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HELP WITH PIP

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Bucks

Getting evidence to support your PIP application

A guide to claiming Personal
Independence Payment

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Getting evidence to support your PIP claim

It's useful to include evidence from health professionals on how your condition affects you. It can give the Department for Work and Pensions (DWP) a clearer picture of how your condition affects you and give you a better chance of being properly assessed.

Evidence could be a letter, report, care plan or/and diary (see below), and you can send it any time before the DWP makes a decision on your claim.



Keeping a PIP diary

If your condition fluctuates (you have good and bad days) it can be helpful to keep a diary. A diary is a handy way to record your bad days and how they affected you. You could use a diary as evidence as well as use it to help you fill in your 'How your disability affects you' form. To help you, you can use our template diary. You will find this attached to this document and you can scan the QR to get to an online version. You can also ask someone to help you write it.



Important

Don't delay returning your 'How your disability affects you' form or attending an assessment because you're waiting on supporting evidence. You can always tell the DWP that you'll send the evidence at a later date.

If you need to, send any supporting evidence after the 'How your disability affects you' form.

What to ask health professionals for

When you contact the health professional, tell them that you're making a claim for PIP and ask them to provide a letter to you, **not the DWP**, explaining how your condition affects you. It's important to do this because PIP is based on how your condition affects you and not the condition itself or the medication you take. Some surgeries will charge a fee for this so do check with them.

The DWP will look at how your condition limits your ability to do 12 tasks. If you want, you can ask the health professional to concentrate their comments on the tasks you need help with because of your condition and that you think are more important to your claim.

Keep a record of how your condition affects you

Print out this sheet and use it to keep a record of how your condition affects you. It can help you fill in your Personal Independence Payment (PIP) claim form or use it as supporting evidence for your claim.

Date

People with an illness, disability or mental health condition can have good days and bad - was today a bad day?

Yes No

Did carrying out any of the tasks below cause you any pain, discomfort or tiredness?

Yes No

Were you unable to carry out any of the tasks below?

For example if you couldn't leave the house today, or you couldn't finish making your lunch.

Yes No

Did you injure or hurt yourself carrying out any of the tasks below?

Yes No

Has anyone supervised or assisted you today on any of the tasks below?

Who did this and why, and what would have happened if they hadn't.

Yes No

Has anyone reminded or prompted you to carry out any of the tasks below?

Who did this and why, and what would have happened if they hadn't.

Yes No

Explain which of the tasks you had difficulties with and why

For example, the pain or tiredness you felt, the reason for it, how it affected the rest of your day/night, if it took you longer than usual to complete a task or if you injured or hurt yourself.

The 12 tasks

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

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If you're waiting for evidence to support your claim

You need to send the form by the date they give you and you should make sure you send or submit the form on time even if you're waiting for evidence - for example a hospital or doctor's letter. Tell the DWP you're waiting for evidence - you can either:

- send them a letter with the form if you're posting it
- call the PIP enquiry line

If you send documents later, you can use our template letter to explain that you're sending evidence after your claim. You can view this by scanning the QR.



Personal Independence Payment (PIP) enquiry line

Telephone: 0800 121 4433

Textphone: 0800 121 4493

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 121 4433

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.

Video relay - if you use British Sign Language (BSL).

You can find out how to use video relay on YouTube.

Monday to Friday, 9am to 5pm

Calls are free from mobiles and landlines.



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 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.

