
Personal Independence Payment

How your disability affects you



Department
for Work &
Pensions

Information Booklet

This information booklet will help you fill in your Personal Independence Payment (PIP) form.

In it we:

- explain the questions we ask
- help you answer the questions
- give you examples of other things you can tell us
- explain the supporting evidence you can send us
- tell you what you need to do next

Sample
not for use

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 us understand your needs, shows how you carry out activities and how these activities are affected by your health condition or disability

Evidence to support your claim

Examples of the things you could send to us are shown on page 4. There is also an online DWP video you might find helpful. To find it, go to YouTube and search 'PIP providing information to support your claim'. Scroll down the list of results and select the official DWP video.

We understand that it can take a while to collect this evidence, so we suggest you start collecting it before filling out your form. But it is important to make sure you return your form on time. If you are waiting for any supporting evidence, send us what you already have along with your completed form before the date on the front of your form.

You can send any more supporting evidence you get afterwards to the address on the covering letter. When you get it, send a photocopy of it to us straight away. Write your reference number on it so we can link it to your claim. You can find your reference number at the top of the letter that came with the form (the reference number is usually the same as your National Insurance number).

If you are waiting for more evidence, such as a report from a recent medical assessment, tell us at **Question 15 – Additional information.**

Sending us evidence to support your claim may mean:

- we can make a decision on your claim more quickly
- we can make an accurate decision on your claim and give you the right level of support
- an assessment with a health professional may not be needed

What to send

Only send us:

- information about how your health condition or disability affects your daily life
- documents you already have available to you, unless you do not already have reports, statements or diaries from carers or family members. If you want to include this type of evidence and do not have it already, please ask them to provide it to you
- photocopies as we cannot return documents

Write your full name and reference number on the top of each photocopy you send to us. You can find your reference number at the top of the letter that came with the form (the reference number is usually the same as your National Insurance number).

What you could send

Reports or care or treatment plans from:

- occupational therapists
- GPs or consultants
- social workers
- community psychiatric nurses
- learning disability support teams
- district nurses
- physiotherapists
- reports, statements or diaries from carers or family members
- hospital discharge or outpatient clinic letters about your condition or diagnosis
- letters from your consultant(s) about your condition or diagnosis

Test results from:

- scans
- diagnostic tests
- hearing or vision tests

Other:

- your current repeat prescription list
- statement of special educational needs, Education, Health and Care (EHC) plan
- certificate of visual impairment

What NOT to send

- appointment cards or letters
- letters arranging hospital admissions
- general information or fact sheets about your condition
- fact sheets about your medication
- information about tests you are going to have
- bus tickets
- train tickets
- directions or maps for appointments you have attended

Filling in this form

Please use a pen to fill in the form.

The form is in 4 sections:

- **Section 1** – About your health condition or disability
- **Section 2** – About your health professionals
- **Section 3** – How your health condition or disability affects your day-to-day life
- **Section 4** – What happens next

We know that talking about your personal needs can be difficult, but we need you to tell us as much as you can on the form.

Please read the information carefully and take time to answer all the questions. **You do not have to fill in the form in one go.**

If you think you will need help to prepare for and fill in this PIP claim form, you may want to ask a friend, relative, carer or local support worker to read this information booklet. You can then talk about how much and what sort of help you need.

If you need help filling in any part of this form or need more time to complete the form, you can phone **0800 121 4433** (0800 121 4493 if using a textphone).

When filling in the form remember:

- there is no right or wrong way of answering the questions
- it does not matter if words are spelt wrong
- you do not have to fill all of the space provided

If you need more space, use the **Question 15 – Additional information** section.

If you need even more space, you can use separate pieces of paper. Remember to send them to us with this form.

If you do this, write your name and reference number at the top of each extra page. You can find your reference number at the top of the letter that came with the form (the reference number is usually the same as your National Insurance number). Tell us which questions your comments refer to.

If you are filling in this form for someone else or helping them

If you are filling in some or all of the form because the person claiming PIP is not capable of answering for themselves, you can tell us about their needs and the help you give them from your point of view.

For example: 'Alex always has difficulty cooking safely by himself as he forgets if the hob is on'.

For example: 'As his carer, I help Alex by supervising him while he cooks and prompting him if he forgets something'.

This can be as well as or instead of the claimant giving the information themselves.

If the person claiming PIP is capable of answering for themselves, but needs someone else to physically put the answers onto the form

If the person claiming PIP needs help to physically put their answers onto the form, for example due to a visual or physical impairment, they can answer from their own point of view.

For example, 'I always have difficulty cooking by myself as I cannot safely cut up ingredients or lift pans because of my severe arthritis'.

IMPORTANT – the person claiming needs to sign the **Declaration** on **Page 17** themselves, unless:

- you have already been appointed to receive and deal with their benefits. For example, you are a benefit appointee (appointed by DWP), a Deputy or Receiver, or have a Power of Attorney, or
- they are too ill or disabled to sign for themselves

If either of the above applies then you must sign the **Declaration** on their behalf.

Section 1 – About your health condition or disability

This section is split into 3 parts:

- **Question 1a** – we need to know about your health condition or disability
- **Question 1b** – we need to know about any tablets, medication and any side effects they have on you
- **Question 1c** – we need to know about any treatment you have had, currently have or have planned for the future

Section 2 – About your health professionals

We ask you to send us supporting evidence with your form, but sometimes we may contact the health professionals who support you for further information.

Please tell us about the health professionals who treat or care for you most regularly and who are best placed to advise us on how your health condition or disability affects you.

For example, a GP, hospital doctor, specialist nurse, community psychiatric nurse, occupational therapist, physiotherapist, social worker, counsellor or support worker.

You can list details of up to 3 health professionals. If you need to add more, use the extra space at **Question 15**.

Section 3 – How your health condition or disability affects your day-to-day life

PIP is assessed on how your condition affects you, not the condition itself.

Please tell us if your health condition or disability means you have had difficulties with daily living or getting around for at least 3 months and this is expected to continue for at least a further 9 months.

If your needs change regularly, please make sure you tell us about this on the form. These changes, will be fully considered during your claim.

We use the information to see how much help you need to carry out 12 activities.

There are **10 activities for the daily living part of PIP** and **2 for the mobility part**. A score is given for each and we add these together to give us a total for each part.

We have given examples throughout the form to help you think about how different conditions, not just physical ones, may affect you. They also help you think about what help you may need.

Daily living activities:

- preparing food
- eating and drinking
- managing your treatments
- washing and bathing
- using the toilet and managing incontinence
- dressing and undressing
- talking, listening and understanding
- reading
- mixing with other people
- managing money

Mobility activities:

- planning and following a journey
- moving around

To help us understand your needs, tell us about the difficulty you have with each activity and how this relates to your condition.

Can you complete each activity:

- safely
- within an acceptable time, for example, about twice the time it may take another person who does not have a disability
- to an acceptable standard
- as often as you need to

Tell us:

- what the difficulty is
- how often you have good days and bad days
- how or why your condition varies over the course of a day, week or year
- when you started to have difficulties

Tell us how you manage each activity, including any:

- aids or specialist equipment you use, for example, like a perching stool or a dosette box
- help you get from someone else, for example, do they help you physically, prompt or encourage you?
- help you need but do not get, for example, like with dressing or undressing

Daily living activities

Tell us how your health conditions or disabilities affect you for each of the daily living activities, put a cross in either **No** or **Yes**. If you answer **Yes**, please tell us about the difficulties you face and help you need.

Question 3 – Preparing food

This question is about your ability to prepare and cook a simple one course meal for one from fresh ingredients. This includes things like:

- food preparation such as peeling, chopping or opening a can, and
- safely cooking or heating food at or above waist height on a cooker hob or in a microwave oven

Aids and appliances for this activity might include things like prostheses, a perching stool, spiked chopping boards, liquid level indicators and adapted cutlery.

Help for this activity might include someone:

- physically assisting you to prepare or cook food or doing it for you
- supervising you to make sure you are safe
- prompting, encouraging or reminding you to cook food or how to do so

Question 4 – Eating and drinking

This question is about your ability to eat and drink, including your ability to cut food into pieces, get food and drink to your mouth, chew food and swallow. It includes the use of therapeutic sources such as tube feeding. A feeding tube could be a parenteral or enteral tube feeding with a rate limiting device such as a delivery system or feed pump.

Help for this activity might include someone:

- reminding you when to eat
- cutting your food into pieces or putting food in your mouth
- supervising you to make sure you finish eating
- prompting, encouraging or reminding you to eat or drink
- helping you manage a feeding tube

Question 5 – Managing your treatments

This question is about your ability to monitor any health conditions, manage medication and manage treatments.

Monitor health conditions means being able to detect any changes in a condition and take necessary actions as advised by a health professional. For example, this includes being able to monitor blood sugar levels, mental state and pain levels.

Manage medication means to take regular medication prescribed or advised by a doctor, nurse or pharmacist in the right way at the right time. This includes tablets, inhalers and creams.

Home treatments include things like physiotherapy and home dialysis, regardless of whether these are NHS or private.

Aids and appliances for this activity might include things like a dosette box for tablets or an alarm or reminders.

Help for this activity might include someone:

- prompting or reminding you to take medication or how to do it
- supervising you while you take medication
- physically helping you to take medication or manage a treatment
- monitoring a health condition like diabetes

Question 6 – Washing and bathing

This question is about your ability to wash and bathe. Wash includes washing your body, face, limbs, underarms and hair. Bathe means getting into and out of both a normal bath and a normal shower. Aids and appliances for this activity include things like shower seats and grab rails.

Help for this activity might include someone:

- prompting, encouraging or reminding you to wash and bathe yourself or how to do it
- supervising you to make sure you are safe
- physically washing or bathing you

We know that talking about your personal needs can be difficult, but we need you to tell us as much as you can on the form.

Question 7 – Using the toilet and managing incontinence

This question is about your ability to manage your toilet needs, including:

- getting on or off a normal toilet
- emptying your bladder or bowels
- dealing with incontinence, including using a collecting device like a stoma bag or catheter
- cleaning yourself afterwards

Aids and appliances for this activity might include things like raised toilet seats, bottom wipers, commodes, bidets and incontinence pads.

Help for this activity might include someone:

- physically helping you to get on and off the toilet
- supervising that you clean yourself properly

We know that talking about your personal needs can be difficult, but we need you to tell us as much as you can on the form.

Question 8 – Dressing and undressing

This question is about your ability to dress and undress, including selecting, putting on and taking off appropriate and unadapted clothing, which may include fastenings such as zips or buttons. This includes putting on and taking off socks and shoes.

Aids and appliances for this activity might include things like long-handled shoehorns, button hooks, zip pulls or sock aids, modified buttons, front fastening bra, Velcro fastenings and shoe aids.

Help for this activity might include someone:

- physically helping you
- selecting clothes for you, and
- prompting or reminding you when to dress and undress

Question 9 – Talking, listening and understanding

This question is about your ability to communicate with others in your native spoken language. This means your ability to speak to people and hear and understand what they are saying to you. Aids and appliances for this activity might include hearing aids, picture symbols, assistive computer technology or voice aids.

Help for this activity might include someone:

- prompting or encouraging you to communicate
- interpreting speech into sign language for you
- telling you what someone is saying, what it means or speaking on your behalf

Question 10 – Reading

This question is about your ability to read and understand signs, symbols and words written or printed in your native written language. If you access information using braille, please tell us about that in this section.

Aids and appliances for this activity might include magnifiers, but do not include normal spectacles or contact lenses.

Help for this activity might include someone:

- helping you to understand the meaning of signs, symbols or words
- prompting you about the meaning of simple information

Question 11 – Mixing with other people

This question is about how well you understand what is going on and how you react when meeting and mixing with other people. This includes whether you become aggressive due to frustration, or whether severe anxiety or stress prevents you from mixing with people.

Help for this activity might include someone:

- prompting or encouraging you to do so
- being there to support or reassure you
- helping you keep calm if you become frustrated or aggressive whilst mixing with people

Question 12 – Managing money

This question is about your ability to make decisions about spending and managing your money. This includes being able to understand how much things cost, how much change you should get in a shop, managing your own budgets, paying bills and planning future purchases. It looks only at your decision making ability, not the physical elements such as going to a post box to send a bill payment or putting money in a purse or wallet.

Help for this activity might include someone:

- prompting or encouraging you
- reminding you to do it or how to do it
- doing it for you

Mobility activities

Tell us how your health conditions or disabilities affect you for both of the mobility activities, put a cross in either **No** or **Yes**. If you answer **Yes**, please tell us about the difficulties you face and help you need.

Question 13 – Planning and following a journey

This question is about your ability to work out and follow a route to another place, including using public transport, and if severe anxiety or distress prevents you from being able to go out and complete a journey. It does not look at your physical ability to get around, which is covered in the next section.

Help for this activity might include someone:

- to help you plan a route or plan it for you
- to prompt or encourage you to avoid severe anxiety or distress when going out
- to be with you when going out to reassure you
- to be with you when going out to help you to follow and complete a journey, including to help overcome severe anxiety and distress
- to be with you when going out to keep you safe or stop you getting lost
- to help you deal with public transport or unexpected circumstances

We also want to know if you need a guide dog to safely follow a route, or an aid such as a long cane.

Question 14 – Moving around

This question is about your ability to stand and physically move around. We want to know how far you can walk and if you use aids, appliances and devices to get around, including walking sticks, frames or prostheses and devices such as wheelchairs and mobility scooters. Tell us how long it takes, how well or often you complete this activity and if it causes pain, breathlessness, tiredness or dizziness.

Section 4 – What happens next

When we receive your form, we may invite you to attend an assessment with a health professional.

This will give you the chance to tell us more about how your health condition or disability affects your daily life.

There are some online DWP videos you might find helpful. To find them, go to YouTube and search 'Understanding PIP'. Scroll down the list of results and select the official DWP videos.

If we invite you to an assessment, **you must attend**. If you do not attend and you do not have good reason, your PIP claim will end. If you currently get Disability Living Allowance this will stop.

However, if you have given us enough supporting evidence, an assessment may not be needed. We may call you if we have got any questions about this form. The number may show as withheld, unrecognised or may start **0800**.

Final checklist

Use the final checklist at the end of the form before you return your form to us. If you can tick all the questions in the checklist, your form should be ready to send back.

You will find the address to send the form back to on the last page.

Remember to tear off the letter and notes on the front of the form and keep them safe. If you need to send more supporting evidence later, the letter has the address you need to send it to and the reference number for your claim (the reference number is usually the same as your National Insurance number).

Place the form and photocopies of the supporting evidence you already have in the envelope provided, so the address shows through the window. It does not need a stamp.

We advise you make a copy of the form and your supporting evidence for future reference before you send it back.

Personal Independence Payment

How your disability affects you



Department
for Work &
Pensions

Full name

National Insurance (NI) number

Please fill in this form and return it to us by the date on your letter.

If you do not return this form to us by this date, we may end your PIP claim. If you need to ask for more time to complete this form, please call us on **0800 121 4433** (0800 121 4493 if using a textphone).

If you do not want to continue with your PIP claim and will not be returning this form, please call us on **0800 121 4433** (0800 121 4493 if using a textphone).

Filling in this form

1 Read through the 'How your disability affects you' information booklet

In it we:

- explain the questions we ask
- help you answer the questions
- give you examples of other things you can tell us
- explain the supporting evidence you can send us
- tell you what you need to do next

2 Start collecting any supporting evidence you want to send us

3 Tear off the letter that came with this form and keep it safe

4 Sign the Declaration

5 Answer the questions

- use a pen
- take your time – you do not have to complete the form in one go
- use **Question 15 – Additional information** section on page 47 if you run out of space on any question, tell us which question you are answering
- remember you can ask a friend, relative, carer or a local support organisation to help you complete it

6 Photocopy your supporting evidence and write your full name and reference number on the top of each page. You can find your reference number at the top of the letter that came with this form (the reference number is usually the same as your National Insurance number).

7 Return this form to us with photocopies of your supporting evidence by the date on your letter.

You may want to make a copy of the completed form and your supporting evidence before you send it back.

Do not delay sending your form if you are waiting for more supporting evidence. You can send it later to the address on the letter. If you do this, write your name and reference number on each piece of supporting evidence. You can find your reference number at the top of the letter that came with the form (the reference number is usually the same as your National Insurance number).

If you are filling in all or some of this form for someone else

Tell us who you are in the table below:

Name	Relationship with claimant (for example, partner/carer/adviser)

We use this information to understand what help the claimant needs or has needed to fill in this form.

If you are filling in some or all of the form because the person claiming PIP is not capable of answering for themselves, you can tell us about their needs and the help you give them from your point of view.

Examples

‘Alex always has difficulty cooking safely by himself as he forgets if the hob is on.’

‘As his carer, I help Alex by supervising him while he cooks and prompting him if he forgets something.’

This can be as well as or instead of the claimant giving the information themselves.

If the person claiming PIP is capable of answering for themselves, but needs someone to physically put the answers onto the form.

If the person claiming PIP needs help to physically put their answers onto the form, for example due to a visual or physical impairment, they can answer from their own point of view.

Example

'I always have difficulty cooking by myself as I cannot safely cut up ingredients or lift pans because of my severe arthritis.'

IMPORTANT – the person this claim is for still needs to sign the Declaration themselves, unless:

- you have already been appointed to receive and deal with their benefits. For example, you are a benefit appointee (appointed by DWP), a Deputy or Receiver, or have a Power of Attorney, or
- they are too ill or disabled to sign for themselves

If either of the above applies, then you must sign the **Declaration** on their behalf.

If you are signing the form for someone else

If you are signing the form on behalf of the person claiming, please tell us why. Please read the list below and put a cross in the relevant box:

- I have Power of Attorney for them**
- I am a Deputy or Receiver for them** under a Court of Protection Order
- I am a Tutor, Guardian, Curator bonis or Judicial factor for them** (under Scottish law)
- I am a Corporate Acting Body or Corporate Appointee**
An organisation appointed to act on their behalf, such as a local authority or firm of solicitors
- I am in the process of becoming one of the above** listed in the first 4 options
- DWP has already appointed me** to receive their benefits and deal with letters about their benefits
- I want DWP to appoint me** to receive their benefits and deal with letters about their benefits because they are too ill or disabled to claim benefits for themselves
- None of the above apply, but the person claiming cannot physically sign for themselves** because of their disability, illness or health condition

If the person claiming does not know you are signing for them, please tell us why:

Declaration

The information I have given on this form is correct and complete.

I have provided the best information available to me at this time to support my claim.

I will tell the Department for Work and Pensions straight away, by phone or in writing, of any changes that may affect my claim.

If my ability to carry out day-to-day activities or get around improves or gets worse, the amount of Personal Independence Payment (PIP) I get might change.

If the information I give you is wrong or incomplete, or I do not report changes straight away:

- my PIP payments might stop or reduce
- I might be paid too much PIP and have to pay this back
- I might have to pay a financial penalty
- I might be prosecuted

Signature

Print your name here

Date

Section 1 – About your health condition or disability

Q1a Tell us in the space below:

- **what health condition or disability do you have?**
- **the approximate start date**

By condition or disability, we mean physical, sight, hearing or speech difficulties, learning, developmental or behavioural difficulties or mental health conditions.

You can add other conditions and disabilities later if you need to.

Name of your condition or disability	Approximate start date
Example – Kidney failure	Example – About 14 months ago

Q1b Tell us about tablets or other medication you are taking or will be taking and the dosage. If you have side effects from taking your medication, please tell us what they are.

Medication	Dosage	How often do you take it?	Do you have any side effects?
Example – Paracetamol	500mg	Twice a day	Dizziness

Section 1 – About your health condition or disability continued

Q1c Tell us about any treatments you have had, you are currently having or have planned for the future (include private as well as NHS funded treatments).

Name of treatment, therapy, or operation	When did it start/When will it happen?	How often do you have it?
Example – Physiotherapy	July 2014	Once a week

Sample / not for use

Section 2 – About your health professionals

We ask you to send us supporting evidence with your form, but sometimes we may contact the health professionals who support you for further information.

Q2 Please tell us below about any health professionals who treat or care for you most regularly and who are best placed to advise us on how your health condition or disability affects you. For example, a GP, hospital doctor, specialist nurse, community psychiatric nurse, occupational therapist, physiotherapist, social worker, counsellor or support worker.

If you need more space, you can use the **Additional information** section where there is room for anything else you want to tell us.

Name of health professional 1

Address

Postcode

Profession

Phone number

including the dialling code

When did you last see them?

This can be an approximate date
– for example, 10 2020

Name of health professional 2

Address

Postcode

Profession

Phone number

including the dialling code

When did you last see them?

This can be an approximate date
– for example, 10 2020

Section 2 – About your health professionals continued

Name of health professional 3

Address

 Postcode

Profession

Phone number

including the dialling code

When did you last see them?

This can be an approximate date
– for example, 10 2020

 / /

Sample / not for use

Section 3 – How your health condition or disability affects your day-to-day life

PIP is assessed on how your condition affects you, not the condition itself.

Tell us in the rest of this form how your health condition or disability affects your day-to-day life.

Daily living activities

Q3 Preparing food

This means making a simple, one course meal for one. This includes:

- peeling and chopping ingredients
- opening tins
- cooking or heating food on a standard hob or using a microwave

Do consider if you can prepare food safely and without being supervised.

Q3a Does your condition affect you preparing food, or prevent you from doing so? (Put a cross in one box below)

No **Now go to Q4**

Yes **Continue with Q3**

Q3b Tell us about the difficulties you have with preparing food and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘About twice a year, for about 3 weeks at a time I have difficulty remembering to turn the hob off because I get too distracted to complete tasks like this. My partner supervises me in the kitchen to make sure I stay safe.’

‘Every day, I have difficulty standing while preparing food because my leg is too stiff and painful. I need to use a perching stool so I can rest my leg while preparing food.’

Q4 Eating and drinking

This means:

- remembering when to eat
- cutting food into pieces
- putting food and drink in your mouth
- chewing and swallowing food and drink

Do consider if you need help cutting up food, getting it to your mouth or if someone needs to prompt, encourage or remind you to eat.

Q4a Does your condition affect you eating and drinking? (Put a cross in one box below)

No **Now go to Q5**

Yes **Continue with Q4**

Q4b Do you use a feeding tube or similar device to eat or drink? (Put a cross in one box below)

No

Yes

Q4c Tell us about the difficulties you have with eating and drinking and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘At least 5 times a week, I have difficulty cutting up my food at dinner because my right hand hurts when I hold a knife. I need adapted cutlery so I can cut up my food myself.’

‘I always have difficulty eating enough food at mealtimes to keep healthy because I am preoccupied with my weight and get very upset. My partner prompts me to manage my portion size and eat my meals.’

Q5 Managing your treatments

This means:

- monitoring changes in your health condition or disability (for example, your blood sugar level, mental state or pain levels)
- taking medication in the right way and at the right time
- managing therapies that take place at home which have been recommended by a health professional or pharmacist (for example, physiotherapy or home dialysis)

Q5a Does your condition affect you managing your treatments? (Put a cross in one box below)

No **Now go to Q6**

Yes **Continue with Q5**

Q5b Tell us about the difficulties you have with monitoring changes in your health condition or disability and taking medication, and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘About 4 days a week, I have trouble taking my arthritis medication because my wrists hurt when I try to open the pill bottle. I put my pills in a dosette box so I do not need to open the pill bottle on days when I am unable.’

‘Every evening, I have trouble monitoring my blood glucose levels because I forget and get confused on how to do it. My partner prompts me and helps me measure my blood glucose levels in the evening.’

Q6 Washing and bathing

This means:

- washing your body, limbs, face, underarms and hair
- using a normal bath or shower
- getting in and out of a normal bath or shower

Do consider if you can wash or bathe safely and without being supervised. And consider how much time it takes you and whether you do it too often or not often enough.

Q6a Does your condition affect you washing and bathing? (Put a cross in one box below)

No **Now go to Q7**

Yes **Continue with Q6**

Q6b Tell us about the difficulties you have with washing and bathing and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘For about 3 months of the year, I cannot motivate myself to bathe because I feel too depressed. My parents prompt me for several minutes every day to go and shower when I cannot motivate myself.’

‘About 5 days a week, I have difficulty washing my lower body because my back is too stiff and painful. I use a shower seat so that I can rest my back when I shower.’

Q7 Using the toilet and managing incontinence

Using the toilet means:

- being able to get on or off a normal toilet
- cleaning yourself after using the toilet

Managing incontinence means:

- managing the emptying of your bowel and bladder when you have difficulty controlling this, including if you need a collecting device such as a catheter or stoma bag
- cleaning yourself after doing so

This does not mean physically getting to the bathroom.

Q7a Does your condition affect you using the toilet or managing incontinence? (Put a cross in one box below)

No **Now go to Q8**

Yes **Continue with Q7**

Q7b Tell us about the difficulties you have using the toilet and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘I always have difficulty cleaning myself after a bowel movement because I cannot safely reach behind myself while using the toilet. My care worker assists me in cleaning myself following a bowel movement.’

‘I suffer from bladder incontinence and buy my own pads to avoid embarrassment.’

Q8 Dressing and undressing

This means:

- putting on and taking off clothing, including shoes and socks
- needing help to fasten or undo zips or buttons
- knowing when to put on or take off clothes

Do consider if it takes you too long to dress or undress.

Q8a Does your condition affect you dressing or undressing? (Put a cross in one box below)

No **Now go to Q9**

Yes **Continue with Q8**

Q8b Tell us about the difficulties you have with dressing and undressing and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘About 3 times a week, I have trouble dressing my upper body because my hands shake too much to do up the buttons on my shirt. I use a button hook to do the buttons on my shirt.’

‘Most days my partner has to remind me to get dressed during the day.’

Q8 Dressing and undressing continued

Sample / not for use

Q9 Talking, listening and understanding

This means doing the following in your own language:

- communicating by speaking clearly to people
- being understood by others
- listening and understanding what people say

Q9a Does your condition affect you talking, listening and understanding? (Put a cross in one box below)

No **Now go to Q10**

Yes **Continue with Q9**

Q9b Tell us about the difficulties you have with talking, listening and understanding and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘I always have difficulties listening because I am hard of hearing. I use 2 hearing aids to help me hear what other people are saying.’

‘I have difficulty speaking and expressing myself due to having a stroke several years ago. I use a communication board to help me communicate with others.’

Q10 Reading

This means doing the following in your own language:

- reading written words and numbers both indoors and outdoors
- reading signs and symbols (for example, a green exit sign on a door)

For this question, you must be able to see the information. Using braille to read is not counted as reading and you should give more detail about how your condition affects your ability to read.

Q10a Does your condition affect your ability to read? (Put a cross in one box below)

No **Now go to Q11**

Yes **Continue with Q10**

Q10b Tell us about the difficulties you have with reading words or symbols and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids or adaptations you use, or help you get from another person
- any help you feel you need but do not get

Examples

‘I am never able to read one sentence after another because I confuse the order of the letters and words. I use a portable scanner to help me understand written words more quickly.’

‘I have dyslexia and need to use a yellow filter to help me to read.’

‘Most days, I am unable to read at all because I experience double vision and am unable to focus. My partner reads for me when I am unable to do it myself.’

Q10 Reading continued

Sample / not for use

Q11 Mixing with other people

This means:

- meeting people face-to-face
- understanding how they are behaving towards you including body language
- behaving appropriately towards them
- being able to make new relationships with other people

This means doing these things with both people you know well and people you do not know.

Q11a Does your condition affect your mixing with other people? (Put a cross in one box below)

No **Now go to Q12**

Yes **Continue with Q11**

Q11b Tell us about the difficulties you have with mixing with other people and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any help you get from another person
- any help you feel you need but do not get
- whether severe anxiety or distress stops you from doing this
- about any risk of harm to you and others

Example

‘I am always unable to meet new people by myself because I become very distressed. My carer supports me when I interact with new people so I do not become distressed.’

Q12 Managing money

This means:

- understanding how much things cost
- understanding how much change you should get
- managing your own budgets, paying your own bills and planning your own future purchases

This does not mean taking a bill to the post box or being able to hold your change.

This also does not mean being able to read a bill or physically open a letter.

Q12a Does your condition affect you managing your money? (Put a cross in one box below)

No **Now go to Q13**

Yes **Continue with Q12**

Q12b Tell us about the difficulties you have with managing your money and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any help you get from another person
- any help you feel you need but do not get

Examples

‘Most days I have difficulty making decisions about bills and household budgets because I become very anxious and panicked. My partner helps me make financial decisions.’

‘I always have difficulty paying for things in shops because I find it difficult to calculate how much things cost. My carer helps me understand how much I need to pay.’

Mobility activities

Q13 Planning and following a journey

This means doing the following:

- leaving your home to go out
- following a route you know well
- working out a new route and following it, for example, if you find a road is closed on a route you know well and need to plan and follow a different route

This question is not about if you can physically move around.

Q13a Does your condition affect you planning and following journeys? (Put a cross in one box below)

No **Now go to Q14**

Yes **Continue with Q13**

Q13b Tell us more about the difficulties you have with planning and following journeys and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids you have, such as an assistance dog or long cane
- any help you get from another person
- if severe anxiety or distress stops you from leaving the home, following or completing a journey
- any help you feel you need but do not get

Examples

‘About 3 times a week I am unable to go by myself to shop for food at my local shop because I am too anxious to leave the house. My carer does my shopping for me when this happens.’

‘I am never able to follow a new or familiar journey safely by myself because I am unable to see. My guide dog helps me stay safe when following journeys.’

‘I am never able to plan new journeys as I find it too difficult to understand maps. My carer plans new journeys for me and tells me how to follow them.’

Q14 Moving around

This means how well you can walk without any specialist equipment or support from another person.

Q14a Does your condition affect you moving around? (Put a cross in one box below)

No **Now go to Q15**

Yes **Continue with Q14**

Q14b How far can you walk using any aids or appliances you need? (Put a cross in one box below)

To give you an idea of distance, 50 metres is about 5 buses parked end to end.

Walking aids and appliances include walking sticks, walking frames, crutches, artificial limbs.

A wheelchair or mobility scooter does not count as an aid or appliance for this question.

If you use a wheelchair or mobility scooter, please answer this question by telling us how well you can stand and move without using it.

I cannot stand and move even using my aids or appliances

Less than 20 metres

Between 20 and up to 50 metres

Between 50 and up to 200 metres

More than 200 metres

It varies – please tell us why

Q14 Moving around continued

Q14c Tell us more about the difficulties you have with moving around and how you manage them.

For each difficulty, please tell us:

- how often you have this difficulty – tell us about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids, appliances or devices you use to get around including wheelchairs or mobility scooters
- any help you get from another person
- any help you feel you need but do not get

Examples

‘I can only walk down one aisle of my local supermarket leaning on the trolley for support.’

‘I am never able to walk more than 20 metres as quickly as most people do, because I can only walk very slowly without being at risk of falling. My carer physically supports me when we walk outside to make sure I do not fall.’

Q15 Additional information continued

If you need more space, you can use separate pieces of paper. Remember to send them to us with this form.

If you do this, write your name and reference number at the top of each extra page. You can find your reference number at the top of the cover letter (the reference number is usually the same as your National Insurance number). Tell us which questions your comments refer to.

Section 4 – What happens next

Please send this form to us in the envelope provided. On the back of the form you will see the address to return it to. Place the form in the envelope provided so that the address shows through the window. It does not need a stamp.

Remember to include your supporting evidence.

You do not need to contact us. We may call you if we have got any questions about this form. The number may show as withheld, unrecognised or may start **0800**.

Please confirm your preferred contact number

Tell us any times of the day we cannot call

When we receive your form, we may invite you to attend an assessment with a health professional. This will give you the chance to tell us more about how your health condition or disability affects your daily life.

If we invite you to an assessment, you must attend. If you do not attend and you do not have good reason, your PIP claim will end. If you currently get Disability Living Allowance (DLA) this will stop.

However, if you have given us enough information, an assessment may not be needed.

Attending an assessment with a health professional

If you are invited to an assessment appointment with a health professional:

- you may be able to have someone with you
- tell us if you need an interpreter, for example British Sign Language
- you will need to have 2 forms of identity with you, like your passport or UK utility bill
- the health professional will talk to you about how your health condition or disability affects your daily life, it is not a physical examination
- the assessment will take about an hour

Tell us on this form about any help you (or someone who may accompany you) would need if you have to go for a face-to-face assessment. This will help us meet your needs. For example, tell us if you or they:

- cannot get up and down stairs
- have difficulty travelling or using public transport
- have communication needs, what support you or they will need
- need accessible toilets

Please be specific about the needs you or they have.

If you do not attend your assessment and you do not have good reason, your PIP claim will end. If you currently get DLA this will stop.

How DWP collects and uses information

When we collect information about you we may use it for any of our purposes. These include:

- social security benefits and allowances
- child maintenance
- employment and training
- investigating and prosecuting tax credits offences
- private pensions policy and
- retirement planning

We may get information about you from other parties for any of our purposes as the law allows to check the information you provide and improve our services. We may give information about you to other organisations as the law allows, for example to protect against crime.

To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, please visit:

www.gov.uk/dwp/personal-information-charter

Final checklist

Please check you have answered all the questions on this form and tick the box.

Step 1 Signed your **Declaration**

Step 2 Read and understood all the notes

Step 3 Answered all the questions

Step 4 Remembered to tear off the letter and notes on the front of the form and keep them safe

Step 5 Included photocopies of supporting evidence with this form

Step 6 If you want to, make a copy of your completed form and supporting evidence for you to keep

Freepost RTEU-HBEC-RGTG
Personal Independence Payment 1
Mail Handling Site A
Wolverhampton
WV98 1AA

Please return the completed form to this address.

Put the completed form in the envelope provided, making sure the address shows through the envelope window. The envelope does not need a stamp unless you live outside the United Kingdom.

If you have access to the internet, you can get information about Personal Independence Payment by going to the Personal Independence Payment website: **www.gov.uk/pip**