

If you call or write to us,
please use this reference:



Department
for Work &
Pensions

Personal Independence
Payment 2
Mail Handling Site A
Wolverhampton
WV98 1AB
www.gov.uk

Telephone: 0800 121 4433

Textphone: 0800 121 4493

19 June 2021

Personal Independence Payment

It is time to review your award

Dear Mr [REDACTED]

When we awarded you Personal Independence Payment (PIP) on 25 September 2017, we told you we would write to you before your award ends to see if your needs have changed and to make sure your award is still right.

We need you to complete the attached **Award Review - How your disability affects you** form and return it to us by **19 July 2021**.

Your PIP will stop if you do not contact us or return the form on time.

What you need to do

- remove this letter and the information sheet from the front of the form
- read the form and information sheet before you start to fill it in
- answer all the questions and sign the declaration
- return your completed form and copies of supporting information by **19 July 2021** in the envelope provided

The information sheet gives examples of the types of supporting information you should send. This is to help us understand how your health condition or disability affects you now and may mean you do not have to attend a face-to-face consultation with a health professional.

You need to complete the attached **Award Review - How your disability affects you** form and return it in the envelope provided. Remember to include your supporting information.

Your PIP may stop if we do not get this or you do not contact us by **19 July 2021**.

If you think you will have difficulty sending the form back to us by **19 July 2021**, please call us on the number on the front page of this letter. A textphone is available for people who do not speak or hear clearly.

If you are in hospital and were admitted before your 18th birthday, please call us on the number on the front page of this letter before you fill in the form.

You can ask a friend, relative or representative to help you fill in the form, or contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

On the last page of the form is the address to return it to. Place the completed form and **photocopies** of any supporting information in the envelope provided so that the address shows through the window. It does not need a stamp.

For more information about PIP go to www.gov.uk/pip

What happens next

- we will look at your form and any information you have sent us to check your PIP award
- we will write to you when we have made our decision on your claim
- we may call you if we have any questions or need more information
- we will write to you if we need you to attend a face-to-face consultation with a health professional

You do not need to contact us unless you have other changes that you need to tell us about.

Yours sincerely

Office Manager

Telling us about any changes

If your condition or circumstances change, you should always let us know straightaway. As we are reviewing your PIP to make sure your award is still right, it is important you tell us about these changes in the attached **Award Review - How your disability affects you** form.

Tell us if:

- you need more or less help with daily living or mobility
- your health professional tells you your condition will last for a longer or shorter time than you have already told us

These changes can affect the amount of PIP you get. Depending on the change your PIP could go up, go down, stay the same or stop.

When to report changes

While you are getting PIP, you should always tell us straightaway if you:

- go into a hospital, hospice or a care home
- go into a residential school or college
- go into foster care, or the care of a local authority or health and social care trust
- leave or intend to leave the country for more than 4 weeks, even if it is for a holiday
- go into prison or are held in legal custody

If we overpay you because you have not told us about a change, you may have to pay the money back.

If you do not tell us about changes straightaway, you risk being prosecuted or having to face a financial penalty.

Please also tell us straightaway if you:

- change your name, address or landline or mobile phone number
- change the account that we pay your benefit into
- have someone acting for you and that person changes

Call us straightaway, using the phone number on the front page of this letter.

Someone else can call for you, but you will need to be with them when they call.

A textphone is available for people who do not speak or hear clearly. You can also write to the address shown on the front page of this letter.

Equality and Diversity

We treat people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs.

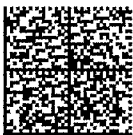
Getting help and support

If you need us to, we can provide the information in this letter in a different format which you find easier to access. For example, you can ask us to provide information in braille, large print, audio or email. Please contact us to discuss your requirements regarding format.

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Personal Independence Payment



Award Review - Information to help you

Completing the Award Review form

This form is for you to tell us **how** you carry out the 12 daily living and mobility activities and if anything has changed since we last awarded you PIP.

So we can make sure your award is still right we need to know:

- what has changed and when this happened? Is it easier or harder to do things now or have things stayed the same?
- if you need to use any aids. By this we mean objects that make an activity easier. For example, a button hook when getting dressed, a perching stool for use in the shower or adapted taps to make things easier in the kitchen or bathroom
- if you're getting the help you need. Do you need more or less help now?
- if you need supervising to do something safely. Tell us what might happen if you weren't supervised

This is an **example** of how to answer the questions and the **supporting information** you could send us.

1. Preparing food and cooking

Tell us if something has changed and approximately when.
My arthritis has got worse since August 2016. I can't stand for long periods and I'm taking stronger medication.
Tell us how you manage this activity now, including the use of any aids that you need.
I'm still able to cook a meal but I now need to sit on a stool in the kitchen to do it.
Tell us about any changes to the help you need or the help you get from another person.
My partner helps me more now with preparing ingredients as I don't have the strength to chop them up.

Any information, not just medical, about how your condition or disability affects you is really useful. To support your answers, you could send in the following **information**:

- a recent report from an occupational therapist
- a repeat prescription list
- a recent care plan
- a carer's diary or letter

You don't need to send this sheet back with your form

Information you need to send us with your Award Review form

By sending us supporting information with your form, you may not need a face-to-face consultation with a health professional. We may be able to make a decision on your award more quickly and you'll continue to get the right award of PIP.

It's important you send us:

- information explaining **how your health condition or disability affects you**
- **photocopies** as we can't return original documents to you. Write your name and National Insurance number on the top of each document

What to send	What NOT to send
<p>Send us any information that you've received since your last award, for example:</p> <ul style="list-style-type: none">✓ A summary of your patient record✓ Hospital discharge or outpatient clinic letters✓ Your current repeat prescription list	<ul style="list-style-type: none">✗ Appointment letters or cards✗ A supporting letter from your GP✗ Letters arranging hospital admissions✗ General information or fact sheets about your condition✗ Fact sheets about your medication✗ Information about tests you're going to have✗ Bus or train tickets to appointments you've attended✗ Information you've sent us before
<p>Reports or care or treatment plans from:</p> <ul style="list-style-type: none">✓ Occupational therapists✓ GP or consultants✓ Social workers✓ Community psychiatric nurses✓ Learning disability support teams✓ District nurses✓ Physiotherapists✓ Carers and family members	
<p>Test results from:</p> <ul style="list-style-type: none">✓ Scans✓ Diagnostic tests✓ Hearing or vision tests	

Don't delay sending your form back if you are waiting for information, send us what you've already got.

You don't need to send this sheet back with your form