



Department
for Work &
Pensions



People's experiences of finding out about Personal Independence Payment benefit. This is called **PIP** for short.





About PIP benefit

A **benefit** is money from the Government.



You can often get benefits if you cannot work or you have a disability.



PIP is a benefit that some people with a disability or **health condition** get.



A **health condition** is a physical problem that affects your body.

Things like having a bad back, pains in your body, problems with your breathing.



Or it could be to do with your **mental health**.

Mental health is things like your thoughts, feelings and how you cope in everyday life.



PIP is money to help pay for extra things you need to help you because of your disability or health condition.



Things like:

- Doing day to day things

or



- Travelling and getting around.

How to ask for PIP



Department for Work and Pensions is the part of the Government that is in charge of PIP. They are called **DWP** for short.



To ask for PIP, you need to fill in a form and have an **assessment**.



The **assessment** is a check to look at how your health condition or disability affects your day to day life.



You may need to show **proof** of your disability or health condition.

Proof might be things like a letter from your doctor or social worker.



All of this information helps the DWP to decide if someone needs PIP.



About our work

We are Basis Social. We are a research company.



Our job is to ask questions to find out what people think.



The DWP asked us to look at how people found out about PIP.



We wanted to find out why some people:

- Find out about PIP and then ask for it.



- Find out about PIP and start to ask for it but then stop.



- Find out about PIP but don't ask for it.



There are lots of different things that affect if people ask for PIP or not.



DWP will use what we find out to learn how to better support people to ask for PIP.



Who we spoke to

We talked to lots of different people about their experiences.



We spoke to:

- People who asked for PIP.
- People who decided not to ask for PIP or did not know about PIP.
- Advisors. This can be people who have jobs that tell people about benefits.
They have had lots of training and have helped lots of people.





Advisors can also be people like:

- Doctors and nurses.
- Social workers.
- Other people who work with or support a person.



It is not these people's jobs to tell other people about benefits.



But they might think PIP could help someone. They might tell the person about PIP or help the person to ask for it.



Other people might also say you could ask for PIP. This might be friends, family, people you work with or just someone you have met.

Things we found out

The main things we found out from things people told us were:



What people understood about PIP

Some of the things people thought about PIP were wrong. Lot's of people didn't know that:



- You can get PIP if you have a job.



- It does not matter how much money you already have.



- Anyone with a long-term disability or health condition can ask for PIP.



If people don't know what is true about PIP, it can stop them from asking for it.

People also felt:



- It is really hard to ask for PIP. Some people find it really stressful.



- It can take a long time to ask for PIP.



- Even if you ask for PIP you might not get it anyway.



How people see themselves

Some people who may need PIP might have ideas about:



- How a disabled person should be or should look like

or



- What someone who gets benefits is like and what kind of person they are.



These people might not see themselves as being disabled or someone who gets benefits.



This can also stop them from asking for PIP.

Other things that can affect if a person asks for PIP or not



There are lots of things that can affect if a person asks for PIP or not. This might be things like:



- The type of disability, mental health condition or health condition the person has got.



- How long the person has had the disability, mental health condition or health condition.



- If the person cannot cope as they are now and needs some support.



- If the person has asked for benefits before and found it really hard.



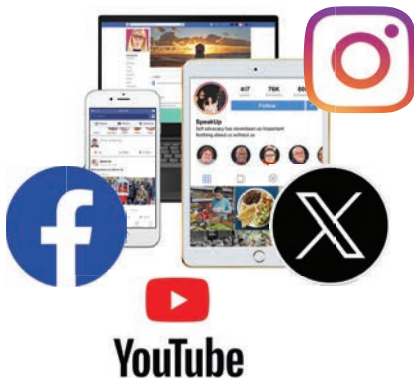
- If the person has a job or not.



- If the person has someone to support them to ask for PIP.

How advisors can help

Having an advisor can really help some people to ask for PIP.



People can also get information on **social media** from other people who have asked for PIP before.

Social media is things online like YouTube, Facebook, instagram and X.



This can help some people to decide to ask for PIP. But it can also put some people off.

Overall what we found out



Lots of things were similar for people who asked for PIP and people who didn't.



The main reason why some people asked for PIP is to do with:

- How they are coping

and



- How much they feel like they need help and support.



This might be help with money, work, where they live and other things.



We also found things that:

- Make it hard to ask for PIP

and

- Affect if a person asks for PIP or not.



Some people can find a way to solve the problems and go on to ask for PIP. They often get help from other people to do this.



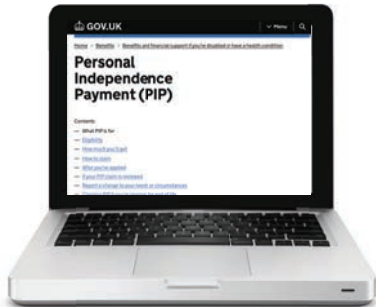
But some people cannot find a way to solve the problems and do not ask for PIP.



This might be because they are tired or don't feel they have the support they need.



Thank you for reading about our work.



If you want to find out more about our work you can look on our website.

www.gov.uk/pip



It is not in easy read.