



Department for Work & Pensions



About Personal Independence Payment

What it is and how to claim it

July 2015



Easy Read

Important

Green writing

In this booklet we sometimes explain what words mean.

The first time we mention any of these words, it is in **bold green** writing. Then we write what the words mean in a blue box. If any of the words are used later in the booklet, we show them in **normal green** writing.

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What this booklet is about

From 8 April 2013, **Personal Independence Payment** will take the place of **Disability Living Allowance**.

Personal Independence Payment

This is a new benefit to help disabled people live full, active and independent lives. Disabled people who can get the benefit will get money to help them pay the extra costs of being disabled.

Disability Living Allowance

This is money that someone with a disability or a health condition may be able to get to help them pay for the help and support they need.

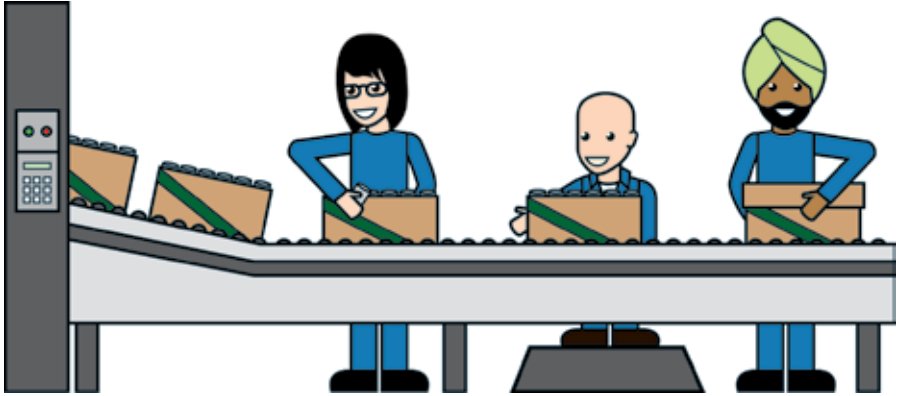
About Personal Independence Payment

Personal Independence Payment:

- will help you meet the extra costs of being disabled.
- is based on how your condition affects you, not the condition you have.
- is for people aged between 16 and 64.



You can get **Personal Independence Payment** if you have a job or if you do not have a job.



Personal Independence Payment is not taxed.

It does not matter how much money you have saved or how much money you have coming into your home every week.

Personal Independence Payment has 2 parts. A daily living part and a mobility needs part. And each part has 2 different rates, a standard rate and a higher rate for people with the greatest needs.

You may get money for 1 part or 2 parts.

Daily living part activities are when you do these things.

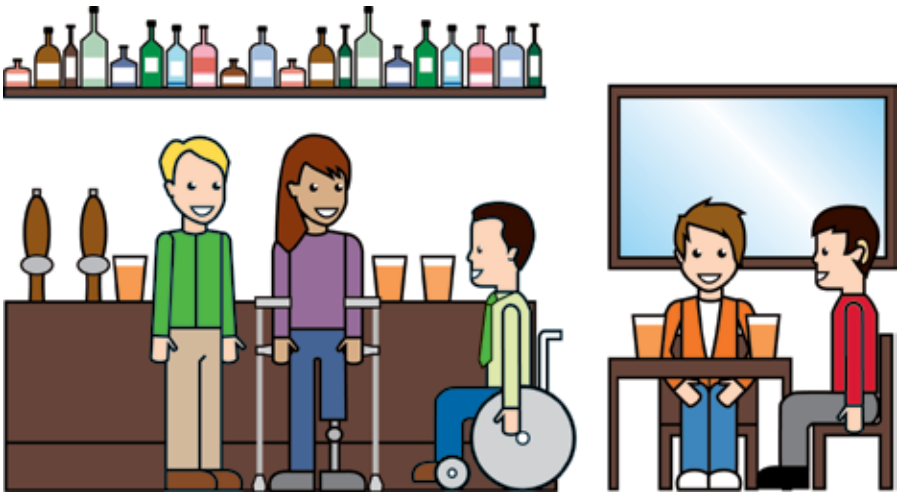
- Prepare food.
- Eat and drink.
- Manage your treatments.
- Wash and bathe.
- Manage your toilet needs.
- Get dressed and undressed.
- Communicate.



- Read.
- Mix with other people.
- Make decisions about money.

Mobility part activities are when you do these things.

- Go out.
- Move about.



We look at how well you can do these activities and how much help you need.

You must have needed help with these activities for at least 3 months. You must be likely to need help for 9 more months.



If you are **terminally ill** we will look at your claim more quickly.

Terminally ill

If someone is terminally ill, they are not expected to live for more than 6 months.

How do I claim?

To claim **Personal Independence Payment** you need to telephone us. You can ask someone to call us for you, but you need to be there too.

- Telephone 0800 917 2222
- Textphone 0800 917 7777



We will ask you for these things.

- Your National Insurance number.
- Your address.
- Your date of birth.

- Your bank or building society account details.
- Your telephone number.
- The name of your doctor or health worker.
- If you have spent time out of the country.
- If you are in a care home or a hospital. Or if you have recently been in a care home or a hospital.



Please make sure you have all this information when you call us. It will make your call shorter.

What will happen next?

We will send you a form to fill in. You need to tell us how your condition affects your daily life, both on good days and bad days, when you are doing different things.

When you have filled in the form you will need to post it back to us.

Most people will be asked to see a health worker to talk about their claim. You can take someone with you when you go to see the health worker.

We will look at what you have told us and what the health worker has said. We will decide if you can get **Personal Independence Payment**. We will send you a letter to tell you what we have decided.

Form
How does your condition affects your daily life?

If you get **Personal Independence Payment** we will look at your claim often to make sure you keep getting the right help.

What about other benefits?

If you get **Personal Independence Payment** you may be able to get other benefits and services. We will send you a letter telling you about these.

Where can I find out more or get help?

If you want to know more about **Personal Independence Payment** you can look at www.gov.uk/pip which is a website.

You can telephone us from Monday to Friday between 8.00am and 6.00pm.

Telephone 0345 850 3322

Textphone 0345 601 6677

When you call us we will ask you for your name, address and National Insurance number.

Call charges

The charges shown here were right at the date shown on the back of this booklet.

Calls to 0800 numbers are free from BT landlines and from most mobile phones.

Calls to 0345 numbers from BT landlines should cost no more than a standard call charge. You may have to pay more if you use another phone company or if you are calling from abroad.

Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

You can ask us to call you back if you are worried about the cost of the phone call.

Textphones

Our textphones are for people who cannot speak or hear clearly. If you do not have a textphone you can check if your local library or citizen's advice bureau has one. Our text phones do not receive text messages from mobile phones.



Important information

This booklet is only a guide and does not cover every circumstance. We have done our best to make sure that the information in this booklet is correct as at July 2015. It is possible that some of the information is oversimplified, or may become inaccurate over time, for example, because of changes to the law.

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