

Personal Independence Payment (PIP) Information Pack



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Table of contents

In this pack you will find...

- Personal Independence Payment (PIP) enquiry line
- Additional information about your form and claim

Information to complete your PIP Form:

- Example answers for questions 3 – 15 this will help you to complete the questions on how your condition affects you on a daily basis.
- Information on sending your PIP form back
- What happens after you've sent the form
- How to contact us

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



Extra Information

If possible try and keep a diary for 1-2 weeks before you complete the form so you are aware of daily symptoms and severity of symptoms.



If you're waiting for evidence to support your claim you should send the form back 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 somewhere on the form.

It's a good idea to make a copy of your completed form. You can then take it with you to your assessment to make sure that you don't forget anything you want to mention. And it also protects against loss if you need to re-send the form for any reason.

Ensure correct contact details such as a suitable telephone number, are included on the form so that the DWP can contact you if needed.



Information to complete your PIP form

Question 1 - listing your condition, medication and treatments

1a. You'll need to tell them what condition or disability you have and the year it started.

List all the physical and mental health conditions and disabilities you have and the date they started. You don't need to go into any detail about how your conditions affect you - you can add these details in questions 3 to 15. You don't need to be too specific about the date if you're not sure - the year it started will be enough.

Example:

Health Condition or Disability	Year Started
Agoraphobia	2012
Arthritis	2009

(Question 1 has 3 parts)

1b. You'll need to list any medication you're taking - and include the dosage.

List all the tablets, medications, treatments and therapies you use and any that you're about to start. This includes anything you pay for yourself (for example, painkillers) as well as anything you've been prescribed.

If you're not sure whether a tablet, medication, treatment or therapy is relevant, it's best to include it anyway. Write down how often you have treatments or therapy. Also write down how often you take each medicine, as well as the strength and dosage if you know it - for example "2 tablets, 50mg, 3 times a day". You can find the strength on packet or the patient.

information leaflet that comes with the medicine. If you've got a printed prescription list you can attach this to your claim form - write your name and National Insurance number on it.

Side effects from medication

If you have medication to help you with side effects from another medication, you should include it, if there's medication you should take but can't because of the side effects you have, include it here too.

1c. You'll need to list any treatments, therapies or operations.

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)."

You'll need to include:

- when your treatment or therapy started or when it's due to start
- how often your treatment or therapy is
- the dates of any operations you're going to have

If you're not sure whether a treatment, therapy or operation is relevant, it's best to include it anyway. Include anything that you pay for yourself privately as well as anything you get from the NHS.

Question 2 - You need to give the DWP details of any health professional you've seen about your condition.

Include:

- doctors, GPs, consultants and nurses
- counsellors, psychotherapists and occupational therapists
- people like care workers, support workers, social workers and physiotherapists
- their contact details - in case the DWP need to know more about your condition
- the date you last saw them

If you don't know the exact date you last saw them it's ok to just give the year.

If a family member or friend cares for you, add their details at [question 15](#).

Question 3 Preparing and cooking a simple meal

(Simple meal means peel, chop and boil 2 potatoes, open a tin of sweetcorn and fry a small piece of meat or fish)

Examples

- *I find it difficult to cook a meal as I often feel like I don't want to eat and I have to be prompted or encouraged by friends/family.*
- *I do not eat unless a family member or friend makes it for me as I forget I haven't eaten. This is most days of the week.*
- *If I try and make a meal it would be in the microwave as I am unable to stand for long periods and have to sit down. I find it difficult to lift and carry a saucepan or a plate so I need someone to assist me.*
- *I need someone with me the majority of the time to supervise me in case I forget if things are cooking as I have burnt things in the past so I need someone with me to make sure I am safe.*
- *I struggle to open tins or jars so I need assistance from someone.*
- *I can't peel any vegetables because I'm unable to grip a knife because of my arthritis. I have to buy microwave meals or frozen vegetables.*

Question 4 Eating & drinking

Question 4a (using an aid)

Question 4b (using a tube or device)

Question 4c (needing help from another person)

Examples

- *I use a beaker or a straw to drink as I would spill hot drinks down me; this happens several times a day, most days of the week so I need someone to supervise me.*
- *I use plastic cutlery and dishes as I am prone to drop things, this is several times a day, 7 days a week.*
- *I am fed through a tube so need someone to help me with ensuring it's clean and fitted correctly, this is several times a day, 7 days a week.*
- *I have trouble swallowing and someone needs to be with me in case I choke, this can happen several times a day, 7 days a week.*
- *I struggle with my appetite and eating so I need someone with me to encourage or prompt me to eat, this would be several times a day, 7 days a week.*
- *My medication makes me feel queasy and sometimes it makes me sick after I've eaten. I try to put off eating in case it makes me ill. My mum tries to come round most days to check up on me and see that I've eaten. I'll eat because she's there telling me to, but I'll avoid it if I can.*

Question 5 Managing Treatments

Question 5a (using an aid or appliance to monitor your health conditions, take medication or manage home treatments)

Question 5b (needing help from another person to monitor your health conditions, take medication or manage home treatment)

Examples

- *I need someone to make up my dosette box for me to take my medication as I would forget or take the wrong amount of tablets, this would be daily, 7 days a week.*
- *I need someone to ensure I take my medication as I forget when it's due or do not want to take it, this would be several times a day, 7 days a week.*
- *I need someone to help my apply my cream as it's uncomfortable and hurts and I would avoid it without the help of someone else, this is a few times a day, 7 days a week.*
- *I need someone to help me with my eye drops as I am unable to do them myself, this would be several times a day, 7 days a week.*
- *I need someone to help me with my physio and exercises as it hurts and I find them draining and I could not do them without help from someone, this is a few times a day, several times a week.*

Question 6 Washing & Bathing

Question 6a (do you use an aid or appliance)

Question 6b (do you need help from someone)

Examples

- *I need to have a stool in the shower as I am unable to stand for long periods, this would be daily, 7 days a week.*
- *I need help from someone to wash my hair and upper body as I find it painful to try and do this myself this is due to pains in my arms and breathlessness, this would be daily, 7 days a week.*
- *I use grab rails in the bathroom as I am unsteady on my feet due to the pain I have because of my arthritis and I find it difficult to lift myself up due to weakness in my arms, this would be daily, 7 days a week.*
- *I need someone to encourage and prompt me to shower due to my mental health. I find it really hard to have a shower by myself. I feel really low for most of the week - usually around 5 days out of 7 - and don't get out of bed on some of those days. Also my medication makes me feel dizzy so it would be dangerous for me to get in and out of the bath on my own. The last time I had a bath by myself I slipped and fell in and banged my head*
- *I am unable to bend to wash the lower half of my body due to pain in my back caused by my discs crumbling so need someone with me to help me - I need this help once a day, 7 days a week.*

Question 7 Managing Toilet Needs

Question 7a (do you use an aid or appliance)

Question 7b (do you need help from someone)

Examples

- *Due to incontinence of my bladder (or bowel) I have to wear pads daily, 7 days a week and I need help to change these if I am having a bad day.*
- *I need help from someone to ensure I wash properly if I have an accident and am unable to make it to the toilet in time - this is daily 7 days a week.*
- *I have had my toilet seat made higher and have grab rails so when I am getting on and off the toilet it makes it easier for me.*
- *I have a catheter fitted and need someone to help me monitor this - this would be daily 7 days per week.*
- *I have a commode as I can't climb the stairs but I need help cleaning myself after and getting on and off the commode.*

Question 8 Dressing & Undressing

Question 8a (do you use an aid or appliance)

Question 8b (do you need help from someone)

Examples

- *I am unable to fasten zips or buttons due to the numbness I suffer in my fingers and hands so I need someone to help me dress and undress, this would be twice a day 7 days a week for a few minutes each time.*
- *I need help from someone to put on and remove shoes and socks as I cannot bend due to the vertigo and dizziness I feel, this is twice a day, 7 days a week.*
- *It's very painful for me to change my clothes because of the pain in my back and shoulders. If I'm not going out that day I won't change out of my night clothes.*
- *My partner helps me to get dressed because I'm partially sighted and I need help to pick out clothes as otherwise I can end up with something inside out or back to front.*
- *When I'm depressed, I feel too low to get dressed and I find it hard to be motivated to do it. I will not dress for weeks at a time without encouragement and support.*

Question 9 Communicating

Question 9a (do you use an aid or appliance to help you communicate)

Question 9b (do you need help from someone to be able to communicate)

Examples

- *I lip read all conversation due to my hearing problems and I usually have someone with me if it's difficult to lip read so they can help me communicate, this would be a once a day a few times a week.*
- *The medication I take makes it difficult for me to follow a conversation and concentrate on what people are saying to me and I find it difficult to explain myself so I will need help from someone, this would be a few times a week.*
- *Due to my difficulty hearing I use a door bell that lights up in my living room and I have a vibrating pillow in case my smoke alarm goes off at night, I use this every day.*
- *My medication makes me feel spaced out so I have difficulties concentrating and following a conversation and I forget what I have been told, I would need someone with me to remind me of the conversation, this would be most days, 7 days a week.*

Question 10 Reading

Question 10a (Do you use an aid or appliance other than spectacles or contact lenses to read signs, symbols and words?)

Question 10b (Do you need help from someone to read or understand signs, symbols and words?)

Examples

- *I have to have all paperwork in large print as I am unable to read it otherwise and I would still need someone to check I have read it correctly and explain it to me, this would be a few times a week for 30 minutes at a time.*
- *I find it difficult to read due to my learning difficulties and I am unable to understand what I have just tried to read, I need someone to check things for me and explain them to me, and this would be a few times a day, 7 days a week.*
- *I really struggle to read because of my dyslexia and have to use a coloured overlay which helps the words stand out for me.*

Question 11 Mixing with people

Question 11a (Do you need another person to help you to mix with other people?)

Question 11b (Do you find it difficult to mix with other people because of severe anxiety or distress?)

Examples

- *I struggle every day with my anxiety as I do not want people to see me or talk to me, I have to have someone with me at all times when I leave the house, this would be 3-5 days a week for a few hours at a time.*
- *I avoid having to speak to people as I get distressed and upset, I need someone with me to support me if I have to speak to anyone, and this would be for a few hours at a time, 3-5 days a week.*
- *I have to know days in advance if I have to go out as I need to try and prepare myself as I get upset and shake uncontrollably, my family/carers support me but I still sometimes do not make it out, it's hard to predict how often this happens it all depends on where I have to go such as hospital appointments etc. I would need this help for a few hours.*
- *I cannot cope with noise and crowds due to my mental health as it makes me very stressed so if I have to go out I try to go early in the morning or late in night and I always have someone with me, this would be a few times a week for a few hours at a time.*

Question 12 Making decisions about money

Question 12a (Do you need someone else to help you to understand how much things cost when you buy them or how much change you'll receive?)

Question 12b (Do you need someone else to help you to manage your household budgets, pay bills or plan future purchases?)

Examples

- *I am unable to pay bills as due to my mental health I forget what needs to be paid and when, my husband pays all bills.*
- *My carer/family support me to manage my money, due to my difficulties with my mental health I get confused with how much I have left and how long it has to last me and I forget what bills I have paid, I need this support daily for 30 minutes at a time.*
- *I have got into difficulty before as I have been unable to pay my bills as I find it too stressful and this makes my other*
- *conditions flare up, I need support and encouragement to do this when I get paid and my family usually sit down with me to ensure I am doing it right.*

Question 13 Going out

Question 13a (Do you need help from another person to plan a route to somewhere you know well? Or do you need another person, guide dog or specialist aid to help you get there?)

Question 13b (Do you need help from another person, guide dog or specialist aid to get to a location that is unfamiliar to you?)

Examples

- *I cannot leave the house alone as it makes my mental health symptoms much worse, I struggle with noises and crowds and I feel sick to my stomach, this is if I have to go somewhere familiar - I would need support and encouragement to do this 2-3 times a week for a few hours at a time. If it's somewhere that's unfamiliar to me I would just not go as this situation would be too much for me to cope with, I am frightened I would get lost even if I have someone with me and I worry I would not be able to find my way home.*
- *I am unable to use public transport to somewhere familiar or unfamiliar as I cannot manage sitting next to people I don't know this due to my mental health I get distressed and feel unwell, I would need this support 2-4 days per week for a few hours at a time.*
- *If I have to go somewhere familiar or unfamiliar I would need a family member or friend to support and encourage me to do this as I worry constantly about my incontinence and stressful situations would make this worse, I would need to check exactly where I am going and where all the toilets are, I would need this support 2-4 days a week for a few hours at a time.*
- *If I had to go to a shop that was familiar I would need someone with me to reassure me and I would have to go very early in the morning or very late at night as I could not cope with crowds, if I had to go to a shop that was somewhere unfamiliar I would get very stressed and have a panic attack as I worry about being in places I do not know and losing someone that I am with, I would need this help 2-4 days a week for a few hours at a time.*

Question 14 Moving around

Question 14a (How far can you walk taking into account any aids you use?)

Question 14b (Do you use an aid or appliance to walk?)

Examples

- *In the house I move around by using the furniture and I have crutches for when I go outdoors. I find it difficult to use my crutches as they hurt my arms, I am unable to walk further than 20 metres due to pain in my legs and arms and breathlessness, my body goes weak and I feel I will fall over which I have done several times in the past. I have someone to keep an eye on me a few times a day for an hour, 7 days per week,*
- *On a good day I could just walk between 20-50 metres but I would be in bed all day the next day as this would cause me great pain and swelling in all my joints, I would need someone with me at all times for support and encouragement and to make sure I was safe, this would be for a few hours a day 3-4 times per week.*
- *I am unable to get around without my frame which I need to rely on for support due to weakness and pain in both legs; I would not be able to get around without this aid.*
- *I am able to walk without an aid if I have someone to support and hold my arm in case of falling which I have done in the past, I am unable to hold a crutch due to weakness in my arms so getting around is painful, difficult and at a very slow pace due to breathlessness.*

Question 15 Additional information

You do not have to complete this section. However, if you feel there is anything else that the DWP should know about how your health condition affects you that has not already been discussed, you can include the details here. A statement from a person who knows you, such as a family member or carer, can also be included here.



Section 4 - What happens next

Check you've answered all the questions as fully as possible, and **sign the declaration part of the form in ink.**

You can also use this space on the form to tell the DWP about any help you, or someone you take with you, would need if you have to go to a face-to-face consultation.

You should include details of any specific needs you have in order to attend a medical assessment. For example, you may require a hearing loop or a translator.

It will really help if you add the kind of things you have difficulty with, or can't do at all - for example, walking up steps or remembering to go to appointments.

Sending your PIP form back

- Ensure your form is returned by the date on the front of the letter.
- 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.
- When you post the form, ask the Post Office for free proof of postage - or use a recorded delivery or "Signed For" service. You might need to show proof of when you sent it.
- If you need to ask for more time to send the form ring the DWP as soon as possible and explain why you need extra time. If the time limit has passed, you can still ask for extra time.
- You can ask the DWP for more time if you have a good reason - explain why you can't send or submit the form on time and why it's reasonable for you to be given more time.
- If you don't send the form in time, the DWP will end your claim.

What happens after you've sent the form back

- The DWP might take a long time before they write to you. If you're worried, you can call the PIP enquiry line to check they've got your form.
- You'll usually have to go to an assessment to check how your condition affects you. The DWP will write to you to tell you when the assessment will be.
- You must go to your assessment when asked otherwise your PIP claim will be rejected and you'll have to start the application process all over again.
- The assessment is an opportunity for you to talk about how your condition affects you - it's not a diagnosis of your condition or a medical examination.
- Don't feel you have to do things in the assessment that you wouldn't normally be able to do. If you do them on assessment day, the assessor may think you can always do them. If you're not comfortable with something - say so.
- You can take someone with you for support into the actual assessment if they're 16 or over. This could be anyone who makes you feel more comfortable, like a friend, relative or carer.

Contact Us

This pack was created by Citizens Advice
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<https://advicelinkcymru.org.uk/>

For more information about sending
your PIP claim form:

[Click Here](#)



Please note: When sending off your completed form, ask the Post Office for free proof of postage. You might need to show proof of when you sent it.

Or use a “Guaranteed Delivery” or “Signed For” service as this allows you to know that your forms arrive safely by providing proof of delivery. 1st class Signed For delivery aims to arrive the next working day and 2nd class Signed For delivery aims to arrive within 2-3 working days.



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