

Personal Independence Payment

How their health condition or disability affects them information booklet

This information booklet will help you fill in the online claim form.

In it we:

- explain the questions we ask
- tell you how to answer the questions
- give you examples of other things you can tell us
- tell you what you need to do next

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Things to do before you fill in the online form

As you are completing the form on behalf of someone else, here are some things you may want to consider.

Before you fill in the form, it will be useful to have ready some of the things listed below. Do not worry if you only have some of them:

- the name of professionals who might be supporting them on a regular basis
- details of their medication or an up-to-date printed prescription list if you have one

You may find it helpful to keep a diary over a number of days – write down a list of things they have needed help with or found difficult. If the impact of their health condition or disability varies over time, you may want to keep a record of this. You can upload photos or scanned images of the diary with the form if you want to.

You do not have to fill in the form in one go. Take your time and describe all the help they need.

It is very important that you give us any relevant evidence or information you already have that explains their circumstances. For example, this might include:

- prescription lists
- care plans
- reports or information from professionals such as
 - a GP
 - hospital doctor
 - specialist nurse
 - community psychiatric nurse
 - occupational therapist
 - physiotherapist
 - social worker
 - support worker, or
 - counsellor
- any other information you think would be helpful for us to see

The supporting evidence you send does not need to be recent.

Please only upload and send in files, photos or scanned images of things that are available to you or easy to get. Do not request other documents which might slow down the claim or for which there might be fee charged

– for example, from their GP. If we need this evidence, we will ask for it ourselves, if we have permission.

We only need photos (or scanned images) of documents and paperwork, we do not need photos of physical proof of their condition or disability – for example a photo of their prosthetic limb.

Please upload and send any documents you have available when you submit the completed online claim form. If there is any delay in receiving evidence which you intend to rely on, this may mean:

- their claim to PIP will take longer to assess
- you may be required to talk to a health professional to be assessed when it may not have been necessary
- we may not be able to get all the information we need to make sure they get the right daily living and mobility award for their needs

How the Department for Work and Pensions collects and uses information

When we collect information we may use it for any of our purposes. These include:

- social security benefits and allowances
- child maintenance
- employment and training
- investigating and prosecuting tax credits offences
- private pensions and retirement planning

We may get information from other parties for any of our purposes as the law allows to check the information provided and improve our services. We may give information to other organisations as the law allows, for example to protect against crime.

To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, please visit

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

Where to get help and advice about PIP

There is an online DWP video you might find helpful. To find it, go to YouTube and search 'PIP providing information to support your claim'. Scroll down the list of results and select the official DWP video.

You can also:

- phone 0800 121 4433
- call 0800 121 4493 if using a textphone
- contact local advice agencies who can provide independent help and support

If you are awarded PIP, you or your carer may be entitled to:

- Carer's Allowance or Carer's Credit
- access to the Motability scheme if you are awarded the enhanced rate of the mobility component of PIP

About the questions in the form

If you need help filling in any part of this form or need more time to complete the form, you can phone 0800 121 4433 (0800 121 4493 if using a textphone). For information about benefits and services go to www.gov.uk/pip

The form includes a number of questions about their ability to carry out key everyday activities. These will help us to understand the effect of Their health condition or disability on their everyday life and assess their entitlement to the benefit.

How PIP is worked out

There are two parts to PIP:

- Daily Living
- Mobility

If they qualify for PIP, they will get money for one or both parts. The amount they get is based on how their health condition or disability affects how well they carry out those everyday activities shown below, the difficulties they face and help they would need to do them – even if they do not actually get any help.

For each part of PIP there is a list of activities.

Daily Living activities include:

- preparing food
- eating and drinking
- managing your treatments
- washing and bathing
- using the toilet and managing incontinence
- dressing and undressing
- talking, listening and understanding
- reading
- mixing with other people
- managing money

Mobility activities include:

- planning and following a journey
- moving around

We want to know if they can do these safely, to an acceptable standard, as often as they need to and in a reasonable time (about twice the time it may take another person who does not have a disability).

We will ask you questions about using aids and appliances to carry out the activities and if they need help from another person, including any help you feel they need but do not get.

Please tell us if their health condition or disability means they have had difficulties with daily living or getting around for at least 3 months and if this is expected to continue for at least a further 9 months.

If their needs change regularly, please make sure you tell us about this on the form. These changes will be fully considered during the claim.

For each activity, there is a list of descriptors. Descriptors are sentences which describe how much support, and the type of support, they need to do the activity. Each descriptor has a point score.

They will get the most points if they cannot do the activity at all. They will get some points if they need aids and appliances, or need prompting, supervision or help from another person to do the activity including help They need for part of the day. They will not get any points if they can do the activity safely, to an acceptable standard, as often as they need to and in a reasonable time without any help.

One descriptor will be selected for each activity. The number of points they get will depend on how much help they need. Their scores for the activities are added together to give a total for each part.

If they qualify, they can be paid for each part at either the standard rate or the enhanced rate.

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

How to complete the form online

In sections 2 and 3, please select No or Yes for each question asked. If you select Yes, you will then be able to tell us about how their health conditions or disabilities affect their ability to do the activities, the difficulties they face and help they need. In particular:

- if they can do them safely, to an acceptable standard, as often as they need to and in a reasonable time
- if they need help from another person, tell us what kind of help they need – for example if you or someone else needs to prompt, encourage, remind or explain how to do something, supervise them, physically help them or reassure them. This includes help you feel they need but do not get
- if they use aids and appliances, tell us what type they are
- if they can do some parts of the activity but not others
- if they are unable to do the activity at all
- if their needs vary, tell us in what way and how often – for example, telling us about good and bad days or how their needs vary throughout the day
- if they can do an activity but it takes them a long time
- if they regularly have accidents – such as falls – or are at risk of having accidents
- if doing the activity – either during or after the activity – causes pain, breathlessness, tiredness or stress and anxiety

Aids and appliances are things to help them carry out the activities. For example:

- a commode, raised toilet seat or rails may help them with their toilet needs
- bath rails, a shower seat or a bath board may help them bathe or shower
- a long handled shoehorn, button hook, zip pull or sock aid may help

them dress

- a walking stick, walking frame, crutches or prosthetic limbs may help them get around
- special cutlery or a feeding cup may help them eat and drink
- a magnifier or pictures and symbols may help them to read and Understand

Section 1: Tell us about your health

About their health conditions or disabilities

By health conditions or disabilities, we mean physical, sight, hearing or speech difficulty, learning, developmental or behavioural difficulties or mental health conditions. Please tell us about all conditions or disabilities they have, for example if you have arthritis, diabetes and a hearing impairment, you should give details of all three on the form.

About their health professionals

These professionals may be contacted by us to provide further information to support the claim. Please give us their address – this is where they would normally see them such as the health centre, GP surgery or hospital.

Section 2: Tell us about their daily living activities

For each question in section 2, please select No or Yes.

If you select Yes you will then be able to tell us about how their health conditions or disabilities affect their ability to do each activity, the difficulties they face and help they need.

Preparing food

This section is about their ability to prepare and cook a simple one course meal for one from fresh ingredients. This includes things like:

- food preparation such as peeling, chopping or opening a can
- safely cooking or heating food at or above waist height on a cooker hob or in a microwave oven

Aids and appliances in this section might include things like prostheses, perching stool, spiked chopping boards, liquid level indicators and adapted cutlery.

Help in this section might include someone:

- physically assisting them to prepare or cook food or doing it for them
- supervising them to make sure they are safe
- prompting, encouraging or reminding them to cook food or how to do so

Eating and drinking

This section is about their ability to eat and drink, including their ability to cut food into pieces, get food and drink to your mouth, chew food and swallow. It includes the use of therapeutic sources such as tube feeding. A feeding tube could be a parenteral or enteral tube feeding with a rate limiting device such as a delivery system or feed pump. Help in this section might include someone:

- reminding them when to eat
- cutting their food into pieces or putting food in their mouth
- supervising them to make sure they finish eating
- prompting, encouraging or reminding them to eat or drink
- helping them manage a feeding tube

Managing your treatments

This section is about their ability to monitor any health conditions, manage medication and manage treatments.

Monitor health conditions means being able to detect any changes in a condition and take necessary actions as advised by a health professional. For example, this includes being able to monitor blood sugar levels, mental state and pain levels.

Manage medication means to take regular medication prescribed or advised by a doctor, nurse or pharmacist in the right way at the right time. This includes tablets, inhalers and creams.

Home treatments include things like physiotherapy and home dialysis, regardless of whether these are NHS or private.

Aids and appliances in this section might include things like a dosette box for tablets or an alarm or reminders.

Help in this section might include someone:

- prompting or reminding them to take medication or how to do it
- supervising them while they take medication
- physically helping them to take medication or manage a treatment
- monitoring a health condition like diabetes

Washing and bathing

This section is about their ability to wash and bathe. Wash includes washing their body, face, limbs, underarms and hair. Bathe means getting into and out of both a normal bath and a normal shower.

Aids and appliances in this section include things like shower seats and grab rails.

Help in this section might include someone:

- prompting, encouraging or reminding them to wash and bathe themselves or how to do it
- supervising them to make sure they are safe
- physically washing or bathing them

We understand telling us about your personal care needs can be difficult, but we need you to tell us as much as you can on the form.

Remember

If there is help they need because of a health condition or disability which you have not given us details about, you can always go back to an activity in section 2 or 3 before you submit the form. If you are not sure which activity you should add the details to, tell us about it in section 4, in 'Additional information'.

Using the toilet and managing incontinence

This section is about their ability to manage their toilet needs, including:

- getting on or off a normal toilet
- emptying their bladder or bowels
- dealing with incontinence, including using a collecting device like a bottle, stoma bag or catheter
- cleaning themselves afterwards

Aids and appliances for this activity might include things like raised toilet seats, bottom wipers, commodes, bidets and incontinence pads.

Help for this activity might include someone:

- physically helping them to get on and off the toilet
- supervising that they clean themselves properly

We understand telling us about personal care needs can be difficult, but we need you to tell us as much as you can on the form.

Dressing and undressing

This section is about their ability to dress and undress, including selecting, putting on and taking off appropriate and unadapted clothing, which may include fastenings such as zips or buttons. This includes putting on and taking off socks and shoes.

Aids and appliances in this section might include things like long-handled shoehorns, button hooks, zip pulls or sock aids, modified buttons, front fastening bra, velcro fastenings and shoe aids.

Help in this section might include someone:

- physically helping them
- selecting clothes for them
- prompting or reminding them when to dress and undress

We understand telling us about personal care needs can be difficult but we need you to tell us as much as you can on the form.

Talking, listening and understanding

This section is about their ability to communicate with others in their native spoken language. This means their ability to speak to people and hear and understand what is being said to them.

Aids and appliances in this section might include hearing aids, picture symbols, assistive computer technology or voice aids.

Help in this section might include someone:

- prompting or encouraging them to communicate
- interpreting speech into sign language for them
- telling them what someone is saying, what it means or speaking on their behalf

Reading

This section is about their ability to read and understand signs, symbols and words written or printed in their native written language. If they access information using Braille, please tell us about that in this section. Aids and appliances in this section might include magnifiers, but do not include normal spectacles or contact lenses.

Help in this section might include someone:

- helping them to understand the meaning of signs, symbols or words
- prompting them about the meaning of simple information

Remember

If there is help they need because of a health condition or disability which you have not given us details about, you can always go back to an activity in section 2 or 3 before you submit the form. If you are not sure which activity you should add the details to, tell us about it in section 4, in 'Additional information'.

Mixing with other people

This section is about how well they understand what is going on and how they react when meeting and mixing with other people. This includes whether they become aggressive due to frustration, or whether severe anxiety or stress prevents them from mixing with people.

Help in this section might include someone:

- prompting or encouraging them
- being there to support or reassure them
- helping them keep calm if they become frustrated or aggressive whilst mixing with people

Managing money

This section is about their ability to make decisions about spending and managing their money. This includes being able to understand how much things cost, how much change they should get in a shop, managing their own budgets, paying bills and planning future purchases. It looks only at their decision making ability, not the physical elements such as going to a post box to send a bill payment or putting money in a purse or wallet.

Help in this section might include someone:

- prompting or encouraging them
- reminding them to do it or how to do it
- doing it for them

Section 3: Tell us about your mobility activities

For each question in section 3, please select No or Yes.

If you select Yes you will then be able to tell us about how their health

conditions or disabilities affect their ability to do each activity, the difficulties they face and help they need.

Planning and following a journey

This section is about their ability to work out and follow a route to another place, including using public transport, and if severe anxiety or distress prevents them from being able to go out and complete a journey. It does not look at their physical ability to get around, which is covered in the next section.

Help in this section might include someone:

- helping them plan a route or planning it for them
- prompting or encouraging them to avoid severe anxiety or distress when going out
- being with them when going out to reassure them
- being with them when going out to help them to follow and complete a journey, including to help overcome severe anxiety and distress
- being with them when going out to keep them safe or stop them getting lost
- helping them deal with public transport or unexpected circumstances

We also want to know if they need a guide dog to safely follow a route, or an aid such as a long cane.

Moving around

This section is about their ability to stand and physically move around. We will ask you about how far they can walk and if they use aids, appliances and devices to get around, including walking sticks, frames or prostheses and devices such as wheelchairs and mobility scooters. Tell us how long it takes, how well or often they complete this activity and if it causes pain, breathlessness, tiredness or dizziness.

Section 4: Tell us about anything else

In this section select Yes if there is anything else you think we should know that you have not already told us about how their health condition or disability affects them.

You, carers, friends or family who want to give us additional information can also do so here.

Section 5: Upload supporting evidence and apply

Check you have answered all the questions in sections 1 to 4. Then upload any files, photos or scanned images of any evidence or information you have, including any reports by health professionals.

It is important to upload any evidence and information you have, as it will help us to deal with the claim.

We only need photos (or scanned images) of documents and paperwork, we do not need photos of physical proof of their condition or disability – for example a photo of their prosthetic limb.

You will then be asked to agree a declaration statement. When you select **I agree – send the information** the application will be sent.

If you receive any additional evidence or information after sending the application, please sign-in again to upload and send it as soon as possible.

What happens next?

The Department for Work and Pensions has organisations that carry out assessments for PIP on its behalf. They are likely to invite you both to attend an assessment with a health professional. If either of you need language or communication support, we can arrange this. If we have enough information already, an assessment may not be needed. If you have speech or hearing difficulties, you can contact us using the textphone number or post.