

## Personal Independence Payment (PIP)

### A note about call charges

The cost of calling a phone number depends on the digits it starts with, your phone provider and whether you call from a landline or mobile. Some providers offer free calls to certain numbers as part of a call package, it's best to check with your phone provider. 0800 and 0808 numbers are free to call from both mobiles and landlines. Many national organisations have 03 numbers which generally reduces call costs for mobile phone users. Visit [GOV.UK](https://www.gov.uk) for more information about call charges.

### Introduction

Personal Independence Payment (PIP) is a weekly benefit which has replaced [Disability Living Allowance \(DLA\)](#) for people of working age. DLA for children under 16, and Attendance Allowance for people who have reached state pension age are unaffected.

It is paid to people who have difficulties with daily living due to a physical or mental illness or disability, or who have difficulty getting around. You can get both the daily living component and the mobility component, or just one of them.

You don't need to have a recognised or diagnosed medical condition to qualify. Nor must you have paid national insurance contributions. You can get PIP even if you live alone and no one is giving you the help you need. You can claim even if you receive help from the health service or local

authority (such as with home care).

PIP is not taxable, and it doesn't matter how much other money you have coming in. Receiving PIP will never mean that your other benefits reduce. If you're also on means-tested benefits, an award may even lead to them increasing.

If you are awarded PIP, you are free to spend it on whatever you like.

### Government's planned reforms to PIP

The government is proposing significant changes to the Personal Independence Payment (PIP) system as part of a wider review of disability benefits. These plans are currently under consultation and have not yet become law. One major proposal is to change the way PIP is assessed, so that claimants would only qualify if they score at least **4 points on one activity** (such as preparing food, managing medication, or moving around). This would be a big change from the current system, where points from different activities can be added together to reach the required threshold. The government is also considering replacing regular payments with other forms of support, such as one-off grants or vouchers. We will update this factsheet as more information becomes available.

## This factsheet covers:

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## 1. Who can claim PIP?

You can claim PIP if all the following apply:

- you are aged 16 or over and have not yet reached state pension age. Visit [gov.uk/state-pension-age](https://gov.uk/state-pension-age) to check when you will reach pension age. If you have already reached state pension age and are not receiving PIP or Disability Living Allowance (DLA), you may be able to claim [Attendance Allowance](#) instead. Children under 16 may be able to get [DLA](#).

- you satisfy the disability conditions for the daily living component and/or the mobility component.
- you have satisfied the disability condition for at least three months before claiming and are likely to continue to do so for at least nine months after claiming. *This rule does not apply to people who are terminally ill – [see section 5 for details](#).*
- you satisfy the residence conditions and are 'habitually resident'.
- you have been present in Great Britain for at least two of the last three years.

There are some exceptions to the residence and presence conditions. For example, the presence conditions don't apply to people who are terminally ill. Special rules also allow claims from some people without the need for them to have previously lived in Great Britain. Examples include:

- People who were living in **Ukraine** before 1 January 2022 and left due to the Russian invasion who have leave or right of abode in the UK.
- People who have come to the UK from **Afghanistan** since 15 August 2021 through specified schemes (conditions apply).
- People with right of abode or leave to enter or remain in the UK who were living in **Sudan** before 15 April 2023 and left due to the violence there.

This isn't a complete list of exceptions and special rules may also apply for some EU nationals. The rules are complicated, so please call us for advice before you apply if you're unsure about your position (020 8921 6375, Monday, Wednesday and Thursday 10am to 1pm).

## 2. How much is PIP?

PIP has 2 components: the daily living component and the mobility component. You may qualify for either or both depending on how your disability or health condition affects your ability to carry out specific activities. Each component has two rates.

### Daily living component:

- standard rate: £73.90\* per week
- enhanced rate: £110.40\* per week

### Mobility component:

- standard rate: £29.20\* per week;
- enhanced rate: £77.05\* per week

\* April 2025/26 figure – rates usually change every April.

## 3. How do you get the components?

The assessment for the components involves scoring points for a set of activities. There are 10 daily living activities and 2 mobility activities. Each activity has a list of statements (called descriptors) describing varying levels of difficulties with the activity and help that may be needed to manage it. You will need to think carefully about how your disability or health condition affects your ability to carry out each activity.

### Daily Living Component

*Standard rate* - to get this, your ability to undertake 'daily living activities' must be **limited** by your physical or mental health condition. You need to score 8 or more points to get this rate.

*Enhanced rate* - your ability to undertake 'daily living activities' must be **severely limited** by your physical or mental health condition (you need to score 12 or more points to get

this rate). You will also get this rate if you are terminally ill.

The daily living activities are:

1. Preparing food
2. Taking nutrition
3. Managing therapy or monitoring a health condition
4. Washing and bathing
5. Managing toilet needs or incontinence
6. Dressing and undressing
7. Communicating verbally
8. Reading and understanding signs, symbols and words
9. Engaging with other people face to face
10. Making budgeting decisions.

### Mobility Component

*Standard rate* - your ability to undertake 'mobility activities' must be **limited** by your physical or mental condition. You need to score 8 or more points to get this rate.

*Enhanced rate* - your ability to undertake 'mobility activities' must be **severely limited** by your physical or mental condition. You need to score 12 or more points to get this rate.

The mobility activities are:

1. Planning and following journeys
2. Moving around.

## 4. How do you score points?

The score you get for each activity depends on how well you can carry it out, or how much help you need to carry it out. There are a set of statements (or 'descriptors') for each activity which describe how well you can do it. The descriptors carry points. You can only score points for one descriptor within each activity. If more than one descriptor applies to you, the one that scores highest is chosen. For a descriptor to

apply, it must be satisfied on over 50 per cent of days in a one-year period.

**► Note:** A descriptor only applies if you can complete it safely, to an acceptable standard, repeatedly and within a reasonable period.

You may score points if you require assistance, supervision, prompting, or need to use an aid or appliance to perform the activities. For example, you will score four points if you need assistance to prepare or cook a simple meal.

**Example:** *Albert is 62 years old and lives alone. He has bad arthritis in his shoulders and back and finds a lot of things, especially washing and dressing virtually impossible. On some days he does not get dressed fully. He scores points for the following activities: Activity 4: Washing & bathing – 4 points (Needs assistance to be able to wash their body between the shoulders and waist). Activity 6: Dressing – 4 points (Needs assistance to be able to dress or undress their upper body). He scores 8 points in total and gets the standard rate daily living component.*

See [Appendix 1](#) for a full list of the activities and descriptors. See [page 1](#) for details of the government's planned changes to PIP.

## 5. If you are terminally ill

You are automatically entitled to the enhanced rate of the daily living component if you are terminally ill and death could reasonably be expected within twelve months. You still need to apply but will not have to satisfy the 3-month waiting period or the [presence test](#). You will need to satisfy the disability conditions to qualify for the mobility component but won't have to complete a separate form.

Your claim is referred to as a 'special rules' claim if you are terminally ill and can be 'fast-tracked'. It's important to state this. Ask your doctor, consultant or specialist nurse/doctor if they can complete a SR1 form for you to send in with your claim form detailing your condition. You will not have to attend a medical. Special rules PIP claims can be made by another person on behalf of a terminally ill person without their knowledge or consent.

## 6. How to claim

Call the Department for Work and Pensions (DWP) to start/register your PIP claim and complete part one of the form with them over the phone. Someone else can also do this on your behalf.

Telephone 0800 917 2222

Textphone 0800 917 7777

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 917 2222

Monday to Friday, 8am to 5pm

If another person makes the phone call on your behalf, you will need to be present to confirm your identity unless the person calling has been officially appointed to deal with your claims. See [page 5](#) if you need help from another person to register your claim.

You will need to confirm your identity and provide basic information such as your national insurance number, address, phone number, date of birth, bank/building society details, your doctor's details (name, telephone number, postcode) and any health/social care worker that supports you. Plus, any recent periods spent abroad, in hospital or in residential care. Try to have this information ready when you call.

### **If you cannot register your claim by phone**

Claimants who are unable to request a PIP1 form by phone can request one by writing to Freepost DWP PIP1 (you do not need a stamp).

However, note that this will delay your date of claim. Your letter should include:

- your full name and title (Mr, Mrs etc)
- your address and postcode
- text that says 'Please send me a PIP paper claim form'.

The DWP will record the request and post a form to you – you should receive it within two weeks. You will have one month from the date the DWP receives your request to return the completed form. If so, the date they received your request will be treated as your date of claim. Due to postal timescales and delays, the DWP advise customers to telephone if possible as this preserves an earlier date of claim.

Note that if you need someone to help you start your claim by phone, you can ask for someone else to be added to the call to support you to register a claim.

You can also request email communication if this is needed due to your disability or health condition.

Visit [gov.uk/pip/how-to-claim](https://gov.uk/pip/how-to-claim) for further information about other ways of accessing DWP services such as the Video Relay Service, Textphone and Relay UK for customers with hearing/sight impairments).

### **If you are a borough resident**

Royal Greenwich residents who cannot claim by phone and have no one to help can call our [Public Advice Line](tel:02089216375) (020 8921 6375) for support.

Make sure you also tell the DWP if you are going to need additional help with the claim

or if you have one of the following conditions:

- mental ill-health (such as dementia, anxiety, depression, obsessive-compulsive disorder, psychosis, schizophrenia or personality disorder)
- Behavioural problems
- Learning difficulties
- Developmental delay or disorder (such as autism)
- Memory problems.

► **Note:** if you have difficulties with the form the DWP may allow you extra time, or may make their assessment in another way, for example, by phone or ask you to attend a medical.

After registering your claim, you will be sent a copy of the completed claim form to check, sign and return. Your claim will be closed if you don't return it within the time limit. Try to get a certificate of posting when you return the form.

Once you've registered your claim, the DWP will send you a form called 'How your disability affects you' (PIP2). They will issue this form once they have received your completed PIP1 form.

The PIP2 form asks about your disability or health condition and how it affects you.

When you register your claim, the DWP should give you the choice to either receive the form by post or complete it online. If you choose to fill it in online, the DWP will email you a link to the form. If it's your first time using the online service, you'll need to create a password.

Contact our advice line for borough residents (020 8921 6375) if your form is

delayed or if you are having any other difficulties with your PIP claim.

### **Time limits for completing the PIP2 form**

You must normally return the completed form within one month of the date it was issued to you. You will find the return by date on the covering letter that is issued with the form. The DWP should automatically issue a reminder after 19 days if they have not received your form. The deadline can be extended if you're having problems getting the form completed – call 0800 917 2222 as soon as possible and get advice if your request for an extension is refused.

If you don't return the form and no additional needs were identified when you made the claim (such as a mental health condition or learning disability), your claim may be rejected unless you can show that you had a good reason - [get advice](#).

### **If you need help with the form**

Please call our advice line for borough residents (020 8921 6375) - we may be able to assist or suggest an organisation that can help.

### **Completing the PIP2 form**

When filling in the form, give plenty of detail and examples of the difficulties you have with different activities. Describe your condition when doing different things when you are at your worst, your best and how you are most days. Send a copy of any evidence you have to support your claim with the form (such as from your carer or a health professional involved in your care).

### **Tips on completing the form**

- If you are affected by a mental health condition or a learning disability, make sure you include full details on the form.
- Don't be put off by the size of the form. It is your own assessment of your daily living needs and mobility difficulties, so take your time and continue on extra pages if needed.
- Ask someone (a relative, carer, friend or social worker) to help if needed.
- Include full details of professionals who know you well and let them know you are applying.
- Many people find the form difficult to fill in so it's important to get advice if you need it before completing it. For example, the points scoring system is not explained. Do mention if someone has completed the form for you.
- Try to answer all the questions and provide as much information as you can. Describe any difficulties you have doing things for yourself and explain what you cannot do. Point out if an activity takes a long time or causes pain or fatigue or puts you at risk or if you are unable to do it properly or as often as you need to. Also remember to explain if someone must remind or encourage you to do certain things or helps you in any other way.
- Compare your answers with the information in [appendix 1](#) and [2](#) to try to work out your likely points score.
- Remember to explain about "worst" days if your health varies.
- Mention any aids or appliances you use to help manage the activities and any difficulties you have using them.
- Keep a diary (say for two weeks) and use it to help you complete the form.
- Send in any evidence that supports your claim (such as letters or reports from



doctors or other professionals involved in your care). Good supporting evidence will improve your chances of getting the right decision, so the more relevant evidence you have, the better.

- Keep a copy of the form (and any supporting evidence you include) if you can and send it by recorded delivery or get a free certificate of postage from the Post Office. Keep it in a safe place in case you need evidence that you sent it.

Remember to tell your doctor that you are applying for PIP and that s/he may be contacted. Also, let them know of the problems you have with daily living and difficulties getting around.

## 7. The health assessment

Most claimants will be asked to attend an assessment with an independent health professional – this will be used to assess whether you satisfy the disability conditions for PIP.

The Health Assessment Advisory Service (HAAS) have taken over providing assessments from September 2024. HAAS is part of the DWP, however the assessors that carry out most of PIP assessments in London are from a private company called [Ingeus](#).

Most assessments are carried out over the phone, but some are carried out on paper, face-to-face or by video. They may not be necessary for people with very severe health conditions or disabilities, who are terminally ill, or where the DWP already have enough evidence to determine entitlement. This is decided on a case-by-case basis.

You must be given at least 7 days' notice of the date and time of the assessment (unless you have agreed to a shorter period) and of the location (for face-to-face assessments). You have the right to have someone with you if you wish. They will try to avoid calling you in for an assessment if they know you have an appointee.

You can also ask to have your assessment recorded, but you will need to request this in advance – try to do this as soon as possible. You can also make your own audio (not video) recordings of a face-to-face assessment and do not need permission to do so.

► **Note:** Please get advice if you run into difficulties or if you are likely to struggle with the type of assessment you have been given and you think another method would be more appropriate (such as face-to-face rather than telephone). You can ask for a review if you're unhappy and your claim will be paused while your request is considered. Make sure that you exercise your appeal rights if this is refused, and you are unhappy with the PIP decision ([see section 10](#)).

**If you cannot attend your assessment -** inform the office that arranged it without delay. Try to do this in writing and keep a copy for your records. If you telephone as well, remember to make a note of your conversation including who you speak to and the date and time of your call. Keep this in a safe place in case you later need evidence that you contacted them. Confirm it in writing if you can.

► **Note:** Your PIP claim will be rejected if you miss your assessment without good cause.

## During the assessment

The health professional will assess your ability to carry out the PIP activities and look at your claim form and any medical evidence from your GP or consultant.

You will be asked about your condition and your daily life. They may ask about daily activities, such as watching television. When answering, it's important to explain your abilities/difficulties as fully as you can. For example, even though you may be able to follow an hour-long programme on the television, tell them if you need to get up and move around, or change position several times to do so. Do say if you can only perform an activity with pain or it causes fatigue either that day or in following days.

If your condition or ability varies from day to day – remember to tell them. Also tell them about the effect of your condition over time, not just on the day of your assessment.

At a face-to-face assessment, they may ask about your journey, and how you intend to travel back. If you have a physical disability, they will examine you and may ask to observe you performing certain tasks or movements. They will also observe how you cope with activities (such as walking into the room, getting up and down from a chair, removing your coat, handling your bag and holding a conversation) and can draw conclusions from your answers and your general manner. So, do explain any difficulties you had with the journey, or while you were in the waiting area.

If English is your second language you may need to have someone with you to interpret. Contact Ingeus as soon as possible if you need an interpreter (0800 008 3075).

## Face to Face assessments

If you are invited to a face-to-face consultation, the assessment centre should be no more than 90 minutes away on public transport. If you feel that it's too far for you to attend, contact Ingeus or visit the website to check if they have any available appointments at a closer venue (<https://haas.ingeus.co.uk/assessments/personal-independence-payment>) or [get advice \(020 8921 6375\)](tel:02089216375).

If you cannot travel to an assessment due to your disability or health condition (and a phone or video consultation is inappropriate), you can ask for a home visit. You'll need to provide evidence from your doctor explaining why you cannot attend. Your claim may be refused if your request is rejected and you don't attend.

**► Tip:** Please note that if you are offered an appointment on a Sunday, it will be difficult if on the day you have a problem with transport or are unwell, as you may not be able to speak to Ingeus to explain until their lines open on Monday.

You can reclaim your travelling expenses, and your companion's if you need someone to go with you. If you are claiming for a companion's travel costs, you must call Ingeus the day before your assessment to get this approved.

If you cannot travel by public transport, you may be able to claim for reimbursement of taxi fares, but will need to [contact Ingeus first](tel:08000083075) (0800 008 3075). An expenses form and a pre-paid envelope should be included with your appointment letter. You can also request an expenses form at your assessment.



## Comments and complaints

If you have a comment or complaint about your assessment, Ingeus has a complaints procedure you can follow.

You can contact their Customer Relations team in any of the following ways:

- **Phone:** 0800 008 3075
- **Email:**  
[Lot4.CustomerRelations@haas.dwp.gov.uk](mailto:Lot4.CustomerRelations@haas.dwp.gov.uk)
- **Post:** Ingeus, 2<sup>nd</sup> Floor, Cavendish House, Princes Wharf, Thornaby, Stockton on Tees TS17 6QY.

You can also ask for a feedback form at the assessment centre. To read more about their complaints process, visit:

<https://haas.ingeus.co.uk/contact-ingeus>

## 8. What happens after the assessment?

After your assessment, the DWP case manager will consider all the evidence (including the health professional's report) and decide if you are entitled to PIP. They will also decide the rate and length of the award - this will be based on your needs and the likelihood of your condition changing.

► **Note:** if you don't provide any information or evidence that you are asked for, or fail to attend and participate in an assessment, the DWP can decide that you don't qualify for PIP.

## 9. After you receive your PIP decision

You will receive a written decision telling you if your claim has been successful, and, if so, the components you have been awarded. It should also say how long your award is for.

If you are successful, awards are normally for a fixed period, unless this is inappropriate (for example because your needs are likely to remain broadly the same and improvement or response to treatment is unlikely).

There is no backdating beyond the date of claim. Advance claims can be made if the conditions will be satisfied within 3 months of the date of the decision.

### If you are awarded PIP

Your PIP will be paid 4-weekly in arrears or weekly in advance for claimants who are terminally ill.

An award may mean that you ([and your carer](#) if you have one) may now be entitled to further help – get advice. If you already receive benefits (such as Housing Benefit, Council Tax Support or income-related Employment and Support Allowance) or tax credits these may now increase. Remember to notify the relevant benefit offices that you have been awarded PIP as soon as possible.

Note that you may be able to get your council tax bill reduced even if you cannot get Council Tax Support (for example if your home has been adapted to meet your needs). If you would like more information about Council Tax discounts and exemptions or a free benefits check, please call our advice line on 020 8921 6375 or visit the Royal Borough website:

[royalgreenwich.gov.uk/reduce-your-council-tax-bill](https://royalgreenwich.gov.uk/reduce-your-council-tax-bill)

### If your claim is refused or you get a lower rate than you expect

Get advice straight away if your PIP claim is refused or you get a lower rate than you expect. You can ask for your claim to be

looked at again (this is called a [mandatory reconsideration](#)), but you only have **one month** from the date of the decision to do this. However, the time limit can be extended in some circumstances and, if your mandatory reconsideration request is rejected because it is late, you have the right to appeal to an independent tribunal against the disputed decision. Your award could be increased, reduced, or stopped altogether.

It may be helpful to provide additional information or evidence in support of your mandatory reconsideration. The DWP will look at your claim again and let you know whether they can change their previous decision. It is worth getting advice, as many people who challenge benefit decisions are successful – ring our [Public Advice Line](#).

## Appeals

If you are still not satisfied with the decision, you can then appeal to an independent tribunal. This may seem daunting, but don't be put off – most PIP appeals are successful with claimants getting a better award than they originally received from the DWP.

The time limit for appealing is **one month** from the date of the mandatory reconsideration decision. You must have asked for a reconsideration and had a decision on that request before you can appeal. Get advice before appealing. Your appeal should be in writing on a SSCS1 appeal form. You can [submit your appeal online](#) or [download the form](#) and post it.

### Important – please note

The DWP may contact you at this stage and offer to revise part, but not all, of your award. If you accept this, your appeal will no longer go ahead. If you receive a call like this, get advice about what to do

before accepting any offer. You don't have to accept and should not be pressured into making a decision. Note that you can still appeal even if you've accepted an offer and previously agreed not to appeal.

It's normally best to ask for a hearing in person on the SSCS1 form – called an oral hearing as this will improve your chances of success. Oral hearings can be face-to-face (in person) or by telephone, video link or other technology (these are remote hearings). If you don't request an oral hearing the tribunal will assume that you are okay with a paper hearing.

If you are offered a remote hearing, you will need to be in a quiet room where you won't be interrupted. You have the right to have someone with you, such as a representative, family member, friend, or support worker. Ask for an adjournment if you're struggling with this process (for example due to your disability or health condition) and it's not working for you. [Get advice \(020 8921 6375\)](#) if your request is refused.

## Tips if you are disputing a decision

- Ask for a copy of the health professional's report so you can see which areas you might need to clarify or dispute.
- Provide further supporting evidence if possible (medical and non-medical).
- [Get advice](#) about preparing your case.
- Attend your remote appeal!

Although the appeals process can be stressful and take a long time, it is worth considering given that most are successful. The tribunal panel will do their best to put you at ease.

## 10. What happens if you're getting Disability Living Allowance?

PIP is gradually being introduced for existing Disability Living Allowance (DLA) claimants.

If you're already getting DLA, you will need to apply for PIP at some point if you were 16 or over but under 65 on 8 April 2013 (even if you have a lifetime or indefinite DLA award). The reassessment process is described below.

You'll also need to apply for PIP in the following circumstances:

- at the end of a fixed DLA award
- when you reach age 16
- if you report a relevant change in circumstances (such as a change in your care or mobility needs). Please [get advice \(020 8921 6375\)](tel:02089216375) before you apply as a claim will bring your DLA to an end even if you subsequently change your mind.

There is no automatic transfer process from DLA to PIP – you will need to apply when invited to do so.

Some claimants already getting DLA in England, Northern Ireland, and Wales were being randomly invited by the DWP to claim PIP. This process is currently on hold and is expected to start again in April 2028.

**You don't have to do anything until you receive a letter from them.** Your DLA award will end if you decide not to claim.

When you receive the letter, you will have 28 days to claim (this can be extended if the DWP thinks it is reasonable). You may

receive a text message reminding you to claim.

**Remember:** if you have given the DWP your mobile number, they may use this to contact you about your claim. Make sure you inform them if you change your number!

If you don't apply for PIP within the time limit, your DLA will be suspended from your next payment day. The DWP should write to tell you this and give you a further 28 days to submit your PIP claim. Your DLA will end if you don't apply within this period. The DWP has the discretion to extend this period in exceptional circumstances, if it is reasonable (for example if you have gone into hospital), but you need to request this extension.

If you apply for PIP within the time limits, you carry on getting DLA until your PIP claim has been decided. If you qualify for PIP, you will be moved on to it. If the DWP decide that you do not qualify for PIP, your DLA will end.

If you pass the PIP test your award will begin 4 weeks after the decision is made. You will not have to meet the PIP 3-month qualifying period, but you will have to satisfy the 9-month ahead test.

[Get advice](#) if your DLA stops because you did not attend an assessment or provide evidence requested by the DWP and had a good reason.

### **People getting DLA or PIP who are 65+ or have reached state pension age**

If you get Disability Living Allowance (DLA) and were already aged 65 or over on 8 April 2013 (when PIP was introduced), you can stay on DLA as long as you still meet the conditions. You do not have to move to PIP.

If you were under 65 on that date, you will be asked to move to PIP in the future, no matter how old you are now.

If you are already getting PIP and then reach State Pension age, you can keep getting PIP as long as you're still entitled to it.

[If your condition changes](#), it's a good idea to get advice to see how this might affect your benefit.

### Children under 16 who are getting DLA

When a child getting DLA is approaching 16, the DWP will contact their parent or carer to let them know it's time to start preparing to claim PIP instead.

## 11. Armed Forces Personnel and Veterans

If you are currently or have previously been a member of the Armed Forces, you may be able to get the Armed Forces Independence Payment (AFIP) instead of PIP. The amounts of the payments and the rules are slightly different. Visit the GOV.UK website for details ([gov.uk/claim-for-injury-received-while-serving/armed-forces-independence-payment-afip](https://gov.uk/claim-for-injury-received-while-serving/armed-forces-independence-payment-afip)) or contact Veterans UK on 0808 191 4218 (Monday to Thursday 7.30am-6.30pm; Friday 7.30am to 5pm).

## 12. Will getting PIP help you with other transport costs?

### The Motability Scheme

Motability is a national charity and provides grants to disabled people who would otherwise be unable to afford the vehicle, adaptations or the driving lessons they need.

If you are awarded the enhanced rate of PIP mobility component, you can use it to lease

a new car, scooter or powered wheelchair under the Motability scheme. You will need to have at least 12 months remaining on your PIP award to qualify. Parents or carers can drive on your behalf and non-drivers can also apply.

Visit Motability's website for more information ([motability.co.uk/about](https://motability.co.uk/about)) or call 0300 456 4566 (Monday to Friday 8.30am to 6pm and Saturday 9am to 1pm).

### Other help

If you have scored at least 8 points for the 'moving around' activity you will automatically qualify for a **Blue Badge** – this is a government scheme to enable people with mobility difficulties to park closer to their destination.

If your vehicle is not already exempt and you hold a Blue Badge you can also get a [Congestion Charge exemption](#) in central London and through the Blackwall and Silvertown tunnels for a £10 admin fee. Apply online at [tfl.gov.uk](https://tfl.gov.uk) or call 0343 222 2222.

You will be exempt from [Vehicle Excise Duty \(road tax\)](#) if you get the enhanced rate of PIP mobility component. You will also get a 50 per cent discount if you receive the standard rate mobility component. Claim the exemption when you [apply for road tax](#).

You may also qualify for additional concessions, such as a [Disabled Persons Freedom Pass](#), a [free bus pass](#) or the [Taxicard Scheme](#).

Visit the Royal Greenwich website for more information about these schemes ([royalgreenwich.gov.uk](https://royalgreenwich.gov.uk)) or contact the council's Mobility Team (020 8921 2387 or email [mobility-duty@royalgreenwich.gov.uk](mailto:mobility-duty@royalgreenwich.gov.uk)).

### 13. PIP reviews and renewals

Most PIP awards are for a set period and reviewed regularly depending on the likelihood of your condition or needs changing. If your condition is not expected to improve, your award will be reviewed no sooner than every 18 months. Even ongoing awards are reviewed from time to time.

For the review, you'll be sent a shorter version of the PIP2 form to complete. It's important to return it on time or your entitlement may end. But you can ask for an extension if needed. Your award could change following the review. If you're over pension age or have a severe, lifelong condition with enhanced rate awards of the daily living and mobility components, you'll get a 'light-touch' review every 10 years using a simpler form and usually without a new assessment.

If you have a fixed-term PIP award, it's usually reviewed about one year before it ends. The DWP can decide to extend it at that point.

If your award is not reviewed or extended in this way, you can make a renewal claim up to six months before your award ends. The DWP should contact you around three months before your award is due to end to remind you to renew your claim.

Renewing early helps avoid gaps in payment, but the DWP could reduce or stop your current award before the fixed period ends if they think your needs have reduced. It's important to get advice if you're unsure about when to renew.

### What to do if your PIP review or renewal decision is delayed

Note that your PIP will stop and your other linked benefits may be affected if your fixed term award comes to an end before a decision is made on your renewal claim or review. Make a complaint if the decision is delayed and you're advised that your award will end before it can be assessed. Please contact us on 020 8921 6375 if you need advice about a PIP review or renewal and are experiencing delays.

### 14. If your circumstances change

Your PIP award could increase or decrease if your circumstances change, for example if your health improves or your condition deteriorates. You must notify the DWP of any changes you have been told to report as soon as possible (ideally in writing), and of any changes you might reasonably be expected to know could affect your entitlement. This is important to ensure that you are being paid the correct amount and to avoid an overpayment or underpayment of benefit.

### 15. Benefits for your carer

If someone looks after you regularly, they may be able to claim Carer's Allowance. Both daily living components of PIP act as a passport to Carer's Allowance (CA) for your carer (as do the middle and higher rate care components of DLA and any rate of Attendance Allowance). If your carer is on Universal Credit (UC) and provides care for at least 35 hours a week, an extra amount called a carers element can be included in their UC even if they don't get CA.

**But note that your benefits may be affected if you live alone and your carer claims Carer's Allowance or receives a carers**



element in their UC. It's important to get advice before they claim!

Royal Greenwich Welfare Rights Service can also help your carer work out which benefits they might be able to claim (see below).

## 16. For more information

For benefits advice and/or to check if you're missing out on any entitlements, contact:

**Welfare Rights Service**

**Public Advice Line**

**(for borough residents only)**

**020 8921 6375**

**Textphone 18001 020 8921 6375**

**Mon, Wed, Thurs: 10am -1pm**

You can also send an enquiry via the website using an [online contact form](#).

Drop-in face-to-face advice is available at locations around the borough (excluding public holidays) – find out more here:

[www.royalgreenwich.gov.uk/advicehubs](http://www.royalgreenwich.gov.uk/advicehubs)

Alternatively, visit the Royal Greenwich website ([www.royalgreenwich.gov.uk](http://www.royalgreenwich.gov.uk)) to view benefit pages, [download factsheets](#) or use our free [online benefit calculator](#).

### Department for Work and Pensions

The government website includes detailed information about PIP for claimants and professionals [www.gov.uk/pip](http://www.gov.uk/pip)  
Call 0800 917 2222 to start your PIP claim.

### Ingeus

Ingeus is the provider that carries out PIP health assessments for the DWP.  
0800 188 4881

Textphone 18001 0800 188 4881 (or visit the website to use SignVideo facility)

[www.mypipassessment.co.uk](http://www.mypipassessment.co.uk)

## 17. Useful contacts

### Benefits and Work

[www.benefitsandwork.co.uk](http://www.benefitsandwork.co.uk)

Offers detailed and practical information and tips on PIP and other disability benefits, including factsheets and guides. You need to subscribe to download the more detailed information and guides, but there are also lots of free resources available to people who register with the site.

### Rethink Mental Illness

[www.rethink.org](http://www.rethink.org)

Advice service: Freephone 0808 801 0525

Rethink is a national charity that supports people affected by mental illness. They offer practical advice on things like the Mental Health Act, community care, benefits, and living with a mental health condition. Their website also includes helpful information about benefits.

### Disability Rights UK

[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

Leading charity run by and for people with lived experience of disability. Resources include a range of useful factsheets.

### Greenwich Advice & Benefits Service

[For Housing Benefit and Council Tax Support](#)

- The Woolwich Centre,  
35 Wellington Street, SE18 6HQ; or
- The Eltham Centre, 2 Archery Road,  
Eltham SE9 1HA

Telephone: 020 8921 4900

Textphone: 18001 020 8921 4900

Email: [benefits@royalgreenwich.gov.uk](mailto:benefits@royalgreenwich.gov.uk)



**Welfare Rights Service**

Woolwich Centre

35 Wellington Street

London SE18 6HQ

Telephone 020 8921 6375

Textphone 18001 020 8921 6375

[www.royalgreenwich.gov.uk](http://www.royalgreenwich.gov.uk)

## Appendix I: Activities and descriptors

Chose the descriptor that best describes your ability to complete the activity:

- **safely/reliably** (in a manner unlikely to cause harm to you or to another person, either during or after completion of the activity)
- to an **acceptable standard**
- **repeatedly** (as often as you need to repeat the activity); and
- **in a reasonable time period.**

The decision maker should take into account any pain, breathlessness or tiredness you feel when carrying out an activity, and also take into account any aid or appliance you normally wear or use or could reasonably be expected to wear or use.

If you have a fluctuating condition the most appropriate descriptor will be the one which is likely to apply for the greatest proportion of that time.

<b>Daily living activities and descriptors</b>	<b>Score</b>
<b>Activity 1 Preparing food</b>	
a. Can prepare and cook a simple meal unaided	0
b. Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	2
c. Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	2
d. Needs prompting to be able 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
<b>Activity 2 Taking nutrition</b>	
a. Can take nutrition unaided.	0
b. Needs: <ul style="list-style-type: none"> <li>i. to use an aid or appliance to be able to take nutrition; or</li> <li>ii. supervision to be able to take nutrition; or</li> <li>iii. assistance to be able to cut up food.</li> </ul>	2
c. Needs a therapeutic source to be able to take nutrition.	2
d. Needs prompting to be able to take nutrition	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
<b>Activity 3 Managing therapy or monitoring a health condition</b>	
a. Either: <ul style="list-style-type: none"> <li>i. does not receive medication or therapy or need to monitor a health condition;</li> <li>ii. or can manage medication or therapy or monitor a health condition unaided.</li> </ul>	0
b. Needs any one or more of the following: <ul style="list-style-type: none"> <li>i. to use an aid or appliance to be able to manage medication;</li> <li>ii. supervision, prompting or assistance to be able to manage medication;</li> <li>iii. supervision, prompting or assistance to be able to monitor a health condition.</li> </ul>	1
c. Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week.	2
d. Needs supervision, prompting or assistance to be able to manage therapy that takes more than 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

<b>Activity 4 Washing and bathing</b>	
a. Can wash and bathe unaided.	0
b. Needs to use an aid or appliance to be able to wash or bathe.	2
c. Needs supervision or prompting to be able to wash or bathe.	2
d. Needs assistance to be able to wash either their hair, or body below the waist.	2
e. Needs assistance to be able to get in or out of a 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
<b>Activity 5 Managing toilet needs or incontinence</b>	
a. Can manage toilet needs or incontinence unaided.	0
b. Needs to use an aid or appliance to be able 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
<b>Activity 6 Dressing and undressing</b>	
a. Can dress and undress unaided.	0
b. Needs to use an aid or appliance to be able to dress or undress.	2
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 be able to dress or undress their lower body.	2
e. Needs assistance to be able to dress or undress their upper body.	4
f. Cannot dress or undress at all.	8
<b>Activity 7 Communicating verbally</b>	
a. Can express and understand verbal information unaided.	0
b. Needs to use an aid or appliance to be able to speak or hear.	2
c. Needs communication support to be able to express or understand complex verbal information.	4
d. Needs communication support to be able to express or understand basic verbal information.	8
e. Cannot express or understand verbal information at all even with communication support.	12
<b>Activity 8 Reading and understanding signs, symbols and words</b>	
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.	2
c. Needs prompting to be able to read or understand complex written information.	2
d. Needs prompting to be able to read or understand basic written information.	4
e. Cannot read or understand signs, symbols or words at all.	8

<b>Activity 9 Engaging with other people face to face</b>		
a.	Can engage with other people unaided.	0
b.	Needs prompting to be able to engage with other people.	2
c.	Needs social support to be able 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
<b>Activity 10 Making budgeting decisions</b>		
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

<b>Mobility activities and descriptors</b>		<b>Score</b>
<b>Activity 1 Planning and following journeys</b>		
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 an orientation aid.	12
<b>Activity 2 Moving around</b>		
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



## Appendix 2: Definitions for activities and Descriptors

These definitions for the activities and descriptors are the legal test as laid out in the Social Security (Personal Independence Payment) Regulations 2013

“aided”	means with – (a) the use of an aid or appliance; or (b) supervision, prompting or assistance;
“assistance”	means physical intervention by another person and does not include speech; (the assistance is to help the claimant complete the activity – including doing some but not all of the activity in question. To apply, assistance only needs to be required for part of the activity)
“assistance dog”	means a dog trained to guide or assist a person with a sensory impairment;
“basic verbal information”	means information in your native language conveyed verbally in a simple sentence;
“basic written information”	means signs, symbols and dates written or printed standard size text in your native language;
“bathe”	includes get into or out of an unadapted bath or shower;
“communication support”	means support from a person trained or experienced in communicating with people with specific communication needs, including interpreting verbal information into a non-verbal form and vice versa;
complex budgeting decisions	means decisions involving– (a) calculating household and personal budgets; (b) managing and paying bills; and (c) planning future purchases;
“complex verbal information”	means information in your native language conveyed verbally in either more than one sentence or one complicated sentence;
“complex written information”	means more than one sentence of written or printed standard size text in your native language;
“cook”	means heat food at or above waist height;

“dress and undress”	includes put on and take off socks and shoes;
“engage socially”	means– (a) interact with others in a contextually and socially appropriate manner; (b) understand body language; and (c) establish relationships
“manage incontinence”	means manage involuntary evacuation of the bowel or bladder, including use a collecting device or self-catheterisation, and clean oneself afterwards;
“manage medication”	means take medication , where a failure to do so is likely to result in a deterioration in your health;
“manage therapy”	means undertake therapy, where a failure to do so is likely to result in a deterioration in health
“medication”	means medication to be taken at home which is prescribed or recommended by a registered – (a) doctor; (b) nurse; or (c) pharmacist;
“monitor a health condition”	means– (a) detect significant changes in your health condition which are likely to lead to a deterioration in your health; and (b) take action advised by a – (i) registered doctor; (ii) registered nurse; or (iii) health professional who is regulated by the Health Professions Council, without which your health is likely to deteriorate;
“orientation aid”	means a specialist aid designed to assist disabled people to follow a route safely;
“prepare”	in the context of food, means make food ready for cooking or eating;
“prompting”	means reminding, encouraging or explaining by another person; (does not include physically helping the claimant achieve the activity. To apply this only needs to be required for part of the activity.)
“psychological distress”	means distress related to an enduring mental health condition or an intellectual or cognitive ‘impairment;
“read”	includes read signs, symbols and words but does not include read Braille;

“simple budgeting decisions”	means decisions involving– (a) calculating the cost of goods; and (b) calculating change required after a purchase;
“simple meal”	means a cooked one-course meal for one using fresh ingredients;
“social support”	means support from a person trained or experienced in assisting people to engage in social situations;
“stand”	means stand upright with at least one biological foot on the ground;
“supervision”	means the continuous presence of another person for the purpose of ensuring your safety; (The risk must be likely to occur in the absence of such supervision. To apply, supervision must be required for the full duration of the activity)
“take nutrition”	means– (a) cut food into pieces, convey food and drink to one’s mouth and chew and swallow food and drink; or (b) take nutrition by using a therapeutic source;
“therapeutic source”	means parenteral or enteral tube feeding, using a rate-limiting device such as a delivery system or feed pump;
“therapy”	means therapy to be undertaken at home which is prescribed or recommended by a (a) registered– (i) doctor; (ii) nurse; or (iii) pharmacist; or (b) health professional regulated by the Health Professions Council;
“toilet needs”	means– (a) getting on and off an unadapted toilet; (b) evacuating the bladder and bowel; and (c) cleaning oneself afterwards; and
“unaided”	means without– (a) the use of an aid or appliance; or (b) supervision, prompting or assistance.