 65, or your state pension age, whichever is higher.<sup>7</sup> The state pension age is changing. You can find out your state pension age using this website:

<https://www.gov.uk/state-pension-age>

If you are over the age limit for claiming PIP you can claim Attendance Allowance instead.<sup>8</sup>

If you already claim PIP you can re-claim the benefit within 1 year of your award ending. Your claim will need to be because of the same physical or mental condition that you have. You can make a claim for a new condition, but it will need to have developed because of existing conditions that you claim for.<sup>9</sup>

You can't move from standard to enhanced rate mobility. But you can continue to get enhanced mobility if you were already claiming it.

### **What can I spend my PIP on?**

PIP is paid to help with the extra costs that come with having a long-term health problem. But there are no restrictions on what you can spend your PIP on. You might use your PIP to get taxis if travelling by public transport is difficult. Or you might pay someone to help you around the home. Or you could use your PIP for everyday living costs.

If you get help from your local authority (LA) under the Care Act, which is often known as 'social care' or 'community care,' your LA will do a financial assessment to see if you should pay anything towards your care.<sup>10</sup> If you get the daily living component of PIP, they may take this into account when doing your financial assessment.<sup>11</sup> They should ignore the mobility component of PIP.<sup>12</sup>

You can find more information about:

- Welfare benefits and mental illness
- Employments and Support Allowance
- Benefits for carers
- Charging for Social Care

at [www.rethink.org](http://www.rethink.org). Or call our General Enquiries team on 0121 522 7007 and ask them to send you a copy of our factsheet.

[Top](#)

## **2. I claim Disability Living Allowance (DLA). Will I need to claim PIP instead?**

The DWP will assess you for PIP if you are under 65 and:<sup>13</sup>

- your fixed period award for DLA ends, or
- you tell the DWP your care or mobility needs have changed.

The DWP will write to everyone else and ask them to claim PIP. This includes people who have a lifetime award. If you don't claim PIP when the DWP asks you to, your DLA will stop.<sup>14</sup>

The DWP will contact you when they are going to review your claim. You will have 4 weeks to make your claim for PIP.<sup>15</sup> You will not have the choice to stay on DLA when this happens.

### **Can I claim PIP if I want to?**

You can choose to claim PIP instead of DLA. But you should think about this carefully. Many people who get DLA do not get PIP at all or get PIP at a lower rate.<sup>16</sup> This is because the entitlement conditions are different.<sup>17</sup> You can't get PIP at the same time as DLA.<sup>18</sup>

### **If you are over 65**

If you turned 65 on or before 8<sup>th</sup> April 2013 you can continue to claim DLA. The DWP will not ask you to claim PIP.<sup>19</sup>

If you are over 65 you can't make a new claim for DLA or PIP. You will need to claim Attendance Allowance.<sup>20</sup>

[Top](#)

### **3. Who can get PIP?**

To get PIP you must:<sup>21,22,23,24,25</sup>

- be 16 or over,
- be under 65 or below pensionable age - whichever is higher,
- meet the residence and presence criteria,
- meet the qualifying period conditions, and
- pass the daily living or mobility test.

#### **If your child is under 16**

If your child is under 16, you can claim DLA for them.<sup>26</sup> But the DWP may ask them to claim PIP when they reach their 16<sup>th</sup> birthday unless they are in hospital<sup>27</sup>

#### **If you are over 64**

If you have already claimed PIP by the time you reach 65, you will continue to get the benefit for as long you continue to meet the conditions.<sup>28</sup>

If you are over 65 you can't make a new claim for PIP. You will need to claim Attendance Allowance instead.<sup>29</sup>

#### **Residence and presence criteria**

To meet the residence and presence criteria you must meet the following criteria.<sup>30</sup>

- Be in Great Britain.
- Have been in Great Britain for 104 weeks in the past 3 years
- Be 'habitually resident' in the UK. This means that you intend to stay in the country and are allowed to live permanently in the UK, the Republic of Ireland, the Isle of Man or the Channel Islands.
- Not be subject to immigration control.

There are some exceptions where you can claim PIP if you are not in Great Britain. These include if you are in the Armed Forces<sup>31</sup> or if you are away from Great Britain temporarily.<sup>32</sup>

## **The qualifying period**

You have to:<sup>33</sup>

- have met the disability criteria 3 months before your claim starts, and
- be likely to meet the disability criteria for 9 months from the beginning of your claim.

This means that the DWP decides your claim on a period of 12 months, looking back for 3 months and forward for 9 months. They have to take into account if your illness fluctuates over time.<sup>34</sup>

## **Daily living and mobility activities**

The DWP has to be satisfied that you have problems with certain daily living or mobility activities. These activities are as follows.<sup>35</sup>

### Daily living activities

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

### Mobility activities

- Planning and following journeys
- Moving around

## **Scoring points**

Each daily living and mobility activity has a number of 'descriptors' or 'statements.' The DWP will decide which statement best fits your situation most of the time. You will get a set amount of points ranging from 0 -12 points for each activity.<sup>36</sup>

The total number of points you get for each group of activities will decide whether you are entitled to PIP, and how much money you will get

### How many points will I need to get the Daily Living Component?

Over the 10 daily living component activities, not per activity, you need to score:<sup>37</sup>

- 8 to 11 points in total to get the standard rate, or
- 12 points to get the enhanced rate

If you score less than 8 points you will not be entitled to the Daily Living Component.

#### How many points will I need to get the Mobility Component?

Over the 2 mobility activities, not per activity, you need to score: <sup>38</sup>

- 8 to 11 points in total to get the standard rate, or
- 12 points to get the enhanced rate.

If you score less than 8 points you will not be entitled to the Mobility component.

#### **Karl's Story**

Karl has anxiety and depression. He rarely leaves the house alone, and will not answer his telephone or door unless he knows who is calling. He worries about speaking to people because of panic attacks.

Karl can talk to people when he is with his social worker. He finds it difficult but he knows that his social worker will help to calm him down if he has a panic attack.

The DWP may give Karl 4 points for the daily living activity 'Engaging with other people face to face.' This is because Karl needs social support to talk to other people face to face.

Karl would need to score at least 4 more points on the other daily living activities to get the daily living component at the standard rate.

[Top](#)

#### **4. How will I be assessed for PIP?**

A DWP decision maker will decide if you can get PIP and what rate you will get. They use the following information to decide.<sup>39</sup>

- The answers you put on the 'How your disability affects you form'
- Any evidence that your doctor, social worker, nurse or other professionals gave you
- A report written by an independent healthcare professional

The decision maker will think about how you can carry out each activity.<sup>40</sup>

- **Safely** - Can you do the activity without causing danger to yourself or someone else?
- **Well enough** - For example, you may be able to make a meal, but you will not be able to eat it if it is undercooked.
- **More than once** - Can you repeat the activity as many times as you need to?

- **In a reasonable time** - Does it take you more than twice the amount of time to do the activity than it would take someone without a disability

### **What happens if my health fluctuates over time?**

The DWP calls the activity statements 'descriptors'. A DWP decision maker will decide if a descriptor applies to you on more than half of the days in one year.<sup>41</sup> These days do not need to be in a row. It counts if you can't do an activity for only part of the day.<sup>42</sup>

If your health changes regularly, different descriptors could apply to you at different times. In this case the following rules apply.<sup>43</sup>

- If more than 1 descriptor applies to you more than half the time, the activity with the highest points will count.
- You may find that more than 1 descriptor applies to you, but none apply more than half of the time. But if added together they affect you half the time, the one that applies most of the time will count.

#### **Jen's story**

Jen has bipolar disorder. For 100 days a year Jen has mania and can't talk to people without support from her social worker. She speaks very quickly and jumps from one subject to another. Jen gets irritated when people do not understand what she is saying.

For 90 days a year Jen has severe depression. She stays in bed for most of the time and doesn't speak to friends or family. She is physically aggressive to anyone who tries to talk to her.

For 175 days a year Jen can speak to people without any support.

Jen's mental illness affects her daily life for 190 days of the year. But no single activity affects her for over half the days in the year. This means that the activity that applies most often will count towards her PIP claim, which is when she is experiencing mania.

[Top](#)

## **5. How do I claim?**

You can call the PIP Claim Line on 0800 917 2222. Someone else can call for you but you will need to be with them. You need to confirm that you are happy for the person to make the call for you.<sup>44</sup>

The telephone call should not take very long if you get the information ready. The person on the phone will ask for the following things.<sup>45</sup>

- Your name.
- Your contact details.
- Your address and postcode.



- Your date of birth.
- Your national insurance number.
- Your nationality.
- Your bank details.
- A daytime contact number.
- Your main health care professional's contact details. This may be your GP or your care coordinator if you have one.
- Details of any recent stays in hospital, care home or hospice.
- Details of any overseas benefits that you are claiming.
- Details of your work if you are working or paying insurance to another country.

If you can't claim by phone you can use a paper claim form instead. To get a form you will have to write to the address below.<sup>46</sup>

Personal Independence Payment New Claims, Post Handling Site B, Wolverhampton, WV99 1AH.

The DWP will only give you a paper claim form if you can't complete the claim on the phone.<sup>47</sup> When you write to the DWP you should explain why you can't use a phone.

At the moment, you can't apply for PIP online.

### **What will happen after I make a claim for PIP?**

After you claim, the DWP will send you a form to fill in. This is called 'How your disability affects you'. You use this to explain how you think your disability means that you meet the criteria for PIP.

You have 1 month to complete this form.<sup>48</sup> When the DWP get your completed form they will send it to a health professional. The health professional will decide if they need more information. It is likely that you will have to have a medical assessment.<sup>49</sup> The medical assessment might be at a centre that you have to travel to. Or you can ask for a home assessment if your illness makes it difficult for you to travel.<sup>50</sup>

### **Key things to remember.**<sup>51</sup>

- The form has a reference number. This is your unique reference number. You can only send back the form that the DWP gives you.
- If you make a mistake on your form and need a new one, contact the DWP and ask for a new form.
- Contact the DWP and ask for support or more time if you need it.
- Take your time. You do not have to complete it all at once.
- Get support. A carer, health care professional or benefits adviser may be able to help you answer some questions.
- If someone else fills in the application form for you, explain why you couldn't complete it on your own.

- Make a copy of your completed form and any extra information before you send it to the DWP. This is to make sure that you have a spare if the DWP loses the form or if you need to refer to it in the future.

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

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/584199/pip2-how-your-disability-affects-you-form.PDF](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/584199/pip2-how-your-disability-affects-you-form.PDF)

[Top](#)

## 6. How do I fill out the 'How your disability affects you' form?

### Question 1 - Contact details of healthcare professionals

This could be your GP, community psychiatric nurse (CPN), social worker, occupational therapist, support worker, or any other health care professional or specialist that works with you.

The DWP could ask for more information from your healthcare professionals if they need it. But this doesn't mean that they will ask them.

### Question 2a - Your health conditions

Give your most recent diagnosis and say when the symptoms started. You could give information about any previous conditions if they are relevant. If you do not have a diagnosis, explain why and give the main symptoms of your condition.

### Question 2b - Medication or treatments

It can help to send an up to date prescription list if you have one. List any private treatments you get as well as NHS treatments. Write down any side effects you have from medication you take.

### Questions 3-15 - How your conditions affect you

Each of these questions is about an activity in the daily living and mobility test. You should answer them carefully and thoroughly.

- Questions 3-12 are for the daily living component.
- Question 13 and 14 are for the mobility component
- Question 15 is for additional information. You can write any extra information here which you think will help your claim.

### Things to remember when you answer the questions

- Make a rough draft of your answers before writing on the form.
- Always use the 'extra information' boxes to explain exactly how your illness affects you.

- Don't feel you have to fit your answer into the box provided. You can use the space at the end of the form or extra sheets of paper if you need to.
- If you use extra paper, add your name and National Insurance number and staple it to the form securely.
- Try to give clear, short explanations and examples that are relevant to the activity.
- Try to get professional evidence to back up what you are saying.
- You do not have to get treatment or support to meet the criteria for PIP. If you don't get all the support you need, think about how your life could be improved if someone could encourage, help or prompt you with the activity.
- Think about if you can do each activity.
  - **Safely** - Can you do the activity without causing danger to yourself or someone else?
  - **Well enough** - For example, you may be able to make a meal, but you will not be able to eat it if it is undercooked.
  - **More than once** - Can you repeat the activity as many times as you need to?
  - **In a reasonable time** - Does it take you more than twice the amount of time to do the activity than it would take someone without a disability?
- To qualify for PIP, you need to show that you need help with the activities on more than half the days in a year. Make it clear on the form how often you have problems with the activities. Look at [‘what happens if my condition fluctuates over time?’](#) for more information.

If your health changes, explain how often this happens and the effect it has on you. It may help to keep a diary.

### **Definition of some key words and phrases**

The DWP use the following words and phrases in the activities test.<sup>52</sup>

**Supervision** means you need another person watching over you all the time when you are completing an activity to make sure you are safe.

**Prompting** means another person has to remind or encourage you to do something or explain something to you.

**Assistance** means another person is there to physically help you to do something. This does not include someone else speaking for you.

**Psychological distress** means mental distress such as, anxiety, paranoia, hallucination, anger or depression.

[Top](#)

## 7. What questions will I be asked on the 'How your disability affects you' form?

Below we have set out:

- a summary of each activity,
- the questions the application form asks, and
- tips and suggestions to think about when filling in the form.

### Q3 Preparing Food

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

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

It does not look at your cooking skills but does look at whether you need help to make meals. This includes physical help or needing someone else to supervise, prompt or assist you.

simple meal is a 'cooked 1 course meal for 1 person made from fresh ingredients'.<sup>53</sup>

An aid or appliance might include things like a stool or lightweight pots and pans.

The questions on the form	The scores	Tips and suggestions
Q3a) Do you use an aid or appliance to prepare or cook a simple meal?  Q3b) Do you need help from another person to prepare or cook a simple meal?  Q3c) extra information	Can prepare and cook a simple meal unaided.	<b>0</b>
	Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	<b>2</b>
	Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	<b>2</b>
	Needs prompting to be able to either prepare or cook a simple meal.	<b>2</b>
	Needs supervision or assistance to either prepare or cook a simple meal.	<b>4</b>
	Cannot prepare and cook food.	<b>8</b>
		Does your illness or medication affect your ability to make meals?  Do you often lack motivation to make meals?  Do you become distracted when cooking?  Do you need to sit on a stool when you cook?  Does your illness or medication affect your ability to use a cooker or hot pans safely? For example, by making you tired or confused.

		<p>Do you need someone to remind or help you to make meals?</p> <p>Do you need someone to cook for you?</p> <p>Do you need help to follow cooking instructions?</p> <p>Does it take a long time for you to make a meal?</p>
--	--	---

#### Q4 Taking nutrition

This activity is about your ability to eat and drink. It will look at whether you can:<sup>54,55</sup>

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

An aid or appliance in this section might be a straw or cutlery that has been changed for your needs.

The questions on the form	The descriptors and scores	Tips and suggestions
Q4a) Do you use an aid or appliance to eat and drink?	Can take nutrition unaided.	0
Q4b) Do you use a feeding tube or similar device to eat or drink?	Needs (i) to use an aid or appliance to be able to take nutrition; or (ii) supervision to be able to take nutrition; or (iii) assistance to be able to cut up food.	2
Q4c) Do you need help from another person to eat and drink?	Needs a therapeutic source ,such as a feeding tube, to be able to take nutrition.	2
Q4d) Extra information	Needs prompting to be able to take nutrition	4
	Needs assistance to be able to manage a therapeutic source to take nutrition.	6
	Cannot convey food and drink to their mouth and needs another person to do so.	10

## Q5 Managing therapy or monitoring a health condition

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

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

Therapy means therapy that takes place in your home. A registered doctor, nurse, pharmacist or healthcare professional registered with Health and Care Professions Council (HCPC), must have prescribed this or made the recommendation.<sup>56</sup> A registered professional with HCPC could be your social worker.

From 16 March 2017, this activity is changing. “Managing therapy” and “managing medication” are now treated as two separate activities. Previously, managing medication came under the same definition as managing therapy. The change has come in to make it clear that medication is not a therapy. This table shows the rules from 16 March 2017 onwards.

The questions on the form	The descriptors and scores	Tips and suggestions
Q5a) Do you use an aid or appliance to monitor your health conditions, take medication or manage home treatments?	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.	<p><b>0</b></p> <p>Do you notice when your mental health changes?</p> <p>Can you get help to avoid becoming more unwell?</p>
Q5b) Do you need help from another person to monitor your health conditions, take medication or manage home treatments?	Needs any one or more of the following (i) to use an aid or appliance to be able to manage medication; (ii) supervision, prompting or assistance to be able to manage medication (iii) supervision, prompting, or assistance to be able to monitor a health condition.	<p><b>1</b></p> <p>Can you manage your medication or home therapies (such as relaxation techniques or meditation)?</p> <p>Do you need a pill organiser to remind you what medication to take?</p>
Q5c) Extra information	Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week.	Does someone need to supervise you to make sure you take the right medication?
	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.	

	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 7 but no more than 14 hours a week.	<b>6</b>	Do you often forget to take medication?  Have you taken a deliberate overdose?
	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week.	<b>8</b>	Do you self-harm?

## Q6 Washing and bathing

This includes getting in and out of an un-adapted bath or shower and washing your whole body. It also covers when some of the symptoms of your mental health problems mean you don't wash and bathe every day.

Aids and appliances in this section could be a shower seat or hand rail. Help could be someone to remind or help you to wash and bathe.

The question on the form	The descriptors and scores		Tips and suggestions
Q6a) Do you use an aid or appliance to wash and bathe yourself, including using a bath or shower?	Can wash and bathe unaided.	<b>0</b>	Does your illness or medication mean you do not regularly wash and bathe?  Do you often lack the motivation to wash or bathe?
	Needs to use an aid or appliance to be able to wash or bathe.	<b>2</b>	
	Needs supervision or prompting to be able to wash or bathe.	<b>2</b>	
Q6b) Do you need help from another person to wash and bathe?	Needs assistance to be able to wash either their hair or body below the waist.	<b>2</b>	Do you need to sit down in the shower because your medication causes light-headedness?
	Needs assistance to be able to get in or out of a bath or shower.	<b>3</b>	
Q6c) Extra information	Needs assistance to be able to wash their body between the shoulders and waist.	<b>4</b>	Do you need someone to remind or help you to wash or bathe?  Do you need someone with you when you wash or bathe to make sure you are safe?  Does your illness or medication mean it takes you a long time to wash or bathe?
	Cannot wash and bathe at all and needs another person to wash their entire body.	<b>8</b>	

<b>Q7 Managing toilet needs or incontinence</b>		
This activity is about your ability to get on and off and use the toilet and to clean yourself afterwards.		
<b>The question on the form</b>	<b>The descriptors and scores</b>	<b>Tips and suggestions</b>
Q7a) Do you use an aid or appliance to go to the toilet or manage incontinence?	Can manage toilet needs or incontinence unaided.	<b>0</b>
	Needs to use an aid or appliance to be able to manage toilet needs or incontinence.	<b>2</b>
	Needs supervision or prompting to be able to manage toilet needs.	<b>2</b>
Q7b) Do you need help from another person to go to the toilet or manage incontinence?	Needs assistance to be able to manage toilet needs	<b>4</b>
	Needs assistance to be able to manage incontinence of either bladder or bowel.	<b>6</b>
Q7c) Extra information	Needs assistance to be able to manage incontinence of both bladder and bowel.	<b>8</b>
<p>People who have a mental illness but no physical health problems do not usually score any points here.</p> <p>It may be possible to score points in some cases if your illness or medication causes incontinence.</p> <p>You may score points if you have a physical health condition that affects toilet needs.</p>		

<b>Q8 Dressing and undressing</b>		
This activity looks at your ability to choose, put on and take off suitable, un-adapted clothing.		
<b>The question on the form</b>	<b>The descriptors and scores</b>	<b>Tips and suggestions</b>
Q8a) Do you use an aid or appliance to dress or undress?	Can dress and undress unaided.	<b>0</b>
	Needs to use an aid or appliance to be able to dress or undress.	<b>2</b>
Q8b) Do you need help from another person to dress or undress?	Needs either (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to be able to select appropriate clothing.	<b>2</b>
Q8c) Extra information	Needs assistance to be able to dress or undress their lower body.	<b>2</b>
<p>Does your illness affect your ability or motivation to dress yourself?</p> <p>Do you need someone to prompt you to get dressed or undressed?</p> <p>Do you find it difficult to decide what clothing is appropriate for the time of day</p>		



	Needs assistance to be able to dress or undress their upper body.	4	or weather conditions?
	Cannot dress or undress at all.	8	Can you keep your clothes clean so that you are can dress appropriately?

### Q9 Communicating verbally

This includes understanding what someone says and being understood by others.

'Basic' verbal information means giving information in a single sentence. In your native language.<sup>57</sup>

'Complex' verbal information means giving information in more than one sentence, or in a complicated single sentence.<sup>58</sup>

'Communication support' means help from a person that is trained or experienced in helping people with communication needs, for example a sign language interpreter.<sup>59</sup>

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

The question on the form	The descriptors and scores	Tips and suggestions
Q9a) Do you use an aid or appliance to communicate with others?  Q9b) Do you need help from another person to communicate with others?  Q9c) Extra information	Can express and understand verbal information unaided.	0
	Needs to use an aid or appliance to be able to speak or hear.	2
	Needs communication support to be able to express or understand complex verbal information.	4
	Needs communication support to be able to express or understand basic verbal information.	8
	Cannot express or understand verbal information at all even with communication support.	12

## Q10 Reading and understanding signs, symbols and words

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

'Basic information' means signs, symbols or dates that are written in a standard size. And in your native language.<sup>60</sup>

'Complex information' is more than 1 sentence of written or printed standard size text. That is written in your native language.<sup>61</sup>

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

## Q11 Engaging with other people face to face

This includes understanding body language and building relationships with other people.

When looking at this activity the DWP should think about your ability to be around people generally, not just people you know.<sup>62</sup>

Social support means support from a person who is trained or experienced to help people in social situations.<sup>63</sup>

The question on the form	The descriptors and scores		Tips and suggestions
Q11a) Do you need another person to help	Can engage with other people unaided.	0	

<p>you to mix with other people?</p> <p>Q11b) Do you find it difficult to mix with other people because of severe anxiety or distress?</p> <p>Q11c) Extra information</p>	Needs prompting to be able to engage with other people.	<b>2</b>	<p>Do you socialise with other people? If not, why?</p> <p>What happens when you do? Can you give examples?</p> <p>How does it make you feel when you meet a stranger?</p> <p>Can you only meet new people if you're with a carer?</p> <p>Do you need someone to help you go to appointments?</p> <p>Do you spend a lot of time at home because of anxiety or paranoia?</p> <p>How often do you have problems with meeting others?</p>
	Needs social support to be able to engage with other people	<b>4</b>	
	Cannot engage with other people due to such engagement causing either :  (i) overwhelming psychological distress to the claimant; or  (ii) the claimant to exhibit behaviour which would result in a substantial risk of harm to the claimant or another person.	<b>8</b>	

## Q12 Making budgeting decisions

This includes buying items from a shop or paying bills.

'Simple budgeting decisions' include working out how much things cost and how much change you need when you buy something.<sup>64</sup>

'Complex budgeting decisions' include working out budgets, paying bills and planning what to buy in the future.<sup>65</sup>

<b>The question on the form</b>	<b>The descriptors and scores</b>		<b>Tips and suggestions</b>
<p>Q12a) Do you need someone else to help you to understand how much things cost when you buy them or how much change you'll receive?</p>	Can manage complex budgeting decisions unaided.	<b>0</b>	Do you need help to make sure you pay your bills?
	Needs prompting or assistance to be able to make complex budgeting decisions.	<b>2</b>	Can you budget to make sure you have money to buy essential items such as food?
	Needs prompting or assistance to be able to	<b>4</b>	

Q12b) Do you need someone else to help you to manage your household budgets, pay bills or plan future purchases?  Q12c) Extra Information	make simple budgeting decisions.		Do you have problems with motivation which stop you paying bills?
	Cannot make any budgeting decisions at all.	<b>6</b>	Are you ever overly generous with your money? For example, do you give money to others when you cannot really afford to?  Do you need someone to go to the shops with you to help you with making payment and getting the right change?

### Q13 Planning and following journeys

This activity covers mental distress caused by making a journey. It looks at things such as:<sup>66</sup>

- your ability to plan a journey in advance,
- your ability to leave home and start that journey, and
- your ability to follow the planned route once you have left your home.

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

On 16<sup>th</sup> March 2017 the government changed the rules. They said you can't be awarded points for psychological distress caused by planning a journey, or following a familiar or unfamiliar route without assistance.<sup>67</sup>

But on 21 December 2017 there was a court case that said this was unfair and that the rules should not have been changed.<sup>68</sup>

The DWP took some time to re-write the guidance, but this has now been finished. This means that the DWP should award points if you cannot plan or follow a journey because of psychological distress.

The table below shows the rules from June 2018 onwards. If you applied for PIP after the 28<sup>th</sup> November 2016 and you were awarded no mobility component, or just the standard rate, the DWP will review your claim. This is to see if you should have been awarded more points. If you were entitled to this, you may receive a back payment.

The question on the form	The descriptors and scores		Tips and suggestions
Q13a) Do you need help from another person to plan a route to somewhere you know well? Or do you need another person, guide dog or specialist aid to help you get there?	Can plan and follow the route of a journey unaided.	<b>0</b>	Can you go places you have been before?
Q13b) Do you need help from another person, guide dog or specialist aid to get to a location that is unfamiliar to you?	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.	<b>4</b>	Do you struggle to go somewhere new?
Q13c) Are you unable to go out because of severe anxiety or distress?	Cannot plan the route of a journey.	<b>8</b>	Can you use public transport?
Q13d) Extra information	Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.	<b>10</b>	Do you need someone with you when you go out?
	Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant.	<b>10</b>	How does going out and making a journey make you feel?
	Cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid.	<b>12</b>	If there was a disruption to a journey you have planned, for example a closed road, would you be able to carry on with your journey?  Do you ever leave your house? If not, why not? What would happen if you did?

### Q14 Moving around

This activity looks at your ability to physically move around.

The question on the form	The descriptors and scores		Tips and suggestions
Q14a) How far can you walk taking into account any aids you use?	Can stand and then move more than 200 metres, either aided or unaided.	<b>0</b>	If you have a mental illness but no physical health problems, It is unlikely you would score points on this activity.
Q14b) Do you use an aid or appliance to walk?	Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided.	<b>4</b>	
Q14c) Do you use a wheelchair or similar device to	Can stand and then move unaided more than 20	<b>8</b>	

move around safely, reliably and repeatedly and in a reasonable time period?  Q14d) Extra information	metres but no more than 50 metres.		If you have a physical health issue that affects your ability to move around you may score points.  If you score at least 8 points in this section you can apply for a blue badge. This allows you to park a car in places that other people are not allowed to.
	Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres.	<b>10</b>	
	Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.	<b>12</b>	
	Cannot, either aided or unaided, (i) stand; or (ii) move more than 1 metre.	<b>12</b>	

[Top](#)

## 8. Should I get supporting evidence?

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

Your healthcare professionals do not have to give you evidence if you ask for it. But we strongly recommend that you try to get as much up to date medical evidence as you can. This could be your GP, psychiatrist, care co-ordinator, community psychiatric nurse (CPN), social worker or support worker. You can give more than one letter for medical evidence.

The supporting information should be within the last 2 years and relevant to your current condition.<sup>69</sup>

It is important that any supporting evidence has information about the difficulties your illness causes you and how you meet the criteria for the benefit. It is not very helpful for evidence just to say what diagnosis, symptoms or treatment you have. There is a sample letter at the end of this factsheet which you can use to ask healthcare professionals to give you supporting evidence.

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

Photocopy any supporting evidence you send to the DWP. Keep the originals.

If you can, send your supporting evidence by either recorded or special delivery. You will be able to find out when your letter arrives at the DWP.

[Top](#)

## **9. Will I have to go to a face to face medical assessment?**

You may have to attend a face to face medical assessment with a healthcare professional who you don't know.<sup>70</sup> A healthcare professional from a private organisation will do your assessment. Capita will do the assessment for central England, Wales and Northern Ireland, Independent Assessment Service will do the assessment for the rest of the UK.<sup>71</sup> The healthcare professional may not be a specialist in mental health. You can ask if a mental health professional can assess you. But you don't have a right to this.

The healthcare professional will ask questions about your health and may do a short physical examination.<sup>72</sup> But this should only happen if you have also said on your form that you have a physical condition.

It can help to make a list of points you would like to make before the assessment. You can take this list with you to the assessment.

After your medical assessment, the healthcare professional will review all of the evidence and write a report. They send this to the DWP who will use all of the information to decide if you will get PIP.

### **Can I take someone with me?**

You can take someone, such as your carer, with you for support at your assessment. They will not be able to answer the questions for you but they will be able to add information to what you say.<sup>73</sup>

### **Can I have a home assessment?**

The assessments usually take place at a centre. You can ask for a home visit instead. You are more likely to get this if you can't get to the assessment centre because of your health condition.<sup>74</sup>

### **Can I get my travel expenses paid to the assessment centre?**

Yes. You will need to keep your receipt to make a claim. Each assessment centre will have different rules about what you can claim. For example you will need permission from the assessment centre to use a taxi.<sup>75,76</sup>

If you take someone with you to the assessment you may be able to claim their travel expenses too.<sup>77</sup>

[Top](#)

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

Yes. If you disagree with any decision the DWP has made about your PIP claim, you can ask them to look at the claim again. This is called a

'mandatory reconsideration'. You have 1 month from the date of the decision to ask for this.<sup>78</sup> You have to go through this process before you can appeal to an independent tribunal.<sup>79</sup>

You can find more information about:

- Welfare benefits: Mandatory Reconsiderations
- Welfare benefits: Appeals

at [www.rethink.org](http://www.rethink.org). Or call our General Enquires team on 0121 522 7007 and ask them to send you a copy of our factsheet.

[Top](#)

## **11. Do I need to speak to a welfare rights adviser?**

The welfare benefits system is complicated. Speak to a welfare rights adviser if you need help to claim benefits.

Different welfare rights organisations offer different services. Some help with the following things.

- Filling out a form.
- Helping you with the appeal process.
- Representation at tribunals.
- Explaining what other benefits you may be able to claim.
- Giving general information about benefits.

Citizens Advice has welfare rights advisors. You may also be able to find a local welfare rights advisor through the benefits and grants charity 'Turn2us' or your local authority. You can find contact details for Citizens' Advice and Turn2us in the useful contact section of this factsheet.

Legal Aid is not available for help with benefits claims unless you need to appeal to an Upper Tribunal. You can appeal to the Upper Tribunal if you think that a legal mistake has been made. For example if you think that the process has not been followed correctly.

You can find more information about '**Legal Advice**' at [www.rethink.org](http://www.rethink.org). Or call our General Enquiries team on 0121 522 7007 and ask them to send you a copy of our factsheet.

[Top](#)

## **12. What happens if my health changes when I'm getting PIP?**

Contact the PIP helpline on 0800 121 4433 or write to the address at the top of your awards letter and explain what has changed.<sup>80</sup>

The DWP may want to reassess you. This will be similar to an assessment for a new benefit claim. You may have to go to another medical assessment.



Following your assessment you may get a higher rate or a new component of PIP, or you may be entitled to less. This will depend on how your health has changed.

### **What happens if I go into hospital or a care home?**

If you go into hospital you can get PIP for the first 4 weeks of your stay. After 4 weeks your PIP will stop unless you are under 18.<sup>81</sup> You may still be able to qualify for PIP if you are under 18.<sup>82</sup>

If you go into a care home you can continue to get the mobility component of PIP. The daily living component will stop after 4 weeks if the local authority or NHS is helping to pay for your care in the care home.<sup>83</sup> But there are some exceptions to this rule. Call us for advice on 0300 5000 927 if you would like to know more.

[Top](#)

### **13. Can someone claim PIP for me?**

An appointee can claim PIP for you if you are too unwell to claim it yourself.<sup>84</sup> An appointee is usually a friend or family member but can also be a group of people such as a housing association.<sup>85</sup>

If you prefer, someone can support you to make the claim yourself by helping you with the forms and phone calls.

You can find more information about '**Money matters: Dealing with someone else's money or benefits**' at [www.rethink.org](http://www.rethink.org). Or call our General Enquiries Team on 0121 522 7007 and ask them to send you a copy of our factsheet.

[Top](#)

### **Information on PIP**

The DWP has some general information on PIP. Click the link below.

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

### **Guide to medical assessments**

The DWP has published guidance about how medical assessors should assess you. It is very long and detailed, and only some parts will be relevant to you. You can read it at the following link.

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





### **Personal Independence Payment (PIP) helpline**

**Telephone:** 0800 121 4433 (information)

**Telephone:** 0800 917 2222 (new claims)

**Textphone:** 0800 121 4493 (information)

**Textphone:** 0800 917 7777 (new claims)

Monday to Friday, 8am to 6pm

### **Citizens Advice**

They were previously known as Citizens Advice Bureaux (CAB). They offer free, confidential, impartial and independent advice. They can advise on debt, benefits, housing and other issues. You can get face-to-face or telephone advice. You can find your local Citizens Advice on their website.

**Telephone:** 03444 111 444 (England)

**Textphone:** 03444 111 445

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

### **Turn2us**

A charity which helps people access money that is available to them through welfare benefits and grants. They have a search function on their website where you can find a benefits advisor in your area.

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

### **Your local authority**

Many local authorities have benefits advisers. You can find contact details for your local authority on GovUK. Click the link below.

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

## Request for Evidence to support your PIP claim



Your address  
Your date of birth  
Date

Name and address of healthcare professional

Dear

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

To award PIP, the Department for Work and Pensions (DWP) will decide if I have limited ability to carry out certain activities to do with my daily living or mobility needs.

It has been shown that evidence from medical professionals can be extremely useful to help the DWP make appropriate decisions. Information from healthcare professionals can also help a decision to be made early in the process.. This means that claimants may not need to go through a stressful appeal.

I would be very grateful if you could fill in this form and send it back to me in the envelope provided. I believe it will help my application.

Unfortunately I am not in a position to pay for any report or information.

I would be grateful for any information you could provide.

Yours sincerely

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

**When answering the following questions please consider my ability to perform each activity:**

- **safely;**
- **to an acceptable standard;**
- **repeatedly (as necessary); and**
- **within a reasonable time.**

**Please indicate where I am unable to perform these activities without either physical help, or someone prompting me to carry out the activities.**

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

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

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

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

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

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

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

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

To what extent do my condition(s) affect my ability to engage with other people face to face? These are people who I both know and don't know.

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

To what extent does my condition(s) affect my ability to plan and follow journeys? Both familiar and unfamiliar journeys to me)?

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

Signature  
Hospital/Surgery Stamp

Date

Thank you very much in advance for any help you can give to help my claim.



- 
- <sup>1</sup> s77(20), Welfare Reform Act 2012 c5.
- <sup>2</sup> Reg 24, *Social Security (Personal Independence Payment) Regulations 2013*. SI 2013/377. London: TSO; 2013.
- <sup>3</sup> Department for Work and Pensions. *Advice for Decision Makers Chapter P2*.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/623932/admp2.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/623932/admp2.pdf) (accessed 1 November 2017). Paras P2061-P2065
- <sup>4</sup> Reg 48(1), *The Universal Credit, Personal Independence Payment, Jobseeker's Allowance and Employment and Support Allowance (Claims and Payments) Regulations 2013*. SI 2013/380. London: TSO; 2013.
- <sup>5</sup> Sch 4 para 7, *The Employment and Support Allowance Regulations 2008*. SI 2008/794. London: TSO; 2008.
- <sup>6</sup> s70(2) Social Security Contributions and Benefits Act 1992 c4.
- <sup>7</sup> As note 1 (WRA 2012), s83(2).
- <sup>8</sup> Gov.uk. *Personal Independence Payment: 1. Overview*.  
<https://www.gov.uk/pip> (accessed 1 November 2017)
- <sup>9</sup> As note 2 (SI 2013/377), Reg 26
- <sup>10</sup> s14, Care Act 2014 c23
- <sup>11</sup> Department of Health and Social Care. *Care Act Statutory Guidance*.  
<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance> (accessed 25 January 2018) Annex C para 16
- <sup>12</sup> As note 11. Annex C para 15
- <sup>13</sup> Reg 3, *The Personal Independence Payment (Transitional Provisions) Regulations 2013*. SI 2013/387. London: TSO; 2013.
- <sup>14</sup> As note 13 (SI 2013/387), Reg 9
- <sup>15</sup> As note 13 (SI 2013/387), Reg 7(b) 7
- <sup>16</sup> Department for Work and Pensions. *Personal Independence Payment Official Statistics. Page 3*  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/618484/pip-statistics-to-april-2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/618484/pip-statistics-to-april-2017.pdf) (accessed 1 November 2017)
- <sup>17</sup> Disability Rights UK. *Disability Rights Handbook, Edition 42, April 2017 – April 2018*. London: Disability Rights UK; 2017. Page 31
- <sup>18</sup> As note 13 (SI 2013/387), Reg 22(1).
- <sup>19</sup> As note 13 (SI 2013/387), Reg 3(2).
- <sup>20</sup> As note 6 (SSCBA 1992), s64.
- <sup>21</sup> As note 13 (SI 2013/387), Reg 5.
- <sup>22</sup> As note 1 (WRA 2012), s83.
- <sup>23</sup> As note 1 (WRA 2012), s77(3).
- <sup>24</sup> As note 1 (WRA 2012), s81(1).
- <sup>25</sup> As note 1 (WRA 2012), s77(2).
- <sup>26</sup> Gov.uk. *Disability Living Allowance for children: 1. Overview*.  
<https://www.gov.uk/disability-living-allowance-children> (accessed 1 November 2017).
- <sup>27</sup> Reg 4, *The Social Security (Disability Living Allowance and Personal Independence Regulations) (Amendment) Regulations 2016*. SI 2016/556. London: TSO; 2016.
- <sup>28</sup> As note 2 (SI 2013/377), Reg 25(b).

- 
- <sup>29</sup> As note 6 (SSCBA 1992), s64(1).
- <sup>30</sup> As note 2 (SI 2013/377), Reg 16.
- <sup>31</sup> As note 2 (SI 2013/377), Reg 19.
- <sup>32</sup> As note 2 (SI 2013/377), Reg 17.
- <sup>33</sup> As note 1 (WRA 2012), s81(1).
- <sup>34</sup> As note 2 (SI 2013/377), Reg 7.
- <sup>35</sup> As note 2 (SI 2013/377), Sch 1 Part 2.
- <sup>36</sup> As note 2 (SI 2013/377), Sch 1 Part 2.
- <sup>37</sup> As note 2 (SI 2013/377), Reg 5.
- <sup>38</sup> As note 2 (SI 2013/377), Reg 6 .
- <sup>39</sup> Department for Work and Pensions. *PIP Assessment Guide, Part one*.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/655611/pip-assessment-guide-part-1-assessment-process.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/655611/pip-assessment-guide-part-1-assessment-process.pdf)  
(accessed 2 November 2017) page 13 Para 1.3.6
- <sup>40</sup> As note 2 (SI 2013/377), Reg 4 (2A).
- <sup>41</sup> As note 2 (SI 2013/377), Reg 7(1)(a).
- <sup>42</sup> TR v Secretary of State for Work and Pensions [2016] AACR 23, [2015] UKUT 626 (AAC)
- <sup>43</sup> As note 2 (SI 2013/377), Reg 7.
- <sup>44</sup> Department for Work and Pensions. *Personal Independence Payment Handbook*.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/610259/personal-independence-payment-handbook.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/610259/personal-independence-payment-handbook.pdf) (accessed 2 November 2017) page 18.
- <sup>45</sup> As note 44 page 20.
- <sup>46</sup> As note 44 page 21.
- <sup>47</sup> As note 44 page 20.
- <sup>48</sup> As note 2 (SI 2013/377), Reg 8.
- <sup>49</sup> As note 39 page 21 Para 1.6.1.
- <sup>50</sup> As note 44 page 25
- <sup>51</sup> As note 44 pages 21- 22
- <sup>52</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>53</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>54</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>55</sup> [2015] UKUT 512 (AAC)
- <sup>56</sup> As note 2 (SI 2013/377), Sch 1. Part 1.
- <sup>57</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>58</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>59</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>60</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>61</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>62</sup> Department for Work and Pensions. *PIP assessment guide part 2: the assessment criteria*.  
<https://www.gov.uk/government/publications/personal-independence-payment-assessment-guide-for-assessment-providers/pip-assessment-guide-part-2-the-assessment-criteria>. Activity 9. (accessed 4 July 2018)
- <sup>63</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>64</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>65</sup> As note 2 (SI 2013/377), Sch 1, part 1.
- <sup>66</sup> As note 62, at Activity 11.
- <sup>67</sup> Reg 2(4), *The Social Security (Personal Independence Payment) (amendment) Regulations 2017*. SI 2017/194. London: TSO; 2017.

---

<sup>68</sup> [2017] EWHC 3375 (Admin)

<sup>69</sup> As note 44 page 23

<sup>70</sup> As note 2 (SI 2013/377), Reg 9.

<sup>71</sup> Gov.uk. *Postcodes for PIP Assessments*.

<https://www.gov.uk/government/publications/pip-postcode-map-uk>

(accessed 3 November 2017)

<sup>72</sup> Department for Work and Pensions. *PIP assessment guide part 1: the assessment process*.

<https://www.gov.uk/government/publications/personal-independence-payment-assessment-guide-for-assessment-providers/pip-assessment-guide-part-1-the-assessment-process>. Para 1.6.35. (accessed 4 July

2018)

<sup>73</sup> As note 72, at para 1.6.50 -1.6.54

<sup>74</sup> As note 72, at para 1.6.68 – 1.6.70

<sup>75</sup> Independent Assessment Services. *Frequently asked questions*.

<https://www.mypipassessment.co.uk/faqs> (accessed 25th January 2018)

<sup>76</sup> Capita. *Frequently asked questions*. <http://www.capita-pip.co.uk/en/faqs/assessment-process.html> (accessed 15th January 2018)

<sup>77</sup> Independent Assessment Services. *Frequently asked questions*.

<https://www.mypipassessment.co.uk/faqs> (accessed 29th January 2018)

<sup>78</sup> Reg 5, *The Universal Credit, Personal Independence Payment, Jobseeker's Allowance and Employment and Support Allowance (Decisions and Appeals) Regulations 2013*. SI 2013/381. London: TSO; 2013.

<sup>79</sup> s12, Social Security Act 1998 c14.

<sup>80</sup> Reg 38(5), *The Universal Credit, Personal Independence Payment, Jobseeker's Allowance and Employment and Support Allowance (Claims and Payments) Regulations 2013*. SI 2013/380. London: TSO; 2013.

<sup>81</sup> As note 2 (SI 2013/377), Reg 30(1).

<sup>82</sup> As note 2 (SI 2013/377), Reg 28(3).

<sup>83</sup> As note 2 (SI 2013/377), Reg 28(1).

<sup>84</sup> As note 80 (SI 2013/380), Reg 57.

<sup>85</sup> Gov.uk. *Become an appointee for someone claiming benefits*.

<https://www.gov.uk/become-appointee-for-someone-claiming-benefits>

(accessed 3 November 2017)



© Rethink Mental Illness 2013

Last updated October 2017

Next update October 2020

Version: 4.2

This factsheet is available  
in large print.

---

## Rethink Mental Illness Advice Service

Phone 0300 5000 927

Monday to Friday, 9:30am to 4pm  
(excluding bank holidays)

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

---

### Did this help?

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

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

or write to us at Rethink Mental Illness:

RAIS  
PO Box 17106  
Birmingham B9 9LL

or call us on 0300 5000 927.

We're open 9:30am to 4pm  
Monday to Friday (excluding bank holidays)



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

For further information  
on Rethink Mental Illness  
Phone 0121 522 7007  
Email [info@rethink.org](mailto:info@rethink.org)



[facebook.com/rethinkcharity](https://www.facebook.com/rethinkcharity)



[twitter.com/rethink\\_](https://twitter.com/rethink_)



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

### Need more help?

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

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

Call us on 0121 522 7007. We are open Monday to Friday, 9am to 5pm, and we will send you the information you need in the post.

### Need to talk to an adviser?

If you need practical advice, call us on 0300 5000 927 between 9:30am to 4pm, Monday to Friday. Our specialist advisers can help you with queries like how to apply for benefits, get access to care or make a complaint.

### Can you help us to keep going?

We can only help people because of donations from people like you. If you can donate please go to [www.rethink.org/donate](http://www.rethink.org/donate) or call 0121 522 7007 to make a gift. We are very grateful for all our donors' generous support.



Rethink Mental Illness is a partner in:

**time to change**

let's end mental health discrimination