

How do I claim?

Call the PIP helpline 0800 917 2222.

You will have to give your name, address and National Insurance number, and answer some questions to check that you are allowed to claim PIP. If you are allowed to claim you will be sent a form.

Filling in the Form

The PIP claim form is quite long. It asks about your health problems, who you see for treatment and how you manage the PIP daily living and mobility activities.

Answer these questions as fully as you can, using extra paper if you need it. Explain how you cope most days. If you have 'good' days when you can do more or 'bad' days when it is harder to do things, write about these too, and say how often they happen.

You must as accurate as possible. You should *never* only write down how you are on your worst days or exaggerate, as that is fraud. You might have your face-to-face medical on a 'good' or 'average' day. If you have only written about 'bad' days on your form, you could look dishonest. Advice on completing a PIP form can be found at **www.citizensadvice.org.uk**

The Face-to-Face Medical

Most people will have a medical with a 'Health Care Professional'. This can take place at home or at an assessment centre.

If travelling is difficult for you, put on your form that you need a home visit.

There is an assessment centre at Winton House, near Stoke station, but people from our area have been sent to Derby and other places for their medicals.

Make sure you are ready to answer a lot of questions about how you cope on an average day. Pick up a leaflet on **medical assessments** or come to one of our **monthly workshops**.

The Decision

A little while after your medical, you should get a decision about your claim. If you disagree with the decision, you only have **one calendar month** from the date on the letter to ask for it to be looked at again—this is called **reconsideration**. If you have been given less PIP than you hoped for, get advice before asking for a reconsideration. See our leaflet on **PIP Appeals**.

For more information go to www.citizensadvice.org.uk or contact our Citizens Advice Helpline: 03444 111 444

Potteries Gold is a **Citizens Advice Staffordshire North & Stoke-on-Trent** project to help people in Stoke-on-Trent cope with changes to the benefit system
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Guide to claiming...

Personal Independence Payment



LOTTERY FUNDED

WHAT IS PIP?

PIP (Personal Independence Payment) is a benefit for people with health problems or disabilities that affect how they cope in their daily lives and how they get about outdoors.

PIP is a benefit for 'working age' people. You can claim it if you are 16 or over, but not yet 65.

If you already get DLA, you cannot get PIP as well, so do not try to claim PIP too, as you could lose your DLA.

PIP is to help with long-term needs.

Usually, you can only get it if your needs will last for more than a year.

EXAMPLE

Pete has been injured in an accident. For two months, he will have to use a wheelchair.

After that, he should be able to walk again and his surgeon expects him to have recovered completely in about ten months.

Pete will not qualify for PIP.

The Special Rules

If you are terminally ill, there are 'special rules' that allow you to get PIP for daily living quickly.



What about my other money?

PIP is not "means-tested".

Wages, pensions, maintenance, other benefits or savings do not stop you claiming PIP or change what you get.

You do not need to have paid National Insurance contributions to get PIP.

Because the rules are different, you might get PIP even if you were turned down for DLA.

PIP is not taken away from any other benefits you get. Sometimes, you can get extra Income Support, ESA or JSA if you get PIP.

You do not have to be unfit for work to get PIP and you might get PIP even if you cannot get ESA.

If your health problems fit the rules, you can get it even if you are in a job.

EXAMPLE

Helen is blind. She has a well-paid job as a journalist.

Because she needs special equipment to help her manage at home, she gets PIP for 'daily living'. Because she cannot get about safely outdoors without her guide dog, she gets PIP for 'mobility'.



Will I get PIP?

You get PIP if you score enough **points** from a medical test. This looks at ten **daily living** activities:

- preparing food;
- taking nutrition;
- managing medication 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;

and two **mobility** activities:

- planning and following a journey;
- moving around.

The more difficult it is for you to do something, the more points you should score for it.

You need at least eight 'daily living' points to get PIP for daily living and at least eight 'mobility' points to get PIP for mobility. If you score 12 points, you get a higher rate of PIP, but you cannot add together daily living and mobility points.
