

July 2024

HELP WITH PIP

citizens
advice

Bucks



How to fill in the PIP2 'How your disability affects you' form

A guide to claiming Personal
Independence Payment

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 www.citizensadvicebucks.org.uk

What is the PIP2 form?

When you apply for PIP, you'll need to fill in a form called 'How your disability affects you'- the PIP2. This can either be filled out on paper or via an online link.

There are 15 sections and we will cover each one in this guide.



Before you start

Before you fill in the form It is useful to have the things listed below. Do not worry if you only have some of them:

- the names and contact details of professionals who regularly support you
- details of your medication or an up-to-date printed prescription list
- supporting evidence that helps the DWP understand your needs, shows how you carry out activities and how these activities are affected by your health condition or disability

Things to remember

- talking about your personal needs can be difficult. If you are you are experiencing difficulties you can talk to The Samaritans by calling 116 123
- You do not have to complete the form all in one go. However you must complete by the date they have given you.
- It does not matter if you make spelling mistakes or do not fill up the whole space provided. If you need more space use section 15/extra paper with name and reference number at the top of each page.
- You do not have to do it in one go

Question 1

listing your condition, medication and treatments

This question has 3 parts:

- 1a. You'll need to tell them what condition or disability you have and the year it started.
- 1b. You'll need to list any medication you're taking - and include the dosage.
- 1c. You'll need to list any treatments, therapies or operations.



For more detail on how to answer each part please scan the QR code.

Question 2

listing your health professionals

This question has one part. You'll need to list any health professional you've seen about your condition - including their contact details and the date you last saw them.



For more detail on how to answer please scan the QR code.

Question 3

Preparing and cooking a meal

This question has 2 parts:

- 1a. This is a tick box. You'll need to tell them if it's difficult for you to prepare a simple meal.
- 1b. You'll need to explain the difficulties you have and give examples of the help you need.



For more detail on how to answer please scan the QR code.



Question 4

Eating and drinking

This question has 3 parts:

4a. This is a tick box. You'll need to tell them if eating and drinking is difficult for you.

4b. This is a tick box. You'll need to tell them if you use a feeding tube to eat or drink.

4c. You'll need to explain the difficulties you have and give examples of the help you need.



For more detail on how to answer please scan the QR code.

Question 5

Managing Treatments

This question has 3 parts:

5a. This is a tick box question. You'll need to tell them if it's difficult for you to manage your treatments, including taking your medication.

5b. You'll need to explain the difficulties you have and give examples of the help you need.

5c. You'll need to tell them about therapies you have at home where another person helps you.



For more detail on how to answer please scan the QR code.

Question 6

Washing and bathing



This question has 2 parts:

6a. This is a tick box question. You'll need to tell them if it's difficult for you to wash or bathe.

6b. You'll need to explain the difficulties you have and give examples of the help you need.

For more detail on how to answer please scan the QR code.



Question 7

Managing toilet needs

This question has 2 parts:

7a. This is a tick box question. You'll need to tell them if it's difficult for you to use the toilet.

7b. You'll need to explain the difficulties you have and give examples of the help you need.



For more detail on how to answer please scan the QR code.

Question 8

Dressing and undressing

8a. This is a tick box question. You'll need to tell them if it's difficult for you to dress and undress.

8b. You'll need to explain the difficulties you have and give examples of the help you need.



For more detail on how to answer please scan the QR code.



Question 9

Communicating

This question has 2 parts:

9a. This is a tick box question. You'll need to tell them if it's difficult for you to talk, listen and understand others.

9b. You'll need to explain the difficulties you have and give examples of the help you need.



For more detail on how to answer please scan the QR code.

Question 10

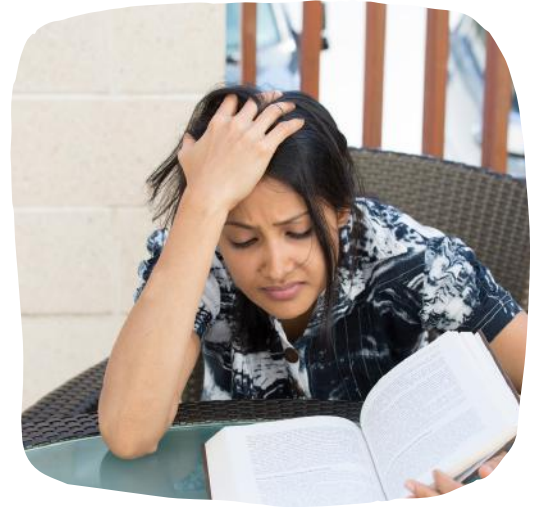
Reading

This question has 2 parts:

10a. This is a tick box question. You'll need to tell them if it's difficult for you to read words and symbols.

10b. You'll need to explain the difficulties you have and give examples of the help you need.

For more detail on how to answer please scan the QR code.



Question 11

Mixing with other people

This question has 2 parts:

11a. This is a tick box question. You'll need to tell them if it's difficult for you to meet and mix with other people.

11b. You'll need to explain the difficulties you have and give examples of the help you need.

For more detail on how to answer please scan the QR code.



Question 12

Making decisions about money

This question has 2 parts:

12a. This is a tick box question. You'll need to tell them if it's difficult for you to manage your money or make decisions about money.

12b. You'll need to explain the difficulties you have and give examples of the help you need.

For more detail on how to answer please scan the QR code.



Question 13

Going out

This question has 2 parts:

13a. This is a tick box question. You'll need to tell them if it's difficult for you to cope with both long and short journeys.

13b. You'll need to explain the difficulties you have and give examples of the help you need.



For more detail on how to answer please scan the QR code.

Question 14

Mixing with other people

This question has 3 parts:

14a. This is a tick box question. You'll need to tell them if it's difficult for you to walk and move around.

14b. This is a tick box question. You'll need to tell them how far you can walk using any aids you need.

14c. You'll need to explain the difficulties you have and give examples of the help you need.



For more detail on how to answer please scan the QR code.

Question 15

Additional information

This is a blank page where you can add extra information if you want - for example, medical evidence or comments from other people like a carer or friend.

If you need more space to fill out additional information you can write your information on a separate sheet. Just make sure that each sheet you use has your name, National Insurance Number as well as the question number and part you are answering.

Name:
National Insurance number:
Question number:

Additional information:

Sending in your completed form

When you've finished filling in the 'How your disability affects you' form, you need to send it back to the Department for Work and Pensions (DWP) - or submit the online form if they sent you a link.

You must send back the same form the DWP sent you. You can't get a copy of the form from an advice centre or print and send a version you found online.

Make a copy of your form

It's a good idea to make a copy of your completed form. You can then take it with you to your assessment and use it to make sure that you don't forget anything you want to mention at your assessment.

If you can't copy, scan or print your form at home, you can ask at a public library. You might have to pay a small charge.

Submitting your form

If the DWP sent you a link to the online form by email, check the instructions they sent you about how to submit it.

If they sent you a form by post, the address to send it to will be on the back page of the form or the envelope it came with. If you can't find it, call the phone number on the letter that came with the form.

Record the date you send the form. When you post the form, ask the Post Office for free proof of postage - you might need to show when you sent it.

Sending your PIP form back on time

You should send the form back or submit the online form within 1 month of the date on the letter or email. You can ask the DWP for more time if you have a good reason.

If you don't send or submit the form in time, the DWP may end your claim.

If you're waiting for evidence to support your claim

You should 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 to ask for an extension.

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.



Our offices



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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