

# Personal Independence Payment Guide



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# Personal Independence Payment

PIP is a benefit provided by the UK social security system for adults with long-term health conditions or disabilities, designed to help with extra costs arising from these conditions. It is available to eligible people in Scotland, Northern Ireland, and other parts of the UK.

The purpose of this guide is to give you a broad understanding of what Personal Independence Payment (PIP) is, and how to get started with your claim.



# The Basics



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PIP is not based on the condition you have or the medication you take. It is based on the level of help you need because of how your condition affects you.

You're assessed on the level of help you need with specific activities. It's hard to say if the level of help you need will qualify you for PIP. But, if you get or need help with any of the following because of your condition, you should consider applying:

- Preparing and cooking food
- Eating and drinking
- Managing your treatments
- Washing and bathing
- Managing toilet needs or incontinence
- Dressing and undressing
- Communicating with other people
- Reading and understanding written information
- Mixing with others
- Making decisions about money
- Planning a journey or following a route
- Moving around

The help you get may be from a person, an aid (such as a walking stick or guide dog) or an adaptation to your home or car.







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# How Much PIP Can You Get?

PIP is made up of 2 parts – called 'components'.

The 'daily living component' is for the extra help you need with everyday tasks. This can include preparing food, washing, getting dressed or communicating with other people.

The 'mobility component' is for the extra help you need getting around. This can include moving, planning a journey or following a route.

Each component can be paid at either a standard or enhanced rate. Find out how the DWP decides which rate of PIP you can get.

| Component                    | Weekly rate |
|------------------------------|-------------|
| Daily living – standard rate | £73.90      |
| Daily living – enhanced rate | £110.40     |
| Mobility – standard rate     | £29.20      |
| Mobility – enhanced rate     | £77.05      |





# The Process

## What You Need to Know

Before you apply for PIP it is important to understand the criteria against which you will be assessed, and below are listed some of the necessary considerations.

### 01. Diagnosis

- A diagnosis should be obtained for a long term health condition or disability, diagnosed or recognised by a doctor or specialist.
- It is important to see a medical professional if you have long term difficulties, and get a diagnosis.
- If you have not been diagnosed with a long term health condition it can make a successful claim more unlikely.



### 02. Medication

- Medication means a regular regime of medicines prescribed for you to help you manage your condition.
- If you have a long term health condition it is likely you have a prescription for medication.
- If you are not taking regular medication for a long term condition it may make a successful claim more difficult.



### 03. Treatment

- Treatment means regular visits with a recognised consultant, doctor or specialist, familiar with your condition or disability.
- It is likely that you are seeing a consultant or specialist to help you manage your condition.
- Having regular visits with your specialist is likely to assist your claim.



# How to Claim



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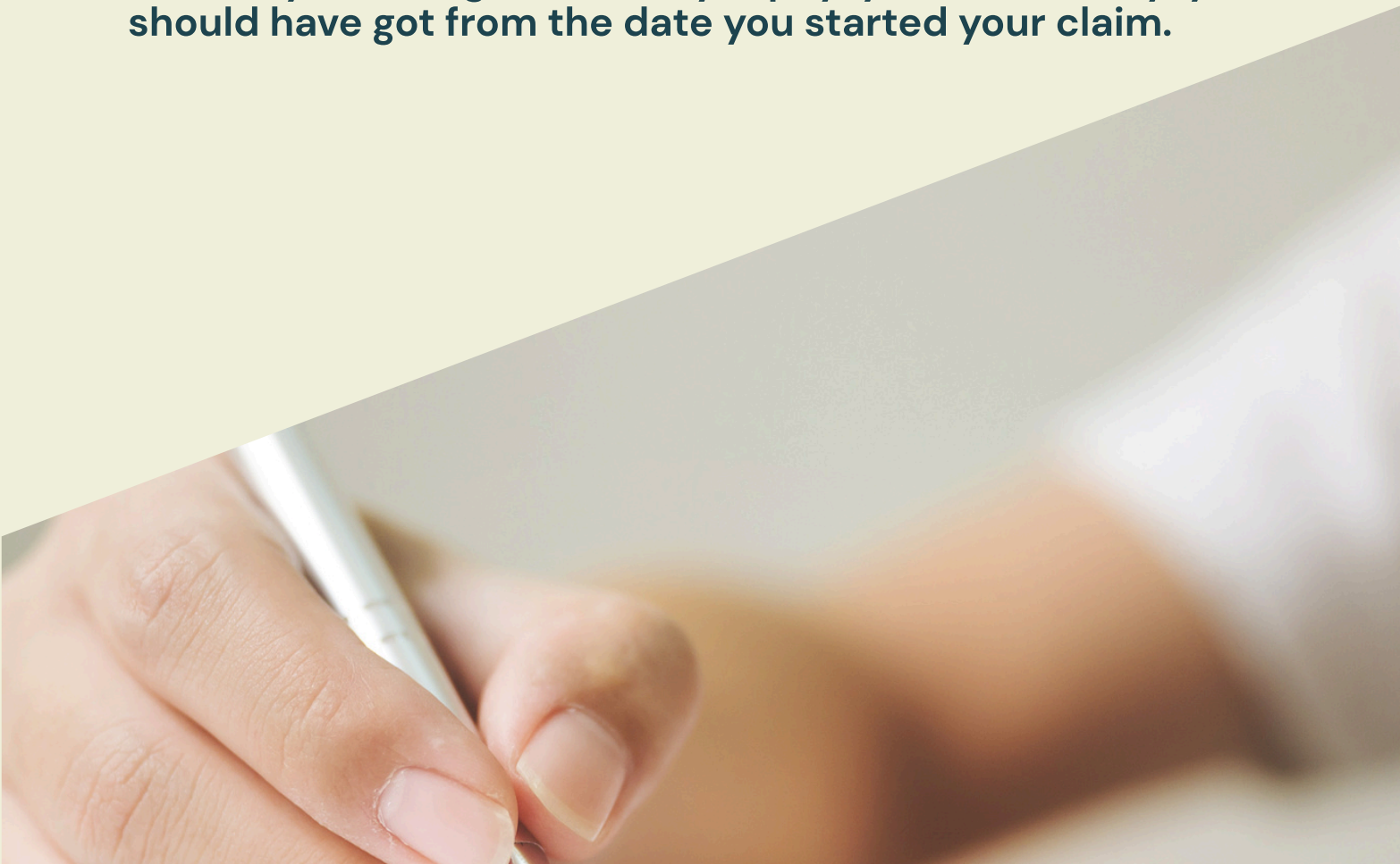
There are 3 stages to claiming PIP:

Contact the Department for Work and Pensions (DWP) and fill in the PIP1 form – they can do this for you over the phone

If you meet the basic conditions for PIP, the DWP will tell you to fill in the PIP2 form – you can get a form by post or an email with a link to an online form

Have a medical assessment

It can take up to 6 months from when you first contact the DWP to when you get your first payment. If the DWP decide you can get PIP, they'll pay you the money you should have got from the date you started your claim.



# Contacting The DWP



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It's best to start your claim by calling the DWP – it's quicker than writing to them. If they decide you can get PIP, they'll pay you the money you should have got from the date you called them.

You'll need to have this information when you call the DWP:

- Your full name, address and phone number
- Your National Insurance number
- Your bank or building society account details
- Contact details of your GP or other health professionals you deal with
- The dates and details of any stays in hospital or residential care
- Your nationality or immigration status
- If you've been abroad for more than 4 weeks at a time in the last 3 years (you'll need the dates and details)

Personal Independence Payment claim line

Telephone: 0800 917 2222

Textphone: 0800 917 7777

It should take about 20 minutes to complete the call. If you'd prefer someone else to call for you that's fine, but you need to be with them so you can give permission for them to speak for you.

If the DWP think you meet the basic conditions for PIP, they'll send you the PIP2 form 'How your disability affects you.' The DWP will decide how they send you the form – this might be by post or online.

The DWP will also ask if you have any conditions relating to your mental health, a learning difficulty or behavioural condition. They ask these questions to check if you need any additional help or support with your claim.







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# What Happens After you Claim

The DWP will check your PIP1 form to see if you meet the basic conditions to get PIP – for example if you're living in Great Britain.

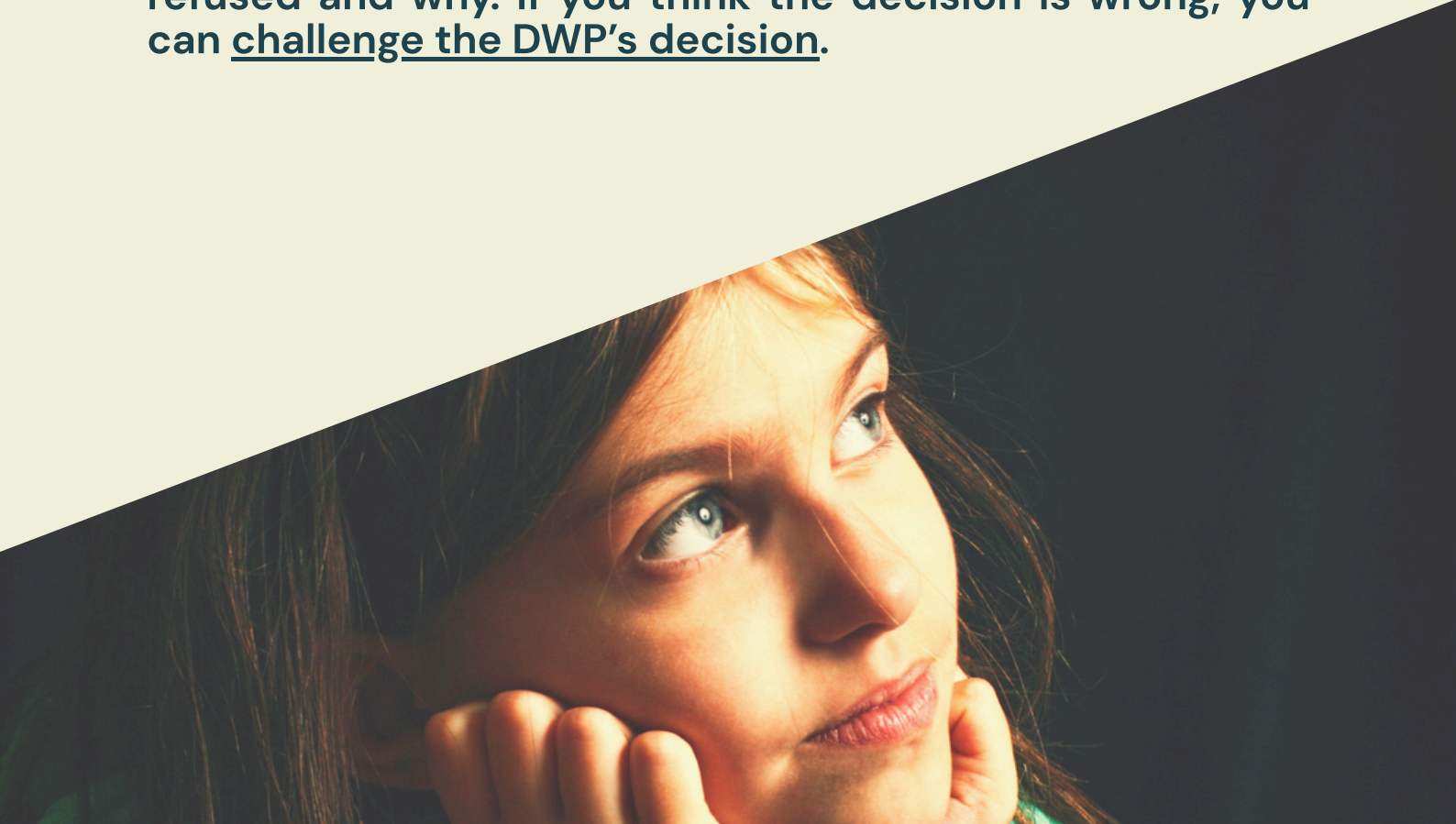
If they think you meet the basic conditions, they'll post the PIP2 form 'How your disability affects you' to you – or send you an email with a link to the online form.

You need to fill in the form and return it by the date on the front of the form.

While you're waiting, it's worth thinking about:

- how to fill in the 'How your disability affects you' form
- getting evidence to support your PIP claim

If the DWP don't think you meet the basic conditions, they'll send you a decision letter to say you've been refused and why. If you think the decision is wrong, you can challenge the DWP's decision.





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# Preparing for Your Assessment

At the moment the DWP will try to do the assessment by looking at your medical evidence and talking to you over the phone or by video call. It's important to send your medical evidence as soon as possible.

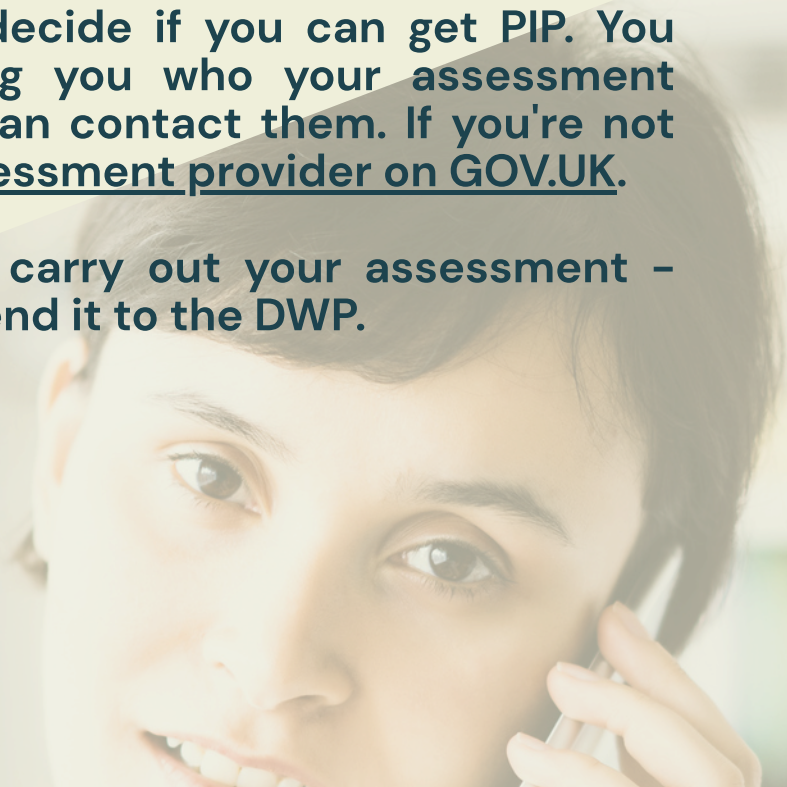
If the DWP can't assess you over the phone or by video call, they'll invite you to a face-to-face medical assessment.

If you're worried about being assessed over the phone, you can have someone aged 16 or over on the call with you.

They can take part in discussions and take notes. If you have evidence about your health condition which wasn't in your application, mention this during the assessment. This might be evidence from a support worker or a doctor. Offer to send this additional evidence to the decision maker to help with your assessment.

It's important you prepare – the DWP will use evidence from the assessment to decide if you can get PIP. You should get a letter telling you who your assessment provider is and how you can contact them. If you're not sure, you can [find your assessment provider on GOV.UK](#).

A health professional will carry out your assessment – they'll write a report and send it to the DWP.





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# Talking About Your Condition

You should be prepared to talk about how your condition affects you even if you've already detailed it on your 'How your disability affects you' form. It can be hard to do this but it will really help if you can talk about:

- The kind of things you have difficulty with, or can't do at all – for example, walking up steps without help or remembering to go to appointments
- How your condition affects you from day to day
- What a bad day is like for you – for example, 'On a bad day, I can't walk at all because my injured leg hurts so much' or 'On a bad day, I'm so depressed I can't concentrate on anything'

It's a good idea to take a copy of your form with you. That way you can refer to it in the assessment and make sure you tell the assessor everything you want them to know about your condition.







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# Evidence To Support Your Claim

It's useful to include evidence from health professionals on how your condition affects you. It can give the Department for Work and Pensions (DWP) a clearer picture of how your condition affects you and give you a better chance of being properly assessed.

Evidence could be a letter, report or care plan, and you can send it any time before the DWP makes a decision on your claim.

## Keeping a PIP diary

If your condition fluctuates (you have good and bad days) it can be helpful to keep a diary. A diary is a handy way to record your bad days and how they affected you. You could use a diary as evidence as well as use it to help you fill in your 'How your disability affects you' form. To help you, you can use our template diary. You can also ask someone to help you write it.





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# What To Ask Health Professionals For

When you contact the health professional, tell them that you're making a claim for PIP and ask them to provide a letter explaining how your condition affects you. It's important to do this because PIP is based on how your condition affects you and not the condition itself or the medication you take.

You could ask for evidence from these health professionals:

- Your physiotherapist
- Your occupational therapist
- Your social worker
- Your counsellor
- Your support worker
- Your consultant
- Your nurse
- Your doctor or GP

Some health professionals won't help with benefit applications and others may charge a fee for doing so.





# Contact Us



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