**Personal Independence Payment**

**1. Overview**

You may be able to get help with some of the extra costs caused by long term ill-health or disability.

If you’re aged 16 to 64 you could get between [£22 and £141.10 a week](https://www.gov.uk/pip/what-youll-get) by claiming Personal Independence Payment (PIP).

The amount you get depends on how your condition affects you, not the condition itself.

[You’ll be assessed](https://www.gov.uk/pip/how-to-claim) by a health professional to work out the level of help you can get. Your rate will be regularly reviewed to make sure you’re getting the right support.

Your carer could get [Carer’s Allowance](https://www.gov.uk/carers-allowance) if you have substantial caring needs.

**If you get Disability Living Allowance**

[Disability Living Allowance (DLA)](https://www.gov.uk/dla-disability-living-allowance-benefit) is ending for people aged 16 to 64.

You can keep getting DLA if [you’re under 16](https://www.gov.uk/disability-living-allowance-children) or you were born on or before 8 April 1948 and have an existing claim.

You’ll continue getting DLA until the Department for Work and Pensions (DWP) invites you to apply for PIP. You don’t need to do anything until DWP writes to you about your DLA unless your circumstances change.

If you’re 65 or over, you can apply for [Attendance Allowance](https://www.gov.uk/attendance-allowance).

**Help with PIP**

You can contact a [local support organisation](https://www.gov.uk/find-a-community-support-group-or-organisation) or [Citizens Advice](https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/) to get help understanding PIP.

# 2. Eligibility

You must be aged 16 to 64 and have a [health condition or disability](https://www.gov.uk/definition-of-disability-under-equality-act-2010) where you:

* have had difficulties with daily living or getting around (or both) for 3 months
* expect these difficulties to continue for at least 9 months (unless you’re terminally ill with less than 6 months to live)

You must have lived in England, Scotland or Wales for at least 2 of the last 3 years, and be in one of these countries when you apply. If you’ve recently returned from living in another [EEA country](https://www.gov.uk/eu-eea), you might be able to get PIP sooner.

The process is different in [Northern Ireland](https://www.nidirect.gov.uk/articles/personal-independence-payment).

You can get PIP whether you’re working or not.

There are additional rules if you live abroad or if you’re not a British citizen.

## Living abroad

You might still be able to get PIP if you:

* live in another [EU or EEA country or Switzerland](https://www.gov.uk/claim-benefits-abroad/illness-injury-and-disability-benefits) - you can only get help with daily living needs
* are a member or family member of the Armed Forces

## If you’re not a British citizen

You must:

* normally live in or show that you intend to settle in the UK, the Republic of Ireland, Isle of Man or the Channel Islands
* not be subject to [immigration control](https://www.citizensadvice.org.uk/benefits/coming-from-abroad-and-claiming-benefits-the-habitual-residence-test/non-eea-nationals-and-the-habitual-residence-test/are-you-subject-to-immigration-control/) (unless you’re a sponsored immigrant)

You might still be able to get PIP if you are a refugee or have humanitarian protection status.

## Daily living difficulties

You may get the [daily living part](https://www.gov.uk/pip/what-youll-get) of PIP if you need help more than half of the time with things like:

* preparing or eating food
* washing, bathing and using the toilet
* dressing and undressing
* reading and communicating
* managing your medicines or treatments
* making decisions about money
* engaging with other people

## Mobility difficulties

You may get the [mobility part](https://www.gov.uk/pip/what-youll-get) of PIP if you need help going out or moving around.

## How you’re assessed

[You’ll be assessed](https://www.gov.uk/pip/how-to-claim) by an independent healthcare professional to help DWP work out the level of help you need.

# 3. What you’ll get

Personal Independence Payment (PIP) is usually paid every 4 weeks. It’s tax free and you can get it whether you’re in or out of work.

You’ll need an [assessment](https://www.gov.uk/pip/how-to-claim) to work out the level of help you’ll get. Your rate will be regularly reviewed to make sure you’re getting the right support.

You need to tell DWP straight away if there’s a [change in your personal circumstances](https://www.gov.uk/pip/change-of-circumstances) or how your condition affects you.

PIP is made up of 2 parts. Whether you get one or both of these and how much you’ll get depends on how severely your condition affects you.

## Daily living part

The weekly rate for the daily living part of PIP is either £55.65 or £83.10.

## Mobility part

The weekly rate for the mobility part of PIP is either £22 or £58.

## Terminal illness

You’ll get the higher daily living part if you’re not expected to live more than 6 months. The rate of the mobility part depends on your needs.

## How you’re paid

All benefits, pension and allowances are paid [into an account](https://www.gov.uk/how-to-have-your-benefits-paid), for example your bank account.

## Other help

You or your carer might also qualify for [other financial help](https://www.gov.uk/financial-help-disabled), for example Carer’s Allowance, or help with housing or transport costs.

# 4. How to claim

You can make a new Personal Independence Payment (PIP) claim by calling the Department for Work and Pensions (DWP).

Someone else can call on your behalf, but you’ll need to be with them when they call. There are also other ways to claim if you find it difficult to use a telephone.

The process is different in [Northern Ireland](https://www.nidirect.gov.uk/articles/personal-independence-payment).

## Claim by telephone or textphone

Before you call, you’ll need:

* your contact details, for example telephone number
* your date of birth
* your National Insurance number - this is on letters about tax, pensions and benefits
* your bank or building society account number and sort code
* your doctor or health worker’s name, address and telephone number
* dates and addresses for any time you’ve spent abroad, in a care home or hospital

You can then call the PIP claims line.

**DWP - PIP claims**  
Telephone: 0800 917 2222  
Textphone: 0800 917 7777  
Calling from abroad: +44 191 218 7766   
Monday to Friday, 8am to 6pm  
[Find out about call charges](https://www.gov.uk/call-charges)

## What happens next

1. You’ll be sent a ‘How your disability affects you’ form. Call the PIP[enquiry line](https://www.gov.uk/pip/change-of-circumstances) if you need it in an alternative format such as braille, large print or audio CD.
2. Fill in the form using the notes that come with it to help you. You can also read Citizens Advice’s [help on filling in the form](https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-pip-claim/fill-in-form/).
3. Return the form to DWP - the address is on the form.
4. To assess the level of help you need, an independent health professional will either invite you to a meeting or ask your health or social care worker for information.
5. If you’re invited to a meeting, you’ll be asked questions about your ability to carry out activities and how your condition affects your daily life. The meeting can be either at your home or at an assessment centre, and will take about an hour. You can read Citizens Advice’s [help on preparing for an assessment](https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-pip-claim/your-assessment/).
6. You’ll get a letter that tells you whether you’ll get PIP. If you do, you’ll be told how much you’ll get and the date it will be reviewed so that you continue to get the right support. You can [appeal](https://www.gov.uk/social-security-child-support-tribunal) if you disagree with the decision or the amount you’ve been awarded.

You can’t apply using any Disability Living Allowance (DLA) forms you may have.

## Other ways to claim

If you find it difficult to use the telephone, you can claim by post or by using a text relay or video relay service.

### **Send information by post**

You can get a form to send information by post (although this can delay the decision on your claim). Write a letter to ask for the form.

Personal Independence Payment New Claims   
Post Handling Site B   
Wolverhampton   
WV99 1AH

### **Text relay**

If you can’t hear or speak on the phone you can use the [Next Generation Text](http://ngts.org.uk/)(NGT) relay service.

**NGT relay service**  
Dial: 18001 then 0800 917 2222  
Monday to Friday, 8am to 6pm  
[Find out about call charges](https://www.gov.uk/call-charges)

### **Video relay**

If you’re deaf and use British Sign Language (BSL) you may be able to use a video relay service:

* first [check you can use the service](https://www.youtube.com/watch?v=Osx7FFxFpNY)
* [go to the video relay service](http://dwppiprnc.signvideo.net/)

The service is available Monday to Friday, 8am to 6pm.

## If you’re terminally ill

You can get PIP more quickly if you’re not expected to live more than 6 months.

Call DWP to start your PIP claim. Ask a doctor or other healthcare professional for form DS1500. They’ll either fill it in and give the form to you or send it directly to DWP.

You won’t need to complete the ‘How your disability affects you’ form or go to a face-to-face consultation.

### **Video relay service if you’re terminally ill**

If you’re deaf and use British Sign Language (BSL) you may be able to use a video relay service:

* first [check you can use the service](https://www.youtube.com/watch?v=Osx7FFxFpNY)
* [go to the video relay service for terminally ill people](http://dwppipsrti.signvideo.net/)

The service is available Monday to Friday, 8am to 6pm.

# 5. Change of circumstances

You must contact the PIP enquiry line if:

* your personal details change, for example your name, address or doctor
* the help you need or your condition changes
* you go into hospital or a care home
* you go abroad
* you’re imprisoned or held in detention

**You could pay a**[**fine**](https://www.gov.uk/civil-penalty-changes-affect-benefits)**and have to repay overpaid benefits if you don’t report changes and are overpaid as a result.**

**PIP enquiry line**  
Telephone: 0345 850 3322  
Textphone: 0345 601 6677  
Monday to Friday, 8am to 6pm  
[Find out about call charges](https://www.gov.uk/call-charges)

**Next Generation Text (NGT) relay service**  
Dial: 18001 then 0345 850 3322  
Monday to Friday, 8am to 6pm  
[Find out about call charges](https://www.gov.uk/call-charges)

[Find out more about the NGT service](http://ngts.org.uk/)

**British Sign Language (BSL) video relay service**

To use this you must:

* first [check you can use the service](https://www.youtube.com/watch?v=Osx7FFxFpNY)
* [go to the video relay service](http://dwppipenquires.signvideo.net/)

The service is available Monday to Friday, 8am to 6pm