

How to claim PIP

Before you call, you'll need:

- your contact details, for example telephone number
- your date of birth
- your National Insurance number - this is on letters about tax, pensions and benefits
- your bank or building society account number and sort code
- your doctor or health worker's name, address and telephone number
- dates and addresses for any time you've spent abroad, in a care home or hospital

Top Tips...

- Get all of your professional reports as early as possible.
- if you use information in the reports to give evidence of need in your form, then reference it and highlight relevant sections in the reports when you attach them.
- If you're not confident hand writing your form, don't worry. You can answer pretty much everything by using separate pieces of paper that you attach to the form. Remember you **MUST** put the claimant's name and national insurance number at the top of each page.
- Photocopy everything! You don't want to have to do the whole thing again

PIP Q.1 - List all the professionals that you see because of your conditions.

These can include your GP, hospital doctor, specialists nurse, community psychiatric nurse, occupational therapist, teachers, SENco, educational psychologist, physiotherapist, social worker, counsellor, or support worker. Say when you last saw them and include their contact details.

PIP Q2. Conditions & Medications

PIP Q2a - List all of your physical and mental health conditions and disabilities and say when they were diagnosis. If you're not sure, just put down the year.

PIP Q2b - List all of the medications you're taking and at what dose. Include any treatments you're having or will be having and any side effects they have on you.

PIP Q3 – Activity 1 Preparing Food

This question is about if you can prepare a meal for yourself. Can you do things like peeling, chopping or opening packaging? Can you use a hob, oven or microwave oven safely?

PIP Q3a – What other help from an aid or appliance do you need to prepare and cook a simple meal for yourself? Do you need things like perching stools, lightweight pots and pans, easy grip handles on utensils, single lever arm taps and liquid level indicators?

PIP Q3b - Do you need help from another person to prepare or cook a simple meal?

Do they remind you or motivate you to cook? Do they plan the task for you? Do they supervise you, help you physically or do they prepare all your food for you?

PIP Q3c - Extra information - Preparing Food

Write down anything else about how you find preparing food tricky because of your condition. How are you managing now? How long does preparing a meal take? What help do you need? Is it safe for you to cook? Are you in pain or do you get tired?

Activity	Descriptor	Points
1. Preparing food	a. can prepare and cook a simple meal unaided	0
	b. needs to use an aid or appliance to be able to either prepare or cook a simple meal	2
	c. cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	2
	d. needs prompting to be able to either prepare or cook a simple meal	2
	e. needs supervision or assistance to either prepare or cook a simple meal	4
	f. cannot prepare and cook food	8

Things to remember

Needs prompting to be able to either prepare or cook a simple meal. 'Prompting' means reminding, encouraging or explaining by another person. For example: you lack motivation to prepare and cook a simple meal on the majority of days due to a mental health condition, or need to be reminded how to prepare and cook food on the majority of days.

Needs supervision or assistance to either prepare or cook a simple meal. You may need supervision to safely heat or cook food using a microwave oven; or to claimants who cannot safely prepare vegetables, even with an aid or appliance. In cases of a risk of self-harm, there should be good evidence of the risk.

PIP Q4 – Activity 2 Eating and drinking

This question is about how you eat and drink because of you condition(s).

Do you remember to Eat? Do you need help cutting up your food? Can you put food and drink into your own mouth and can you chew and swallow?

PIP Q4a – Do you need to use an aid or appliance to eat and drink - like weighted cups or adapted cutlery?

PIP Q4b – Do you use a feeding tube or similar device to eat or drink - like a feeding tube with a rate limiting device as a delivery system or feed pump?

PIP Q4c – Do you need help from another person to eat and drink? Does someone have to remind or encourage you to eat? Do they supervise you? Do they physically help you to eat and drink or do they manage your feeding tube?

PIP Q4d - Extra information - Eating and drinking

Activity	Descriptor	Points
2. Taking nutrition	a. can take nutrition unaided	0
	b. needs - (i) to use an aid or appliance to be able to take nutrition; or (ii) supervision to be able to be able to take nutrition; or (iii) assistance to be able to cut up food	2
	c. needs a therapeutic source to be able to take nutrition	2
	d. needs prompting to be able to take nutrition	4
	e. needs assistance to be able to manage a therapeutic source to take nutrition	6
	f. cannot convey food and drink to their mouth and needs another person to do so.	10

Things to remember

Think about the physical, mental and sensory skills needed to cook and eat a meal.

PIP Q5 – Activity 3 Managing treatments

This section is about how tricky you find it to manage your treatments, monitor your condition and stop yourself getting worse. That might include monitoring your blood sugar level or noticing changes in mental state and pain levels.

Q5a – Do you need to use an aid or appliance to monitor your health conditions or take medication or manage home treatments? E.g. Do you use a Dosette Box for tablets.

Q5b – Do you need help from another person to remind you to take medications and treatment? Does someone supervise you while you take your medication? Do they physically help you take medication or manage treatments?

Q5c – Extra information - Managing treatments. Chat about the good days and the bad ones. Do you have any side effects that make managing your medication tricky?

Activity	Descriptor	Points
3. Managing therapy or monitoring a health condition	a. either – (i) does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided.	0
	b. Needs any one or more of the following (i) to use an aid or appliance to be able to manage medication; (ii) supervision, prompting or assistance to be able to manage medication. (iii) supervision, prompting or assistance to be able to monitor a health condition	1
	c. needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week	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.	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	6
	f. needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week.	8

Things to remember

You might need help opening bottles or taking pills out of blister packs; help interpreting or reading blood sugar for the correct dose of medication; supervision to ensure the medication is taken properly; prompting to remind the claimant to take medication at the appropriate time(s).

‘Prompting’ means reminding, encouraging or explaining by another person. For example you need 15 minutes of assistance with therapy each day Monday to Friday, or reminding to manage your condition.

PIP Q6 – Activity 4 Washing and bathing

How does your condition affect you taking a bath or showering? Can you wash your body, limbs, face, underarms and hair and can you use a standard bath or shower?

Q6a – Do you need to use an aid or appliance to wash and bathe yourself, including using a bath or shower? Aids and appliances include things like a bath / shower seat or grab rails.

Q6b – Do you need help from another person to wash and bathe? Do they physically help you? Do they remind you when to wash and bathe and do they watch over you to make sure you are safe?

Q6c – Extra information - Washing and bathing

Tell us more about any difficulties you have when washing and bathing like risks including accidents a safety, the time it takes and if you have pain, breathlessness or get really tired.

Activity	Descriptor	Points
4. Washing and bathing	a. can wash and bathe unaided . <i>You can wash and bath unaided, including getting in to and out of both an unadapted bath and unadapted shower</i>	0
	b. needs to use an aid or appliance to be able to wash or bathe. <i>E.g. a long-handled sponge, shower seat or bath rail.</i>	2
	c. needs supervision or prompting to be able to wash or bathe. <i>‘Prompting’ means reminding, encouraging or explaining by another person.</i>	2
	d. needs assistance to be able to wash either their hair or body below the waist	2
	e. needs assistance to be able to get in or out of a bath or shower	3
	f. needs assistance to be able to wash their body between the shoulders and waist	4

	g. cannot wash and bathe at all and needs another person to wash their entire body	8
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PIP Q7 – Activity 5 Managing toilet needs

Talk about if you can get on or off a standard toilet, and clean yourself after using the toilet. Can you manage emptying your bowel and bladder? Do you need a collecting device such as a bottle, bucket or catheter?

PIP Q7a – Do you need to use an aid or appliance to use the toilet or manage incontinence like commodes, raised toilet seats, bottom wipers, bidets, incontinence pads or a stoma bag?

PIP Q7b – Do you need help from another person to use the toilet or manage incontinence? Do they physically help you? Do they remind you when to use the toilet or do they watch over you to make sure you are safe?

PIP Q7c – Extra information - Managing toilet needs.

Say how long it takes you to complete this activity. Is it different day to day? Tell them about good and bad days. Are you incontinent? How you manage it?

Activity	Descriptor	Points
5. Managing toilet needs or incontinence	a. can manage toilet needs or incontinence unaided	0
	b. needs to use an aid or appliance to be able to manage toilet needs or incontinence. <i>E.g. Raised toilet seat, rails, pads</i>	2
	c. needs supervision or prompting to be able to manage toilet needs.	2
	d. needs assistance to be able to manage toilet needs <i>E.g. If you require assistance to get on and off the toilet and/or to clean afterwards</i>	4
	e. needs assistance to be able to manage incontinence of either bladder or bowel	6
	f. needs assistance to be able to manage incontinence of both bladder and bowel	8

PIP Q8 – Activity 6 Dressing and undressing

In this section, you can talk about how your condition affects you putting on and taking off clothes, including shoes and socks. Do you know when to put on or take off clothes, and can you choose clothes that are appropriate?

PIP Q8a – Do you use an aid or appliance to dress or undress like modified buttons, front fastening bras, velcro fastening, shoe aids or an audio colour detector?

PIP Q8b – Do you need help from another person to dress or undress? Do they physically help you? Do they select your clothes for the weather, the occasion or the time of day? Do they tell you when to dress and undress or do they remind you when to change your clothes?

PIP Q8c – Extra Information - Dressing and undressing

Add anything here that helps explain how else your condition affects you doing this activity like how long it takes you to dress and undress or if only have difficulty dressing certain parts of your body?

Activity	Descriptor	Points
6. Dressing and undressing	a. can dress and undress unaided	0
	b. needs to use an aid or appliance to be able to dress or undress	2
	c. needs either – (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or (ii) prompting or assistance to be able select appropriate clothing	2
	d. needs assistance to be able to dress or undress their lower body.	2
	e. needs assistance to be able to dress or undress their upper body.	4
	f. cannot dress or undress at all	8

PIP Q9 – Activity 7 Communicating

How does your condition affect you communicating? That includes your speech, hearing or how you understand what is being said to you. (In your native language).

PIP Q9a – Do you need to use an aid or appliance to communicate with others like a hearing and voice aids, picture symbols or other assistive computer technology?

PIP Q9b – Do you need help from another person to communicate with others?

Do they help you understand what people are saying? Do you have someone who helps you by interpreting speech into sign language or do they help you by speaking on your behalf?

PIP Q9c – Extra information - Communicating

Mention it here if you have Tourette's syndrome, Asperger's or autism and find it difficult to communicate or if your medication has side effects that make it difficult to communicate. Does communicating cause anxiety and distress?

Activity	Descriptor	Points
7. Communicating verbally	a. can express and understand verbal information unaided	0
	b. needs to use an aid or appliance to be able to speak or hear. <i>E.g. You might require a hearing aid or an electro larynx.</i>	2
	c. needs communication support to be able to express or understand complex verbal information. <i>E.g. You may require a sign language interpreter</i>	4
	d. needs communication support to be able to express or understand basic verbal information	8
	e. cannot express or understand verbal information at all even with communication support	12

PIP Q10 – Activity 8 Reading

This section is about how you read normal sized text and understand signs, symbols and words (in your native language). You should also talk about if you have problems concentrating when you read. Talk about how you read and understand signs, symbols and words written or printed in your native language, not braille. How

you understanding numbers, including dates and other day to day reading like timetables.

PIP Q10a – Do you need to use an aid or appliance other than spectacles or contact lenses to read signs, symbols and words like magnifiers or need to take breaks?

PIP Q10b – Do you need help from another person to read or understand signs, symbols and words? Does somebody else need to read or explain signs and symbols to you because you have a learning disability or a mental health problem?

PIP Q10c – Extra information - Reading

Write about how your condition affects your writing. How long does it take you to write a letter?

Activity	Descriptor	Points
8. Reading and understanding signs, symbols and words	a. can read and understand basic and complex written information either unaided or using spectacles or contact lenses	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. <i>E.g. You may require vision aids like filters or magnifiers.</i>	2
	c. needs prompting to be able to read or understand complex written information	2
	d. needs prompting to be able to understand basic written information	4
	e. cannot read or understand signs, symbols or words at all. <i>E.g. You may require another person to read everything for them due to a learning disability or severe visual impairment.</i>	8

PIP Q11 – Activity 9 Mixing with other people

This question is about how you get on with other people face-to-face, either individually or as part of a group. Do you understand how they're behaving towards you, and can you behave appropriately towards them?

PIP Q11a – Do you need another person to help you to mix with other people? Does someone else need to encourage you to mix with other people? Does someone help you understand how people are behaving and how to behave yourself because you have a learning disability or mental health problem?

PIP Q11b – Do you find it difficult or stressful to meet other people?

PIP Q11c – Extra information - Mixing with other people

Explain any stress, anxiety or confusion you feel around meeting people. Do you need help to stay safe? Do you have good days and bad ones? How do they differ?

Activity	Descriptor	Points
9. Engaging with other people face to face	a. can engage with other people unaided	0
	b. needs prompting to be able to engage with other people. <i>E.g. may apply to people who need encouragement to engage with others in the presence of a third party.</i>	2
	c. needs social support to be able to engage with other people	4
	d. cannot engage with other people due to such engagement causing either – (i) overwhelming psychological distress to the claimant; or (ii) the claimant to exhibit such behaviour which would result in a substantial risk of harm to the claimant or another person	8

Things to remember

‘Overwhelming psychological distress’ means distress related to an enduring mental health condition or intellectual or cognitive impairment which results in a severe anxiety state in which the symptoms are so severe that the person is unable to function. This may occur in conditions such as generalised anxiety disorder, panic disorder, dementia or agoraphobia

PIP Q12 – Activity 10 Making decisions about money

This section is about how you manage money. Do you understand how much things costs? How much change you should get and how to manage budgets? Can you understand how to pay bills and plan?

PIP Q12a – Do you need someone else to help you to understand how much things cost when you buy them or how much change you'll receive? Do you need someone to do it for you or do they need to remind you to do it or how to do it? Do you need someone to help you understand?

PIP Q12b – Do you need someone else to help you manage your household budgets, pay bills or plan future purchases? Do you need someone to do it for you or do they have to help you manage your bills? Do you need encouragement and help to do it?

PIP Q12c – Extra information - Making decisions about money

How your condition affects your understanding of money? Do you have a learning disability that makes understanding money difficult?

Activity	Descriptor	Points
10. making budgeting decisions	a. can manage complex budgeting decisions unaided.	0
	b. needs prompting or assistance to be able to make complex budgeting decisions	2
	c. needs prompting or assistance to be able to make simple budgeting decisions	4
	d. cannot make any budgeting decisions at all	6

Mobility Component

PIP Q13 – Mobility Activity 1 planning and following journeys

This section is about how your condition makes it tricky to go out. That includes how to plan and follow a route, follow a train and bus timetable or if you have severe anxiety or stress prevents you from going out.

PIP Q13a – Do you need help from another person to plan a route to somewhere you know well? Do you need someone to help you plan a route, or plan it for you? Do you have an assistance dog or specialist aid, such as a white stick? Do you find it difficult or stressful to handle change? Do you have a mental condition that makes travelling difficult? Do you need somebody with you to stay safe?

PIP Q13b – Do you need help getting to somewhere you don't know well?

Just like in the previous question about travelling to a familiar place this question asks about the same challenges but for an unfamiliar place. Is an unfamiliar journey different in terms of the challenges it presents to you?

PIP Q13c – Are you unable to go out because of severe anxiety or distress?

PIP Q13d – Extra information - Going out

Talk about tell us how your condition affects you going out if you. Talk about any orientation aids you use. Do you have good days and bad days? Do you feel anxious, fearful or nervous? Are you at risk of accidents, injury or do you get lost?

Activity	Descriptor	Points
1. planning and following journeys	a. can plan and follow the route of a journey unaided	0
	b. needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant	4
	c. for reasons other than psychological distress, cannot plan the route of a journey	8
	d. for reasons other than psychological distress, cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid	10
	e. cannot undertake any journey because it would cause overwhelming psychological distress to the claimant	10
	f. for reasons other than psychological distress, cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid	12

Things to remember

'Overwhelming psychological distress' means distress related to an enduring mental health condition or intellectual or cognitive impairment which results in a severe anxiety state in which the symptoms are so severe that the person is not able to safely plan or follow a journey

PIP Q14 – Mobility activity 2 Moving around

This question is about you standing safely without help and if you can walk safely

PIP Q14a – How far can you walk taking into account any aids you use? To give you an idea of distance, 50 metres is approximately 5 buses parked end to end.

PIP Q14b – Do you use an aid or appliance to walk? Walking aids include walking sticks, walking frames, crutches, and prostheses.

PIP Q14c – Do you use a wheelchair or similar device to move around safely, reliably and repeatedly and in a reasonable time period?

PIP Q14d – Extra information - Moving Around

Talk about any aids you use, rest breaks you need, pain, the time it takes to move around, accidents and other risks. Do you need someone to help you? Do you regularly fall? Do you find it difficult to move around on certain ground surfaces? Do you use a wheelchair? Is it motorised or manual? Do you experience any other difficulties, either during or after the activity, like pain, breathlessness, tiredness, dizziness or anxiety?

Activity	Descriptor	Points
2. moving around	a. can stand and then move more than 200 metres, either aided or unaided	0
	b. can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided. <i>E. g. using an aid or appliance such as a stick or crutch, or with support from another person.</i>	4
	c. can stand and then move unaided more than 20 metres but no more than 50 metres. <i>without needing to rely on an aid or appliance such as a walking stick, or help from another person.</i>	8
	d. can stand and then move using and aid or appliance more than 20 metres but no more than 50 metres <i>but need to use an aid or appliance, such as a stick or crutch to do so.</i>	10
	e. can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.	12
	f. cannot, either aided or unaided, - (i) stand; or (ii) move more than 1 metre	12

PIP Q15 – Additional information

This page is blank. Add any more information in here or on a separate page with your name and national insurance number at the top.

What happens at the face to face assessment?

The assessor may be a nurse, physiotherapist, occupational therapist, or someone who has been trained to assess how people are affected by disabilities. They may ask you to do some exercises; such as bending forward or reaching upwards. If it is too painful or you are worried that it may hurt you, tell them. You may be asked to take off a jacket or coat, but they will not carry out any procedures or diagnose you. They will go through the questions on the form again and may ask about your medication. They will write down your answers and what they see you do and how you respond.

The assessor will send their report to the DWP as they will make the decision of how much PIP is awarded.

What to do if the claim is turned down

As a general rule once a decision has been made the claimant has one month from the date of letter (called the 'dispute period') to challenge the decision.

Mandatory Reconsideration

From 28 October 2013 for all benefit decisions there will be a Mandatory Reconsideration requirement before an appeal can be lodged.

This means that a claimant must have asked the DWP to look at the decision again, within one month of being notified of the decision in writing. You don't need a special form – just explain which descriptors you think are wrong, and why. If you have any new reports, send a copy in as well

If the decision cannot be changed, the DWP will send the claimant a letter to let them know. A copy of this letter must be sent with the appeal form directly to the Courts and Tribunal Service to lodge an appeal. This must be done within one month of getting the letter. There is a form: SSCS1 that you can appeal on

The Courts and Tribunal Service will then ask the DWP for a copy of the papers and the case will be listed for a hearing.

It is very important to make challenges within the time limits, as it is very difficult to get a late challenge accepted. Anyone who wishes to challenge a decision should get further advice.

What happens at a hearing?

Who will be there?

An appeal concerning DLA/AA/PIP will be heard by a tribunal panel of 3 members:

One will be legally qualified – known as the Tribunal Judge

One will be a doctor and

One will be a lay-person who has experience of people with disabilities.

There may also be someone from the Disability and Carers Service. They are known as the Presenting Officer. Their job is to help the tribunal by presenting the DWP's case and helping with any 'technical' questions about the forms or procedures used. They might ask you questions.

The Clerk to the tribunal may be in the room to help with the administration of the hearing. They have no say in whether you should receive benefit or not.

What will happen during the hearing?

The Tribunal Judge is responsible for the smooth running of the hearing. He/she will introduce the rest of the panel and tell you how they intend to conduct the hearing. The Tribunal Judge will decide who speaks when, but will make sure that everyone has a chance to say what they want.

Normally the Doctor will ask the medical questions, and what treatment, medication or equipment you use. They may also ask you about walking outdoors, and/or changes in your condition.

The 'disability member' often asks you to go through a 'typical' day so that the panel can get a clearer picture of the help and support you reasonably need.

The Tribunal Judge might ask you to clarify or repeat things, so that s/he can record everything accurately. They may ask you further questions to help understand your needs better.

Once everyone has had a chance to say what they need to, and the panel have asked all their questions, you will be asked to leave the room. The panel will then discuss your case and the evidence you have given and decide on which rate of PIP/DLA/AA is appropriate for your needs. Hopefully they will call you back in to the room and give you their decision soon after the hearing but if there are complex issues or they cannot agree the decision will be sent to you by post.

After the hearing

Both 'sides' of the appeal i.e you and the office that made the decision can challenge the tribunal decision. This has to be done within one month of the hearing. We would

only challenge a tribunal decision if we thought there was an error in law – the panel used a different section of legislation or interpretation of law.

A copy of the decision is sent to the office that pays your benefit. If the decision is in your favour, benefit is paid from the date you first claimed. It can take several weeks for the arrears to be calculated and payments to be issued.

Useful links

<http://www.pinpoint-cambs.org.uk/useful-information/preparing-for-adulthood/>

<http://www.littlemiraclescharity.org.uk/>

<http://www.eddies.org.uk/>

<https://www.scope.org.uk/>

<http://www.disabilitypeterborough.org/>

<http://www.dish.org.uk/>

<https://www.disability-cambridgeshire.org.uk/toHome.php>

<http://www.autism.org.uk/>

<http://makingmoneycount.org.uk/>