

FACTSHEET:

HOW DO I CLAIM PIP?

What age do you need to be to claim PIP?

From age 16 and under state pension age. If you are over state pension age – you might want to consider claiming Attendance Allowance (we can help with this!)
For anyone under the age of 16 Disability Living Allowance (DLA) can be claimed.

I live in Scotland can I apply?

Generally, you must live in England, Wales or Northern Ireland to claim PIP. If you live in Scotland then you will need to claim Adult Disability Payment (ADP) (we can also help with these claims.)

Do I need to have a specific diagnosis?

All physical and mental health conditions are considered if you have had them for 3 months and the symptoms of the condition are expected to continue for at least another 9 months.

THE PIP ACTIVITIES

PIP is not awarded based on health conditions, but on how your health conditions affect your ability to undertake 12 tasks:

1. Preparing food
2. Taking nutrition
3. Managing therapy or monitoring a health condition
4. Washing and bathing
5. Managing toilet needs or incontinence
6. Dressing and undressing
7. Communicating verbally
8. Reading and understanding signs, symbols, and words
9. Engaging with other people face to face
10. Making budgeting decisions
11. Planning and following journeys
12. Moving around

If you struggle with any of these tasks, you may need an aid or an appliance to help or physical, emotional or mental support from another person. If your difficulties are for most days, then you may qualify.

HOW TO CLAIM PIP:

The best way is to call the PIP Enquiry line at the DWP – which is free to call from mobiles and landlines.

Telephone: 0800 917 2222
Textphone: 0800 917 7777
Monday to Friday, 8am to 5pm

Relay UK – if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 917 2222. There is also an option for video relay for sign language users. Monday to Friday, 8am to 5pm

Calling from abroad: +44 191 218 7766
Monday to Friday, 8am to 5pm

It is possible to apply by post. You will need to write the DWP a letter and ask for a PIP1 form. However, it is often more advisable to call. We find that the DWP do not always reliably send out the PIP1 forms when these are requested by letter and therefore a follow up call is required.

If you cannot make the call yourself and you do not have an appointee, someone else can call for you. However, you will need to be present to give authority for them to speak for you on this initial call.

COMPONENTS OF PIP

There are 2 components to the benefit:

- Daily Living (tasks 1-10 above)
- Mobility (tasks 11 and 12 above)

Eligibility for each component is calculated by a points scoring system:
8 points are needed for a standard award of each component
12 points for an enhanced award of each component

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HOW LONG WILL IT TAKE WHEN I CALL THE HELPLINE?

Generally, the call will take around ten minutes once you speak with an adviser but you may be waiting for a while before you are connected to the adviser. It is likely they will ask for the following information:-

Your contact details, for example, telephone number & address

Your date of birth

Your National Insurance number – this is on letters about tax, pensions, and benefits

Your bank or building society account number and sort code

Your doctor or health worker's name, address, and telephone number

Dates and locations for any time you've spent abroad, in a care home, in hospital, or in prison

WHAT HAPPENS AFTER I CLAIM?

You will be sent a 'How your disability affects you' form to complete. It is important to complete this as thoroughly as possible and to include up to around 30 pages of supportive medical evidence.

The DWP will give you a deadline to return the form, but if you are concerned about meeting it you can simply call the PIP enquiry line to request more time. We find that they are generally quite flexible with this in most cases.

After you return the form, you will be assessed. This is so that the DWP understand how your conditions affect you when undertaking the 12-point scoring activities for PIP.

Usually assessments are by telephone, video or face-to-face. It is possible for the assessment providers to undertake a paper-based assessment, which means that your case is assessed purely on the form and documents that you provided to them. This is quite unusual, only happening in 10-20% of cases nationally. For PIPP Support Group form clients we find that about 60% of our cases are awarded on paper-based assessments due to the amount of detail that we include in our forms.

ABOUT US:

Please don't forget, we are always here to help. We offer a Form Completion service by telephone and Teams video link. We can attend your Assessment with you over the phone or by video link. We also offer assistance from our Legally Qualified Team with Mandatory Reconsideration drafting and Appeal Representation, including attending the hearing remotely with you, if you have an unsuccessful or incorrectly awarded application.

Usually, when we are involved from the early stages, appeals or are not necessary.

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