

# PERSONAL INDEPENDENCE PAYMENT

## A guide to making a claim

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## Our guide to personal independence payment (PIP)

This guide is divided into three sections:

- 1** The first section tells you what PIP is and how you qualify for it, including introducing the points-based assessment for PIP. It also looks at when PIP is being introduced and what will happen if you are already receiving disability living allowance.
- 2** The second section explains how to claim PIP including step-by-step instructions on how to complete the *How your disability affects you* form, with tools and tactics to help you.
- 3** The third section provides you with reference material including legal definitions and the detailed criteria against which your claim will be assessed.

### Personal independence payment

#### A guide to making a claim

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Disability Rights UK has tried to ensure the content of this guide is accurate. However the rules for PIP are subject to change. Wherever possible we shall update the content of this guide as changes occur.

# Introduction

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## **PIP replacing DLA**

From April 2013, disability living allowance (DLA) began to be replaced by personal independence payment (PIP) for disabled people aged between 16 and 64. In 2012, there were over 3 million DLA claimants in the UK; the Government estimates 600,000 fewer disabled people will qualify for PIP by 2018.

This is one of many recent changes to the benefits system; resulting in a dramatic reform of the welfare state. Other changes include:

- the introduction of universal credit, which is replacing several current income-related benefits;
- the introduction of a 'cap' to limit the amount of benefit any household can get;
- reductions to housing benefit if tenants are deemed to have spare bedrooms; the so-called 'bedroom tax'.

## **About Disability Rights UK**

During this period of unprecedented change, many people feel apprehensive and uncertain about the future. We really need a strong, sustainable organisation led by disabled people to protect our rights and provide guidance on these critical changes.

Disability Rights UK is the largest pan-disability organisation in the UK that is led by disabled people. We are disabled people leading change and we work towards the freedom to live independently and the opportunity to live free of poverty.

We have been campaigning to ensure the introduction of PIP is as clear as possible and working to make sure that you have the best possible information available to you to ensure you know your rights and entitlements. Tens of thousands of people access the information we produce on benefits every month.

We hope this guide helps you to understand the claim process and give you the best possible chance of making a successful claim.

# 1: THINKING ABOUT CLAIMING?

## What is personal independence payment?

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### ABOUT THE BENEFIT

Personal independence payment (PIP) is a benefit for people who need help taking part in everyday life or who find it difficult to get around. It is replacing disability living allowance for people between the ages of 16 and 64 inclusive.

The Department for Work and Pensions (DWP) are responsible for PIP and they will make the decision on your claim.

PIP is tax free and you do not need to have paid National Insurance contributions to be entitled to it. It is not affected by your earnings or other income or by any capital or savings you have. You can receive it whether you are in work or not. It is almost always paid in full in addition to any other benefits or tax credits that you receive.

PIP is for you, not for a carer. You can qualify for PIP whether or not you have someone helping you. What matters is the effect your disability or health condition has on you and the help you need, not whether you actually get that help. You can spend your PIP on anything you like. PIP acts as a 'passport' for other types of help, such as the Motability scheme (*see Other ways PIP can help you*).

### HOW IS PIP MADE UP?

PIP has two components:

- **a daily living component** – for help participating in everyday life;
- **a mobility component** – for help with getting around.

You can be paid either the daily living component or the mobility component on its own, or both components at the same time.

Each component is paid at two different levels: a 'standard rate' and an 'enhanced rate'. The rate you are paid depends on whether your ability to carry out daily living or mobility activities is 'limited' or 'severely limited'. This is tested under the PIP assessment.

## Who is eligible?

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### THE QUALIFYING CONDITIONS

To be entitled to PIP, you must meet the basic qualifying conditions (*see Appendix A*). These relate to your age, where you normally live and whether you have spent time out of Great Britain during the previous three years.

You must also meet the disability conditions. These look at your daily living needs (see *Appendix B*) and your mobility needs (see *Appendix C*). They are considered under the PIP assessment.

You must have met the disability conditions for a 'qualifying period'. This is about how long you have had and are expected to have your needs (see *Appendix A*).

There are 'special rules' for claiming PIP if you are terminally ill (see *Step 1 of Section 2*).

### **Are there age limits to PIP?**

You will not be able to claim PIP for the first time once you have reached the age of 65, but you will be able to stay on PIP if you have claimed or received it before reaching that age.

If you are aged 65 or over, you can claim attendance allowance instead if you have care needs.

You cannot claim PIP until you are 16. If you have a child under the age of 16 who has care needs or mobility problems, they can claim disability living allowance instead.

## **The PIP assessment**

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### **THE DISABILITY CONDITIONS**

The PIP assessment aims to test your ability to participate in everyday life. It is points-related and based on your ability to perform a range of tasks under 12 activity headings. These relate to your daily living needs and your mobility. The number of points you score will determine whether or not you are entitled to either component of PIP and if you are, at which rate.

#### **Ten daily living activity headings**

- Preparing food
- Taking nutrition
- Managing therapy or monitoring a health condition
- Washing and bathing
- Managing toilet needs or incontinence
- Dressing and undressing
- Communicating verbally
- Reading and understanding signs, symbols and words
- Engaging with other people face to face
- Making budgeting decisions

#### **Two mobility activity headings**

- Planning and following journeys
- Moving around

## SCORING POINTS

Under each activity heading is a series of 'descriptors' with scores ranging from 0 to 12. The descriptors explain related tasks of varying degrees of difficulty (see *Appendices B and C*). You score points for the descriptor that best describes the level at which you can complete the task 'reliably'.

If more than one descriptor applies to you under an activity heading, only the score from the one with the highest points is included. The highest descriptor score from each activity heading is then added together to work out your points for each component.

### What is 'reliably'?

**Safely:** In a way that is unlikely to cause harm to you or anyone else, either during or after you have completed the task. For something to be seen as unsafe, harm must be 'likely to occur' rather than you feeling that harm 'may occur'.

**To an acceptable standard:** A standard that is good enough; ie of a standard that most people would normally expect to achieve. An example of not completing a task to an acceptable standard would be if you can wash yourself but you do not realise you have done so inadequately and are still not clean after you have finished.

**Repeatedly:** Being able to repeat the task as often as is reasonably required. The combined effects of symptoms such as pain and fatigue are relevant because the effort of completing a task could make it harder for you to repeat it or to complete other activities. For instance, if you are able to prepare a meal once without help, but the exhaustion from doing this means that you could not prepare another meal that day, you should be treated as being unable to prepare a meal unaided. This is because it is reasonable to expect someone to be able to prepare more than one meal a day.

**In a reasonable time:** No more than twice as long as the maximum amount of time that a person without your physical or mental condition would normally take to complete that task.

### How you are assessed

When assessing you against the descriptors to decide how many points you score, the DWP will look at:

- your *How your disability affects you* form (see *Section 2, step 2*);
- any evidence you submit; *and*
- the report from a face-to-face consultation, if you are invited to one (see *Section 2, step 3*).

### How many points do you need?

To be entitled to the standard rate of the daily living component, you need to score at least 8 points under the ten daily living activity headings. To be entitled to the enhanced rate, you need to score at least 12 points.

Likewise, to be entitled to the standard rate of the mobility component, you need to score at least 8 points under the two mobility activity headings and at least 12 points to be entitled to the enhanced rate.

### **Variable and fluctuating conditions**

In the PIP assessment, a descriptor will apply to you if it reflects your ability for the majority of days (over 50%). This is considered over a 12-month period; looking back three months and forward nine months.

Where one descriptor is satisfied on over half the days in that period, that descriptor will apply. Where two or more descriptors are satisfied on over half the days, the descriptor which scores the highest number of points will apply.

PIP does not separate your needs into day and night-time needs. Instead, a descriptor can apply to you if your condition affects your ability to complete a task, at some stage of the day, on over half the days of the period.

If you are waiting for medical treatment (such as an operation), the result of which is difficult to predict, your choice of descriptor should be based on your continued condition as if the treatment were not taking place.

### **HOW LONG WILL YOU GET PIP FOR?**

The duration of your PIP award will be based on your individual circumstances.

- Shorter term awards of up to two years will be given where changes in your needs could be expected in that period.
- Longer term awards, of five or ten years, will be given where significant changes are less likely but your award will be reviewed over this time where some change in your needs may be expected.
- Ongoing awards will be given in the minority of cases where your needs are stable and changes are unlikely.
- Awards made under the 'special rules' for terminally ill people will be for three years (see *Step 1 of Section 2*).

### **Reviews**

The DWP will periodically review awards, regardless of their length, to ensure that everyone continues to receive the most appropriate level of support.

#### **If you are in a hospital or care home**

You can make a claim for PIP if you are in hospital, but you cannot actually be paid any PIP while you are in there. You will only start to be paid PIP once you leave hospital. If you are 18 or over and already getting PIP when you go into hospital, you will continue to be paid for the first 28 days of your stay; after this, your payments will stop and will

only start again when you leave. If you under 18 and already getting PIP when you go into hospital, there is no 28-day limit and your PIP will continue.

If you are in a care home, you can claim PIP but you will only be paid the mobility component. If you are already getting PIP when you go into a care home, you will stop being paid your daily living component after 28 days but will keep any mobility component. The rules are complicated if you alternate between days in hospital or a care home and days at home.

### **Find out more**

For more information on how stays in hospital or a care home affect your benefits, see our *Disability Rights Handbook* or visit [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## **What if you are already on DLA?**

### **DLA IS ENDING FOR PEOPLE AGED 16-64**

If you are already getting Disability Living Allowance (DLA), and any of the three circumstances below apply to you, you will be invited to claim PIP. You will not have the choice to stay on DLA.

- 1** Your fixed-period award of DLA is ending;
- 2** The DWP receives information about a change in your care or mobility needs (including where you inform them of such a change).
- 3** You reach the age of 16 (but see below).

Other existing DLA claimants are also now being invited to claim PIP, chosen at random by the DWP.

If you're thinking of applying for it before you have to, get independent advice. See our *Getting Advice* factsheet.

### **Who will not be re-assessed?**

**Aged 65 or over:** If you are already getting DLA and had reached the age of 65 by 8 April 2013, the re-assessment will not apply to you. You can remain on DLA for as long as you continue to satisfy the eligibility conditions.

If you are already getting DLA and turned 65 after 8 April 2013, the re-assessment will still apply to you, and at some stage you will be invited to claim PIP. When you do so, you will be able to claim both the daily living and the mobility components.



**Under 16:** Children claim DLA until they reach the age of 16. At that age, they will normally be re-assessed for PIP. However, a child turning 16 who gets DLA under the special rules for terminal illness (see *Step 1 of Section 2*) will not be re-assessed for PIP until their DLA award ends or during the random transfer.

### **Confused?**

Gov.uk (the British Government's website) has an online PIP checker so you can find out how PIP affects you and when you can claim PIP if you are already on DLA. You can try it out at: [www.gov.uk/pip-checker](http://www.gov.uk/pip-checker)

## **WHAT HAPPENS WHEN YOU ARE RE-ASSESSED FOR PIP?**

### **You will be invited to make a claim for PIP**

You will be sent a letter, inviting you to make a claim for PIP. You will have four weeks in which to make the claim, which you are normally expected to do by phone. You do not have the choice to stay on DLA. The DWP have the discretion to extend the time limit for claiming, so if you need more time, contact the DWP and explain why.

If you do not claim PIP by the date given on the letter, your DLA will be suspended. The DWP must write to tell you that the DLA is suspended and will give you another four weeks to claim PIP. As long as you claim PIP by the date given, DLA payments start again. If you do not claim PIP during this period, DLA entitlement ends. You can still make a claim for PIP after this, but you will not be paid DLA in the meantime.

As long as you comply with the process, your existing DLA award will continue until a decision on your PIP entitlement has been made. If you get a decision to award PIP, entitlement to DLA ends four weeks after the next DLA pay day and the PIP award will begin on the following day. If your PIP claim is turned down, DLA entitlement will still run on for four weeks after your next DLA pay day.

### **How will your other benefits be affected?**

If you are in receipt of DLA, you may also be getting other benefits or concessions such as a Blue Badge, the ability to lease a car through the Motability scheme or enabling someone who cares for you to receive carer's allowance.

When you start your claim for PIP, you will continue to receive any of these 'passport' benefits while you are going through the assessment process.

If your claim for PIP is successful, your other benefits should then continue as follows:

- your carer will continue to receive carer's allowance as long as you are awarded either rate of the daily living component of PIP;
- you will be able to continue to lease a vehicle (car, scooter or powered wheelchair) through the Motability scheme if you are awarded the enhanced rate of the mobility component of PIP;

- you will still be able to get a free tax disc if you get the enhanced rate of the mobility component of PIP and will get a 50% discount if you get the standard rate.

If your claim for PIP is disallowed at this decision point, you will lose any 'passported' benefits as well as your DLA. For more advice on what to do if your claim for PIP is turned down, see *Step 5 of Section 2*.

## Other ways PIP can help you

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### PASSPORTING TO OTHER SUPPORT

PIP acts as a gateway or 'passport' to other types of help, including benefits and tax credits. If you are awarded PIP, or the rate you receive increases, check your entitlement to other support. Here are some examples.

#### Carer's allowance

Carer's allowance is a benefit for people who regularly spend 35 hours or more a week caring for a disabled person. The benefit is paid to the carer, not the disabled person. If you are getting either rate of the daily living component of PIP, your carer can claim carer's allowance.

#### Benefits cap

There is a cap on the total amount of benefits you can receive. You are exempt from this benefits cap if anyone in your household (you, your partner and any child or young person you are responsible for) is getting PIP.

#### More benefit

If you are entitled to PIP, it may also help to increase the amount you receive from any of the following benefits:

- child tax credit;
- employment and support allowance;
- housing benefit;
- income support;
- jobseeker's allowance;
- universal credit;
- working tax credit.

#### Council tax help

You can get help with your council tax bill from your local authority. In many cases, you will be able to get more help if you are getting PIP. Contact your council for more information.

#### The Motability scheme

If you are getting the enhanced rate of the mobility component of PIP, you can exchange it to lease a new car, scooter or powered wheelchair from Motability. For more

information, telephone: 0300 456 4566 (textphone 0300 037 0100) or go to [www.motability.co.uk](http://www.motability.co.uk)

### **Blue Badge**

If you have problems with walking or other mobility problems, you may be able to get a Blue Badge from your local authority to enable you to park your car near shops and other places you wish to visit.

In England, if you have been awarded 8 points or more in the 'moving around' activity (see *Appendix C*) you can get a Blue Badge. In Scotland and Wales, you can get the badge if you have been awarded 8 points or more in the 'moving around' activity or 12 points in the 'planning and following journeys activity' (see *Appendix C*).

### **Vehicle tax**

You can be exempt from having to pay vehicle tax if you get the enhanced rate of the mobility component. You can also get a 50% discount on your vehicle tax if you receive the standard rate of the mobility component.

For more information phone 0300 123 4321; Textphone: 0300 790 6201) or go to [www.gov.uk/financial-help-disabled/vehicles-and-transport](http://www.gov.uk/financial-help-disabled/vehicles-and-transport)

### **Find out more**

You can find out more about benefits you may be able to claim from our *Disability Rights Handbook* or from our factsheets, available at [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## 2: CLAIMING PIP

### Step 1: Starting your claim

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#### THE TELEPHONE CALL

To start a claim for PIP, telephone the DWP on 0800 917 2222.

If you are concerned about the cost of the call, you can ask the DWP to call you back.

If English is not your first language, ask the agent answering your call to use the DWP translation service called 'thebigword'.

#### Someone to support you or act on your behalf

If you need someone to support you, a relative, carer or friend can make the call for you. You must be present so that you can confirm that the person supporting you has your permission to make the call.

If you have a person appointed to act on your behalf (an 'appointee'), they must telephone to make the claim and you do not have to be present.

#### If you have no one to support you to make the call

If you need support to make the call but do not have anyone to help you, you will still need to make the initial phone call.

If you are unable to deal with making the claim over the phone, when you call you can ask for a paper claim form to be sent to you. Alternatively, you can request a home visit from a DWP visiting officer to help you complete the claim form.

#### **To make a claim**

Telephone 0800 917 2222

Textphone 0800 917 7777

Lines are open Monday to Friday, 8am to 6pm

Calls are free from UK landlines and from most mobile networks

A Welsh language option is available

## Preparing for the call

You will need the following information ready before calling the DWP:

- your full name, address and telephone number;
- your National Insurance number;
- your date of birth;
- your bank or building society account details;
- details of your GP and any other health professionals who support you;
- details of any recent stays in hospital or care homes;
- your nationality or immigration status; *and*
- details of time spent abroad if you have been abroad for more than four weeks at a time over the last three years.

## What will you be asked during the call?

When you make the phone call, you will be put through to a DWP agent. The agent will ask you a number of questions. The call should take about 15 minutes.

The agent will ask you questions to confirm your identity and to find out if you satisfy the basic qualifying conditions for PIP (see *Appendix A*). They will also ask how you would want to be paid if you are awarded PIP. You have the option to answer 'don't know' to some of these questions.

You will be asked whether you have any of the following conditions:

- a mental health condition;
- a behavioural condition;
- a learning difficulty;
- a developmental disorder; *or*
- a memory problem.

This is to help the DWP find out if you might need additional support or help through the claim process.

Tell the agent if you have a terminal illness so that they can fast track your claim and send you the relevant form.

At the end of the telephone call, the agent will read out a declaration and ask you to agree to it. Your agreement confirms that the information you have given is true and accurate. The date on which you agree this declaration will be the date your PIP will be paid from if your claim is successful (unless you are claiming PIP as a previous DLA claimant).

## WHAT HAPPENS NEXT?

Once the DWP has established that you meet the basic qualifying conditions (see *Appendix A*), you will be sent a form to complete: '*How your disability affects you*'.

If you do not meet the basic qualifying conditions, you will be sent a letter explaining that your claim for PIP is disallowed. If you believe that you do meet the basic qualifying rules, you can ask the DWP to look again at the decision (see *Step 5 of this section*).

### **Claiming PIP if you are terminally ill**

There are different rules known as the 'special rules' to enable people who are terminally ill to make a PIP claim and receive a decision more quickly. You are considered to be terminally ill if your death can 'reasonably be expected' within the next six months.

If you meet the conditions for claiming under the 'special rules' you:

- will not have to complete the *How your disability affects you* (PIP2) form;
- will not need to attend a face-to-face consultation; *and*
- are guaranteed an award of the enhanced rate of the daily living component without having to wait until you satisfy the qualifying period (see the disability conditions in *Appendix A*).

You will only receive the mobility component if you meet the relevant disability conditions (see *Appendix C*); there is no automatic entitlement. If you do qualify, it will be paid straight away.

### **Making a claim**

A 'special rules' claim can be made by telephoning the normal PIP claim line on 0800 917 2222 (textphone 0800 917 7777). The call can be made by someone supporting you (such as a family member or a support organisation) without you needing to be present. You will be asked some questions about your condition and how it affects your ability to get around.

### **The DS1500 form**

You will be asked to get a DS1500 medical report from your GP, hospital consultant, nurse, Macmillan nurse or social worker to support your 'special rules' claim.

The DS1500 is a report about your medical condition and should be provided free of charge. Either you or the person issuing you with the DS1500 can send it to the DWP but it should be sent as quickly as possible. You will also be given a freepost address to return the DS1500 when you have got it. The DWP should fast track a decision on your PIP claim once it has received the DS1500.

## Step 2: Completing the ‘How your disability affects you’ form

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### HOW YOUR DISABILITY AFFECTS YOU

If you satisfy the basic qualifying conditions for PIP (see *Appendix A*), the DWP will send you a *How your disability affects you* (PIP2) form. They will also send an information booklet to help you complete the form and a freepost envelope in which to return your completed form. We recommend that you read about the PIP assessment in *Section 1* before you start completing the form. You can view a sample PIP2 form at [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/259311/pip2-how-your-disability-affects-you-form.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/259311/pip2-how-your-disability-affects-you-form.pdf)

#### How the form is structured

- Questions 1 and 2 ask you to list your health professionals, health conditions, treatments and medication.
- Questions 3 to 12 are about the ten daily living activities.
- Questions 13 and 14 are about the two mobility activities.
- Question 15 asks you to provide any additional information.

### SCORING POINTS

Your entitlement is assessed against a series of ‘descriptors’. These explain related tasks of varying degrees of difficulty and the different types of help you need to complete each task.

Each question from 3 to 14 asks about your ability to carry out these tasks under each of the daily living activity and mobility activity headings. If you can’t perform a task ‘safely’, to an ‘acceptable standard’, ‘repeatedly’ and within a ‘reasonable time period’, you will score points. See the *Glossary* and *Section 1* for what these terms mean and some examples.

Points can be scored in any activity that applies to you. The highest descriptor score from each activity is added together to work out your points for each component.

The descriptors are not listed on the claim form, so refer to *Appendices B and C* to see each descriptor and the points scored.

#### Question format

Each question from 3 to 14 takes up a couple of pages. At the start of the question, the activity and the relevant issues are explained.

**Tick boxes:** On the first page there are two or three tick box questions about your abilities or your need for aids or help with the activity.

**Extra information box:** The tick box questions are followed by a page with space for you to explain how your health conditions or disabilities affect your ability to do the activity.

Describe the difficulties you face in as much detail as possible.

- Do you need help from another person to do the activity?
- If you do need help, what kind of help do you need? Does someone physically help you, reassure you, encourage you, remind or explain to you how to do something? Or do they need to supervise you?
- Do you use aids and/or appliances to help you in an activity? If you do, say what they are and how useful they are.
- Can you do some parts of the activity but not others?
- Are you unable to do the activity at all? Explain why.
- Can you do an activity but it takes you a long time? How long?
- If your needs vary, describe in what way and how often? Explain about good and bad days or how your needs vary throughout the day.
- If you regularly have accidents – such as falls – or are at risk of having accidents, explain why and when they happen.
- Do you have any side effects from doing the activity? Do you experience pain, breathlessness, tiredness or stress and anxiety either during or after the activity?

## FILLING IN THE FORM

### **Question 1: Your health professionals**

The first question on the form asks for details of the professional(s) who are best placed to provide advice on your circumstances. This can be social workers, counsellors, support workers or medical professionals, such as your GP. Whoever you list will need to know about your daily living needs and any mobility problems you have. If possible, make an appointment with them to discuss the claim. If you have written a diary, give them a copy (see *Appendix D*).

### **Question 2: Your condition and medication**

The second question asks you to list your health conditions or disabilities and approximately when each of these started. Don't explain in detail how your health conditions or disabilities affect you here – you will be asked about this later in the form.

You are asked to list any tablets or medicines you are taking or treatments you are having; if you have a printed prescription list, you can attach that. If you have any side effects as a result of the medication, list these here.



## DAILY LIVING

Questions 3 to 12 are to find out if you qualify for the daily living component of PIP. Each question relates to one of the ten daily living activities. See Appendix B for the 'descriptors' related to the tasks described in each question.

Remember, if you cannot complete a task described in the activity, you score points. To be entitled to the standard rate of the daily living component, you need to score at least 8 points. To be entitled to the enhanced rate, you need to score at least 12 points.

**The tick boxes:** In each question you are first asked if you use an 'aid or appliance' to complete the activity. If it is accepted that you do and using it is necessary, you will usually be awarded at least two points for that activity.

You are then asked if you need help from someone with that activity. If it is accepted that you do, you will be awarded at least two points. You can score up to eight points, depending on the activity concerned and the kind of the help you need (from just prompting, encouragement or reminding, to supervision or physical assistance).

In each case, you are offered one of three boxes to tick: 'yes', 'no' or 'sometimes'. Choose 'sometimes' if your condition is variable. See *The PIP Assessment in Section 1* for information about variable and fluctuating conditions.

**The extra information boxes:** Referring to *Appendix B*, write in the box for each question, which descriptor applies to you and explain why it applies. Below, we now look at these questions in more detail, suggesting the kind of things you need to describe in the 'extra information' box. The right hand column reminds you which activity each question on the form relates to.

### Question 3: Preparing food

See activity 1

Write down if there is any aspect of preparing or cooking a simple meal that is a risk to you. List any incidents that may have happened in the past. Have you cut yourself mishandling knives or burnt yourself on hot pans? Let them know if you are not able to work out sell-by dates or read or understand cooking instructions on packets. If you use any aids or appliances to cook, do you need some help even when you use them? Make a note if you have difficulty timing the cooking correctly. Let them know if you are so exhausted after cooking a meal that you could not do it again that day.

### Question 4: Eating and drinking

see activity 2

Write down if you need someone to encourage you to eat the right portion sizes. If you can cut up some food, but cannot cut up tougher items, such as meat, make a note of this. Let them know if anything is spilled, or would be if you did not have help. Write down if you use any aid to help you eat and drink (such as adapted cutlery). If you need an

appliance such as a feed pump to eat, let them know if you need any help to use it properly.

**Question 5: Managing treatments**

see activity 3

Write down if there have been any times in the past when you have forgotten to take your medication, or have taken too much. Let them know if you have taken a deliberate overdose, or if you self-harm. Make a note if you need someone to keep an eye on you because you are not aware that your condition is getting worse; sometimes this is the case with conditions such as diabetes or epilepsy.

If you need supervision, prompting or assistance to be able to manage your treatment, let them know how many hours on average each week you need this. The more hours you need, the more points you get. You may find it helpful to keep a diary over a typical week to answer this correctly (see *Appendix D*).

**Question 6: Washing and bathing**

see activity 4

Write down any aids or adaptations you use to wash or bathe yourself. These could include a long-handled sponge, shower seat or bath rail. Let them know if there are any parts of your body that you cannot reach even using such aids (for example, if you could not wash your back properly).

**Question 7: Managing toilet needs**

see activity 5

Write down if you need to use any aids, such as a commode, raised toilet seat, bottom wiper or bidet. Let them know if you need help even when you use an aid. If there is an aid that could help, but you do not use it, explain why. For instance, you may not use a commode during the day because there is no private space where you spend the day.

Write down if you need help to use an appliance (for example, securing a stoma bag, or washing around it to prevent infection).

**Question 8: Dressing and undressing**

see activity 6

List any aids you use to dress, such as modified buttons, zips, front fastening bras, trousers, Velcro fastenings and shoe aids. Write down if you still need assistance, despite using such aids, even if this does not take long. Say whether you need to sit down to dress. Let them know if you need someone to choose clothing that is clean and appropriate (for example, if you have a visual impairment and cannot see stains or marks on your clothing).

**Question 9: Communicating**

see activity 7

Write down if you cannot hear or understand what other people are saying to you. Write down if other people find it difficult to understand your speech. Let them know if you have a support worker (including a sign language interpreter) who helps you to communicate or if a family member or friend helps you. Make a note if you have nobody to help you, and what difference such help would make.

**Question 10: Reading**

see activity 8

Write down if you need to use aids to help you read, for example, a magnifier or magnifying glass. If you can manage indoors, but cannot adequately read signs or notices outdoors, let them know. Let them know if you have more problems with reading in poor light, and how you manage with this.

**Question 11: Mixing with other people**

see activity 9

If you avoid mixing with other people because you have nobody to help you, write this down. How would you feel mixing with others without any support? Let them know if you would get panicky, angry or paranoid. Do you have difficulty understanding the behaviour of others?

**Question 12: Making decisions about money**

see activity 10

Write down if you would have problems buying a few items from your local shop. Would you be able to give the shop assistant the right amount of money? Would you know if the change was correct?

If going to the local shop would pose no problems but you would have problems with more complex budgeting decisions, such as working out the monthly household budget or sorting out a gas bill, note this down. Let them know if you can do most of the task by yourself, but would still need some support to finish it properly.

**MOBILITY**

**Questions 13 and 14 are to find out if you qualify for the mobility component of PIP. Each question relates to one of the two mobility activities. See Appendix C for the 'descriptors' related to the tasks described in each question.**

**Remember, if you cannot complete a task described in the activity, you score points. To be entitled to the standard rate of the mobility component, you need to score at least 8 points. To be entitled to the enhanced rate, you need to score at least 12 points.**

**Question 13: Going out**

see activity 1

This activity assesses your ability to work out and follow a route safely and reliably. Two types of route are considered: familiar and unfamiliar. You should only be considered able to journey to an unfamiliar destination if you are able to use public transport such as a bus or train.

**The tick boxes:** These ask whether you need help from another person, a guide dog or a specialist aid to plan a route or get to a location. Descriptor scores range from 0, if you can plan and follow a route unaided, to 12 if you cannot follow a familiar route without help or an aid. They also ask whether you are unable to go out because of severe anxiety or distress. Again you are offered one of three boxes to tick: 'yes', 'no' or 'sometimes'.

**The extra information box:** Write down if you are unable to use public transport due to stress or anxiety, for example if you get claustrophobic on buses or trains. Let them know if you would find small disruptions or unexpected changes difficult to deal with, for example roadworks where you normally cross the road or if your bus stop has been moved. Could you cross a busy road safely without support?

Let them know if you would need to have someone with you to get somewhere and why, or if you would need an assistance dog or aid (such as a long cane). Would you need such support only on unfamiliar routes or would you also need it in places you know well?

### **Question 14: Moving around**

see activity 2

This activity focuses on your physical ability to 'stand' 'and then move' (see the *Glossary* for definitions of these terms).

**The tick boxes:** This part of the question gives you the opportunity to identify how far you can walk or move around using, if necessary, any aids such as a walking stick, frame, crutches or a prostheses. A number of different distances are covered by the descriptors and scores range from 0 to 12.

It is important that you identify how far you can walk 'safely', repeatedly, in a 'reasonable time period' and without severe discomfort, such as breathlessness, pain or tiredness (see the *Glossary* and *Section 1* for definitions of these phrases). If you could walk 50 metres, but would be in severe discomfort over the last 30 metres, then your walking ability will be considered to be limited to just 20 metres.

Your ability to move around should be judged in relation to the type of surface normally expected outdoors, such as pavements, roads and kerbs.

You are given a number of boxes stating different distances to tick, as well as a box: '*it varies*'. Only tick the box '*it varies*' if none of the other boxes apply for at least 50% of the time.

You are then offered one of three boxes to tick: '*yes*', '*no*' or '*sometimes*' to confirm firstly whether you use an aid or appliance to walk, and secondly whether you use a wheelchair to move around.

**The extra information box:** If you have ticked the '*it varies*' or '*sometimes*' boxes, clarify what you mean in the extra information box on the next page. For example: "In an average week, on three days I can manage to walk about 40 metres before I can go no further; on another three days this distance is 20 metres, and on one day I cannot walk at all without severe discomfort."

A diary kept over a week, identifying your walking limit on each day, may help clarify how your condition is worse on some days. You can send a copy of a diary with the completed form.

List any symptoms that you feel when walking, such as pain, fatigue or breathlessness. Once the symptoms come on, how long do they take to subside?

Write down if you are at risk of falling; give examples of falls you have had outdoors in the past. Were you injured? Were you able to get up again?

Describe the way you walk, for example do you find it hard to balance, limp or often lose balance? Give an idea of your speed. If you walk slowly and were to cover 20 metres, what distance would someone without a disability or health condition cover in that time?

### **A walking test**

If you are not sure how limited your mobility is, you can do a walking test on your outdoor walking ability. Find a safe location on level ground. Walk until you feel that you are unable to continue (if it is safe for you to do so). Record what happens and when in terms of distance and time. You may find it helpful to have someone with you to record both of these. Note down any pain, dizziness, coughing, spasms, uncontrollable actions or reflexes, breathlessness, angina or asthma attacks and how long it takes you to recover before you feel able to walk again.

## **ANYTHING ELSE YOU THINK THEY SHOULD KNOW**

### **Question 15: Additional information**

The box here provides more space to explain your problems. If you run out of space, you can use extra sheets of paper. You need to write your name and National Insurance number on each one.

### **What other evidence could you provide?**

The DWP encourages you to send supporting evidence back with your completed form.

- Prescription lists, care plans and information from health professionals will all be helpful.
- You can also send evidence from other people such as a letter from your social worker or a carer, relative or friend who helps you or knows your difficulties well.
- You can include a diary to illustrate how your condition affects you over a number of days or varies over time.

### **Keeping a diary**

If your condition varies from day to day, it's a good idea to keep a diary to provide a picture of what your abilities are like over time. For instance, in a diary over a typical week, you could note down that you need help going to the toilet over four days, but that you can manage your toilet needs on your own on the other three days. This will

help you answer the questions on managing toilet needs in the form. Longer-term diaries can be useful when explaining intermittent problems that result from your condition such as stumbles, falls or fits. If your condition is getting slowly worse, a diary can help pinpoint the date that you start to meet the appropriate disability conditions.

## THE DECLARATION

Once you are satisfied that what you have written on the form is a true and accurate reflection of your situation, sign the declaration to confirm this. Attach to the form any evidence that you have, such as a letter from your GP or consultant outlining your condition, a report from an occupational therapist or a certificate of visual impairment. If you have written a diary, attach a copy.

## RETURNING THE FORM

### **How long do you have to complete the claim form?**

You do not have to complete the form all in one go. Take your time to make sure that you can fully describe the difficulties you have and the help and support that you need.

You have one month in which to return the form from the date it was sent out. If you do not return the form within the month without good reason (taking into account your state of health and the nature of any disability) your claim will be disallowed.

If you are not able to return the form within one month – for example because you need help to complete it, but cannot get an appointment with an advice centre in time – contact the DWP to explain this. It can extend the one month time limit for you if it agrees there is a good reason to do so.

### **Keep a copy**

Keep a copy of your completed form and any diary or other supporting evidence you send back with it. This is both for your own future reference or in case the DWP loses any documents.

In addition, a copy will also be useful if you later wish to seek advice from an advice agency in relation to the decision made on your PIP claim.

### **What if you lose the claim form?**

The form is personalised with your details on the top of every page. This means that it cannot be copied and used for someone else. It also means that if you lose or damage the form you will need to contact the DWP to ask that they send you another one.

## Step 3: The face-to-face consultation

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### WHO CARRIES OUT THE PIP ASSESSMENT?

Once your *How your disability affects you* (PIP2) form (and any supporting medical or other evidence you attach with it) has been returned, your case will be passed to one of the two companies contracted to carry out the PIP assessments. The two companies are Atos Healthcare and Capita.

Although the decision on your claim will be made by the DWP, Atos and Capita will receive the *How your disability affects you* form, assess you against the PIP criteria and use this to decide the next steps for you.

**Atos Healthcare** will carry out PIP assessments in:

- Scotland
- North East England
- North West England
- Isle of Man
- London
- Southern England

**Capita** will carry out PIP assessments in:

- Wales
- Northern Ireland
- Central England

Once your case has been passed to one of these companies, they will allocate it to a healthcare professional working for them.

This healthcare professional may initially contact your doctor, consultant or other medically qualified person treating you for further information. They may just talk to them on the phone or they may ask them to produce a factual report.

If you have a 'appointee' dealing with your claim or if there is evidence of a suicide attempt or self harm, the healthcare professionals are advised to seek further information from your doctor, consultant or other medically qualified person treating you.

In most cases, you will be asked to see a healthcare professional at a 'face-to-face consultation'.

### THE FACE-TO-FACE CONSULTATION

The face-to-face consultation will be carried out by the healthcare professional assigned to your case. Details of the way that Capita handle the process can be found at [www.capita-pip.co.uk/en/assessment-process.html](http://www.capita-pip.co.uk/en/assessment-process.html) and Atos Healthcare at [www.atoshealthcare.com/pip/](http://www.atoshealthcare.com/pip/)



### **Where will the consultation take place?**

The consultation will normally take place in an Assessment Centre. You can claim travel expenses for yourself and a companion or carer. You can also make a claim if you have a young child who needs to come with you if they cannot be left unattended.

A home visit should be arranged if you provide evidence from your GP (or another healthcare professional who is treating you) that you are unable to travel on health grounds.

### **How much notice will you be given?**

You must be given at least seven days' notice of the time and place for the consultation, unless you agree to accept a shorter notice period. If you cannot attend, tell the office that arranged the consultation as soon as possible.

### **Can you take someone with you?**

If you need or want the help or support of a carer, relative or friend, you can bring them to the consultation with you. While they are not able to answer questions on your behalf (unless the healthcare professional cannot understand your speech or you cannot understand their questions), they will be able to add to what you have to say.

### **What will happen if you do not attend?**

If you do not attend or take part in the consultation without good reason (taking into account your health and the nature of any disability) your claim will be disallowed. You will first be contacted and asked to explain your reasons for not attending. If the DWP decides that you did not have a good reason, you can ask them to reconsider the decision. If you are unhappy with their reconsidered decision, you then have a right to appeal (*see step 5*).

### **What happens at the consultation**

At the face-to-face consultation, the healthcare professional will identify the descriptors that they consider apply to you with respect to the PIP assessment.

To do this, they will ask you questions about your day-to-day life, your home, how you manage at work if you have a job, and about any social or leisure activities that you engage in (or have had to give up). They will often ask you to describe a typical day in your life.

When answering, explain your difficulties as fully as you can.

- Tell them about any pain or tiredness you feel, or would feel, while carrying out tasks, both on the day of the examination and over time.
- Consider how you would feel if you had to do the same task repeatedly.
- Tell them if you need reminding or encouraging to complete the tasks.

Don't overestimate your ability to do things.

If your condition varies, tell them what you are like on bad days as well as good days. The healthcare professional's opinion should not be based on a snapshot of your condition on the day of the consultation; they should consider whether your condition is variable, fluctuates or may change over time.

### **Will there be a medical examination?**

At the consultation, the healthcare professional will be able to observe your ability to stand, sit and move around. They may watch you getting on and off the examination couch or your settee and bending down to pick up your belongings. They will check whether you have any aids or appliances, and the extent to which you use them. They will also be able to assess your levels of concentration and your ability to understand them and how well you express yourself.

The healthcare professional may also carry out a brief physical examination. They should explain each stage of the examination and ask your permission before carrying anything out. You should not be asked to do anything that will cause you pain or discomfort either during or after the consultation.

### **The overview**

Before the face-to-face consultation ends, the healthcare professional should give you an overview of their findings and invite you to ask questions and add or clarify anything you wish.

You will not receive a formal indication at the face-to-face consultation of whether you will be awarded PIP.

## **Step 4: The decision**

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### **AFTER THE CONSULTATION**

When you leave your face-to-face consultation, the healthcare professional will complete their report. Once they have done this, they will send it to a DWP case manager who will decide whether or not to award you PIP and, if it is awarded, at what rate and for how long.

### **If you are awarded PIP**

If the case manager decides to award you PIP, you will be sent a letter telling you about this decision. Your award will usually be for a set period of time. This might be for a short period such as one or two years or a longer period of five or 10 years. You will only be given an ongoing award of PIP (ie one that does not have a fixed period) if the case manager feels it is unlikely that your condition will improve in the future so your needs will remain broadly the same.

If you have been awarded PIP but think you should have been awarded a higher rate, you can ask for a mandatory reconsideration (see *Step 5*).

### **If your claim is turned down**

If the case manager decides to disallow your claim, you will be sent a letter notifying you. The letter should tell you why they have chosen the descriptors that they think apply to you.

If you are unhappy with this decision, you can ask for a mandatory reconsideration (see *Step 5*).

## **Step 5: If you are not happy with the decision**

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### **ASKING FOR YOUR CLAIM TO BE LOOKED AT AGAIN**

If your claim is turned down, you have one calendar month from the date of the decision in which to ask the DWP to look at their decision again. This is called a 'mandatory reconsideration'.

You can also ask for a mandatory reconsideration if:

- you are unhappy with the level of the benefit that you have been awarded (for example, if you are awarded the standard rate of the daily living component but believe you are entitled to the enhanced rate); *or*
- the period for which it has been granted.

Be careful when you ask for a mandatory reconsideration, because the DWP will look at your whole award and they can take away any rate of PIP that you have already been granted. If you are in doubt, seek advice from a local advice centre, such as Citizens Advice or DIAL (see *Further help and information*).

### **How to ask for a mandatory reconsideration**

To ask for a mandatory reconsideration, telephone the number on the decision letter.

When you get through, you should do the following:

- 1** Request a mandatory reconsideration of the decision. Explain why you disagree with their decision simply at this stage, for example, 'I believe that you have underestimated the effect of my disability and consequently underestimated the extent of my mobility problems and/or the difficulties I have in carrying out daily living activities.'
- 2** Ask them to send you copies of all the evidence that was used in making their decision.
- 3** Ask them not to take any further action until you have had the chance to respond to that evidence.

Put your request in writing as well and send it to the address on the decision letter. Keep a copy for yourself. If you have not received the evidence after two weeks, ring the DWP

again to remind them to send it. When you do receive the evidence, you should have a better idea of why the decision was made.

### **Building a case**

When you receive the evidence from the DWP, you will see that sometimes the only information used to make their decision was the information you gave on your *How your disability affects you* form. In most cases however, there will also be a report produced by the healthcare professional at the face-to-face consultation. Compare their report with what you explained on your form. Look for where a difference of opinion arises.

For example: you may have written on the form that you could not get on and off the toilet without support but the healthcare professional noted in their report that they thought you could manage your toilet needs by yourself.

Where you find the differences, collect medical evidence showing that what you said on the form was correct – for example, in the case above, a letter from your doctor or consultant confirming the difficulties and risks you have getting on and off the toilet unassisted.

Once you have gathered evidence to support your case, send it to the address on the decision letter. If you need more time, inform the DWP how long this is likely to take, so they do not make a decision straight away.

A case manager will look at the further evidence you send. They will then either change their decision in your favour or write back to you explaining that they have been unable to change the decision. They will send you a 'mandatory reconsideration notice' which proves that you have asked for a reconsideration (you will need this if you want to lodge an appeal).

You now have one calendar month from the date of the mandatory reconsideration notice to lodge an appeal to an independent tribunal.

#### **What if your condition changes in the future?**

If you are awarded PIP and there is a change in your condition sometime in the future, you can ask for the decision to be looked at again. This is worth doing if you think you might qualify for another component or if you think you should get a higher rate of either component.

Be aware that the DWP will look at the whole of your award. If you think you qualify for a higher rate of PIP or the other component, make sure that you satisfy the relevant conditions (see *Appendices B and C*). You will have to have satisfied these conditions for three months before you can get a new rate.

## HOW TO LODGE AN APPEAL AGAINST THE DECISION

### Completing the SSCS1 appeal form

You can download a copy of the official notice of appeal form SSCS1 from [www.gov.uk/social-security-child-support-tribunal/appeal-tribunal](http://www.gov.uk/social-security-child-support-tribunal/appeal-tribunal)

Alternatively, you can phone your local HM Courts & Tribunals Service (HMCTS) and ask to be sent the appeal form.

England and Wales - 0300 123 1142 - Monday to Friday, 8:30am to 5pm

Scotland - 0141 354 8400 - Monday to Friday, 8:30am to 5pm

You cannot make an appeal unless you have first asked for a mandatory reconsideration of the decision (see above).

On the form, give your name and address and the name of your representative if you have one. You can also give an address where documents can be sent to you if your own address is inappropriate.

Provide details of the decision you are appealing against (the decision date, name of the benefit and what the decision is about).

State clearly why you disagree with the decision. Explain what rate of PIP you think you should have been awarded and your reasons for this.

### Sending back the SSCS1 form

Make a copy of the completed appeal form. Send the appeal form to the relevant address which is listed in the form. You need to include a copy of the mandatory reconsideration notice to prove that you have first asked for a reconsideration of the decision.

## WHAT HAPPENS WHEN YOU APPEAL?

When the HMCTS receive your appeal form, they will send you an acknowledgment letter. A copy of your appeal will also be sent to the DWP for their comment. The DWP should write a response to your appeal and return it to HMCTS along with all the documents relevant to the decision. You will also be sent a copy of everything.

### Getting a hearing

The SSCS1 form asks whether you would like your appeal to be decided with or without a hearing. If you choose to have a hearing, you will be invited to attend. Opting for a hearing and attending can greatly improve your chances of a successful appeal.

Your appeal will be heard by an independent appeal tribunal. These tribunals are informal; they are not like courts. If you have a carer, they can attend the tribunal hearing as well to provide their account of your needs.

### Support or representation

You can contact a local advice centre, such as Citizens Advice or DIAL (see *Further help and information*) to see if they can give you any support with an appeal and possibly provide you with a representative to present your case at the tribunal.

### If you choose not to have a hearing

If you choose not to have a hearing, the tribunal will study all of the appeal papers and come to a decision based on these papers alone. You can send extra evidence and comments for the tribunal to consider at any time but do so as soon as possible as the tribunal will not tell you when they will be meeting to decide your case.

### THE APPEAL TRIBUNAL DECISION

You will get a decision notice on the day of your hearing or very soon after. A copy of the decision notice will also be sent to the DWP so they can put the decision into effect.

If the decision is a positive one (that you are entitled to PIP or to a higher level of PIP) the DWP will start paying you and will pay you any benefit you are owed to cover the period you were appealing. If your appeal is unsuccessful, you can ask for a more detailed explanation of why.

#### **Find out more**

You can find out more about appealing a decision, including appealing against a tribunal decision, in our *Disability Rights Handbook* and our factsheet *Appeals and reconsiderations* available at [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## 3: APPENDICES AND REFERENCE

# APPENDIX A

## Qualifying conditions

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### Basic qualifying conditions

To be entitled to PIP, you must satisfy all of the following basic qualifying conditions:

- Be aged 16-64 when you claim. You will not be able to claim PIP for the first time once reach the age of 65, but you will be able to stay on PIP if you claimed or received it before you reached that age.
- Have been present in Great Britain for 104 weeks out of the 156 weeks before claiming (two out of the last three years). If you are terminally ill, you only have to be present in Great Britain – you do not need to have been present for two out of the last three years.
- Be habitually resident (normally live) in the United Kingdom, the Channel Islands, the Republic of Ireland or the Isle of Man.

### Disability conditions

In addition, you must satisfy both of the following disability conditions:

- The daily living and/or mobility activities test (see *Appendices B and C*)
- You must also have satisfied the daily living and/or mobility activities test for a 'qualifying period' of at least three months before you can be paid. You must also be likely to continue to satisfy whichever test applies for a period of at least nine months after that three-month period. These conditions will not however apply if you are terminally ill.

# APPENDIX B

## Daily living activities and descriptors

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The activities, descriptors and points listed below are the legal test laid out in the [Social Security \(Personal Independence Payment\) Regulations 2013](#).

Add together the highest score from each activity heading that applies to you. To be entitled to the standard rate of the daily living component, you need to score at least 8 points; to be entitled to the enhanced rate, you need to score at least 12 points. These points can be scored from just one activity heading or from any of the headings added together.

| <b>Preparing food</b>  | <b>Activity 1</b> |
|--|-------------------|
| a Can prepare and cook a simple meal unaided.  | Score 0           |
| b Needs to use an aid or appliance to be able to either prepare or cook a simple meal.   | Score 2           |
| c Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.  | Score 2           |
| d Needs prompting to be able to either prepare or cook a simple meal.  | Score 2           |
| e Needs supervision or assistance to either prepare or cook a simple meal.   | Score 4           |
| f Cannot prepare and cook food.  | Score 8           |
| <b>Taking nutrition</b>  | <b>Activity 2</b> |
| a Can take nutrition unaided.  | Score 0           |
| b Needs either<br>(i) to use an aid or appliance to be able to take nutrition; or<br>(ii) supervision to be able to take nutrition; or<br>(iii) assistance to be able to cut up food.            | Score 2           |
| c Needs a therapeutic source to be able to take nutrition.   | Score 2           |
| d Needs prompting to be able to take nutrition.  | Score 4           |
| e Needs assistance to be able to manage a therapeutic source to take nutrition.  | Score 6           |
| f Cannot convey food and drink to their mouth and needs another person to do so.   | Score 10          |
| <b>Managing therapy or monitoring a health condition</b>   | <b>Activity 3</b> |
| a Either<br>(i) does not receive medication or therapy or need to monitor a health condition; or<br>(ii) can manage medication or therapy or monitor a health condition unaided.                 | Score 0           |
| b Needs either<br>(i) to use an aid or appliance to be able to manage medication; or<br>(ii) supervision, prompting or assistance to be able to manage medication or monitor a health condition. | Score 1           |
| c Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week.  | Score 2           |
| d 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.  | Score 4           |
| e Needs supervision, prompting or assistance to be able to manage therapy that takes more than 7 but no more than 14 hours a week.   | Score 6           |
| f Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week.  | Score 8           |



**Washing and bathing****Activity 4**

- 
- |   |  |         |
|---|--|---------|
| a | Can wash and bathe unaided.  | Score 0 |
| b | Needs to use an aid or appliance to be able to wash or bathe.                    | Score 2 |
| c | Needs supervision or prompting to be able to wash or bathe.                      | Score 2 |
| d | Needs assistance to be able to wash either their hair or body below the waist.   | Score 2 |
| e | Needs assistance to be able to get in or out of a bath or shower.                | Score 3 |
| f | Needs assistance to be able to wash their body between the shoulders and waist.  | Score 4 |
| g | Cannot wash and bathe at all and needs another person to wash their entire body. | Score 8 |

**Managing toilet needs or incontinence****Activity 5**

- 
- |   |   |         |
|---|---|---------|
| a | Can manage toilet needs or incontinence unaided.                                    | Score 0 |
| b | Needs to use an aid or appliance to be able to manage toilet needs or incontinence. | Score 2 |
| c | Needs supervision or prompting to be able to manage toilet needs.                   | Score 2 |
| d | Needs assistance to be able to manage toilet needs.                                 | Score 4 |
| e | Needs assistance to be able to manage incontinence of either bladder or bowel.      | Score 6 |
| f | Needs assistance to be able to manage incontinence of both bladder and bowel.       | Score 8 |

**Dressing and undressing****Activity 6**

- 
- |   |  |         |
|---|--|---------|
| a | Can dress and undress unaided.   | Score 0 |
| b | Needs to use an aid or appliance to be able to dress or undress.   | Score 2 |
| c | Needs either<br>(i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or<br>(ii) prompting or assistance to be able to select appropriate clothing. | Score 2 |
| d | Needs assistance to be able to dress or undress their lower body.  | Score 2 |
| e | Needs assistance to be able to dress or undress their upper body.  | Score 4 |
| f | Cannot dress or undress at all.  | Score 8 |

**Communicating verbally****Activity 7**

- 
- |   |   |          |
|---|---|----------|
| a | Can express and understand verbal information unaided.                                      | Score 0  |
| b | Needs to use an aid or appliance to be able to speak or hear.                               | Score 2  |
| c | Needs communication support to be able to express or understand complex verbal information. | Score 4  |
| d | Needs communication support to be able to express or understand basic verbal information.   | Score 8  |
| e | Cannot express or understand verbal information at all even with communication support.     | Score 12 |

**Reading and understanding signs, symbols and words****Activity 8**

- 
- |   |  |         |
|---|--|---------|
| a | Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.                                      | Score 0 |
| b | 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. | Score 2 |
| c | Needs prompting to be able to read or understand complex written information.  | Score 2 |
| d | Needs prompting to be able to read or understand basic written information.  | Score 4 |
| e | Cannot read or understand signs, symbols or words at all.  | Score 8 |

**Engaging with other people face to face****Activity 9**

- 
- |   |         |
|---|---------|
| a Can engage with other people unaided.   | Score 0 |
| b Needs prompting to be able to engage with other people.   | Score 2 |
| c Needs social support to be able to engage with other people.  | Score 4 |
| d Cannot engage with other people due to such engagement causing either<br>(i) overwhelming psychological distress to the claimant; or<br>(ii) the claimant to exhibit behaviour which would result in a substantial risk of<br>harm to the claimant or another person. | Score 8 |

**Making budgeting decisions****Activity 10**

- 
- |   |         |
|---|---------|
| a Can manage complex budgeting decisions unaided.                               | Score 0 |
| b Needs prompting or assistance to be able to make complex budgeting decisions. | Score 2 |
| c Needs prompting or assistance to be able to make simple budgeting decisions.  | Score 4 |
| d Cannot make any budgeting decisions at all.                                   | Score 6 |

# APPENDIX C

## Mobility activities and descriptors

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The activities, descriptors and points listed below are the legal test laid out in the [Social Security \(Personal Independence Payment\) Regulations 2013](#).

Add together the highest score from each activity heading that applies to you. To be entitled to the standard rate of the mobility component, you need to score at least 8 points; to be entitled to the enhanced rate, you need to score at least 12 points.

| <b>Planning and following journeys</b>  | <b>Activity 1</b> |
|---|-------------------|
| a Can plan and follow the route of a journey unaided.   | Score 0           |
| b Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant. | Score 4           |
| c Cannot plan the route of a journey.   | Score 8           |
| d Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.       | Score 10          |
| e Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant.          | Score 10          |
| f Cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid.    | Score 12          |
| <b>Moving around</b>  | <b>Activity 2</b> |
| a Can stand and then move more than 200 metres, either aided or unaided.  | Score 0           |
| b Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided.                 | Score 4           |
| c Can stand and then move unaided more than 20 metres but no more than 50 metres.                                   | Score 8           |
| d Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres.                 | Score 10          |
| e Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.                    | Score 12          |
| f Cannot, either aided or unaided, (i) stand; or (ii) move more than 1 metre.                                       | Score 12          |

# APPENDIX D

## Keeping a diary

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### Writing a diary

A diary is useful as evidence to help the DWP understand how you manage day to day both with your daily living and getting out and about. You are the best person to give this evidence.

If you find it difficult to keep a diary, you could ask a relative, carer or friend to help you (and explain in your claim form that your diary has been completed with their help).

When you send the diary with your claim form, make sure that you have included your name, address and National Insurance number at the top of every page.

More information on submitting diaries and the completing the claim form can be found in *Section 2*.

### Example diaries

On the following pages are two example diaries – one for a person with multiple sclerosis, the other for a person with depression and anxiety.

### Filling in your diary

Look at the example diaries and adapt them so that you can record where things are more difficult for you. Read your claim form and look at the activities where you filled in information. Your diary should record how you are managing in each of those areas.

Remember, you score points on the descriptors if:

- you need aids or appliances to help you manage on your own;
- you need prompting or reminding;
- you need help from someone else;
- you can manage on your own but it takes you a long time;
- you can manage at certain times of the day but not at others;
- you can manage on some days but not others;
- you are unsafe managing on your own – accidents have happened or nearly happened;
- you need someone keeping an eye on you.

If any of these apply to you, put it in your diary.

## Diary of a person with multiple sclerosis

This shows two days of diaries but it is helpful to keep one for even longer. If you have longer spells when you are bad and then spells when things are not so bad, include diaries that cover both periods.

| <b>25 April</b>  |   |   |  |                             |
|--|---|---|--|-----------------------------|
| <b>ACTIVITY</b>  | <b>Morning<br/>7am-12pm</b>                                 | <b>Afternoon<br/>12pm-6pm</b>                               | <b>Evening<br/>6pm-11pm</b>                          | <b>Night<br/>11pm-7am</b>   |
| <b>Going to the toilet</b><br>(always use grab rails and raised toilet seat) | Managed by myself   | Slight accident on one occasion as didn't get there in time | Managed by myself                                    | Unsteady – helped to toilet |
| <b>Having a shower</b><br>(always use seat and grab rails)                   | Managed by myself – 40 minutes                              |   |  |                             |
| <b>Dressing/<br/>Undressing</b>  | Managed by myself – 20 minutes                              |   | Co-ordination bad – help to get pants and tights off |                             |
| <b>Cooking</b><br>(always use perching stool)                                |   | Cut myself chopping vegetables                              |  |                             |
| <b>Eating</b>  |   |   | Help chopping meat up                                |                             |
| <b>Medication</b>  |   |   | Help getting pills out of dosette box                |                             |
| <b>Reading</b>   |   | Read paper on tablet using magnification                    |  |                             |
| <b>Walking</b>   | Went to local shops – 400 metres – used electric wheelchair |   | Co-ordination bad – using indoor wheelchair          |                             |

| <b>26 April</b>  |  |  |  |                                |
|--|--|--|--|--------------------------------|
| <b>ACTIVITY</b>  | <b>Morning<br/>7am-12pm</b>                    | <b>Afternoon<br/>12pm-6pm</b>  | <b>Evening<br/>6pm-11pm</b>                    | <b>Night<br/>11pm-7am</b>      |
| <b>Going to the toilet</b><br>(always use grab rails and raised toilet seat) | Managed by myself – stiff and slow first thing | Managed by myself  | Managed by myself                              | Unsteady – helped to toilet x2 |
| <b>Having a shower</b><br>(always use seat and grab rails)                   | Managed by myself – 35 minutes                 |  |  |                                |
| <b>Dressing/<br/>Undressing</b>  | Managed by myself – 20 minutes                 | Help from friend at swimming pool  | Exhausted – partner helped                     |                                |
| <b>Cooking</b><br>(always use perching stool)                                |  |  | Didn't cook today – too tired                  |                                |
| <b>Eating</b>  |  |  |  |                                |
| <b>Medication</b>  |  |  | Help getting pills out of dosette box          |                                |
| <b>Reading</b>   | Read paper on tablet using magnification       |  |  |                                |
| <b>Walking</b>   |  | Went swimming with friend – walking from car and around leisure centre I used stick on one side, friend on other – very slow | Exhausted after swim - using indoor wheelchair |                                |

## Diary of a person with depression and anxiety

This diary doesn't stick to a day but shows a bad spell and then a couple of spells when things improve a bit. Use this format if it is easier.

| ACTIVITY             | 25 April – 4 May  |
|----------------------|---|
| <b>Cooking</b>       | No cooking at all. Mum came round twice and cooked for me – and put leftovers in fridge for me to have other days.  |
| <b>Eating</b>        | Mum stayed and ate with me when she came. Was cross when I hadn't eaten leftovers from other day – forgot they were there. Ate some biscuits and things I found in cupboard when I was hungry – on four days didn't eat at all. |
| <b>Medication</b>    | Mum rang every day to check I'd taken – think I did take them all but not sure.   |
| <b>Showering</b>     | Didn't shower at all except once when Mum came round and made me.   |
| <b>Dressing</b>      | Didn't change clothes at all except after shower – mum put out clean ones for me.   |
| <b>Seeing people</b> | Didn't see anyone apart from mum. Someone came to door but I didn't answer it – couldn't face it. Mum has key. Didn't answer phone or texts. Mainly just stayed on sofa under quilt.  |
| <b>Money</b>         | Electricity meter ran out – Mum sorted when she came.   |
| <b>Getting out</b>   | Didn't leave flat – missed appointment with GP.   |

| ACTIVITY             | 5 May – 9 May   |
|----------------------|---|
| <b>Cooking</b>       | Been a bit better – made cup-a-soups couple of times – good to have something hot. Mum came round once and cooked.  |
| <b>Eating</b>        | Ate with mum and also ate leftovers cold next day – and soup when I made it. Just one day didn't eat at all.  |
| <b>Medication</b>    | Mum rang and reminded – all OK.   |
| <b>Showering</b>     | Once when mum came and once on 8th when feeling better.   |
| <b>Dressing</b>      | When I had shower – otherwise just stayed in same clothes.  |
| <b>Seeing people</b> | Saw mum and also GP.  |
| <b>Money</b>         | Mum reminded me to put money in meter before it ran out.  |
| <b>Getting out</b>   | Saw GP – mum had rescheduled appointment – she rang and made sure I went – went on my own – 5 minutes away. Mum went with me to get money from post office another day. |

| ACTIVITY             | 10 May – 16 May   |
|----------------------|---|
| <b>Cooking</b>       | Made bacon sandwich! And had some ready meals out of freezer heated in microwave.                                       |
| <b>Eating</b>        | Been feeling hungrier so eaten every day.   |
| <b>Medication</b>    | Mum reminded.   |
| <b>Showering</b>     | Two showers.  |
| <b>Dressing</b>      | When I had shower   |
| <b>Seeing people</b> | Saw friend – she came round – text first to check to let me know she was coming so I'd open door.                       |
| <b>Money</b>         |   |
| <b>Getting out</b>   | Went for walk with friend – just to local park – avoided play area where it's busy – too overwhelming and people stare. |

# ACTIVITY DIARY

Name

Address

National Insurance No

| <b>ACTIVITY</b>                 | <b>Morning<br/>7am-12pm</b> | <b>Afternoon<br/>12pm-6pm</b> | <b>Evening<br/>6pm-11pm</b> | <b>Night<br/>11pm-7am</b> |
|---------------------------------|-----------------------------|-------------------------------|-----------------------------|---------------------------|
| <b>Cooking</b>                  |                             |                               |                             |                           |
| <b>Eating</b>                   |                             |                               |                             |                           |
| <b>Managing therapy</b>         |                             |                               |                             |                           |
| <b>Medication</b>               |                             |                               |                             |                           |
| <b>Washing/bathing</b>          |                             |                               |                             |                           |
| <b>Going to the toilet</b>      |                             |                               |                             |                           |
| <b>Dressing/<br/>Undressing</b> |                             |                               |                             |                           |
| <b>Communicating</b>            |                             |                               |                             |                           |
| <b>Reading</b>                  |                             |                               |                             |                           |
| <b>Meeting people</b>           |                             |                               |                             |                           |
| <b>Budgeting</b>                |                             |                               |                             |                           |
| <b>Planning journeys</b>        |                             |                               |                             |                           |
| <b>Walking</b>                  |                             |                               |                             |                           |



# GLOSSARY

## TERMS USED IN THE PIP REGULATIONS 2013

These definitions are laid out in the [Social Security \(Personal Independence Payment\) Regulations 2013](#).

**aids or appliance** means any device that improves, provides or replaces your impaired physical or mental function, including a prosthesis. It could also include non-specialist aids, such as electric tin openers or long-handled sponges. In assessing your ability to carry out a task, you will be assessed as if wearing or using any aid or appliance that you would normally wear or use, or which you could reasonably be expected to wear or use if you do not currently do so. It should not be considered reasonable for you to wear or use an aid or appliance if it is too expensive, difficult to obtain or is culturally inappropriate for you.

**and then move** means that you need to be able to move independently while remaining standing. So if you could only cover, say 20 metres, by standing, transferring to a wheelchair and then completing the journey, you will not be considered capable of moving that distance.

**aided** means with –  
(a) the use of an aid or appliance; or  
(b) supervision, prompting or assistance.

**assistance** means physical intervention by another person and does not include speech.

**assistance dog** means a dog trained to guide or assist a person with a sensory impairment.

**basic verbal information** means information in your native language conveyed verbally in a simple sentence.

**basic written information** means signs, symbols and dates written or printed standard size text in your native language.

**bathe** includes getting into or out of an unadapted bath or shower.

**communication support** means support from a person trained or experienced in communicating with people with specific communication needs, including interpreting verbal information into a non-verbal form and vice versa.

**complex budgeting decisions** means decisions involving –

- (a) calculating household and personal budgets;
- (b) managing and paying bills; and
- (c) planning future purchases.

**complex verbal information** means information in your native language conveyed verbally in either more than one sentence or one complicated sentence.

**complex written information** means more than one sentence of written or printed standard size text in your native language.

**cook** means heat food at or above waist height.

**dress and undress** includes putting on and taking off socks and shoes.

**engage socially** means –  
(a) interact with others in a contextually and socially appropriate manner;  
(b) understand body language; and  
(c) establish relationships.

**limited ability** (to carry out daily living activities) means obtaining a score of at least 8 points in the PIP assessment.

**manage incontinence** means manage involuntary evacuation of the bowel or bladder, including the use of a collecting device or self-catheterisation, and clean yourself afterwards.

**manage medication or therapy** means take medication or undertake therapy, where a failure to do so is likely to result in a deterioration in your health.

**medication** means medication to be taken at home which is prescribed or recommended by a registered (a) doctor; (b) nurse; or (c) pharmacist.

**monitor health** means –  
(a) detect significant changes in your health condition which are likely to lead to a deterioration in your health; and  
(b) take action advised by a (i) registered doctor; (ii) registered nurse; or (iii) health professional who

is regulated by the Health Professions Council, without which your health is likely to deteriorate.

**orientation aid** means a specialist aid designed to assist disabled people to follow a route safely.

**prepare** in the context of food, means make food ready for cooking or eating.

**prompting** means reminding, encouraging or explaining by another person.

**psychological distress** means distress related to an enduring mental health condition or an intellectual or cognitive impairment.

**read** includes read signs, symbols and words but does not include read Braille.

**repeatedly** means being able to repeat the task as often as is reasonably required. Consideration should be given to the collective effects of symptoms such as pain and fatigue. For example, if the effort it takes for you to complete a task then makes you tired and/or in pain such that you would not be able to do it again or take on another task, you should be treated as unable to perform the task. For example, if you are able to prepare a meal once unaided, but the exhaustion caused to you by doing this would mean that you could not prepare another meal that day, you should be treated as being unable to prepare a meal unaided.

**reasonable time period** means no more than twice as long as the maximum period that a person without a physical or mental condition which limits that person's ability to carry out the activity would normally take to complete that activity.

**safely** means in a manner unlikely to cause harm to you or to another person, either during or after the completion of the activity.

**severely limited ability** (to carry out daily living activities) means obtaining a score of at least 12 points in the PIP assessment.

## OTHER TERMS

**acceptable standard** means a standard that is good enough; ie of a standard that most people would normally expect to achieve. An example of not completing a task to an acceptable standard would be where someone can physically wash themselves but does not realise they have done so

**simple budgeting decisions** means decisions involving –

- (a) calculating the cost of goods; and
- (b) calculating change required after a purchase.

**simple meal** means a cooked one-course meal for one using fresh ingredients.

**social support** means support from a person trained or experienced in assisting people to engage in social situations.

**stand** means stand upright with at least one biological foot on the ground.

**supervision** means the continuous presence of another person for the purpose of ensuring your safety.

**take nutrition** means –

- (a) cut food into pieces, convey food and drink to your mouth and chew and swallow food and drink; or
- (b) take nutrition by using a therapeutic source.

**therapeutic source** means parenteral or enteral tube feeding, using a rate-limiting device such as a delivery system or feed pump.

**therapy** means therapy to be undertaken at home which is prescribed or recommended by a —

- (a) registered (i) doctor; (ii) nurse; or (iii) pharmacist; or
- (b) health professional regulated by the Health Professions Council.

**toilet needs** means –

- (a) getting on and off an unadapted toilet;
- (b) evacuating the bladder and bowel; and
- (c) cleaning oneself afterwards.

**unaided** means without –

- (a) the use of an aid or appliance; or
- (b) supervision, prompting or assistance.

badly and are still not clean after they have finished.

**appointee** means someone legally appointed to act on your behalf.

**award** means the rate and amount of the benefit that you have been granted.

**calendar month** means the period of time from the date of one month to the same date of the next month.

**case manager** is the person working for the DWP who will make the decision whether or not to award you PIP. They do this by considering your claim form, the report from your face-to-face consultation and any additional evidence you submitted.

**descriptor** means a description of tasks of varying degrees of difficulty.

**DS1500** is a medical report issued by your GP, hospital consultant, nurse, Macmillan nurse or social worker that describes your medical condition – it is not a prognosis.

**healthcare professional** is the medically qualified person who carries out your face-to-face consultation.

**PIP1** is the form on which you start your PIP claim; it is usually completed over the telephone by a DWP agent and covers the basic qualifying conditions.

**PIP2** is the main form for PIP, called *How your disability affects you* and used to gather information about your ability to complete daily living and mobility tasks.

**passported benefits** are those benefits which some groups of people are automatically entitled to because of their entitlement to another benefit.

**reasonably be expected** means more likely than not – your doctor will be asked to complete a form (DS1500) to confirm this.

**terminally ill** means that your death can 'reasonably be expected' within the next six months.

# FURTHER HELP AND INFORMATION

## Disability Rights UK

We are the leading charity in the UK run by and for disabled people and offer support across many areas to anyone with lived experience of disability or health conditions, regardless of impairment type.

We publish the *Disability Rights Handbook* which gives more details on personal independence payment and other benefits for disabled people, their families and carers. The handbook is updated every year. There is a section devoted to appeals, should your claim be unsuccessful. You can buy a copy online at [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org) or by contacting us by telephone or in writing. Our address and telephone number can be found at the front of this guide.

Disability Rights UK also produce over 60 factsheets covering benefits, tax credits, independent living, education and other disability related subjects. Visit:

**W** [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## The Motability Scheme

Motability Operations, City Gate House, 22 Southwark Bridge Road, London SE1 9HB  
**T** 0300 456 4566 ; textphone 0300 037 0100

**W** [www.motability.co.uk](http://www.motability.co.uk)

The Scheme leases cars, powered wheelchairs or scooters to help disabled people improve their mobility.

## Government advice lines

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### Gov.uk

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

The government's online information service providing information on public services with links to government departments and agencies and a wide range of other organisations.

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### PIP helpline

**T** 0345 850 3322; textphone 0345 601 6677  
Monday to Friday, 8am to 6pm

### PIP (New claims only)

**T** 0800 917 2222; textphone 0800 917 7777  
Monday to Friday, 8am to 6pm

## Finding a local advice centre

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If you need help making a claim for PIP or with appealing against a decision, you can contact a local advice centre. There may be times when seeing someone locally, face-to-face will be the best option to ensure you get the best advice. A wide range of local organisations exist including those specifically related to disability and those offering more general advice services.

### Citizens Advice

3rd Floor North, 200 Aldersgate Street, London EC1A 4HD

**T** 03000 231 231

(advice is not available on this number)

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

Citizens Advice helps people resolve legal, financial and other problems by providing free information and advice from over 3,500 locations in England and Wales.

To locate your local Citizens Advice, visit:

**W** [www.citizensadvice.org.uk/about-us/how-we-provide-advice/advice/search-for-your-local-citizens-advice/](http://www.citizensadvice.org.uk/about-us/how-we-provide-advice/advice/search-for-your-local-citizens-advice/)

Over-the-phone advice is also available from every Citizens Advice. Citizens Advice are in the process of developing a national phone service that is being rolled out area-by-area. If it is not yet available in your area, you will hear options for recorded information:

### Citizens Advice National Phone Service

For England

**T** 03444 111 444; textphone 03444 111 445

For Wales

**T** 03444 77 20 20; textphone 03444 111 445

### Citizens Advice Northern Ireland

46 Donegall Pass, Belfast BT7 1BS

**E** [info@citizensadvice.co.uk](mailto:info@citizensadvice.co.uk)

**W** [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

### Citizens Advice Scotland

1st Floor, Spectrum House, 2 Powderhall Road, Edinburgh EH7 4GB

**T** 0808 800 9060

**W** [www.cas.org.uk](http://www.cas.org.uk)

### DIAL

There are around 80 local Disability Information and Advice Line services (DIALs) throughout Great Britain run by and for disabled people.

To find out if there is a DIAL that covers your area:

**T** 0808 800 3333

You can also find out online at:

**W** [www.scope.org.uk/support/disabled-people/local-advice](http://www.scope.org.uk/support/disabled-people/local-advice)

### Law Centres

Law Centres are not-for-profit legal practices providing free legal advice and representation to disadvantaged people. There are around 50 Law Centres in England, Northern Ireland and Scotland, staffed by solicitors and barristers who specialise in areas of civil law including employment, housing, discrimination, welfare benefits, education and immigration.

To find your nearest Law Centre in England and Northern Ireland:

**W** [www.lawcentres.org.uk](http://www.lawcentres.org.uk)

To find your nearest Law Centre in Scotland:

**W** [www.scotlawcentres.blogspot.co.uk](http://www.scotlawcentres.blogspot.co.uk)

## Other sources of advice

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### **Carers UK**

20 Great Dover Street, London SE1 4LX

**T** 020 7378 4999; advice line 0808 808 7777

**W** [www.carersuk.org](http://www.carersuk.org)

Provide information and advice on benefits, services and other support available to carers.

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