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The main things to know about Personal Independence Payment



What is benefits money?

Benefits money is money you can get to help pay for things you need.

The money comes from the government.



The government people who decide what benefits money you can get are called the Department for Work and Pensions.

They are called the DWP for short.



Benefits money can be hard to understand. Ask someone you know for help if you need it.



You can find out more about where to get help on page 16.

What is Personal Independence Payment?



Personal Independence Payment is a new type of benefits money.

It is called **PIP** for short.



It is for people with a disability or serious health problem.



Personal Independence Payment is for people aged 16 to 64.

It is instead of another benefit called Disability Living Allowance or DLA for short.



Personal Independence Payment is to help disabled people with the extra things they need because of their disability.



If you are aged 16 - 64 and you get Disability Living Allowance you will stop getting it in the future.



You may be able to get Personal Independence Payment instead. But you will need to ask to get it.



The benefits people at the DWP will be in touch with you about what to do some time after October 2013.



Some people might not be contacted until October 2015. This includes people who get DLA and have been told that they will get it for life.



If you don't get Disability Living Allowance you can ask to get Personal Independence Payment from June 2013.



To get Personal Independence Payment it does not matter

- if you have a job or don't have a job
- how much money you have.



Personal Independence Payment is split into 2 parts

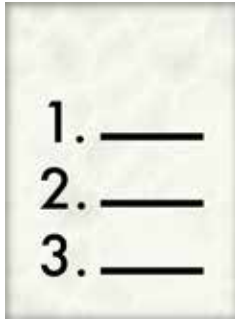
- money for people who need help to take part in things everyday. This is called the daily living part.
- money for people who need help to get around. This is called the mobility part.



Some people can get money for both parts.



You can choose how you spend your Personal Independence Payment money.



There are some rules about who can get Personal Independence Payment.



There will be some checks to see

- if you can get Personal Independence Payment
- how much money you need.



The checks will look at what help you need because of your disability or health problem.



You may have to go to a meeting with a health person like a nurse. They will look at how your disability or health problem affects you.



The benefits people at the DWP will look at all the information they have about you and decide if you can get Personal Independence Payment.



If you are not happy with their decision you can ask them to look at it again.

More information about Personal Independence Payment



If you get Personal Independence Payment you may only get it for a set amount of time, like 2 years or 5 years.



There will be checks after this to see if you still need it.



There are some rules for people who stay in hospital or live in a care home.



Ask the benefits people at the DWP or people who support you for more information about this.

How to ask for Personal Independence Payment



1. You have to phone the benefits people at the DWP and tell them you would like Personal Independence Payment

Call them on **0800 917 2222**

Text phone **0800 917 7777**



From Monday to Friday 8am to 6pm.

They will ask you for some information. Go to page 14 to find out what they will ask you for.



If you can't answer the questions on the phone you can ask them to

- send you a form to fill in later
- come round and visit to help you fill in the form.



Or someone can phone for you if you like.



2. The benefits people will send you a form to fill in if they think you could get Personal Independence Payment

The form will ask you some questions about your disability and health.

Say as much as you can about

- what help you need to do things
- who you need help from
- how long it takes you to do things.



You can ask for help to fill in this form from people you know well like your family or a support worker.



You have **1 month** to send the form back from the date it was sent to you.

You will need to tell the DWP if you need more time.

You can also send other information back with your form.



This could be something like a letter to say how your disability affects you.



3. You will usually have to meet with a health person

The health person you meet will ask you questions about your disability.

They will talk to you about what help you need with



- doing everyday things
- getting around.



They may ask to do some checks on your body. They must ask you if this is ok first.



You can have someone with you if you like.



The meeting with the health person may be at your home or somewhere else.

You must go to the meeting if you want to get Personal Independence Payment.



4. The benefits people at the DWP will decide if you can get Personal Independence Payment

They will look at what you say and what other people like the health people say about you.



They will look at how much help you need to do things every day and to get around.



They will send you a letter to say if you can get Personal Independence Payment or not.



If they say no, they may call you to tell you why.



5. You can ask the benefits people to look at their decision again if you are not happy with it



It is best to write them a letter to say why you are not happy.



You have **1 month** to do this from when they told you their decision.

They will look at their decision again.



If you are unhappy with the new decision you can ask for someone else to look at it.

This will be someone who does not work for the DWP.



When someone looks at the decision again for you it is called an **appeal**.



You must ask for this within **1 month** of the new decision.

What information the benefits people will ask you for



When you phone the benefits people to ask for Personal Independence Payment you will need to give them some information about you.

This is what you will need to tell them



- Your name, address and phone number.



- Your National Insurance number.

This is a number most people get when they are 16. You may have a National Insurance Card. It has the number on it.



- The day, month and year you were born.



- Where you were born.



- Your bank or building society account details.



- Who your doctor is or other health people you see.



- If you have been in hospital or a care home.



- If you have been in another country for a long time.



- If you have a learning disability or something else you may need support with.



- How you want to be paid if you get Personal Independence Payment.



At the end of the call the person will ask you to say if you have given them true information.

You can ask any questions.

How to find out more



Ask someone you know for help if you are not sure.

There is more information about Personal Independent Payment on this website.



It is not in easy words with pictures

www.disabilityrightsuk.org

Or you can call the benefits people at the DWP.



If you already get Disability Living Allowance phone
0345 712 3456

If you don't get Disability Living Allowance phone
0345 850 3322



You can also call some people who work for Mencap called Mencap Direct. They give people information and advice.



Phone them on 0808 808 1111

Email them at help@mencap.org.uk.