

July 2024

Claiming PIP

A guide to claiming Personal
Independence Payment



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www.citizensadvicebucks.org.uk



Bucks

What is PIP?

Personal Independence Payment (PIP) is **extra money to help you with everyday life if you've an illness, disability or mental health condition.**

You can make a PIP claim whether or not you get help from anyone.

You can get it on top of Employment and Support Allowance or other benefits. **Your income, savings, and whether you're working or not does not affect your eligibility.**



PIP is made up of two parts

- **Daily living**- if you need help with everyday tasks
- **Mobility**- if you need help with getting around

How much you get and whether you get one or both parts depends on how difficult you find everyday activities (daily living tasks) and getting around (mobility tasks).

Are you eligible?

To get PIP you must **find it hard to do everyday tasks or to get around** because of a physical or mental health condition. You must have found these things hard for **3 months and expect them to continue to be hard for another 9 months.**

You must be living in England, Wales or Scotland when you apply -unless you or a close family member are in the armed forces. You must be at least 16 years old to get PIP and under 64 (you can apply for Attendance Allowance if you are 64+).

If you have a terminal illness, the process is different to claim PIP. Please contact Citizens Advice Bucks for guidance on this.

If you're in a hospital or care home

You can claim PIP while you're in hospital, a care home or nursing home, but it can affect when your payments start.

If you're in hospital, payments usually start from the date you leave. You can get PIP while you're in hospital if either:

- you pay privately
- you were under 18 when you went into hospital

If you're in a care home and you pay privately, you can get PIP while you're there.

If the government, the NHS or your local council pay for you to stay in the care home, you cannot get the 'daily living component' of PIP until you leave. You can still get the 'mobility component'. The daily living component is for the extra help you need with everyday tasks. The mobility component is for the extra help you need getting around. If you're in a residential college or school, your eligibility for PIP can be affected if a local authority pays the fees. You can get further help by speaking to one of our advisers if this is the case.

Your illness, disability or mental health condition

PIP is not based on the condition you have or the medication you take. It is **based on the level of help you need because of how your condition affects you.**

You are assessed on the level of help you need with specific activities. It's hard to say if the level of help you need will qualify you for PIP. But, if you get or need help with any of the following because of your condition, you should consider applying:



- preparing and cooking food
- eating and drinking
- managing your treatments
- washing and bathing
- managing toilet needs or incontinence
- dressing and undressing
- communicating with other people
- reading and understanding written information
- mixing with others
- making decisions about money
- planning a journey or following a route
- moving around

How to claim PIP

There are 3 stages to claiming PIP:

1

Contact the Department for Work and Pensions (DWP) and fill in the PIP1 form - they can do this with you over the phone

2

Fill in the 'How your disability affects you' form (PIP2) - you may choose to get a paper form by post or get an email with a link to an online form

3

In most cases you will need to go for a medical assessment

It can take up to 6 months from when you first contact the DWP to when you get your first payment. If the DWP decide to award PIP, they will backdate the payment from the date you started your claim. (This is stage 1)

Please note: PIP claims can only be backdated to the date you started your claim with DWP and not beforehand.

Contacting the DWP

It's best to start your claim by calling the DWP - it's quicker than writing to them. If they decide you can get PIP, they'll pay you the money you should have got from the date you called them.



Contacting the DWP cont..

You'll need to have this information when you call the DWP:

- your full name, address and phone number
- your National Insurance number
- your bank or building society account details
- contact details of your GP or other health professionals you deal with
- the dates and details of any stays in hospital or residential care
- your nationality or immigration status
- if you've been abroad for more than 4 weeks at a time in the last 3 years (you will need the dates and details)



Personal Independence Payment claim line



Telephone:
0800 917 2222

Textphone:
0800 917 7777

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

You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out how to use Relay UK on the Relay UK website.

Monday to Friday, 8am to 5pm. **Calls are free** from mobiles and landlines.

What to expect from your call

It should take about **20 minutes to complete the call**. If you'd prefer someone else to call for you that is fine, but you will need to be with them so you can give permission for them to speak for you.

The DWP will ask if you want them to send you the 'How your disability affects you' form by post or by email.

The DWP will also ask if you have any conditions relating to your mental health, a learning difficulty or behavioural condition. They ask these questions to check if you need any additional help or support with your claim.

If you want to apply by post

It's quicker to apply by phone.

However if that is not possible and you want to apply by post you can write to the DWP and ask for a PIP1 form.

Write to the PIP New Claims address. You will need to tell them why you (or someone else) cannot fill in the PIP1 form over the phone.

Personal Independence Payment New Claims
Post Handling Site B
Wolverhampton
WV99 1AH



When you get the PIP1 form, fill it in and send it to the address on the form as soon as possible. You must send it back within 1 month after the DWP got your letter - that might be a few days before you get the form.

If the DWP decide you can get PIP, they will pay you the money you should have got from the date they received the PIP1 form.

What happens after you start your claim?

The DWP will check if you meet the basic conditions to get PIP - for example if you're living in Great Britain.

If they think you meet the basic conditions, they will post the 'How your disability affects you' form to you - or send you an email with a link to the online form.

To give yourself the best chance of a successful application and an accurate decision by the DWP you should think about:

- **how to fill in the 'How your disability affects you' form**
- **collating evidence to support your PIP claim**

Please see our 'How to fill out your PIP form' and 'Evidence for PIP' leaflets for more information on these.

If the DWP do not think you meet the basic conditions, they'll send you a decision letter to say you've been refused and why. **If you think the decision is wrong, you can challenge the DWP's decision by appealing and we can help with this.**

Video from the DWP - How you can claim PIP

The DWP have created a helpful video on how you can claim PIP. You can watch this by scanning the QR code here.



Need further advice?

If you are still unsure or have any questions you can speak to our charity. One of our advisers will be happy to help you further.

There are a few ways you can get in touch with us. You can:

Call our Bucks adviceline on:

0808 278 7938

You can fill out our contact request form on our website.

www.citizensadvicebucks.org.uk/get-advice/contactrequest

You can get to this quickly by scanning the below QR.



If you are having trouble with contacting us via Bucks Adviceline or the contact request form on our website please pop to one of our offices to speak to a receptionist. We are not currently offering a drop in advice service but our receptionist will do all they can to get you moving forward.

You can find out what times we are open by calling 01494 328 100. You will not be able to get advice by calling this number.



Our offices



Aylesbury

2 Pebble Lane,
Aylesbury,
Buckinghamshire,
HP20 2JH



Buckingham

Wheeldon House,
Market Hill,
Buckingham,
MK18 1JX



Chesham

Townsend House,
Townsend Road,
Chesham,
HP5 2AA



High Wycombe

Council Offices,
Queen Victoria Road,
High Wycombe,
HP11 1BB



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They were on hand, quite frankly, when I needed them.

To watch our impact video with Kelvin pictured here please scan the QR



Citizens Advice. The people's charity.



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Charity Number: 1126825