



What is Personal Independence Payment (PIP)?

Information for clients

Last updated December 2024

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.

Personal Independence Payment (PIP) descriptors

Daily living activities

1. Preparing food	Points
a. Can prepare and cook a simple meal unaided.	0
b. Needs to use an appliance to either prepare or cook a simple meal.	2
c. Cannot cook a simple meal using a conventional cooker but can do so using a microwave.	2
d. Needs prompting to either prepare or cook a simple meal.	2
e. Needs supervision or assistance to either prepare or cook a simple meal.	4
f. Cannot prepare and cook food.	8

2. Taking nutrition	Points
a. Can take nutrition unaided.	0
b. Needs either: i. to use an aid or an appliance to be able to take nutrition; or ii. supervision to be able to take nutrition; or iii. assistance to be able to cut up food.	2
c. Needs a therapeutic source to take nutrition.	2
d. Needs prompting to be able to take nutrition. (Needs to be reminded to eat or needs prompting about portion size).	4
e. Needs assistance to be able to manage a therapeutic source to take nutrition.	6
f. Cannot convey food and drink to their mouth and needs another person to do so.	10

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3. Managing or monitoring a health condition	Points
a. Either: i. does not receive medication, therapy or need to monitor a health condition; or ii. can manage medication, therapy or monitor a health condition unaided.	0
b. Needs either: i. to use an aid or an appliance to be able to manage medication; or ii. supervision, prompting or assistance to manage medication or monitor a health condition.	1
c. Needs supervision, prompting or assistance to manage therapy that takes up to 3.5 hours a week.	2
d. Needs supervision, prompting or assistance to be able to manage therapy that takes between 3.5 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 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

4. Washing and bathing	Points
a. Can wash and bathe unaided.	0
b. Needs to use an aid or appliance to wash and bathe.	2
c. Needs supervision or prompting to be able to wash or bathe.	2
d. Needs assistance to be able to wash either half their body or below the waist.	2

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e. Needs assistance to be able to get in and out of the bath or shower.	3
f. Needs assistance to be able to wash their body between the shoulders and waist.	4
g. Cannot wash and bathe at all and needs another person to wash their entire body.	8

5. Managing toilet needs or incontinence	Points
a. Can manage toilet needs or incontinence unaided.	0
b. Needs to use an aid or appliance to manage toilet needs or incontinence.	2
c. Needs supervision or prompting to be able to manage toilet needs.	2
d. Needs assistance to be able to manage toilet needs.	4
e. Needs assistance to be able to manage incontinence of either bladder or bowel.	6
f. Needs assistance to be able to manage incontinence of both bladder and bowel.	8

6. Dressing and undressing	Points
a. Can dress and undress unaided.	0
b. Needs to use an aid or appliance to dress or undress.	2

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c. Needs either: i. prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or ii. prompting or assistance to be able to select appropriate clothing.	2
d. Needs assistance to dress or undress lower body.	2
e. Needs assistance to dress or undress upper body.	4
f. Cannot dress or undress at all.	8

7. Communicating verbally	Points
a. Can express and understand verbal information unaided.	0
b. Needs to use an aid or appliance to be able to speak or hear. (Could apply to people who require a hearing aid or electro larynx).	2
c. Needs communication support to be able to express or understand complex verbal information. (May apply to people who require a sign language interpreter).	4
d. Needs communication support to express or understand basic verbal information. (May apply to people who require a sign language interpreter).	8
e. Cannot express or understand verbal information at all, even with communication support.	12

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8. Reading and understanding signs, symbols and words	Points
a. Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.	0
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 written information. (May apply to people who require low vision aids).	2
c. Needs prompting to be able to read and understand complex written information. (May apply to people who require another person to explain information to them).	2
d. Needs prompting to be able to read or understand basic written information. (May apply to people who require another person to explain information to them).	4
e. Cannot read or understand signs, symbols or words at all. (May apply to people who require another person to explain everything to them).	8

9. Engaging with other people face-to-face	Points
a. Can engage with other people unaided.	0
b. Needs prompting to engage with other people.	2
c. Needs social support to engage with other people.	4
d. Cannot engage with other people due to such engagement causing either: i. overwhelming psychological distress to the claimant; or ii. the claimant to exhibit behaviour which would result in a substantial risk of harm to the claimant or another person.	8

Personal Independence Payment (PIP) descriptors

10. Making budgeting decisions	Points
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

1. Planning and following a journey	Points
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. Cannot plan the route of a journey.	8
d. Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.	10
e. Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant.	10
f. Cannot follow the route of a familiar journey without another person, an assistance dog or orientation aid.	12

Personal Independence Payment (PIP) descriptors

2. Moving around	Points
a. Can stand and then move more than 200 metres, either aided or unaided.	0
b. Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided.	4
c. Can stand and then move unaided more than 20 metres but no more than 50 metres.	8
d. Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres.	10
e. Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.	12
f. Cannot, either aided or unaided: i. stand; or ii. move more than 1 metre.	12