

If you call or write to us,
please use this reference:
AB123456C



Department
for Work &
Pensions

Jeff Bridges
St. James' Park
Newcastle Upon Tyne
NE1 4ST

Personal Independence
Payment 3
Mail Handling Site A
Wolverhampton
WV98 1AD

www.gov.uk

Telephone: 0800 121 4433
Textphone: 0800 121 4493

Personal Independence Payment

I have looked at your claim and decided to award you
Personal Independence Payment

9 March 2024

Dear Jeff Bridges

Thank you for claiming Personal Independence Payment (PIP).

PIP is made up of two parts: help with daily living needs and help with mobility needs.

I have looked at your claim and decided:

- I can award you the standard rate of £68.10 a week to help with your daily living needs from 1 March 2024 to 6 March 2026
- at this time I cannot award you PIP for help with your mobility needs from 1 March 2024

Your payments

We will pay £68.10 into your usual account on 10 March 2024.

This is money that we owe you from 1 March 2024 to 9 March 2024.

We will then pay your benefit into your usual account every four weeks in arrears on a Monday.

If there is a change to your daily living or mobility needs you must let us know straight away.

You can find details of other changes you need to tell us about later in this letter.

We have many different ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter

Making sure the PIP you get is right

We give you PIP for a set time but we know people's lives can change. When lives change it may become easier to do everyday things. Sometimes it can become harder for people with a health condition or disability to do everyday things.

You must contact us if there is a change in your daily living or mobility needs while you are getting PIP. You can find more information about other changes you must tell us about in the 'Please tell us about any changes' section later in this letter.

We will also contact you while you are getting PIP to see if your needs have changed and to look at the amount you get. This will be after 6 March 2025.

You still need to contact us if anything changes in the meantime so we can check you are getting the right amount.

What happens when PIP ends

If we have given you a date when your PIP will end, we will aim to write to you around 26 weeks before that date to remind you. We will explain how to claim again if you still need help with daily living or mobility needs.

If for some reason you do not get the letter from us at least 4 weeks before this date, you should contact us for advice.

How I made my decision

I looked at all of the information available to me, including:

- information and evidence you sent
- information provided by your GP
- information provided by your hospital

This told me the type of help, and how much help you need.

I used this information to look at whether you can carry out 12 activities and the amount of help you need. A score is given for each of these.

There are 10 activities for the daily living part of PIP and 2 for the mobility part.

If your total score for the daily living activities is between 8 and 11 you will be awarded the standard rate. If your score is 12 or more you will be awarded the enhanced rate. This is the same for the mobility activities.

Daily Living – for the 10 daily living activities you scored:

Preparing food (scored out of 8)

Needs supervision or assistance to either prepare or cook a simple meal 4

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Eating and drinking (scored out of 10)

You can eat and drink unaided. 0

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Managing your treatments (scored out of 8)

You need supervision, prompting or assistance from another person to manage your therapy and that this therapy takes no more than 3.5 hours a week. 0

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Washing and bathing (scored out of 8)

You need an aid or appliance to wash or bathe. 0

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Managing your toilet needs (scored out of 8)

You need supervision or prompting from another person to manage your toilet needs. 0

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Dressing and undressing (scored out of 8)

You can dress and undress unaided. 4

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Communicating (scored out of 12)

You can express and understand verbal information unaided.	0
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Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Reading (scored out of 8)

You need prompting from another person to read or understand complex written information.	0
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Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Mixing with other people (scored out of 8)

You can engage with other people unaided.	0
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Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Making budgeting decisions (scored out of 6)

You can manage complex budgeting decisions unaided.	0
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Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Your total score for the **daily living** part of PIP is **4** points. This means you have been awarded the **standard** rate.

Mobility – for the 2 mobility activities you scored:

Planning and following a journey (scored out of 12)

You cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid. **0**

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Moving around (scored out of 12)

You can stand and then move more than 200 metres either aided or unaided. **0**

Justification

Needs supervision or assistance to either prepare or cook a simple meal.

Your total score for the **mobility** part of PIP is **0** points.

This means I cannot award you PIP for help with your mobility needs.

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

Yours sincerely

A Smith

If you disagree with a decision

You can ask us to explain why

You, or someone who has the authority to act for you, can phone or write to us within one month of the date on this letter to ask us to explain our decision.

You can ask us to reconsider a decision

Tell us if you have more information, or if you think we have overlooked something which might change the decision. Do this within one month of the date on this letter.

We will look at what you tell us and send you a letter to tell you what we have decided, and why. We call this letter a Mandatory Reconsideration Notice.

When you have done this you can appeal

If you disagree with the Mandatory Reconsideration Notice, you can appeal to a tribunal.

You must wait for the Mandatory Reconsideration Notice before you start an appeal.

Other benefits, support and advice

There are other benefits and help you may be able to get.

For example:

- Access to Work
- Employment and Support Allowance
- Council Tax or Housing Benefit help
- help with health costs (please go to your local NHS website for more details)
- a Motability vehicle (this is dependent on getting the enhanced rate of mobility)
- Disabled Persons Railcard and Blue Badge

If someone is caring for you they may be able to get Carer's Allowance or Carer's Credit. To make an online claim for Carer's Allowance go to **www.gov.uk/carers-allowance** or for more information about claiming Carer's Credit go to **www.gov.uk/carers-credit**

To check what other benefits or support may be available to you go to **www.gov.uk/browse/disabilities**

If you need help to talk through what is best for you then you could talk to your carer, your family and friends or your support worker. You could also 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.

If you need help managing your money please contact the Money Advice Service as soon as you can. They offer free independent advice about how to make the best of your money, including budgeting, savings and dealing with debt. To find out more, go to **www.moneyadviceservice.org.uk**

Please tell us about any changes

If your condition or circumstances change, please let us know.

Call us straight away, 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 also 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.

If your condition changes

Please tell us straight away 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.

Other changes you must tell us about

Please tell us straight away if you:

- are not a British or Irish citizen and your immigration status changes, we need to know. If you are a European Union, European Economic Area or Swiss citizen and were living in the UK by 31 December 2020 but have not applied to the EU Settlement Scheme, you and your family must apply straight away. If you have lived in the UK for 5 years or more in a row, you can apply for settled status. If you have pre-settled status this will not expire. It may be beneficial for you to apply for settled status if you have lived in the UK for 5 years or more in a row
- 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 straight away, you risk being prosecuted or having to face a financial penalty.

Please also tell us straight away 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

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on www.gov.uk

Call charges

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

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please visit our DWP Personal Information Charter at

www.gov.uk/dwp/personal-information-charter

Statement of Entitlement DD Month YYYY

This document contains full details of your Personal Independence Payment (PIP) award. As you have been awarded PIP you may be able to get other benefits and services. You can use this document to show you have been awarded PIP.

<ClientTitleFirstnameSurname> has been awarded PIP as follows:

Daily Living – for the 10 daily living activities you scored:

Preparing food (scored out of 8)	
You need an aid or appliance to be able to prepare or cook a simple meal.	X
Eating and drinking (scored out of 10)	
You can eat and drink unaided.	XX
Managing your treatments (scored out of 8)	
You need supervision, prompting or assistance from another person to manage your therapy and that this therapy takes no more than 3.5 hours a week.	X
Washing and bathing (scored out of 8)	
You need an aid or appliance to wash or bathe.	X
Managing your toilet needs (scored out of 8)	
You need supervision or prompting from another person to manage your toilet needs.	X
Dressing and undressing (scored out of 8)	
You can dress and undress unaided.	X
Communicating (scored out of 12)	
You can express and understand verbal information unaided.	XX
Reading (scored out of 8)	
You need prompting from another person to read or understand complex written information.	X
Mixing with other people (scored out of 8)	
You can engage with other people unaided.	X
Making budgeting decisions (scored out of 6)	
You can manage complex budgeting decisions unaided.	X

Your total score for the **daily living** part of PIP is <DLscore> points.

You have been awarded the **standard** rate from DD Month YYYY to DD Month YYYY.

Mobility – for the 2 mobility activities you scored:

Planning and following a journey (scored out of 12)

You cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid.	XX
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Moving around (scored out of 12)

You can stand and then move more than 200 metres either aided or unaided.	XX
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Your total score for the **mobility** part of PIP is <**MOBscore**> points.
You have been awarded the **enhanced** rate from DD Month YYYY to DD Month YYYY.

**Certificate of Entitlement to Personal Independence Payment serial number:
<serialnumber 0123456>**

This certificate confirms that <ClientTitleFirstnameSurname> has been awarded the enhanced rate of the mobility part of PIP and can get free vehicle tax from DD Month YYYY to DD Month YYYY.

Important – please keep this certificate safe while you are getting PIP. You will need it to renew your free vehicle tax each year.

What to do next

If you are awarded the enhanced or standard mobility part of Personal Independence Payment you may be entitled to an exemption or reduction of Vehicle Excise Duty (VED). For further information go to www.gov.uk/financial-help-disabled/vehicles-and-transport or contact DVLA on 0300 790 6802.

Important - if you stop getting the standard or enhanced rate of the mobility part of PIP you must update your vehicle tax straightaway. You can do this using your Vehicle Registration Certificate V5C at a post office that deals with vehicle tax.