

Personal Independence Payment

Evidence to support your claim

It is important that you help us to understand your needs by giving us evidence to support your Personal Independence Payment (PIP) claim. This should explain how your health condition or disability affects your daily life.

Uploading evidence to support your claim may mean:

- we can make a decision on your claim more quickly
- we can make an accurate decision on your claim and give you the right level of support
- you may not need an assessment with a health professional

Evidence to support your claim - what to upload

You can upload any supporting evidence using our online service to support your application.

You should only upload:

- information about how your health condition or disability affects your daily life
- documents you already have – if you want to send us things like reports, statements or diaries from carers or family members but do not have this yet, please ask them for it. You can upload the evidence through the online service later
- 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 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.

What you could upload

Documents such as:

- reports, statements or diaries from carers or family members
- hospital discharge or outpatient clinic letters about your condition or diagnosis
- letters from your consultants about your condition or diagnosis

Reports or care or treatment plans from:

- occupational therapists
- GP or consultants
- social workers
- community psychiatric nurses
- learning disability support teams
- district nurses
- physiotherapists

Test results from:

- scans
- diagnostic tests
- hearing or vision tests

Other documents such as:

- your current repeat prescription list
- Education, Health and Care (EHC) plan, Statement of Special Educational Needs
- certificate of visual impairment

What not to upload

Please do not upload:

- appointment cards or letters
- letters arranging hospital admissions
- general information or fact sheets about your condition
- fact sheets about your medication
- information about test you are going to have
- bus tickets, train tickets, directions or maps for appointments you have attended

What to do now

If you have supporting evidence to help us decide your PIP claim and you are ready to upload it, this could be:

- when you have filled in the online claim form and you are ready to submit it, or
- when you have submitted the online claim form already and want to upload supporting evidence you did not have at the time

You should use the link in the email we sent you to log on to the online service, finalise and submit your PIP claim and upload the supporting evidence. If you have already submitted your PIP claim, you will be taken directly to the supporting evidence upload page.