

## About PIP

You may be able to claim Personal Independence Payment (PIP). This is a benefit that can help cover the extra costs you may face if you need help doing everyday tasks or find it difficult to get around outside your home.

This booklet may assist you if you are going through the PIP claim process. It looks at whether you are eligible to claim, as well as looking at the detail of the assessment process. Including completing the PIP questionnaire, the face-to-face consultation and how to challenge a decision if you are unhappy with it.

## Who is eligible?

Your eligibility for PIP depends on what help you need with daily tasks or getting around outside your home. It does not matter if you don't actually get this help, as long as you can show you need it.

Payments are made directly to you, and you can spend them on anything you like. There are basic qualifying conditions that you must meet before you can claim PIP, which are listed below.

You must also meet the disability conditions.

The disability conditions look at your daily living needs and your mobility needs.

These are looked at in 'What is the PIP assessment?'

## The basic qualifying conditions are:

- You must be aged 16-64 when you claim
- You live in the UK (PIP is now also available in Northern Ireland)
- You have been present in Great Britain for at least 104 weeks in the last 156 weeks and are not subject to immigration control

**PIP is replacing Disability Living Allowance (DLA) for people of working age (between 16 years and 64 inclusive)**

**If you are currently receiving DLA, you do not have to do anything about switching to PIP until the Department of Work and Pensions (DWP) contacts you.**

**If you were aged between 16 and 63 on 8 April 2013 and receive DLA you will be reassessed for PIP at some time.**

## The qualifying period

You must have met the disability conditions for a qualifying period for at least three months before you can be paid. You must also be likely to continue to meet them for a period of nine months into the future.

## How PIP is made up?

PIP has two parts; the daily living component and the mobility component. You can be awarded either, or both of these. Your eligibility is decided by the PIP assessment.

### *Daily living component*

This helps cover the extra costs that you may face if you need help doing everyday tasks. These are described as the 10 daily living activities.

The daily living component is paid at two different rates; standard or an enhanced rate. The rate paid depends on your ability to carry out daily living activities and whether these are limited or severely limited as defined by the DWP.

### *The mobility component*

This helps cover extra costs that you may face if you have difficulties in getting around. It is paid at two different rates; standard or enhanced. The rate you are paid depends on

whether your ability to carry out mobility activities is limited or severely limited.

## **What is the PIP assessment?**

This is a points based assessment, which means you score points depending on how you perform different activities. There are 10 activities relating to your daily living needs and two activities relating to your mobility.

The number of points your score will determine whether or not you are entitled to either component of PIP and, if you are, at which rate.

### ***The 10 daily living activities***

Your ability to carry out daily living activities is assessed by focusing on 10 types of activity which are:

1. Preparing food
2. Taking nutrition
3. Managing therapy or monitoring a health condition
4. Washing and bathing
5. Managing toilet needs or incontinence
6. Dressing and undressing
7. Communicating verbally
8. Reading and understanding signs, symbols and words
9. Engaging with other people face to face
10. Making budgeting decisions

### ***The 2 mobility activities***

Your ability to carry out mobility activities is assessed by focusing on 2 types of activity

1. Planning and following journeys
2. Moving around

## **How much can I get?**

Each component of PIP has two rates, standard and enhanced. These will change each year. For current rates call the PIP helpline on 0345 850 3322, textphone 0345 601 6677 or visit [www.gov.uk](http://www.gov.uk)

## **What happens if I go into hospital?**

Payments of PIP will stop after 28 days in hospital. There is a 28-day linking rule which means that different periods spent in hospital separated by 28 days or less are treated as one period. You count days in hospital from the day after you are admitted to the day before you go home. The day you go in and the day you leave do not count as days in hospital.

### **Keep a diary**

*Because any condition can fluctuate, it can be difficult to know how to answer some of the questions in the assessment, so it may help you to record how your symptoms affect you from day to day. The easiest way to do this is to keep a diary for at least a week before you start to complete the form. A diary example is at the back of this booklet that may help.*

## **Applying for PIP**

### ***How to start your claim?***

You start your PIP claim by calling 0800 9172222 (textphone 0800 9177777)

During the phone call, if you are receiving DLA and want this evidence to be looked at you can ask for this to be included in your claim for PIP. The lines are open between 8am and 6pm Monday to Friday and calls are free on landlines and most mobiles.

Someone else can make this call on your behalf but you need to be with them when they do so.

This call is to take basic information about you to make sure you qualify to claim. You will not be asked for any detailed information about your condition at this stage. But you will be asked general questions about how your condition affects you to see if you need support throughout the claims process. You will also be asked for information including:

- Personal and contact details and NI number
- If you are in hospital, a hospice or a care home or have been in one of these over the last four weeks.
- Which of the health care professionals supporting you is the best to contact about your condition.
- Details of your bank or building society (for payment purposes)
- Whether you find it difficult to return forms, for instance because you have memory problems.

It will help you to have this information ready when you make the call. It may also help to have somebody with you while you have this conversation in case it is hard to remember what you have said, or what you have been asked. This person

can also help you to think about the questions and give a considered answer.

The information you give should allow the DWP to decide whether or not you met the basic qualifying conditions for PIP.

At the end of the call, the DWP agent will read you a declaration and ask you to agree to it. This will confirm the information you have given is true and accurate.

### ***Paper Claims***

You can write to the DWP and ask for a paper claim form to send the information by post, but this can delay your claim.

### ***What happens next***

If it is clear from the initial claim information that you do not satisfy the basic qualifying conditions for PIP, the DWP will send you a letter telling you why you are not eligible. If you do satisfy the basic qualifying conditions, they will send you the 'How your disability affects you' form to complete.

## **Guide to completing the 'How your disability affects you' form**

To claim PIP, you will need to complete this form. This will be sent to you in a pack along with an information booklet that discusses each section of the form in detail.

When completing the form, you may wish to make notes before committing yourself to pen. You can ask a family member, friend or support worker to help you. There may also be local organisations or branches of organisations that can assist you.

The form gives you the chance to describe how your condition affects your daily life, so on the positive side it means your opinion is extremely important. On the negative side, the form is long and often asks very personal questions. Completing the form can feel like a negative thing to do. The bulk of it is given over to questions relating to the points based PIP assessment. **You score points for what you cannot do, not for what you can.**

It is important to be clear about the difficulties you experience, so you are assessed accurately. Give yourself plenty of time to complete the form and you do not have to do it all in one sitting.

### ***Home visit***

The DWP visiting team can visit you at home to complete the form for you, but only if you cannot attend the office, or use their online services or phone helpline and you have no one who can do it for you. Contact them using the phone number on the letter that comes with the form.

### ***What does 'supporting evidence' mean?***

To support your claim, you can send the DWP **photocopies** of any documents that show how your condition is affecting you. This could be a letter from a specialist nurse, an occupational therapist, audiologist, a diary or a care plan from your social worker.

**The DWP stress that you should only ever send in photocopies of evidence you already have.**

### ***How long do I have to complete the form?***

You have one month to return the 'How your disability affects you' form from the date it was sent to you. If you do not return the form within the month without a good reason, your claim will be turned down and you will have to start again.

If you cannot return the form within one month, contact the DWP to explain. They can extend the one-month limit if there is good reason to do so.

### ***How do I complete the 'How your disability affects you' form?***

It will be useful to check you have all the information you need before you begin filling out the form. Such as the names of the health and social care professionals involved in your care, the diary you have been keeping and a list of all medications you are taking.

The first two questions ask for details of professionals involved in your care, and about your disability or condition. If you list more than one professional, make it clear which one you would most like the DWP to contact. Also let the professional know you have listed them, so they are not surprised if the DWP get in touch.

Questions 3 to 14 all follow a similar format. The activity headings, the descriptors to each one, are listed in the PIP assessment scores’.

### ***The tick boxes***

Each question begins by asking if you need an aid or appliance to complete the activity. If you do, you will usually be awarded at least two points under that activity.

You will then be asked if you need help from someone to do that activity. If you do need help, you will be awarded between two and eight points, depending on the activity concerned and what help you need. This may range from just needing supervision or prompting, to needing physical assistance.

In each case you are offered one of three boxes to tick ‘yes’, ‘no’, or ‘sometimes’.

You should tick the ‘yes’ box if the descriptors apply to you for more than 50% of the time. Less than 50% tick sometimes or no if it does not apply to you at all.

### ***The extra information box***

This is the part where you can tell the DWP exactly how your disability or condition affects your ability to manage each activity. Use this space to write as much as you can about how you are affected to carry out the activity.

Examples are provided above the extra information box and in the information booklet that comes with the form.

You can use the descriptors listed in the PIP assessment scores to decide which descriptor applies to you and why. In each case, you need to consider whether

or not you can do the activity safely, to an acceptable standard, repeatedly and in a reasonable time period.

### ***My condition varies from day to day, which descriptor should I choose?***

If more than one of the descriptors apply to you for over 50% of the time, say this in the ‘extra information’ box. The DWP will award the points for whichever of the descriptors scores highest. If you are not sure which applies to you, keeping a diary may help you to choose the correct one.

### ***Questions in detail***

Questions 1 and 2 have been spoken about on earlier pages. Some of the following may not apply to you.

### **Question 3: Preparing food (activity 1)**

This has a focus on the ability to prepare and cook a simple one course meal for one person from fresh ingredients.

Including your ability to:

- Prepare the food, such as chopping and peeling vegetables,
- Cook the food, which includes using a hob or microwave. It does not include difficulties you may have in bending down to use an oven.

If you need to buy pre-chopped vegetables say so. Balance problems, poor coordination or blurred or double vision could make it dangerous to you to use hot pans. List any incidents that have happened. Have you cut or burnt yourself?

If you have difficulties with your memory or concentration, you may have problems in planning meals, checking ingredients or timing the cooking.

**Question 4 Eating and drinking  
(Activity 2)**

This activity is called 'Taking nutrition' in the PIP assessment scores. Write about poor dexterity or managing hot drinks safely. Or difficulty swallowing due to palsy. Do you tend to spill food or drinks, let them know if you need help to clean up afterwards? If you need drinks or food to be specially prepared, say so.

**Question 5 Managing treatments  
(Activity 3)**

This activity is called 'Managing therapy or monitoring a health condition' in the PIP assessment scores. It focuses on the support you need from another person to manage your medication or therapy or monitor your health condition. It also looks at the amount of time that you need such support. Explain if there are side effects from medication, and if you need help because of this.

Write down if you have been advised to do physiotherapy or exercises at home and if you need help to do them. Check PIP assessment scores for example if you need such help for more than 7 hours but no more than 14 hours a week you will receive six points.

**Question 6 Washing and bathing  
(Activity 4)**

Write down any aids or adaptations that you use to wash or bathe. This could include shower seat or bath rail. If you have fallen getting in or out of the bath by yourself.

**Fatigue**

***Fatigue could be a symptom that affects you more than any other. If so you must write it down. You might be able to carry out an activity but it takes a great deal of time to do so. You may have to take several rests or give up the attempt until you have found more energy. Or the activity may leave you so fatigued you are unable to do anything else for some time. Write it down if any of this applies to you***

**Question 7 Managing toilet needs  
(Activity 5)**

This is called 'Managing toilet needs or incontinence' This is a difficult one because the questions are of such a personal nature. Try to put down as much information as you can. The forms are treated with strict confidentiality.

Mention any difficulties you have using the toilet including sitting down and getting up particularly if your balance is affected. Adjusting your clothing and washing afterwards.

**Question 8 Dressing and undressing  
(Activity 6)**

This looks at your ability to select, put on and take off un-adapted clothing and putting on socks and shoes. Do you have blurred vision or does fatigue and balance issues mean it is difficult to dress and do you need assistance. Are there times when you

don't dress because there is no one to help you.

**Question 9 Communicating (Activity 7)**

This is called 'Communicating verbally' Is your speech slurred or slow because of palsy or other reasons? List examples where you might need help either understanding or being understood. This could include dealing with visitors to your door, phone calls or communicating in shops, on buses or in taxis.

**Question 10 Reading (Activity 8)**

This is called 'Reading and understanding signs, symbols and words. If you have blurred or double vision list examples where you need someone to read things to you. These could include sell by dates of food, reading post, a newspaper or tv listings. If you use a magnifier or magnifying glass let them know.

**Question 11 Mixing with other people (Activity 9)**

This activity is called 'Engaging with other people face to face) It considers your ability to engage socially. Any inability you have to engage socially must result from your condition. If you cannot deal with strangers, write it down. If you avoid mixing with other people because you have no one to help you, write it down. How would you feel mixing with others without any support? Write down how you would feel; would you get panicky or angry or do you have difficulty understanding the way people behave towards you?

**Question 12 Making decisions about money (Activity 10)**

This activity is called 'Making budgeting decisions' in the PIP assessment scores. It could be that you have problems when buying a few items from your local shop. If doing this is not a problem what about more complex budgeting decisions such as working out a household budget for a month or sorting out a bill, write it down, tell them if you can do most of the job but would still need some support to finish it properly.

**The mobility Component**

The next two questions relate to the activity headings of the mobility component.

**Question 13 Going out (Activity 1)**

This activity is called 'Planning and following journeys' It assesses your ability to work out and follow a route safely and reliably, which might be affected by your mental health or symptoms that affect your memory and thinking.

If you have difficulties with your memory or concentration, you may find it very difficult to plan the route of a journey or to follow a route without another person. If your vision is compromised or your balance and fatigue is affecting you, you may need to be accompanied by another person particularly on an unfamiliar journey. Write down if you need to have someone else with you to get somewhere. Would it be just to unfamiliar routes or would you also need it in places you know. If you have no one to accompany you outdoors

and therefore would not go out alone make this clear. Say where you would like to go if you did have a companion.

List any incidents that have already occurred when you have been outdoors, let them know if you would find small disruptions or unexpected changes difficult to deal with such as road works where you normally cross the road or if a bus stop had been moved.

### **A walking test**

***If you are not sure how far you can walk before feeling discomfort, go outside on an average day and test yourself. If you find your condition varies, do not choose a good day to do the test.***

***Walk until you feel you cannot continue (or safe for you to do so) Measure how far this is and how long it takes. You may find it helpful to have someone with you to record both of these.***

***Include factors such as dizziness, fatigue, any pain.***

***Make a note of how long it takes you to recover before you feel able to walk again. Write these findings in the extra information box***

### **Question 13 Moving around (Activity 2)**

This activity focuses on your physical ability to stand and move around without severe discomfort. This does not mean just pain but will include extreme fatigue and dizziness.

Your ability to move around should be judged in relation to the type of surface normally expected out of

doors, such as pavements, roads and kerbs.

### **The tick boxes**

The tick box section for this question allows you to identify how far you can walk using, if necessary any aids such as a stick or a frame. It is important to say how far you can walk safely and in a reasonable time without discomfort. You may walk 50 metres but be in severe discomfort for the last 30 metres, then you're walking ability will be considered to be limited to 20 metres.

Only tick the 'it varies' box if none of the other boxes apply for at least 50% of the time. Keep a diary over a week identifying your walking limit on each day.

### **Extra information box**

Describe the way you walk, is it hard to balance, do you need physical support for another person to walk is your coordination poor? Give an idea of your speed, if you walk slowly and were to cover 20 metres, what distance would someone without a disability or health condition cover in that time?

You may fall or stumble because of poor coordination or balance, or fall over things because of blurred or double vision. You may fall at different times for different reasons, fatigue perhaps? Give examples and list any injuries you have received and any treatments. Has someone else stopped you from falling? If so, write it down.

### **Question 15 Additional information**

This is more space to explain how your condition affects you. If you run out of space, you can use extra sheets of paper. Remember to write your name and NI number on each extra page you use.

### ***Declaration***

Once you are satisfied with what you have written on the form is a true and accurate reflection of your situation sign and date. Attach any evidence you may have. If you have produced a diary, attach a copy of that too.

### **Keeping a diary**

A diary is useful as evidence to help the DWP understand how you manage day to day, both with your daily living and with getting around. You are the best person to provide this evidence.

If your condition varies it may be a good idea to keep the diary for a longer period. A typical week should give the DWP an idea of what you are like on good and bad days.

### ***What to include in the diary?***

Remember you can score points if any of the following apply

- You need aids or appliances to help you manage an activity on your own
- You need supervision or prompting
- You need assistance from someone else
  
- You are unsafe managing on your own – accidents have happened or nearly happened

- You cannot complete the activity to an acceptable standard
- You can manage on your own but it takes you more than twice as long as someone without your condition
- You are not able to repeat the activity as often as is reasonably required.

If any of these apply include it in your diary.

Remember to put your name and NI number on each sheet and keep a copy.

**Always keep copies of everything you send for your own reference and in case the DWP loses any documents.**

## **The face-to-face consultation**

Once you have returned your forms your case will be passed to one of the private companies who has won a contract to carry out the PIP assessments on behalf of the DWP.

Once your case has been passed on to one of these companies they will allocate it to a health care professional working for them.

This person may initially contact your doctor, specialist nurse or consultant for further information. They may just speak to them or they may ask for a report.

In most cases this case worker will arrange to see you at a face-to-face consultation.

### ***Where will the consultation take place?***

This will usually take place in an examination centre; however, a home visit can be arranged if you provide evidence from your doctor or someone from your specialist team that you are unable to travel on health grounds.

You must be given at least seven days' notice of the time and place for the consultation, unless you agree to accept a shorter notice period. If you cannot attend, contact the company that arranged the consultation as soon as possible. The number will be on the letters you have received from them.

You can take someone else to the consultation, they are not able to answer questions on your behalf (unless the health care professional cannot understand your speech or you cannot understand their question) they will be able to add to what you have to say.

### ***Recording the consultation***

The DWP has stated that they do not offer audio recordings but you can record the consultation with your own equipment if you wish. You will need to let the examination centre know beforehand that you wish to record your consultation. You will find the phone number to call on any letter you receive from them.

They are quite strict on how these recordings are done. Recordings on mobile phone or MP3 players will not be allowed. Whatever equipment you use it must be able to produce two identical copies of the recording either on cassette or CD at the end of the consultation. You cannot go home and make a copy of it – they have to know that the two versions are identical and have not been tampered with in any way.

### ***What will happen if I do not attend?***

If you do not attend or take part in the consultation without good reason (taking into account, your health and the nature of any disability) your claim will be disallowed. You should be contacted and asked to explain your reasons. If the DWP decides that you did not have a good reason, you can ask them to reconsider. If you are unhappy with their reconsidered decision you have the right to appeal.

### ***What happens at the consultation?***

At the face-to-face consultation the health care professional will identify the descriptors they consider apply to you. They will ask questions about your day to day life, your home, how you manage at work, if you have a job, and about any social or leisure activities that you engage in (or have had to give up). They will often ask you to describe a typical day in your life.

When answering, explain your difficulties as full as you can.

Tell them about any pain or fatigue you feel or would feel, while carrying out each task and after you have carried it out. Consider how you would feel if you had to do the same task repeatedly. Tell them if you need reminding or encouraging to complete each task.

Do not overestimate your ability to do things. If your condition varies let them know what you are like on bad days as well as good days. Their opinion should not be based on a snapshot of your condition on that day; they should consider the effects of your condition over time. They should give you an overview of their findings and invite you to ask questions and add or clarify anything you wish. You will not receive a formal decision at the consultation of whether you will be awarded PIP.

### ***Will there be a medical examination?***

Your ability to stand, sit and move around will be observed. They will check if you have aids or appliances and the extent you use them. They will also assess your levels of concentration and your ability to understand them and how well you express yourself. They may carry out a brief physical examination. They should explain each stage of the examination and ask your permission before carrying out anything.

### ***What happens after the consultation?***

The health professional will complete their report and send it to the DWP case manager; who will decide whether or not to award you PIP and if it is awarded at what rate and for how long. They will send you the decision in a letter.

### ***If you are awarded PIP***

The letter will tell you what rate of PIP you will be getting and for how long. This could be a short period of one or two years or a longer period of five or ten years. An ongoing award would only be considered if the case manager thinks that it is unlikely that your condition will change in the future so your needs will remain broadly the same.

### ***If your claim is turned down***

A letter will be sent to you saying why they have chosen the descriptors that they consider apply to you. It may not tell you the number of points you have scored for each activity, however, you should be able to work them out by reading the PIP assessment scores.

## **How do I challenge the decision?**

You can ask the DWP to look at the decision again if you are unhappy with it. This is known as a mandatory reconsideration. You have one calendar month from the date on the original decision letter to ask for one. If you do ask them over the phone, it is advisable to put your request in writing and keep a copy of this request for your own records.

You have a right to ask for copies of all the evidence that was used in making the decision as well as the report from your assessment. You can ask them not to take any further action until you have had the chance to respond to the evidence.

If you ask for a mandatory reconsideration the DWP will look at the whole award again.

### ***Building a case***

Once you have seen the evidence the DWP has used you should have a better idea of why the decision was made. Sometimes the only evidence used will be the information you gave on the 'How your disability affects you' form. In most cases there will also be a report produced by the health care professional following the face to face consultation. If you compare their report with what you wrote on your form you might see where the difference of opinion arises.

Where you see such differences try to get medical evidence showing that what you said on the form was correct. A letter from your GP or special nurse or consultant confirming the difficulties and risks you have.

Send the evidence to the address on the decision letter. If you need more evidence you must inform the DWP how long this is likely to take so they don't make a decision immediately.

A second DWP case manager will look at any further evidence you send. They will either change the decision in your favour or write back to you explaining why they have not changed the decision. This is known as the 'mandatory reconsideration notice'.

If you are still unhappy with their decision you can appeal to an independent tribunal. The mandatory reconsideration notice will contain the details of how to lodge an appeal.

### ***How do I appeal?***

#### **Lodging the appeal**

You have one calendar month from the date on the mandatory reconsideration notice to lodge an appeal to the HM

Courts and Tribunals Service (HMCTS). The form you need is the SSCS1. The mandatory reconsideration notice will have details of how to get an SSCS1 form.

You cannot make an appeal unless you have first asked for a reconsideration of the decision. You will need to attach a copy of this to the SSCS1 form and send it off.

On the SSCS1 give your name and address and that of your representative, if you have one. Give details of the decisions you are appealing against including the date of the decision, the name of the benefit and what the decision is about. State clearly why you disagree. State the rate of PIP you consider that you should have been awarded and why you should receive this rate.

The SSCS1 will ask whether you want your appeal to be decided with or without a hearing. Opting for a hearing and attending the tribunal can greatly improve your chances of a successful outcome.

### ***What happens after I have lodged the appeal?***

When your appeal has been received by the HMCTS they will send you an acknowledgement letter. They will also send a copy of your appeal to the DWP, who will write a response to your appeal and return it to the HMCTS with copies of all the documents relevant to their decision. You will be sent a copy of all of this.

Your appeal will be heard by an independent appeal tribunal. These tribunals are informal and are not like courts. If you have support they can attend the hearing as well to provide their account of your needs.

### ***Track your appeal***

Since 1 March 2018 and if you have chosen to have a face to face hearing you can register to use Track Your Appeal by calling 0300 1231142. Monday to Friday 8.30am to 5.00pm. Track Your Appeal can trigger an automated update to your mobile or email address. Updates can include:

- Reminding you to send evidence
- Confirming evidence has been received by the DWP
- Reminding you of your appeal hearing date
- Notification if your appeal is postponed, adjourned or withdrawn

### ***Get support***

You can contact a local advice centre such as Citizens Advice to see if they can give you any support with an appeal. They may also be able to provide you with a representative to present your case to the tribunal.

### ***What if my condition changes in the future?***

If your condition changes you can ask the DWP to look at your award again. This is worth doing if you think you may qualify for another component or a higher rate of either component.

Please be aware the DWP will look at the whole award and they can take away the rate of PIP you have already been granted. Before you do anything check the PIP assessment scores to make sure you satisfy the conditions for the new component or the higher rate. You will have to satisfy the conditions of the new component or the higher rate for at least

three months before your award can be increased.

### ***Your next PIP assessment***

When you are awarded PIP you will be given it for a set length of time. When this time is due to end the DWP will contact you about reassessing your claim. You will be sent a new claim form by the DWP which will ask if your condition has changed.

### ***How does PIP affect my other benefits and tax credits?***

PIP is not taxable and you do not need to have paid NI contributions to claim it. You can claim this benefit if you are working and it is not means tested. In other words, your PIP payment is not affected by your earnings, savings or other benefits.

PIP will not reduce the amount of other means tested benefits you receive, such as Employment & Support Allowance (ESA), Housing Benefit or Tax Credits.

In fact, getting PIP can enable you to access higher levels of these benefits such as Carer's Allowance. It is worth getting a benefits check if you are awarded PIP to make sure you are claiming everything you are entitled to.

There are various benefits checker tools available online such as the government tool available at [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators). You can speak to your local CAB or Jobcentre Plus for advice on how to get a benefits check. Your local social care or social work department may also be able to offer you a benefits check.

***The Disability Rights Handbook, published by Disability Rights UK and updated each year, gives more details on PIP and other benefits for disabled people, their families and carers. In particular, there is a section devoted to the appeals process, should your claim be unsuccessful. You can buy a copy directly from Disability Rights UK.***

You may wish to use this page to make some notes:

## **Activities and Descriptors**

Each activity has a set of descriptors beneath it. These describe related tasks of varying degrees of difficulty. You score when you are not able to complete a task safely, to an acceptable standard, repeatedly and in a reasonable time frame. You will only score for the one that gives you the highest number of points.

To be entitled to the standard rate of daily living you need to score at least eight points. For enhanced rate you will need twelve points. These points can be scored on just one activity or from any of the activities added together. This also applies to the mobility component

#### Daily Living activities

##### Activity 1: Preparing Food

Score

A	Can prepare and cook a simple meal unaided.	0
B	Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	2
C	Can't cook a simple meal using a conventional cooker but is able to do so using a microwave.	2
D	Needs prompting to be able to either prepare or cook a simple meal.	2
E	Needs supervision or assistance to either prepare or cook a simple meal.	4
F	Can't prepare and cook food.	8

##### Activity 2: Taking nutrition

A	Can take nutrition unaided.	0
B	Needs: <ul style="list-style-type: none"> <li>• To use an aid or appliance to be able to take nutrition <b>or</b></li> <li>• Supervision to be able to take nutrition <b>or</b></li> <li>• Assistance to be able to cut up food.</li> </ul>	2
C	Needs a therapeutic source to be able to make nutrition.	2
D	Needs prompting to be able to take nutrition.	4
E	Needs assistance to be able to manage a therapeutic source to take nutrition.	6
F	Can't convey food and drink to their mouth and needs another person to do so.	10

##### Activity 3: managing therapy or monitoring a health condition

A	Either: <ul style="list-style-type: none"> <li>• Does not receive medication or therapy or need to monitor a health condition</li> <li>• Can manage medication or therapy or monitor a health condition unaided.</li> </ul>	0
B	Needs any one or more of the following: <ul style="list-style-type: none"> <li>• To use an aid or appliance to be able to manage medication.</li> <li>• Supervision, prompting or assistance to be able to manage medication.</li> <li>• Supervision, prompting or assistance to be able to monitor a health problem.</li> </ul>	1
C	Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours but no more than 7 hours a week.	2
D	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 3.5 hours but no more than 7 hours a week.	4
E	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 7 hours a week but no more than 14 hours a week.	6

F	Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week.	8
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#### Activity 4: washing and bathing

A	Can wash and bathe unaided.	0
B	Needs to use an aid or appliance to be able to wash or bathe.	2
C	Needs supervision or prompting to be able to wash or bathe.	2
D	Needs assistance to be able to wash either their hair or body below the waist.	2
E	Needs assistance to be able to in or out of a bath or shower.	3
F	Needs assistance to be able to wash their body between the shoulders and waist.	4
G	Cant wash and bathe at all and needs another person to wash their entire body.	8

#### Activity 5: managing toilet or incontinence

A	Can manage toilet needs or incontinence unaided.	0
B	Needs to use and aid or appliance to be able to manage toilet needs or incontinence.	2
C	Needs supervision or prompting to be able to manage toilet.	2
D	Needs assistance to be able to manage toilet needs.	4
E	Needs assistance to be able to manage needs assistance to be able to manage toilet needs of either bladder or bowel.	6
F	Needs assistance to be able to manage needs assistance to be able to manage toilet needs of both bladder and bowel.	8

#### Activity 6: dressing and undressing

A	Can dress and undress unaided.	0
B	Needs to use and aid or appliance to be able to dress or undress.	2
C	Needs either: Prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed or prompting or assistance to be able to select appropriate clothing.	2
D	Needs assistance to be able to dress or undress their lower body.	2
E	Needs assistance to be able to dress or undress their upper body.	4
F	Cant dress or undress at all.	8

#### Activity 7: communicating verbally

A	Can express and understand verbal information unaided.	0
B	Needs to use an aid or appliance to be able to speak or hear.	2
C	Needs communication support to be able to express or understand complex verbal information.	4
D	Needs communication support to be able to express or understand basic verbal information.	8
E	Can't express or understand verbal information at all even with communication support.	12

#### Activity 8: reading an understanding signs, symbols and words

A	Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.	0
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B	Needs to use an aid or appliance, other than spectacles or contact lenses, to be able to read or understand either basic or complex information.	2
C	Needs prompting to be able to read or understand complex information.	2
D	Needs prompting to be able to read or understanding basic written information.	4
E	Can't read or understand signs, symbols or words at all.	8

### Activity 9: engaging with other people face to face

A	Can engage with other people unaided.	0
B	Needs prompting to be able to engage with other people.	2
C	Needs social support to be able to engage with other people.	4
D	Can't engage with other people due to such an engagement causing either: <ul style="list-style-type: none"> <li>Overwhelming psychological distress to the claimant <b>or</b></li> <li>The claimant to exhibit behaviour which would result in a substantial risk of harm to the claimant or another person.</li> </ul>	8

### Activity 10: Making budgeting decisions

A	Can manage complex budgeting decisions unaided .	0
B	Needs prompting or assistance to be able to make complex budgeting decisions.	2
C	Needs prompting or assistance to be able to make simple budgeting decisions.	4
D	Cannot make any budgeting decisions at all.	6

## Mobility Activities

### Activity 1: planning and following journeys

A	Can plan and follow the route of a journey unaided.	0
B	Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.	4
C	Can't plan the route of a journey.	8
D	Can't follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.	10
E	Can't undertake any journey because it would cause overwhelming psychological distress to the claimant.	10
F	Can't follow the route of a familiar journey without another person, assistance dog or orientation aid.	12

### Activity 2: Moving around

A	Can stand and then move more than 200 meters, either aided or unaided.	0
B	Can stands then move more than 50 meters but no more than 200 meters, either aided or unaided.	4
C	Can stand and then move unaided more than 20 meters but no more than 50 meters.	8
D	Can stand and then move using an aid or appliance more than 20 meters but no more than 50 meters.	10

E	Can stand and then move more than one meter but no more than 20 meters, either aided or unaided.	12
F	Cannot, either aided or unaided: <ul style="list-style-type: none"><li>• Stand or move more than one meter.</li></ul>	12

Make notes here:

### Example of Diary

DATE	ACTIVITY	MORNING 7AM-12PM	AFTERNOON 12PM-6PM	EVENING 6PM-11PM	NIGHT 11PM-7AM
1 <sup>ST</sup> Oct	Going to toilet(always use grab rails)	Managed by myself		Very dizzy – fell over – banged head.	Needed help to get up stairs
	Dressing/ undressing	Managed by myself	Went for walk with help from friend	Very fatigued bed by 8pm	
	Cooking - Always use perching stool	Managed toast	Missed lunch too fatigued	Made meal from pre-prepared veg	Dizzy spells all evening.
	Walking	Went to local shop – 400 metres, used two sticks and a friend walked with me	Very fatigued had to sleep for 2hrs.	Had to lay down, stay very still – very dizzy	
2 <sup>nd</sup> Oct	Reading	Unable to read due to double vision	Lay on sofa all afternoon due to dizziness – unable to move head	Left eye very dry unable to see clearly	Needed help to get up stairs and undressed due to exhaustion
	Have a shower (need grab rails)	Unable to shower due to unsteadiness	Stayed in Pjs too fatigued to get dressed		

## Information that may be of help to you

### **Citizens Advice**

To find a local office:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

(England & Wales)

[www.cas.org.uk](http://www.cas.org.uk) (Scotland)

In Scotland, phone advice is available on

0808 800 9060 (weekdays 9am-8pm and Saturday 10am-2pm). Or email enquiries and live web chat visit:

[www.citizensadvisitdirect.org.uk](http://www.citizensadvisitdirect.org.uk) or [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk) (Northern Ireland)

### **Government websites**

England, Scotland & Wales [www.gov.uk](http://www.gov.uk)

Northern Ireland [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### **Motability**

UK wide charity that allows disabled people to lease a care, scooter or electric wheelchair, using their government funded mobility allowance

0300 456 4566

[www.motability.co.uk](http://www.motability.co.uk)

### **Disability Law Service**

National charity providing free confidential legal advice and support in social welfare and disability discrimination law for disabled people and their families and carers.

[www.dis.org.uk](http://www.dis.org.uk)

### **Law centres Network**

Law centre provide free advice and representation. This network can give you details of your local law centre in England, Northern Ireland and Wales.

022 3637 1330

[www.lawcentres.org.uk](http://www.lawcentres.org.uk)

### **Money Advice Scotland**

You can find contact details for free local money advice services including your local CAB and local authority welfare rights service.

British Acoustic Neuroma Association

[www.bana-uk.com](http://www.bana-uk.com)

0141 572 0237

Email: [info@moneyadvicescotland.org.uk](mailto:info@moneyadvicescotland.org.uk)

[www.moneyadvicescotland.org.uk](http://www.moneyadvicescotland.org.uk)

### **Disability Rights UK**

Provides information on benefits through publications and free factsheets from its website. Campaigns for improvements to the social security system. Cannot answer questions over the phone.

Disability Rights UK

CAN Mezzanine

49-51 East Road,

London N1 6AH

020 7250 8181

[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

### **Turn2us**

Online charity that helps people to find out what benefits and grants they are eligible for. Some useful tools and resources to help you understand what your options are.

0800 802 2000

[www.turn2us.org.uk](http://www.turn2us.org.uk)

### **Update (Scotland)**

Disability related information, advice and signposting in Scotland.

0300 323 9961

Email [info@update.org.uk](mailto:info@update.org.uk)

[www.update.org.uk](http://www.update.org.uk)

The British Acoustic Neuroma Association strives to connect, support, share experiences, reduce social isolation and improve mental health.

We are here to help you.

Call us on 01246 550011

Email: [admin@bana-uk.com](mailto:admin@bana-uk.com)

Visit us at [www.bana-uk.com](http://www.bana-uk.com)



British Acoustic Neuroma Association

[www.bana-uk.com](http://www.bana-uk.com)