



Department
for Work &
Pensions

Important things to know about your **Personal Independence Payment** decision

**Easy
Read**



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Introduction



Department
for Work &
Pensions

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



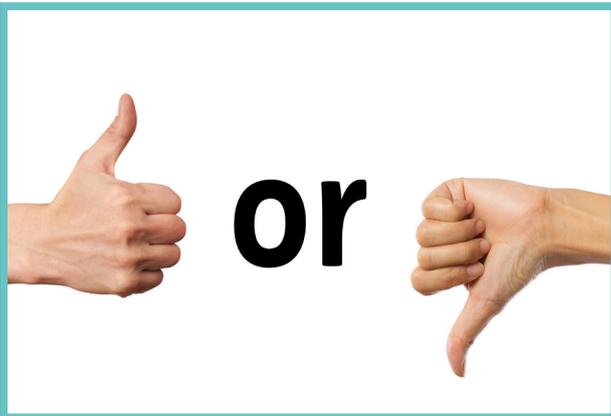
It helps with some of the extra costs you have to pay when you have long term ill health or a disability.

PIP

Personal Independence Payment is sometimes known as PIP.



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



This information tells you about how we decide whether you can, or cannot, get PIP.



It also tells you what to do if:

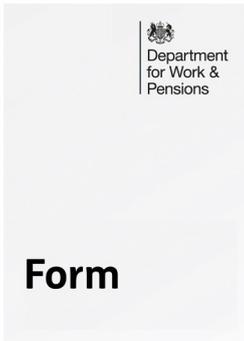
- You do not agree with your decision
- Your circumstances change.

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

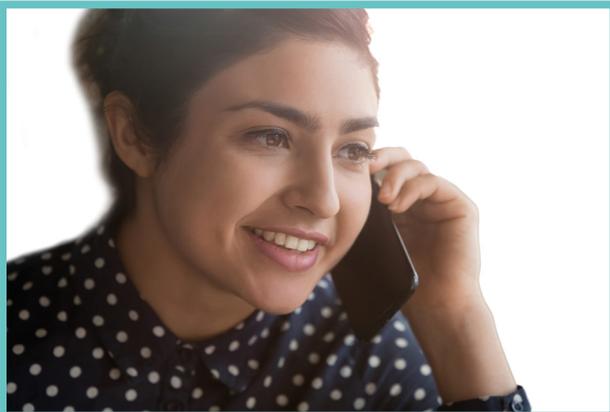
Search for **Easy Read PIP**.

2

How we decide if you can, or cannot, get Personal Independence Payment



We look at your completed form and all the information we have.



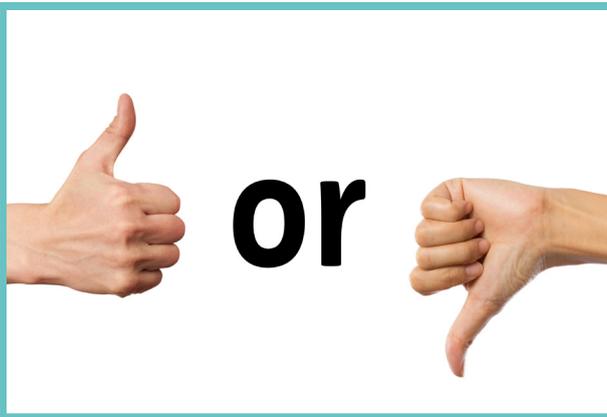
We look at your assessment (if we asked you to have one).



We look at any other information you have sent us and make a decision.



We will then send you a letter.



This letter will tell you if you can get PIP.



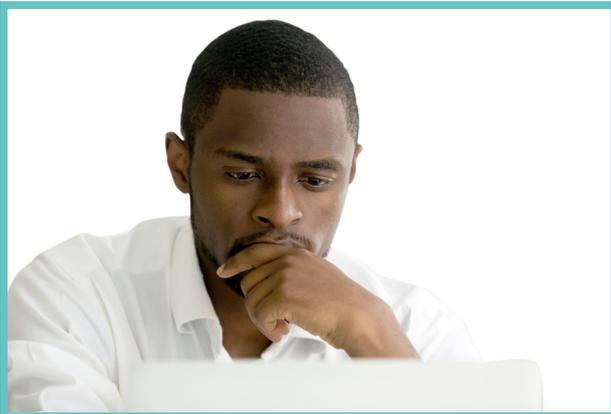
It will also tell you the amount of PIP you will get and how long you will get it.

3

If you do not agree with your decision



If you do not agree with your decision, you can ask us to look at it again.



When we look at your decision again, we call this a **Mandatory Reconsideration**.



A '**Mandatory Reconsideration**' means we will look at:

- The information you originally gave us
- Any new information you provide
- If there have been any changes in your circumstances.

We use this information to see whether we can change our decision.

1 month

You usually need to ask us to look at your claim again within **1 month** of the date on your decision letter.



If you would like to talk to us about your decision, call us free on:

Telephone: **0800 121 4433**

Textphone: **0800 121 4493**



You can write a letter telling us why you do not agree with your decision.

Please send your letter to the address on your decision letter.

For Easy Read information on **Mandatory Reconsideration**, go to www.gov.uk/government/publications/easy-read-mandatory-reconsideration



You can also fill in a **‘Mandatory Reconsideration request form’**.

To get the form and learn more about a **Mandatory Reconsideration**, go to www.gov.uk

Search for **Challenge a decision made by the DWP**.



You can send us any other information you may have about how your condition affects you.



We will then send you a letter explaining your decision.

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If you do not agree with your Mandatory Reconsideration decision



You have the right to appeal if you do not agree with your **Mandatory Reconsideration** decision.

1
month

You usually need to do this within 1 month of the date on your **Mandatory Reconsideration** decision letter.



You send your appeal to the **Social Security and Child Support Tribunal**.

For more information, go to www.gov.uk and search for **Appeal a benefit decision**.

5

If your circumstances change



A health condition or disability can sometimes change.

If this happens, it could mean the support you need also changes.

IMPORTANT

Changes to tell us about could include:

- Your name or your address
- Your contact telephone number
- The account we pay your benefit into.



If your circumstances change, please tell us straight away.

Do not wait for us to contact you.



If you would like to talk to us about your decision, call us free on:

Telephone: **0800 121 4433**

Textphone: **0800 121 4493**



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

18001 then **0800 121 4433**



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



If you do not tell us about a change, we may pay you **too much money**. If this happens:

- You may have to pay it back
- You may have to pay a fine
- You may face legal action.

For more information, go to www.gov.uk

Search for **PIP change of circumstances**.

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/benefits

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