

# Personal Independence Payment



Department  
for Work &  
Pensions

## How your disability affects you – 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

**PIP2  
Information Booklet  
January 2022**

# Contents

Things to do before you fill in the online form	3
How we collect and use information	4
Where to get help and advice about PIP	4
About the questions in the form	4
How PIP is worked out	5
How to complete the form online	6
Section 1: Tell us about your health	7
About your health conditions or disabilities	7
About your health professionals	7
Section 2: Tell us about your daily living activities	7
Preparing food	7
Eating and drinking	7
Managing your treatments	8
Washing and bathing	8
Using the toilet and managing incontinence	8
Dressing and undressing	9
Talking, listening and understanding	9
Reading	9
Mixing with other people	10
Managing money	10
Section 3: Tell us about your mobility activities	10
Planning and following a journey	10
Moving around	11
Section 4: Tell us about anything else	11
Section 5: Upload supporting evidence and apply	11
What happens next?	11

## Things to do before you fill in the online form

If you think you will need help to prepare for and fill in this Personal Independence Payment (PIP) claim form, you may want to ask a family member, carer or support worker to read this help booklet. You can then talk about how much and what sort of help you need.

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 you on a regular basis
- details of your 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 you have needed help with or found difficult. If the impact of your 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 your 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 you need.

It is very important that you give us any relevant evidence or information you already have that explains your 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 you already have available to you. Do not request other documents which might slow down your claim or for which you might be charged a fee – for example, from your 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 your condition or disability – for example a photo of your prosthetic limb.**

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

- your 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 you get the right daily living and mobility award for your needs

## How the Department for Work and Pensions collects and uses information

When we collect information about you 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 about you from other parties for any of our purposes as the law allows to check the information you provide and improve our services. We may give information about you 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](http://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). You can ask a family member, carer or support worker to help you complete this form. For information about benefits and services go to **[www.gov.uk/pip](http://www.gov.uk/pip)**

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

## How PIP is worked out

There are two parts to PIP:

- Daily Living
- Mobility

If you qualify for PIP, you will get money for one or both parts. The amount you get is based on how your health condition or disability affects how well you carry out those everyday activities shown below, the difficulties you face and help you would need to do them – even if you 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 you can do these safely, to an acceptable standard, as often as you 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 you need help from another person, including any help you feel you need but do not get.

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

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

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

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

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

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

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.

## 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 your health conditions or disabilities affect your ability to do the activities, the difficulties you face and help you need. In particular:

- if you can do them safely, to an acceptable standard, as often as you need to and in a reasonable time
- if you need help from another person, tell us what kind of help you need – for example if they need to prompt, encourage, remind or explain how to do something, supervise you, physically help you or reassure you. This includes help you feel you need but do not get
- if you use aids and appliances, tell us what type they are
- if you can do some parts of the activity but not others
- if you are unable to do the activity at all
- if your needs vary, tell us in what way and how often – for example, telling us about good and bad days or how your needs vary throughout the day
- if you can do an activity but it takes you a long time
- if you 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 you carry out the activities.

For example:

- a commode, raised toilet seat or rails may help you with your toilet needs
- bath rails, a shower seat or a bath board may help you bathe or shower
- a long handled shoehorn, button hook, zip pull or sock aid may help you dress
- a walking stick, walking frame, crutches or prosthetic limbs may help you get around
- special cutlery or a feeding cup may help you eat and drink
- a magnifier or pictures and symbols may help you to read and understand

## Section 1: Tell us about your health

### About your 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 you have, for example if you have arthritis, diabetes and a hearing impairment, you should give details of all three on the form.

### About your health professionals

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

## Section 2: Tell us about your 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 your health conditions or disabilities affect your ability to do each activity, the difficulties you face and help you need.

### Preparing food

This section is about your 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 you to prepare or cook food or doing it for you
- supervising you to make sure you are safe
- prompting, encouraging or reminding you to cook food or how to do so

### Eating and drinking

This section is about your ability to eat and drink, including your 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 you when to eat
- cutting your food into pieces or putting food in your mouth
- supervising you to make sure you finish eating
- prompting, encouraging or reminding you to eat or drink
- helping you manage a feeding tube

## Managing your treatments

This section is about your 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 you to take medication or how to do it
- supervising you while you take medication
- physically helping you to take medication or manage a treatment
- monitoring a health condition like diabetes

## Washing and bathing

This section is about your ability to wash and bathe. Wash includes washing your 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 you to wash and bathe yourself or how to do it
- supervising you to make sure you are safe
- physically washing or bathing you

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 you 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 your ability to manage your toilet needs, including:

- getting on or off a normal toilet
- emptying your bladder or bowels
- dealing with incontinence, including using a collecting device like a bottle, stoma bag or catheter
- cleaning yourself 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 you to get on and off the toilet
- supervising that you clean yourself properly

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.

## **Dressing and undressing**

This section is about your 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 you
- selecting clothes for you
- prompting or reminding you when to dress and undress

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.

## **Talking, listening and understanding**

This section is about your ability to communicate with others in your native spoken language. This means your ability to speak to people and hear and understand what they are saying to you.

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 you to communicate
- interpreting speech into sign language for you
- telling you what someone is saying, what it means or speaking on your behalf

## **Reading**

This section is about your ability to read and understand signs, symbols and words written or printed in your native written language. If you 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 you to understand the meaning of signs, symbols or words
- prompting you about the meaning of simple information

## **Remember**

If there is help you 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 you understand what is going on and how you react when meeting and mixing with other people. This includes whether you become aggressive due to frustration, or whether severe anxiety or stress prevents you from mixing with people.

Help in this section might include someone:

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

## Managing money

This section is about your ability to make decisions about spending and managing your money. This includes being able to understand how much things cost, how much change you should get in a shop, managing your own budgets, paying bills and planning future purchases. It looks only at your 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 you
- reminding you to do it or how to do it
- doing it for you

## 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 your health conditions or disabilities affect your ability to do each activity, the difficulties you face and help you need.

### Planning and following a journey

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

Help in this section might include someone:

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

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

## Moving around

This section is about your ability to stand and physically move around. We will ask you about how far you can walk and if you 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 you 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 your health condition or disability affects 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 your claim.

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

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

If you receive any additional evidence or information after sending your 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 to attend an assessment with a health professional. If you need language or communication support, they can arrange this. You can have someone with you during the assessment. 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.