



## **Personal Independence Payment**

How to complete the PIP2 questionnaire

**New claimants for disability benefits can no longer make a claim for Disability Living Allowance (DLA) as it is being replaced by a new benefit called Personal Independence Payment (PIP).**

Existing claimants of DLA are gradually being invited to apply for PIP. The process for claiming PIP is different to DLA so you need to be aware of the changes.

This leaflet should help you with the PIP2 form with the best chance of success. It is by no means definitive and we recommend you get more detailed advice and guidance before making your application.

A good overview and useful links may be found at:

- [www.disabilityrightsuk.org/personal-independence-payment-pip](http://www.disabilityrightsuk.org/personal-independence-payment-pip)
- [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

and in depth guides, advice and a self-test tool may be found at:

- [www.benefitsandwork.co.uk/personal-independence-payment-pip](http://www.benefitsandwork.co.uk/personal-independence-payment-pip)

There are individual charities that specialise in personal disabilities; their websites contain helpful advice and information. If you don't have access to the internet please call us on 0800 014 1545 to see how we can help you.

## The claim process

- New claimants must apply for PIP. Since autumn 2015 the Department of Work and Pensions have started to invite current DLA claimants to move across to PIP via letter.
- Once the letter is received you have 28 days to apply so don't delay! The 28 day limit applies to the first phone call.
- You make your claim over the phone, after which the DWP sends out the PIP questionnaire.
- The claimant completes and returns the questionnaire.
- PIP qualification is based on a points system. This is calculated during the assessment and the score must be between 8 and 12 points to qualify.
- An examination by a medical professional takes place at an assessment centre.

Not all claimants for PIP will be asked to attend a face to face medical so it's important, especially if you find the prospect daunting, that you provide as much medical evidence from professionals with your claim to give you the best chance of avoiding the medical exam.

It's also very important that you go in to as much detail as possible on the PIP2 form. If you're not going to be interviewed you want the assessor to have the most accurate account of how your condition affects your ability to carry out the 12 activities assessed.

## Our top tips

### 1 Be prepared

You have a reasonable amount of time to complete the form so you should gather as much detail about the claimant's condition as you can. For example if you have difficulty in walking or getting dressed by yourself you could measure the distance you can normally walk or the time it takes to get dressed. That will help you prepare for answering the questionnaire.

If your condition varies, try measuring on a number of different days so that you can get an accurate picture. It is then probably best to use the example of your worst days on the form.

### 2 Familiarise yourself with the 12 activities and the points scored for each one

Before you fill out any of the form make sure you know all of the activities, the descriptions of them and the points scored for each - the list appears later in this leaflet. There is also a list of the words used and their definitions. Do make sure you have

read and understood these before filling out the form.

### 3 Variation in symptoms

The assessor will look for evidence of your condition across 12 months. You will need to be affected by symptoms for more than half the days in a calendar year or 183 days to score the points in this section. If more than one symptom applies, describe separately how often each one affects you.

If you have a condition where your symptoms vary during the day - for example they are worse in the morning or the evening - you are considered to be affected by those symptoms for the whole day.

It is important to note on the form if the symptoms stop you from doing something at the normal time of the day for that activity. An example of this is not being able to get dressed in the morning.

### 4 Use of aids and appliances

If you use aids and appliances to complete everyday tasks such as washing, dressing and preparing food you

may score more points on the questionnaire. **You need 8 points for a successful application.**

Detail is important: you should explain why you have to use the aid or appliance or if you're not able to and someone else has to complete the activity for you as a result.

Ordinary items such as beds or chairs can be classed as an aid or appliance if you need to use them to carry out an activity such as cooking or getting dressed.

## **5 Consistency and safety**

When you are asked if you are able to carry out an activity, it is a question about whether you carry it out safely and consistently. This means:

### **Within a reasonable time-frame**

If it takes twice as long for you to do the activity as someone who has no disability, the questionnaire expects you to note that you can't do the activity at all. For example, taking an hour to get dressed is not a reasonable time-frame.

### **Doing the activity safely without risking harm to themselves or other people**

For example, being able to cook a meal but not understanding food hygiene or whether food is past its use-by date would mean you cannot carry out the activity safely.

### **Carrying out the activity consistently and to a reasonable standard**

For example, if you needed to do the activity repeatedly would you be able to - or would you become tired or not able to do it properly? An example would be being able to walk 20 metres in one go but being left exhausted and unable to walk this distance again for some time.

The Department of Work and Pensions says that "pain, fatigue, breathlessness, nausea and motivation" are all key factors in deciding on whether you can carry out an activity reliably.

## **6 Medication side-effects**

You should include on the form any side-effects from medication which the claimant has if it affects their ability to carry out an activity.

## **7 Submit as much medical evidence as you can with the claim**

Any letters or test results from consultants, specialist nurses, physiotherapists or support workers that confirm your condition are extremely useful to submit along with the claim. They are especially important if they relate to any of the 12 activities you will be assessed on. In some cases the medical evidence can be so strong that a follow-on interview with a healthcare professional will not be necessary.

If you have to wait for the supporting documents to

come through from medical professionals, don't delay in sending in the application. The supporting documents can be submitted afterwards.

## **8 Take a copy**

Take a copy of the PIP2 questionnaire and any medical evidence. It will be useful to take to the face-to-face interview if you have to have one, and handy in case the form is lost anywhere along the process. Libraries and some Council reception areas have photocopiers you can use, or we can photocopy your form at Soha if you bring it in to us.



## Useful terms\*

**Acceptable standard** means that you may be able to actually complete the activity, but not to a good enough standard. For example, where someone can physically wash themselves but does not realise they have done so badly and are still not clean after they have finished.

**Aids or appliances** means any device that improves, provides or replaces your impaired physical or mental function, including a prosthesis. It could also include items such as walking sticks, glasses or collecting devices (for example colostomy bags). In assessing your ability to carry out a task, you will be assessed as if wearing or using any aid or appliance that you would normally wear or use, or which you could reasonably be expected to wear or use if you do not currently do so. It should not be considered reasonable for you to wear or use an aid or appliance if it is too expensive, difficult to obtain or is culturally inappropriate for you.

**Appointee** means someone legally appointed to act on your behalf.

**Award** means the rate and amount of a benefit that you have been granted.

**Calendar month** means the period of time from the same date of one month to the same date of the next month.

**Case manager** is the person working for the DWP who will make the decision whether or not to award you PIP. They do this by considering your claim form, the report from your face-to-face interview and any additional evidence you submitted.

**Descriptor** means a description of tasks of varying degrees of difficulty.

**DS1500** is a medical report issued by your GP, hospital consultant, nurse, Macmillan nurse or social worker that describes your medical condition - it is not a prognosis.

**Healthcare professional** is the medically qualified person who carries out your face-to-face interview.

**Limited ability** (to carry out daily living activities) means obtaining a score of at least 8 points in the PIP assessment.

**Manage incontinence** means manage involuntary evacuation of the bowel or bladder, including the use of a collecting device or self-catheterisation, and clean yourself afterwards.

**PIP1** is the form on which you start your PIP claim. This is usually completed over the telephone by a DWP agent with your basic qualifying information and sent to you to sign.

**PIP2** is the main claim form for PIP called *How your disability affects you*.

**Passported benefits** are those benefits which some groups of people are automatically entitled to because of their entitlement to another benefit.

**Repeatedly** means being able to repeat the activity as often as is reasonably required. Consideration should be given to the collective effects of symptoms such as pain and fatigue. For example, if the effort it takes for you to

complete a task then makes you tired and/or in pain so much that you would not be able to do it again or take on another activity, you should not say you can do the activity repeatedly. For example, if you are able to prepare a meal once unaided, but the exhaustion caused to you by doing this would mean that you could not prepare another meal that day, you should be treated as being unable to prepare a meal unaided.

**Reasonable time period** means no more than twice as long as the maximum period that a person without a physical or mental condition would normally take to complete that activity.

**Reasonably be expected** means something is more likely to happen than not – your doctor will be asked to complete a form (DS1500) to confirm this.

**Safely** means in a manner unlikely to cause harm to you or to another person, either during or after the completion of the activity.

**Severely limited ability** (to carry out daily living activities) means obtaining a score of at least 12 points in the PIP assessment.

**Terminally ill** means that your death can 'reasonably be expected' within the next six months.

\* These terms have been provided by the Department of Work and Pensions as part of the Personal Independence Payment Regulations 2013.

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**My notes**

# My points tally

## Daily living activities

Preparing food [ ]

Taking nutrition (food and drink) [ ]

Managing therapy or monitoring a health condition [ ]

Washing and bathing [ ]

Managing toilet needs or incontinence [ ]

Dressing and undressing [ ]

Communicating verbally [ ]

Reading and understanding signs, symbols and words [ ]

Engaging with other people face to face [ ]

Making budgeting decisions [ ]

## Mobility activities

Planning and following journeys [ ]

Moving around [ ]

**My total** [ ]

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

### Polish

Dołożymy wszelkich starań, aby zaofiarować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersję audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

### Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

### Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampe a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

### Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

### Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিষয়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



## Soha Housing

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