

# Personal Independence Payment

Help towards some  
of the extra costs you  
might have because  
of a long-term health  
condition or disability



Department  
for Work &  
Pensions

## 2 Personal Independence Payment

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## Introduction

This leaflet:

- explains what Personal Independence Payment is
- asks some questions to help you decide if you may be able to get it, and
- tells you how to claim it.

This leaflet is for adults aged **under 65**. You cannot get Personal Independence Payment if you were aged 65 or over on 8 April 2013, or if you are under 16.

However, if you're **over 65** and have been getting either Disability Living Allowance or Personal Independence Payment until recently, call us because you may still be able to claim Personal Independence Payment. Our phone number is on page 7.

If you're **under 16** you may be able to get Disability Living Allowance for children. If you're **65 or over**, you may be able to get Attendance Allowance instead. You can find more information online about Disability Living Allowance for children and Attendance Allowance. Go to **www.gov.uk**, or ask us for the leaflets about those benefits.

**Please read all the way through this leaflet.** This will help you decide whether to make a claim.

## What is Personal Independence Payment?

Personal Independence Payment is a benefit to help you with some of the extra costs you may have because of a long-term health condition or disability. Personal Independence Payment replaces Disability Living Allowance for people who are aged 16 to 64 when they claim. **You cannot get Personal Independence Payment and Disability Living Allowance at the same time.**

The amount of Personal Independence Payment you may get is based on how your health condition or disability affects you, not on the condition you have. You can get Personal Independence Payment whether you are **in or out of work**. Personal Independence Payment is a tax-free benefit and is not affected by your income or savings.

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### **How is Personal Independence Payment made up?**

There are two parts to Personal Independence Payment:

- Daily Living
- Mobility.

If you qualify for Personal Independence Payment, 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 the 'everyday activities' shown below, the difficulties you face and the help you would need to do them - even if you don't actually get any help.

For each part of Personal Independence Payment there is a list of activities.

#### **Daily Living part activities include:**

- preparing food
- eating and drinking
- managing your treatments
- washing and bathing
- managing your toilet needs
- dressing and undressing
- communicating
- reading
- mixing with other people, and
- making decisions about money.

#### **Mobility part activities include:**

- going out, and
- moving around.

## How is Personal Independence Payment worked out?

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 can’t do the activity at all. You will get some points if you need special equipment, or if you need prompting, supervision or help from another person to do the activity. You won’t get any points if you can do the activity without any help.

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’.

For each part, you will get the standard rate if your scores add up to 8 to 11 points.

For each part, you will get the enhanced rate if your scores add up to 12 points or more.

## Can I get Personal Independence Payment?

Questions to help you decide if you might get Personal Independence Payment.

### **Do you have difficulty doing daily living and mobility activities because of a health condition or disability?**

By this we mean how much does your health condition or disability affect how you carry out the daily living and mobility activities shown on page 4?

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### **How long have you had your health condition or disability, and how long do you think that your health condition or disability will last?**

You can claim Personal Independence Payment at any time if you need help doing daily living activities, or have problems with your mobility (or both), because of a health condition or disability. However, to be paid Personal Independence Payment, you must have needed help with these activities for at least three months - although you can put in a claim during this time. You must also be likely to need help with daily living activities, or have problems with mobility, for at least another nine months.

These rules do not apply to people who have a terminal illness and are not expected to live for more than six months. If you have a terminal illness you should apply straight away. (Please see the section **‘What if I am terminally ill?’** on page 9 of this leaflet, for full details of how to claim.)

### **Are you in a care home?**

If you're in a care home when you claim, we can usually pay the Mobility part of Personal Independence Payment but not the Daily Living part. However, we may pay the Daily Living part if you're paying for your care home privately and none of your care is paid for by the council or from public money.

### **Are you in hospital or a hospice?**

If you're in hospital when you claim, we won't usually pay Personal Independence Payment until you leave. However, we may pay it if you're a private patient and you're paying without help from the NHS. We may also pay Personal Independence Payment if you're claiming because you are terminally ill and you are in a hospice.

### **Are you living in Great Britain?**

To get Personal Independence Payment you must normally live in Great Britain. You won't usually be able to claim Personal Independence Payment if you're subject to immigration controls, although there are a small number of exceptions. Check your passport or other travel documents from the Home Office or UK Border Agency to see if they say you're subject to immigration controls.

## What if I am living abroad?

You'll need to have spent a minimum of at least two out of the last three years in Great Britain before you can claim Personal Independence Payment. However, if you're living in another European Economic Area state or Switzerland, you may be able to get the Daily Living part of Personal Independence Payment.

## What if I go abroad for a short time?

You must tell us if you go abroad for more than four weeks. We can pay Personal Independence Payment for the first 13 weeks that you're temporarily abroad (or up to 26 weeks if you're abroad specifically for medical treatment).

## How do I claim?

To start your claim for Personal Independence Payment:



Phone: **0800 917 2222**  
Textphone: **0800 917 7777**

Someone else can call on your behalf to make the claim but you'll need to be there too. We'll only ask for some basic information at this stage, including your:

- National Insurance number
- full address, including postcode
- date of birth
- bank or building society account details, so we can arrange any payments if you qualify for the benefit
- daytime contact number, and
- GP or other health professional's details.

We'll also ask if you've spent time abroad, and whether you are in a care home or hospital, or have been recently.

### **What happens after I start my claim?**

We'll send you a form so you can tell us how your health condition or disability affects your daily life, both on 'good' and 'bad' days and over a range of activities.

When you post the form back to us you should also send us any information you have that explains your circumstances. This might be information from your GP, or the professional that you see about your health condition or disability, or from anyone else who supports you.

**Only send in copies of things you already have or can easily get hold of.** Don't ask for other information which might slow down your claim, or that you might be charged for (for example, a letter from your GP). If we need something like this, we'll ask for it ourselves.

When you send in the form, we will pass your claim to a 'health professional'. The health professional works for an organisation that carries out assessments for us - the Department for Work and Pensions (DWP). They may be an occupational therapist, nurse, physiotherapist, paramedic or doctor.

The health professional will look at the information you've provided. They may ask your GP or other contacts you've given on the form, for extra information they need.

Sometimes we can make a decision by using just the written information, but most people will be asked to go to a 'face-to-face consultation' with a health professional. If a face-to-face consultation is needed then the health professional will contact you direct to arrange it.

The consultation will give you the chance to explain your needs in your own words. You can take someone with you for support and they can take part in the discussion too.

Once the consultation is finished we consider all the information, including the advice from the health professional and any information you've sent us. We (not the health professional) will make a decision on your claim and write to tell you how we made the decision.

If you qualify for Personal Independence Payment, we will look at your claim regularly to make sure that you are getting the right support. We will look at your claim if we think it's likely that your health condition or disability will change, or you might need more or less support.

You must tell us straight away if you need more or less help to look after yourself, or if you find it easier or harder to get around.

If you are not sure whether to tell us about a change, do it anyway. If you don't, you could lose out on money you should get. Or you could be paid too much and have to pay it back.

## What if I am terminally ill?

We have special rules for people who have a terminal illness and are not expected to live for more than six months. These rules mean that your claim will be dealt with more quickly, you will not need to go for a face-to-face consultation and you will get the enhanced rate of the Daily Living part straight away. You may also get the Mobility part, depending on your mobility needs.

You can make a claim for someone who has a terminal illness without them knowing and without their permission. However, we will write to them with the results of our decision on the claim. The letter will not include any details about either the person's health condition or that the claim was made under the special rules.

To claim under these special rules for terminally ill people, you'll need to phone us on **0800 917 2222**. It's important to send us a **DS1500** form from your doctor, specialist or consultant to support your claim (unless you have sent one for this or any other benefit in the last six months). The DS1500 is a report about your medical condition. You won't have to pay for it. You can ask the doctor's receptionist, a nurse or a social worker to arrange it for you. You don't have to see the doctor.

### Where can I find out more or get help and advice?

You can find more information about Personal Independence Payment online.



Go to: **[www.gov.uk/pip](http://www.gov.uk/pip)**



Phone: **0845 850 3322**  
Textphone: **0845 601 6677**

Monday to Friday 8am to 6pm.

If you phone us, we'll ask you for your name, address and National Insurance number. You could also contact a local support organisation who can give you independent help and support. You can find their details online, at your local library or in the phone book.

## Call charges

Charges were correct as of the date on the back of this leaflet.

Calls to the **0800** numbers in this leaflet are free from BT land lines and most mobiles.

Calls to **0845** numbers from BT land lines should cost no more than 5p a minute with a 13p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

You can ask us to call you back if you're concerned about the cost of the call.

## Textphones

Our textphone numbers are for people who cannot speak or hear clearly. If you don't have a textphone, you could check if your local library or citizens advice bureau has one. Our textphones don't receive text messages from mobile phones.

We're always looking for ways of improving our leaflets. If you have any comments or suggestions about this leaflet, email us at: **[leaflet.feedback@dwp.gsi.gov.uk](mailto:leaflet.feedback@dwp.gsi.gov.uk)**

This email address is only used for leaflet feedback. We cannot answer questions about your pension or benefit.

## Important information about this leaflet

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure that the information in this leaflet is correct as of February 2013. It is possible that some of the information is oversimplified, or may become inaccurate over time, for example because of changes to the law.

You can find more information about benefits and pensions online.



For benefits information go to:  
**[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)**



For pensions information go to:  
**[www.gov.uk/browse/working/state-pension](http://www.gov.uk/browse/working/state-pension)**

This information is available in Welsh and other formats on request:



Phone: **0845 731 3233**

If you can't speak or hear clearly, you can order leaflets from our textphone service.



Textphone: **0845 604 0210**

We aim to provide a high quality of service to all our customers. You can find out more in our customer charter at **[www.dwp.gov.uk/about-dwp/customer-delivery/](http://www.dwp.gov.uk/about-dwp/customer-delivery/)**