

10. Decision and Payment

This fact sheet provides details of what happens when DWP has made a decision on a PIP claim

PIP Decision

The DWP decision maker will make a reasoned decision on entitlement. If the claimant is entitled to PIP, they will also decide the level of award and the length of any award. In all cases the decision maker will make a decision based on all the available evidence, such as:

- the report from the assessment provider
- the [‘How your disability affects you’ form](#)
- any additional evidence that the claimant has provided
- further evidence that the assessment provider has provided.

If the decision maker is not satisfied with the report from the assessment provider or has any queries about the report or the evidence, they will be able to discuss the issue with the assessment provider.

PIP Award

The decision maker will make an award of PIP 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 for PIP will be based upon each claimant’s individual circumstances.

Over time a claimant’s needs may change and DWP wants to make sure that a person’s award of benefit reflects their current needs:

- Shorter term awards of up to two years will be given where changes in needs could be expected in that period.
- Longer term awards, such as five or 10 years, will be given where significant changes are less likely but with reviews in the interim where some change in needs may be expected.
- Ongoing awards will be given in the minority of cases where needs are stable and changes are unlikely. However, these awards will be periodically reviewed to ensure that the level of support is still appropriate.

- Awards made under the Special Rules for terminally ill people will be for three years. The daily living component will be paid at the enhanced rate in all cases. Payment of the mobility component will depend on whether the claimant needs help to get around, and if they do how much help they need.

Claimants will have their award periodically reviewed, regardless of the length of the award. This will ensure that everyone continues to receive the most appropriate level of support.

Telling the claimant about the PIP decision

DWP will send the claimant a letter giving a decision on the PIP claim and a clear reasoned explanation of how that decision has been reached.

If the claimant has been awarded PIP, the letter will detail the amount of the award, the length of the award and the reasons for making that decision. It will show how the evidence informed the selection of descriptors and the decision made. It will give details of how and when the claimant needs to tell us about any changes in circumstance. It will also signpost the claimant to other DWP benefits and services and local support organisations. The

award letter will constitute a full statement of reasons for the decision.

The points score for each descriptor will not initially be included in the decision letter but we are currently working to try and include this as soon as possible.

If the claimant has not been awarded PIP, the letter will give all the same information as the award letter and will constitute a full statement of reasons for the decision. The letter will also explain what the claimant needs to do if they are not happy with the decision and explain how they can request a mandatory reconsideration. More detail about this can be found in [fact sheet 16](#).

After the decision letter has been issued, if a claim has been disallowed or an existing award reduced then the DWP decision maker will try to phone the claimant to discuss the decision and explain the reasons for making that decision.

The purpose of the phone call is to ensure the claimant understands the reason why PIP has not been awarded or has been awarded at a lower rate and to answer any questions or concerns that the claimant may have about the decision. DWP believes that this approach will minimise the number of disputes.

If the claimant is still not happy with the decision after discussing it with the decision maker, the claimant can ask for a mandatory reconsideration. More detail on the disputes process including mandatory reconsiderations and subsequent appeals can be found in [fact sheet 16](#).

PIP payments

Specific details of PIP payments including the date payments will start and their frequency will also be included in the letter sent to the claimant. PIP can be paid into a bank account, building society, credit union or Post Office Card Account. The claimant will be asked to provide these details when they make a claim to PIP.

Payment will usually be made every four weeks in arrears. Awards of PIP under the Special Rules for terminally ill people will be made weekly in advance.

Change in the support required by the claimant

Any change in a claimant's daily living or mobility needs may affect their entitlement to PIP or the amount they receive. Claimants should let DWP know about the change as soon as they can so that DWP can review their

PIP award and make sure they are receiving the right support.

A claimant or their representative should also tell DWP if they have been admitted to a hospital, hospice or care home or have been imprisoned as this may also affect their benefit.

Being in work or returning to work will not be a relevant change of circumstance. This is because PIP is available to people whether they are in work or not. PIP is not subject to tax and will not be means tested, so earnings and other sources of income will not affect the amount of PIP.

For further information see [DWP advice for Decision Making](#).

More detailed information about Personal Independence Payment: www.dwp.gov.uk/pip