

FAMILY GUIDES

# Personal Independence Payment



**Patient  
Claim  
Line.com**

# Understanding Personal Independence Payments



**Personal Independence Payments (PIP)** are designed to support you with the extra costs of living if you have both:

- A long-term physical or psychological condition or disability
- A condition which presents you with difficulty when doing everyday tasks or moving around

You can receive PIP even if you are working, have savings or receiving most other benefits.

## How it works

PIP is split into two different parts a daily part (you require help with everyday tasks) and a mobility part (you require support in moving around). If you have been informed by a medical professional that you may have 6 months or less to live, you will automatically qualify for the daily part. Your eligibility for the mobility part is dependant on your needs. You can find out more about how to claim PIP if you have 6 months or less to live [here](#).

| Daily Part Support Requirements     | Mobility Part Support Requirements   |
|-------------------------------------|--------------------------------------|
| Eating, drinking or preparing food  | Working out a route and following it |
| Washing, bathing & using the toilet | Physically moving around             |
| Getting dressed & undressed         | Leaving your home                    |
| Reading & communicating             |                                      |
| Managing medical needs              |                                      |
| Managing money                      |                                      |



## PERSONAL INDEPENDENCE PAYMENT

The Department for Work and Pensions will assess how difficult you find daily and mobility tasks.

They will assess:

- Whether you can do it safely
- How long it takes you
- How often your condition affects this activity
- Whether you need help to do it, from a person or using extra equipment

If you have substantial caring needs, your carer could receive [Carer's Allowance](#)



## Support in applying for PIP

You can receive support in applying for PIP from the following services:

- [Citizens Advice](#)
- [PIP video guides with British Sign Language](#)
- [Easy read guides which explain PIP](#)

If you live in Scotland, you should apply for [Adult Disability Payments](#) (ADP) instead of PIP. If you already receive PIP and live in Scotland, you will be moved over to ADP by the summer of 2024. You can read more about this process [here](#).

If you currently receive ADP due to living in Scotland and move to England or Wales, you will need to apply for PIP.

### PIP Eligibility

You can apply for PIP if you meet the following [eligibility criteria](#) and are under State Pension age:

- You are aged over 16
- You have a long term physical or psychological disability
- You have difficulty performing everyday tasks or with your mobility
- You expect the difficulties you suffer with everyday tasks or mobility are going to last more than 12 months from when they began

If you are over State Pension age you should apply for [Attendance Allowance](#). However, if you were eligible for PIP the year before you reached State Pension age, you can still make a claim.



### How Other Benefits Impact PIP

- You can receive PIP alongside all other benefits apart from [Armed Forces Independence Payments](#).
- If you receive [Constant Attendance Allowance](#) you will receive a lower amount of the daily living part of PIP
- If you receive [War Pensioners' Mobility Supplement](#) you are ineligible for the mobility part of PIP

### If you have been **living abroad**

If you have been living abroad you will need to meet the following criteria prior to applying for PIP:

- You have lived in England, Scotland or Wales for at least 2 of the past 3 years
- You have been living in any of the following countries when you apply, EU countries, Switzerland and countries that fall within the European Economic Area.

If you still live abroad, you may still be able to receive PIP under certain circumstances such as you are a member of the armed forces or a family member of someone who is.

You can also receive the daily part of PIP if you live in an EU country, Switzerland or a country within the European Economic Area.

### If you are not **a British Citizen**

If you are not a British Citizen but would like to receive PIP you must usually reside in the UK or have the intention to settle in the UK, Ireland or Isle of Man or Channel Islands. To apply for PIP you must also not be subjected to [Immigration Control](#) unless you are a sponsored immigrant.

If you are from an EU country, Switzerland or a country within the European Economic Area, you and your family will usually require settled or pre-settled status under the EU settlement scheme to receive PIP. However, the deadline to apply this way was in June 2021, although you can still [check if you are eligible here](#).

You may be able to receive PIP if you are a refugee or have a humanitarian protection status.



### How much could you receive?

PIP is paid usually every 4 weeks, the date in which you receive PIP will be outlined in your decision letter. The letter will also outline:

- The day of the week you'll be paid
- How long you will receive PIP
- When your PIP claim will be reviewed

PIP is split down into lower and higher weekly rates. The lower rate of the daily part is £61.85 and the higher is £92.40. The lower rate of the mobility part is £24.45 and the higher rate is £64.50.

If you do receive PIP you are also eligible for further support including a [Blue Badge](#), [vehicle tax discount or exemption](#), [Motability Scheme vehicle](#) (if you get the higher mobility rate of PIP) and a [Disabled Persons Railcard](#).



### If you receive other benefits alongside PIP

If you do receive other benefits alongside PIP, you may get a top-up called a [disability premium](#) if you receive:

- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Housing Benefit

You may also receive the disability element of [Working Credit Tax](#), if you meet the eligibility criteria.

# How to make your claim



Once you have checked you are eligible to claim PIP you should follow these steps to make you claim:

1

## Call the PIP new claims line

Use the following contact methods:

☎ Telephone: 0800 917 2222

☎ Textphone: 0800 917 7777

**Relay UK** (if you cannot hear or speak on the phone): 18001 then 0800 917 2222

**British Sign Language (BSL) [video relay service](#)**  
If you're on a computer - find out how to [use the service on mobile or tablet](#)

Calling from abroad:  
+44 191 218 7766

Monday to Friday,  
8am to 5pm

You can also bring your claim via post, sending you form to: Personal Independence Payment New Claims, Post Handling Site B Wolverhampton WV99 1AH

2

Once you have started your claim by phone or post, **you will be sent a form to complete and return**

3

In some circumstances **you may need to undergo an assessment** if more information is needed for your claim

4

**You will receive a letter** informing you if your claim has been successful or not

## How a PIP review works

The letter you received when your PIP claim was approved will inform you how long you will receive PIP for and when your claim will be reviewed. The PIP works in the following way:

- 1. You will receive a letter** asking you to fill in a form called 'Award review - how your disability affects you'.
- 2. Fill in the form**, the notes that come with it will help you do this.
- 3. Send the form and any supporting information** you have not shared with the Department for Work and Pensions (DWP) before - the form explains what to include and where to send it. You'll need to return it within 1 month. Contact the PIP enquiry line if you need more time.
- 4. DWP will review your form.** If they need more information, an independent health professional might phone you to ask some questions or send a letter inviting you to an assessment. Assessments can be in person, over the phone or by video call.
- 5. You'll get a letter that tells you what will happen with your PIP.** If your needs have changed, your PIP might be increased, reduced or stopped.

## Change in Circumstances

[If your circumstance changes](#), whether that is you no longer require PIP, your situation means you should be receiving higher or lower PIP you should contact the PIP enquiry line.

### **PIP enquiry line:**

☎ Telephone: 0800 121 4433 / 📠 Textphone: 0800 121 4493

[Relay UK](#) (if you cannot hear or speak on the phone):

18001 then 0800 121 4433

**British Sign Language (BSL)** [video relay service](#) if you're on a computer - find out [how to use the service on mobile or tablet](#)

Monday to Friday, 9am to 5pm



## Important considerations



### **If you have 6 or less months to live**

If your condition is terminal, and you have been informed by a medical professional that you may have 6 months or less to live and are aged over 16, you could receive PIP more quickly.

You may be entitled to the higher rate of the daily part (£92.40 per week), your mobility part you receive will be dependent on your needs.

### **You can claim following these steps:**

- Call the PIP claims line to start your claim.
- Ask a medical professional for form DS1500. They'll either fill it in and give the form to you or send it directly to the Department for Work and Pensions (DWP).

If you also claim Universal Credit, [sign in to your online account](#) and use your journal to say that you have sent a DS1500 to DWP.

