

# Personal Independence Payment

Help towards some  
of the extra costs you  
might have because of  
a health condition or  
disability



Department  
for Work &  
Pensions

## 2 Personal Independence Payment

### Contents

- 3 Introduction
- 3 What is Personal Independence Payment?
- 3 How is Personal Independence Payment made up?
- 5 How is Personal Independence Payment worked out?
- 6 Can I get Personal Independence Payment?
- 8 The claim process
- 11 What if I am terminally ill?
- 11 Will Personal Independence Payment affect my Disability Living Allowance?
- 12 Will Personal Independence Payment help me to get other benefits and services?
- 13 Access to Work
- 14 Where can I find out more or get help and advice?
- 15 Call charges

## Introduction

This leaflet:

- explains what Personal Independence Payment is
- asks some questions to help you decide if you may be able to get it, and
- tells you how to claim it.

This leaflet is for adults aged **under 65**. You cannot get Personal Independence Payment if you were aged 65 or over on 8 April 2013, or if you are under 16.

## What is Personal Independence Payment?

Personal Independence Payment is a benefit to help you with some of the extra costs you may have because of a health condition or disability.

The amount of Personal Independence Payment you may get is based on how your health condition or disability affects you, not on the condition you have. You can get Personal Independence Payment whether you are **in or out of work**. Personal Independence Payment is a tax-free benefit and is not affected by your income or savings.

## How is Personal Independence Payment made up?

There are 2 parts to Personal Independence Payment:

- Daily Living, and
- Mobility.

## 4 Personal Independence Payment

If you qualify for Personal Independence Payment, you will get money for one or both parts. The amount you get is based on how your health condition or disability affects how well you carry out the 'everyday activities' shown below, the difficulties you face and the help you would need to do them - even if you don't actually get any help.

For each part of Personal Independence Payment there is a list of activities.

### **Daily Living part activities include:**

- preparing food
- eating and drinking
- managing your treatments
- washing and bathing
- managing your toilet needs
- dressing and undressing
- communicating verbally
- reading and understanding words, signs and symbols
- engaging with other people face-to-face, and
- making decisions about money.

### **Mobility part activities include:**

- planning and following a journey, and
- moving around.

## How is Personal Independence Payment worked out?

For each activity, there is a list of ‘descriptors’. Descriptors are sentences which describe how much support, and the type of support, you need to do the activity. Each descriptor has a point score.

The number of points you get will depend on how much help you need. Your scores for the activities are added together to give a total for each part.

You will get the most points if you can’t do the activity at all. You will get some points if you need special equipment, or if you need prompting, supervision or help from another person to do the activity. You won’t get any points if you can do the activity without any help.

If you qualify, you can be paid for each part at either the ‘standard rate’ or the ‘enhanced rate’.

For each part, you will get the standard rate if you score between 8 and 11 points.

For each part, you will get the enhanced rate if your scores add up to 12 points or more.

<b>Daily Living</b>	<b>Mobility</b>	
<b>Enhanced</b>	<b>Enhanced</b>	<b>12 points</b>
<b>Standard</b>	<b>Standard</b>	
<b>Not entitled</b>	<b>Not entitled</b>	<b>8 points</b>

# Can I get Personal Independence Payment?

Questions to help you decide if you might get Personal Independence Payment.

### **How old are you?**

You must be between 16 and 64 to make your first claim for Personal Independence Payment.

If you (or your child) are **under 16** you may be able to get Disability Living Allowance for children. If you're **65 or over**, you may be able to get Attendance Allowance instead.

You can find more information online about Disability Living Allowance for children and Attendance Allowance. Go to **[www.gov.uk](http://www.gov.uk)**

### **Do you have difficulty carrying out daily living and mobility activities because of a health condition or disability?**

By this we mean how much does your health condition or disability affect how you carry out the daily living and mobility activities shown on page 4?

### **How long have you had your health condition or disability, and how long do you think that your health condition or disability will last?**

You can claim Personal Independence Payment at any time if you need help carrying out daily living activities, or have problems with your mobility (or both), because of a health condition or disability. However, to be paid Personal Independence Payment, you must have needed help with these activities for at least 3 months - although you can put in a claim during this time. You must also be likely to need help with daily living activities, or have problems with mobility, for at least another 9 months.

These rules do not apply to people who have a terminal illness and are not expected to live for more than another 6 months. If you have a terminal illness you should apply straight away. (Please see the section **'What if I am terminally ill?'** on page 11 of this leaflet, for full details of how to claim.)

**Are you in a care home?**

If you're in a care home when you claim, we can usually pay the Mobility part of Personal Independence Payment but not the Daily Living part. However, we may pay the Daily Living part if you're paying for your care home privately and none of your care is paid for by the council or from public money.

**Are you in hospital or a hospice?**

If you're in hospital when you claim, we won't usually pay Personal Independence Payment until you leave. However, we may pay it if you're a private patient and you're paying without help from the NHS. We may also pay Personal Independence Payment if you're claiming because you are terminally ill and you are in a hospice.

**Are you living in Great Britain?**

To get Personal Independence Payment you must normally live in Great Britain. In most cases, you'll need to have spent a minimum of at least 2 out of the last 3 years in Great Britain before you can claim Personal Independence Payment.

You won't usually be able to claim Personal Independence Payment if you're subject to immigration controls, although there are a small number of exceptions. Check your passport or other travel documents from the Home Office or UK Border Agency to see if they say you're subject to immigration controls.

**What if I am living abroad?**

If you're living in another European Economic Area state or Switzerland, you may be able to get the Daily Living part of Personal Independence Payment in some circumstances.

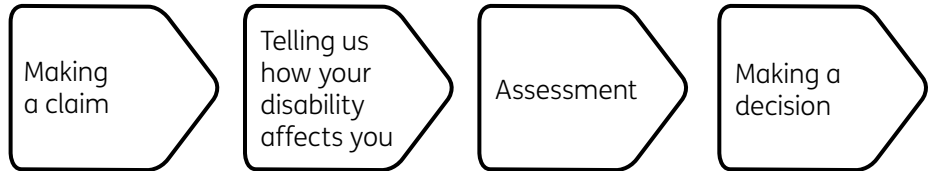
**What if I go abroad for a short time?**

You must tell us if you go abroad for more than 4 weeks. We can pay Personal Independence Payment for the first 13 weeks that you're temporarily abroad (or up to 26 weeks if you're abroad specifically for medical treatment).

## 8 Personal Independence Payment

### The claim process

There are 4 steps to your claim, shown in this diagram.



#### Making a claim

To start your claim for Personal Independence Payment:



Phone: **0800 917 2222**  
Textphone: **0800 917 7777**

Someone else can call on your behalf to make the claim but you'll need to be there too. When you call us, we'll ask for some basic information, including your:

- National Insurance number
- full address, including postcode
- date of birth
- bank or building society account details, so we can arrange any payments if you qualify for the benefit
- daytime contact number, and
- GP or other health professional's details.

We'll also ask if you've spent time abroad, and whether you are in a care home or hospital, or have been recently.

Please have this information ready when you call us. It will help to speed up the call.

Please only ring this number if you want to make a claim. If you have a general query, please call our number shown on page 14.



## Telling us how your disability affects you

We'll send you a form (called 'How your disability affects you') so you can tell us how your health condition or disability affects your daily life, both on 'good' and 'bad' days and over a range of activities.

You may find it helps to keep a diary over a number of days, to write down a list of things you've needed help with or found difficult. If your disability or needs vary over time, you may want to keep a record of this. You can send in the diary with your form if you want to. You don't have to fill in the form in one go. Take your time and describe all the help you need. Friends or family may be able to help you with this.

**It is important that you complete this form and return it to us as soon as possible. If you don't return this form your claim to Personal Independence Payment may be disallowed.**

It is also very important that you provide us with evidence or information that explains how your condition affects you.

For example:

- prescription lists
- care plans or care diaries, or
- reports or information from professionals such as a GP, hospital doctor, specialist nurse, community psychiatric nurse, occupational therapist, physiotherapist, social worker, support worker or counsellor.

Your Personal Independence Payment claim, assesses how your impairment affects you personally so we **do not** need to see:

- appointment cards or letters, or
- information from the internet about your condition.

**Only send in copies of things you already have or can easily get hold of. Don't ask for other information which might slow down your claim, or that you might be charged for (for example, a letter from your GP). If we need something like this, we'll ask for it ourselves.**

## 10 Personal Independence Payment

### **Assessment**

When you send in the form, we will pass your claim to a 'health professional'. The health professional works for an organisation that carries out assessments for us - the Department for Work and Pensions (DWP).

The health professional will look at the information you've provided. They may ask your GP or other contacts you've given on the form, for extra information they need.

Sometimes we can make a decision by using just the written information, but most people will be asked to go to a 'face-to-face consultation' with a health professional. If a face-to-face consultation is needed then the health professional will contact you direct to arrange it.

The consultation will give you the chance to explain your needs in your own words. You can take someone with you for support and they can take part in the discussion too.

### **Making a decision**

Once the consultation is finished we consider all the information, including the advice from the health professional and any information you've sent us. We (not the health professional) will make a decision on your claim and write to tell you how we made the decision.

If you qualify for Personal Independence Payment, we will look at your claim regularly to make sure that you are getting the right support. We will look at your claim if we think it's likely that your health condition or disability will change, or you might need more or less support.

You must tell us straight away if you need more or less help to look after yourself, or if you find it easier or harder to get around.

If you are not sure whether to tell us about a change, tell us anyway. If you don't, you could lose out on money you should get. Or you could be paid too much and have to pay it back.

## What if I am terminally ill?

We have special rules for people who have a terminal illness and are not expected to live for more than another 6 months. These rules mean that your claim will be dealt with more quickly, you will not need to go for a face-to-face consultation and you will get the enhanced rate of the Daily Living part straight away. You may also get the Mobility part, depending on your mobility needs.

You can make a claim for someone who has a terminal illness without them knowing and without their permission. However, we will write to them with the results of our decision on the claim. The letter will not include any details about either the person's health condition or that the claim was made under the special rules.

To claim under these special rules for terminally ill people, you'll need to phone us on **0800 917 2222**. We have a dedicated service for people who are terminally ill. When you phone, please listen to the message and press the option to claim under special rules. Our dedicated team will take you through the claim process.

It's important to send us a **DS1500** form from your doctor, specialist or consultant to support your claim (unless you have sent one for this or any other benefit in the last 6 months). The DS1500 is a report about your medical condition. You won't have to pay for it. You can ask the doctor's receptionist, a nurse or a social worker to arrange it for you. You don't have to see the doctor.

## Will Personal Independence Payment affect my Disability Living Allowance?

Personal Independence Payment has replaced Disability Living Allowance for people who are aged 16 to 64 when they claim. **You cannot get Personal Independence Payment and Disability Living Allowance at the same time.**

## 12 Personal Independence Payment

Personal Independence Payment is being introduced over a number of years. So if you get Disability Living Allowance now you probably won't be affected by the introduction of Personal Independence Payment until 2015 or later.

However, if we receive information about a change in your care or mobility needs or your Disability Living Allowance award comes to an end, then we will write to you and ask you to claim Personal Independence Payment instead.



You can find out more at:  
[www.gov.uk/pip-checker](http://www.gov.uk/pip-checker)

## Will Personal Independence Payment help me to get other benefits and services?

If you get the Mobility part of Personal Independence Payment you might be able to claim for a Blue Badge. You may also be able to claim a pass to travel for free on public transport. For more details, please contact your local council.



For more information go to:  
[www.gov.uk/find-your-local-council](http://www.gov.uk/find-your-local-council)

If you get the enhanced rate of the Mobility part of Personal Independence Payment, you may be able to use all or part of your allowance to lease a car, scooter or powered wheelchair from the Motability scheme.



For more information go to:  
[www.motability.co.uk](http://www.motability.co.uk)



or call Motability on:  
**0800 093 1000**

If you get the enhanced rate of the Mobility part of Personal Independence Payment you won't have to pay car tax. If you get the standard rate of the Mobility part of Personal Independence Payment you will only have to pay half the price of a car tax disc.



For more information go to:  
[www.gov.uk/vehicle-exempt-from-car-tax](http://www.gov.uk/vehicle-exempt-from-car-tax)

If you have a carer and get either the standard or enhanced rate of the Daily Living part of Personal Independence Payment, your carer may be able to get Carer's Allowance or Carer's Credit.



For more information about Carer's Allowance go to: [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)



For more information about Carer's Credit go to:  
[www.gov.uk/carers-credit](http://www.gov.uk/carers-credit)

## Access to Work

You may get support from Access to Work if you are in or about to start paid employment or self-employment. Access to Work can help you overcome barriers to starting or keeping a job, by giving you practical and financial support such as:

- help to communicate at a job interview
- help to manage a mental-health condition
- money towards any extra travel costs to and from work if you can't use public transport, or
- money towards adapting your vehicle.



For more information go to:  
[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

## 14 Personal Independence Payment

### Where can I find out more or get help and advice?

You can find more information about Personal Independence Payment online.



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



Phone: **0845 850 3322**  
Textphone: **0845 601 6677**

Monday to Friday 8am to 6pm

If you phone us, we'll ask you for your name, address and National Insurance number. Friends or family might be able to help you. You could also contact a local support organisation who can give you independent help and support. You can find their details online, at your local library or in the phone book.

## Call charges

Charges were correct as of the date on the back of this leaflet.

Calls to the **0800** numbers in this leaflet are free from BT land lines and most mobiles.

Calls to **0845** numbers from BT land lines should cost no more than 4p a minute with a 15p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

You can ask us to call you back if you're concerned about the cost of the call.

## Textphones

Our textphone numbers are for people who cannot speak or hear clearly. If you don't have a textphone, you could check if your local library or citizens advice bureau has one. Our textphones don't receive text messages from mobile phones.

## Important information about this leaflet

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure that the information in this leaflet is correct as of April 2014. It is possible that some of the information is oversimplified, or may become inaccurate over time, for example because of changes to the law.

You can find more information about benefits and pensions online.



For benefits information go to:  
**[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)**



For pensions information go to:  
**[www.gov.uk/browse/working/state-pension](http://www.gov.uk/browse/working/state-pension)**

We aim to provide a high quality of service to all our customers. You can find out more in our customer charter at  
**[www.dwp.gov.uk/about-dwp](http://www.dwp.gov.uk/about-dwp)**