



What is Personal Independence Payment (PIP)?

Information for clients

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Personal Independence Payment (PIP) is a benefit for people who have a long-term health condition or disability. It can help with the extra costs you may have.

Who can get PIP?

You may be able to get PIP if you have a long-term health condition that affects:

- your ability to do day-to-day tasks
- your ability to get around (mobility), including going outside of your home.

You may be able to get PIP if you:

- have had this condition for at least 3 months
- expect it to continue for at least 9 more months.

You also need to:

- have lived in England, Scotland or Wales for at least 2 of the last 3 years
- be living in one of these countries when you apply
- aged 16 or over and under pension age when you apply.

You can get PIP even if you are working and have savings. It is based on the health conditions you have and how they affect you. It is not based on the money you have.



How does it work?

PIP has two parts: **Daily Living** and **Mobility**. Each part can be paid at either the standard or higher (enhanced) rate.

- You can either get just one or both parts. This will depend on how difficult it is for you to get around and do day-to-day tasks.
- The eligibility criteria are based on a point scoring system.

You can find the scoring system on and further information on the [gov.uk website](https://www.gov.uk) or see our PIP scoring factsheets.

You might get PIP if you need help with the following tasks:

Daily living activities

- Preparing food
- Eating
- Managing treatment or medicines
- Washing and bathing
- Using the toilet
- Dressing and undressing
- Reading
- Managing your money
- Being around other people
- Talking, listening and understanding

Mobility

- Planning and following a journey
- Moving around

How much is it?

How much you will get depends on how difficult you find these tasks. You can find the current rates at gov.uk/pip/how-much-youll-get

Getting PIP will not affect any other benefits you receive.

How to make a claim

Step 1

To start your claim for PIP, you need to call the PIP new claims phone line on **0800 917 2222** (Mon–Fri, 8am–5pm). Other ways to get in touch are listed at gov.uk/pip/how-to-claim

You will need to give details including your name, address, date of birth, national insurance number and doctors' details. You will also need to give details of the bank account that the money will be paid into.

Step 2

After this phonecall, you will receive a questionnaire to complete about your health condition.

Step 3

After returning the questionnaire, you will be invited to attend an assessment. This could be face-to-face or over the phone.

The assessment is done by a health professional. It is to check that you meet the criteria for PIP and decide what payment you should get. You will be asked about your health conditions and how they affect you.



What happens next?

After your assessment, you will receive a letter telling you whether you will get PIP and how much. It will include the reasons for this decision. It may take some time to receive this letter.

If you disagree with the decision, you can ask the Department for Work and Pensions (DWP) to look again at their decision. This is known as a mandatory reconsideration. You have one month from the date on the decision letter to do this. If you cannot do this within one month you will need to provide a good reason why and make the request within 13 months.

If you still disagree with the decision after the mandatory reconsideration, you have the right to appeal.

It is always good to get specialist advice if you disagree with a decision.

If your situation changes after you have been awarded PIP, you must contact the DWP to let them know.

