

# Making a claim for PIP - example PIP2 form

Claims to Personal Independence Payment are started over the phone by calling the PIP new claims number - 0800 917 2222 (or text phone 0800 917 7777).

Once the claim has been registered, DWP will send the claimant a PIP2 'How your disability affects you' form for completion. You'll see that the form is personalised with the details of the individual claimant.

Forms cannot be copied or used for other claimants. An example of the PIP2 form is included overleaf for information only. Please do not try to use printed versions of this form.

You can find out more about the claim process and how it works in the toolkit for support organisations at [www.dwp.gov.uk/pip-toolkit](http://www.dwp.gov.uk/pip-toolkit). The toolkit contains factsheets, example copies of claimant letters and a range of support to help you offer the best advice to the people you work with.

If you contact us,  
use this reference:  
AA000504A - PIP.1003



Mr David Walsh  
23 Goppa Road  
Pontarddulais  
Abertawe  
Abertawe4  
SA4 8JN

DWP Personal  
Independence Payment (4)  
Warbreck House  
Blackpool  
FY2 0UZ

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

Telephone: **0845 850 3322**

Textphone: **0845 601 6677**

13 August 1967

## Personal Independence Payment

### About your claim

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Dear Mr Walsh

We understand you're acting for Mr Alen Smith. The information in this letter is about him. In this letter, we use the word 'you' as if we were writing to them directly.

Thank you for your claim for Personal Independence Payment.

#### **What we want you to do**

Please fill in the enclosed form. You must return it to us by 13 September 1967 if you wish to continue with your claim. You'll need to tear off this letter from the front page of the form; you don't need to send this letter back.

On the last page of the form you'll see the return address. Place the form and any other information you wish us to see in the envelope provided so that the address shows through the window of the envelope. The envelope we've sent you doesn't need a stamp.

The form asks about any health conditions or disabilities you may have and how these affect you. Please ensure you complete the form as fully as possible to enable your claim to progress.

An information booklet is included which tells you about the questions we ask, why we ask them and gives you help with how to answer them and examples of what you can tell us. You don't need to return the information booklet.

Please send copies of any medical reports, care plan or letters from your doctor, consultant or health care professional, or other information you wish us to see, with this form.

**What is enclosed:**

- form - 'How your disability affects you'.
- information booklet, and
- return envelope and reply slip.

**About help you may need**

If you want help filling in this form or any part of it you can read the information booklet. You can ask a friend, relative or representative to help you complete this form, or you can contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory. If you think you'll have difficulty completing your claim that will cause a delay, please contact us on the number on the front page of this letter. A textphone is available for people who don't speak or hear clearly.

For information about benefits and services go to [www.gov.uk/benefits](http://www.gov.uk/benefits) or contact us using the numbers shown on the front page of this letter.

**What happens next**

It's likely you'll be contacted soon by a health professional who completes Personal Independence Payment consultations on behalf of the Department for Work & Pensions. You'll be able to take someone with you but if we have enough information already, a consultation may not be needed.

Yours sincerely

Office Manager

EXAMPLE ONLY

# Personal Independence Payment for a person aged 16 or over



Department  
for Work &  
Pensions

Full name

Mr Alen Smith

National Insurance Number

AA000504A

## To help you fill in the rest of the form

In the enclosed **Information Booklet** we:

- explain the questions we ask,
- give advice on where you can get help to complete the form,
- tell you how to answer the questions, and
- give you examples of other things you can tell us.

Where you see ⓘ you can use the **Information Booklet** to help you understand and answer the questions.

## What you need to do

- Complete this form in ink.
- If you're filling in this form for someone else, tell us about them, not you.
- If the impact of your health condition or disability varies, you may find it helpful to complete a diary to help explain your needs. ⓘ Page 3 of the **Information Booklet** gives advice on how to do this.
- It is very important that you provide us with any relevant evidence or information you already have that explains your circumstances. This might include prescription lists, care plans, reports or information from professionals who help you, such as a GP, hospital doctor, specialist nurse, community psychiatric nurse, occupational therapist, social worker, counsellor, or support worker.
- Please send photocopies of any evidence with this form. If you receive any additional evidence or information which may help with your claim at a later date, please send it to us as soon as possible. ⓘ Go to Page 3 of the **Information Booklet** for additional guidance on what information to send and how you can send it to us.

- Don't delay sending any evidence to us as this may mean:
  - We may not be able to get all the information we need on which to make a decision on your claim which accurately reflects your daily living or mobility needs.
  - We may need longer to assess your claim.
  - You may be required to see a health professional to be assessed when it may not have been necessary.

Please list below the documents you're sending with **this** form.


Tear off the letter on the front page; you don't need to send it back. On the last page you'll see the address to return this form. Place this form in the envelope provided so that the address shows through the window. It doesn't need a stamp.

We may also need to seek additional information and evidence from professionals who know you.

**Q1 Please tell us who are the professional(s) best placed to advise us on your circumstances. For example, a GP, hospital doctor, specialist nurse, community psychiatric nurse, occupational therapist, physiotherapist, social worker, counsellor, or support worker?**

Name

Address

Postcode

Profession

Phone/textphone number  
Include the dialling code

When did you last see them? (approximate date)

Name

Address

Profession

Phone/textphone number  
Include the dialling code

When did you last see  
them? (approximate  
date)

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Name

Address

Profession

Phone/textphone number  
Include the dialling code

When did you last see  
them? (approximate  
date)



- If we need further information we may contact these professionals.
- If you need to add more please continue at Q15 **Additional Information**.









**Tell us in Questions 3 to 15 how your health conditions or disabilities affect your day-to-day activities.**

### **Q3 Preparing Food**

**ⓘ Use page 6 of the Information Booklet**

Please tell us about your ability to prepare a simple one course meal for one from fresh ingredients. This includes things like:

- food preparation such as peeling, chopping or opening a can, and
- safely cooking or heating food on a cooker hob or in a microwave oven.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

#### **Q3a Do you use an aid or appliance to prepare or cook a simple meal?**

Aids and appliances include:

- perching stools, lightweight pots and pans, easy grip handles on utensils, single lever arm taps and liquid level indicators.

Yes  No  Sometimes

#### **Q3b Do you need help from another person to prepare or cook a simple meal?**

Help includes someone:

- physically assisting you to prepare to cook food,
- cooking your food for you,
- supervising you to make sure you are safe, and
- prompting, encouraging or reminding you to cook food or how to do so.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



#### Q4 Eating and drinking

**i Use page 7 of the Information Booklet**

Please tell us about your ability to eat and drink. This means:

- remembering when to eat,
- cutting food into pieces,
- putting food and drink in the mouth, and
- chewing and swallowing food and drink.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information Box.

#### Q4a Do you use an aid or appliances to eat and drink?

Aids and appliances include things like:

- adapted cutlery.

Yes  No  Sometimes

#### Q4b Do you use a feeding tube or similar device to eat or drink?

This means things like a feeding tube with a rate limiting device as a delivery system or feed pump.

Yes  No  Sometimes

#### Q4c Do you need help from another person to eat and drink?

Help includes someone:

- cutting your food into pieces or putting food in your mouth,
- supervising you to make sure you don't choke,
- prompting, encouraging or reminding you to eat or drink, and
- helping you manage a feeding tube.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



## Q5 Managing treatments

**i Use page 7 of the Information Booklet**

Please tell us about your ability to monitor changes in your health condition, take medication or manage any treatments carried out at home.

Monitoring changes includes monitoring blood sugar level, changes in mental state and pain levels.

Home treatments include things like physiotherapy and home dialysis, regardless of whether these are NHS or private.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

**Q5a Do you use an aid or appliance to monitor your health conditions, take medication or manage home treatments? For example using a Dosette Box for tablets.**

Yes  No  Sometimes

**Q5b Do you need help from another person to monitor your health conditions, take medication or manage home treatments?**

Help includes someone:

- prompting or reminding you to take medication or how to do it,
- supervising you while you take medication,
- physically helping you to take medication or manage a treatment, and
- monitoring your mental state.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



**Q6 Washing and bathing**

**i Use page 8 of the Information Booklet**

Please tell us about your ability to keep your body clean. This means things like:

- washing your body, limbs, face, underarms and hair, and
- using a normal bath or shower.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

**Q6a Do you use an aid or appliance to wash and bathe yourself, including using a bath or shower?**

Aids and appliances include things like:

- bath / shower seat, grab rails.

Yes  No  Sometimes

**Q6b Do you need help from another person to wash and bathe?**

Help includes someone:

- prompting, encouraging or reminding you to wash and bathe yourself or how to do it,
- supervising you to make sure you are safe, and
- physically washing or bathing you.

This includes help you have and help you need but don't get.

Yes  No  Sometimes





**Q7 Managing toilet needs**

**ⓘ Use page 8 of the Information Booklet**

Please tell us about your ability to go to the toilet and manage incontinence.

Go to the toilet means:

- being able to get on and/or off a normal toilet, and
- cleaning yourself after using the toilet.

Manage incontinence means:

- empty your bowel and bladder, including if you need a collecting device such as a bottle, bucket or catheter, and
- cleaning yourself after doing so.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

**Q7a Do you use an aid or appliance to go to the toilet or manage incontinence?**

Aids and appliances include things like:

- commodes, raised toilet seats, bottom wipers, bidets, incontinence pads or collective devices such as bottles, buckets or catheters.

Yes  No  Sometimes

**Q7b Do you need help from another person to go to the toilet or manage incontinence?**

Help includes someone:

- prompting, encouraging or reminding you to go to the toilet or how to do so, and
- physically helping you to go to the toilet or clean yourself afterwards.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



## Q8 Dressing and undressing

**i Use page 9 of the Information Booklet**

Please tell us about your ability to dress or undress yourself.

This means:

- putting on and taking off appropriate clothes, including shoes and socks,
- knowing when to put on or take off clothes, and
- being able to select clothes that are appropriate.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

### Q8a Do you use an aid or appliance to dress or undress?

Aids and appliances include things like:

- modified buttons, zips, front fastening bras, velcro fastening, shoe aids.

Yes  No  Sometimes

### Q8b Do you need help from another person to dress or undress?

Help includes someone:

- physically helping you,
- selecting clothes for you, and
- prompting or reminding you when to dress and undress or when to change into clean clothes.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



## Q9 Communicating

**i Use page 9 of the Information Booklet**

Please tell us about your ability to communicate with others.

This means:

- speaking to people in your native vocal language, and
- hearing and understanding what people are saying to you in your native vocal language.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

### Q9a Do you use an aid or appliance to communicate with others?

Aids and appliances include things like:

- hearing and voice aids,
- picture symbols, and
- assistive computer technology.

Yes  No  Sometimes

### Q9b Do you need help from another person to communicate with others?

Help includes someone:

- prompting, motivating or encouraging you to communicate,
- interpret speech into sign language for you, and
- tell you what someone is saying, what it means or speak on your behalf.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



## Q10 Reading

### **① Use page 10 of the Information Booklet**

Please tell us about your ability to read and understand signs, symbols and words.

This means signs, symbols and words written or printed in your native written language and doesn't include Braille.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

### **Q10a Do you use an aid or appliance other than spectacles or contact lenses to read signs, symbols and words?**

Aids and appliances include things like:

- magnifiers.

Yes

No

Sometimes

### **Q10b Do you need help from another person to read or understand signs, symbols and words?**

Help includes someone:

- reading for you, and
- helping you to understand the meaning of signs, symbols or words.

This includes help you have and help you need but don't get.

Yes

No

Sometimes





## Q11 Mixing with other people

**i Use page 10 of the Information Booklet**

Please tell us about your ability to mix with other people.

This means how well you are able to get on with other people, understand how they're behaving towards you and behave appropriately to them. It includes both people you know well and people you don't know.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

### Q11a Do you need another person to help you to mix with other people?

Help includes someone:

- prompting or encouraging you to do so,
- being there to support or reassure you, and
- helping you understand how people are behaving towards you.

This includes help you have and help you need but don't get.

Yes  No  Sometimes

### Q11b Do you find it difficult to mix with other people because of severe anxiety or distress?

Yes  No  Sometimes



## Q12 Making decisions about money

**i Use page 10 of the Information Booklet**

Please tell us about your ability to make decisions about spending and managing your money.

We want to know whether you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

### 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?

Help includes someone:

- encouraging you,
- reminding you to do it or how to do it, and
- doing it for you.

This includes help you have and help you need but don't get.

Yes  No  Sometimes

### Q12b Do you need someone else to help you to manage your household budgets, pay bills or plan future purchases?

Help includes someone:

- encouraging you,
- reminding you to do it or how to do it, and
- doing it for you.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



### Q13 Going out

**i Use page 11 of the Information Booklet**

Please tell us about your ability to work out and follow a route to another place and if severe anxiety or stress prevents you from going out.

A route includes using public transport.

This activity doesn't look at your physical ability to get around which is covered in Q14 Moving around.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

#### **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?**

Help includes someone:

- to help you plan a route or plan it for you,
- to prompt or encourage you to go out or be with you when going out to reassure you, and
- to be with you to keep you safe or stop you getting lost.

Aids include:

- long canes and white sticks.

This includes help you have and help you need but don't get.

Yes  No  Sometimes

#### **Q13b Do you need help from another person, guide dog or specialist aid to get to a location that is unfamiliar to you?**

Help includes someone:

- to prompt or encourage you to go out or be with you when going out to reassure you,
- to be with you to keep you safe or stop you getting lost, and
- to help you deal with public transport or unexpected circumstances.

Aids include:

- long canes and white sticks.

This includes help you have and help you need but don't get.

Yes  No  Sometimes



## Q14 Moving around

**i Use page 11 of the Information Booklet**

Please tell us about your ability to physically move around.

We want to know if you can do this safely, to an acceptable standard, as often as you need to and in a reasonable time.

Tick the boxes that apply to you then provide more information in the Extra Information box.

### Q14a How far can you walk taking into account any aids you use?

- to give you an idea of distance, 50 metres is approximately 5 buses parked end to end.

Less than 20 metres

Between 20 and 50 metres

Between 50 and 200 metres

200 metres or more

It varies

### Q14b Do you use an aid or appliance to walk?

Walking aids include:

- walking sticks,
- walking frames,
- crutches, and
- prostheses.

Yes

No

Sometimes

### Q14c Do you use a wheelchair or similar device to move around safely, reliably and repeatedly and in a reasonable time period?

Yes

No

Sometimes







## What to do now

### **① Use page 11 of the Information Booklet**

Check you've filled in all questions that apply to you or the person the claim is for and sign the declaration below in ink. **Tear off the letter on the front page; you don't need to send this back. On the last page you will see the address to return this form. Place this form in the envelope provided so that the address shows through the window. It doesn't need a stamp.**

## What happens next

### **① Use page 12 of the Information Booklet**

You're likely to be contacted soon to arrange a face to face consultation with a health professional. You'll be able to take someone with you to this. If we've enough information already, a consultation may not be needed.

Tell us about any help you (or someone who may accompany you) would need if you have to go for a face to face consultation. This will help us ensure your needs are met or consider if a home visit would be needed. For example tell us if:

- you / they can't get up and down stairs,
- you / they have difficulty travelling or using public transport,
- you / they have communication needs and what support you / they will need, and
- you / they need accessible toilets.

Please be specific about the needs you / they have.




**Declaration**

We cannot pay any benefit until you've signed the declaration and returned the form to us. Please return the signed form straight away.

**I declare** that the information I have given on this form is correct and complete as far as I know and believe.

**I understand** that if I knowingly give false information, my benefit may be stopped and I may be liable to prosecution or other action.

**I understand** that I must promptly tell the office that pays my Personal Independence Payment of anything that may affect my entitlement to, or the amount of, that benefit.

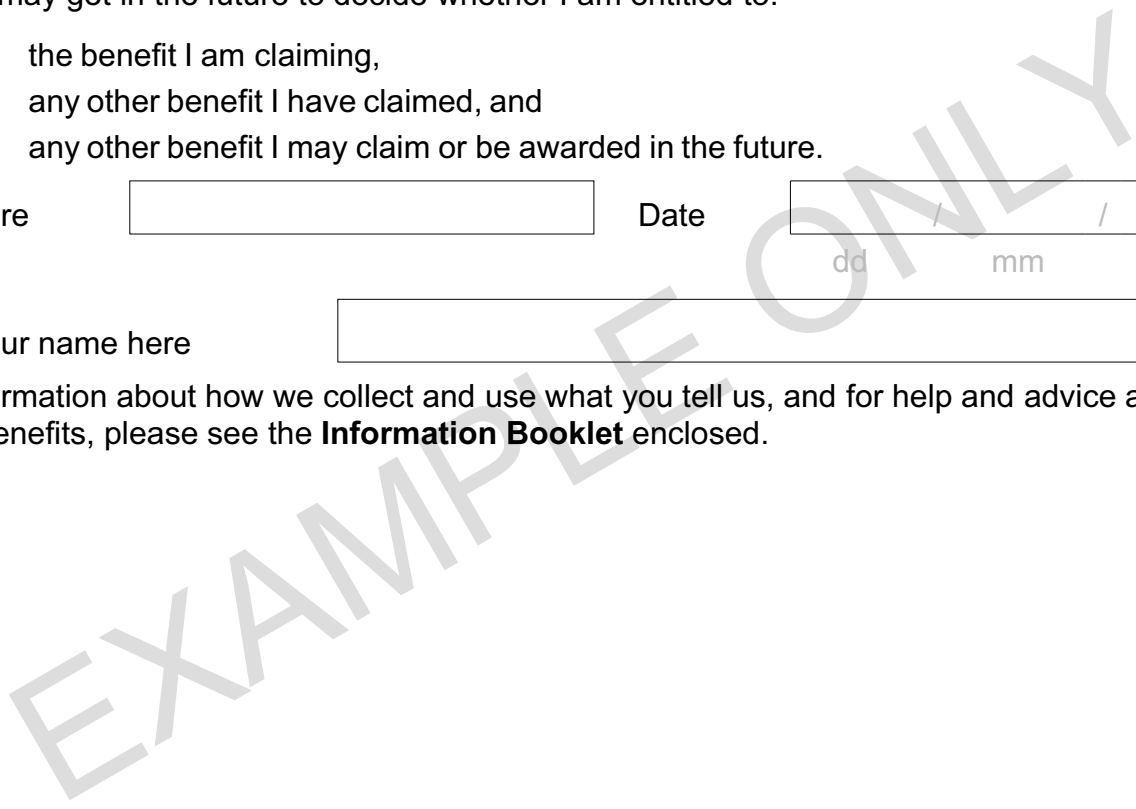
**I understand** that the Department for Work and Pensions may use the information which it has now or may get in the future to decide whether I am entitled to:

- the benefit I am claiming,
- any other benefit I have claimed, and
- any other benefit I may claim or be awarded in the future.

Signature  Date

Print your name here

For information about how we collect and use what you tell us, and for help and advice about other benefits, please see the **Information Booklet** enclosed.



EXAMPLE ONLY



## How your disability affects you (Personal Independence Payment)

FREEPOST RTBS-CBYC-SCZS  
DWP Personal Independence Payment (4)  
Warbreck House  
Blackpool  
FY2 0UZ

### **Please return the completed form to this address.**

Put the completed form in the envelope provided, making sure the address shows through the envelope window. The envelope doesn't need a stamp unless you live outside the United Kingdom.

If you've access to the internet, you can get information about Personal Independence Payment by going to the Personal Independence Payment website: [www.gov.uk/pip](http://www.gov.uk/pip)

EXAMPLE ONLY