



Department
for Work &
Pensions

How to claim Personal Independence Payment

Easy
Read



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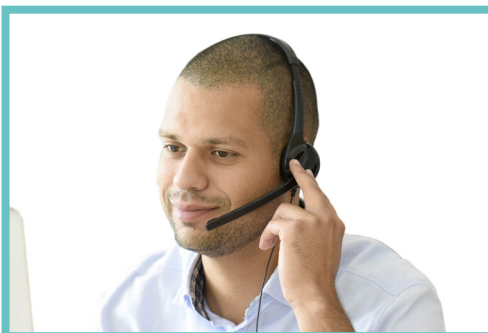


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1

Introduction



Department
for Work &
Pensions

Personal Independence Payment is a benefit from the Department for Work and Pensions.



It helps with some of the extra costs you have to pay when you have long term ill health or a disability.

PIP

Personal Independence Payment is sometimes known as PIP.



PIP can help you be more active and do more on your own.



This leaflet tells you **how to claim** PIP.

For more Easy Read leaflets, go to www.gov.uk

Search for **Easy Read PIP**.

2

Making a claim



If you think you can get Personal Independence Payment, you should make a claim.



Department
for Work &
Pensions

You do this by contacting the Department for Work and Pensions.



To make a PIP claim, call us free on:

Telephone: **0800 917 2222**

Textphone: **0800 917 7777**



If you cannot hear or speak on the phone, use Relay UK:

18001 then **0800 917 2222**



If you are deaf and use British Sign Language you may be able to use the video relay service.

For more information, go to www.gov.uk/pip/how-to-claim



You can claim by post.

To claim by post, you can write us a letter asking for the form.



Our address is:

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

3

Making a claim by telephone



If you need support to call us, you can ask:

- A family member or friend
- Someone who helps you
- A carer or support worker.



If someone speaks on your behalf, you must be with them.

If this is not possible, we may have to send you a claim form to complete instead of claiming by telephone.



If you have no one to help you call us, you should still call anyway.

We will support you during your call.

During the telephone call

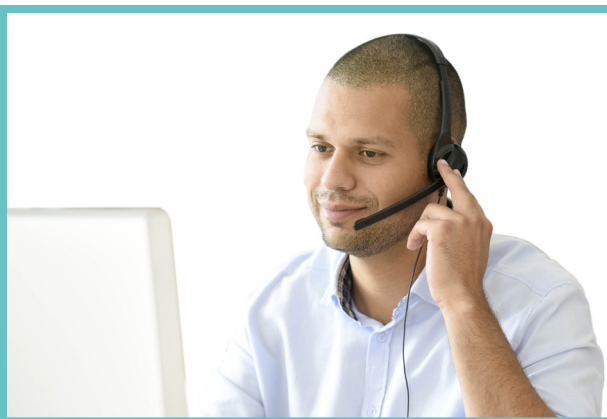
**15
minutes**

The telephone call is free from your landline or mobile phone and will last about 15 minutes.



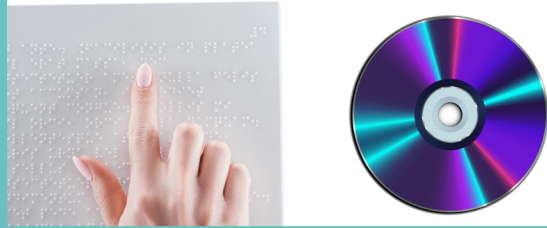
During the call we will ask for some personal details, such as:

- Your National Insurance number, if you have one
- Your health or care worker details
- Your bank details.



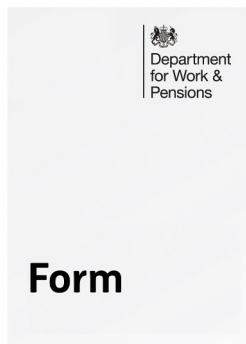
We may ask questions about your health condition or disability during the call.

Large print

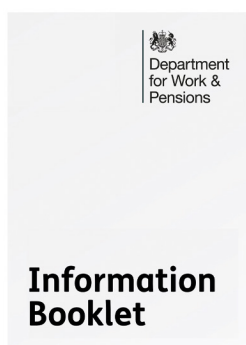


Tell us during the call if you need a form in a format such as braille, large print or audio CD.

After the telephone call



After the telephone call, we send you a letter and a form called **How your disability affects you**.



We will also send you an **information booklet** to help you fill in the form.

2
weeks

It can take up to 2 weeks for the form and information booklet to get to you.



Use this time to collect information to support your claim.



Send this information to us with your form.

For more information on filling in the form, go to www.gov.uk

Search for **Supporting information for PIP**.

4

Questions we ask on the form



The form asks questions about:

- How well you can do daily activities
- Whether you can get around on your own or if you need support.



Please give as much detail as you can.

This will help us understand how your health condition or disability affects you.


Department
for Work &
Pensions

**Information
Booklet**


Department
for Work &
Pensions

Form

Use the information booklet to help you fill the form in.



Citizens Advice have a guide on their website to help you fill the form in.

For more information on filling in the form, go to www.citizensadvice.org.uk

Search for **Help with your PIP claim.**



You must fill in the form and send it to us by the date shown on the letter.

This date is in the section that says **What we want you to do.**

1
month

You have 1 month to complete your form and send it to us.

If you need more time to fill in the form, please let us know.

5

After you have sent the form to us



Most people will need to have a meeting known as an assessment.

This will usually take 1 hour.



We will look at your form and all your supporting information.



We will use this information to decide **what kind** of assessment you need.

PIP

You may not need a meeting (or assessment) if it is **clear you can, or cannot, get Personal Independence Payment.**

IMPORTANT

If we ask you to have a meeting, you must attend.



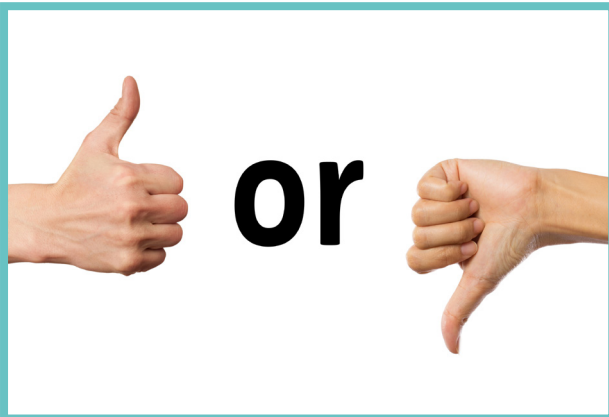
In the meeting, a health professional will talk to you about your health condition and your day to day needs.



After the assessment, we will look at all of the information we have and make a decision on your claim.



We will then send you a letter.



The letter will tell you if you can, or cannot, get PIP.



If you can get PIP, the letter will tell you the amount you will get.

6
weeks

The letter is usually sent to you within 6 weeks of your assessment date.

6

Other types of support



You may be able to get a benefit called Universal Credit if:

- You are out of work
- You are in work and on low earnings.

For more information on Universal Credit, go to www.gov.uk

Search for **Easy Read Universal Credit**.



Universal Credit can also help you with some housing costs.

Some people will still need to claim Housing Benefit instead of Universal Credit.

For more information, go to www.gov.uk/housing-benefit



COUNCIL TAX

You may be able to get help with Council Tax.



You may be able to get an Access to Work grant.



An Access to Work grant can help pay for changes needed in your workplace to help you do your job.

For more information on Access to Work, go to www.gov.uk

Search for **Easy Read Access to Work**.



If someone cares for you, they may be able to get Carer's Allowance.

For more information on Carer's Allowance, go to www.gov.uk/carers-allowance



If you have money problems, you can contact:

- Your local Jobcentre Plus office
- Your local council office
- Local help and support groups.

For more information on Personal Independence Payment, go to www.gov.uk/pip

For more information on the benefits, you may be able to claim go to www.gov.uk/browse/disabilities

To find your local Jobcentre Plus office, go to find-your-nearest-jobcentre.dwp.gov.uk

To find your local council office, or a help and support group, go to www.gov.uk/find-local-council

For help with money problems, go to www.moneyhelper.org.uk