

Personal Independence Payment

About this factsheet

This factsheet is about Personal Independence Payment (PIP), a new benefit for people of working age with disabilities that began to replace Disability Living Allowance (DLA) from April 2013. PIP was introduced for new claimants only, in parts of north east and north west England from 8 April 2013. It will be introduced for new claimants across the rest of England and Wales from June 2013. A process to reassess most existing DLA claimants for PIP will start in October 2013 and will not be completed before 2018.

PIP is a tax-free and non-means-tested benefit to help with care and mobility costs incurred as a result of illness or disability. You have to be aged over 16 and under 65 to claim PIP. If you are 65 or over and you have care needs you may be able to claim Attendance Allowance (AA). Please see Age UK's Factsheet 34, *Attendance Allowance*, for more details.

The information given in this factsheet is applicable in England and Wales. Similar rules will apply in Scotland and Northern Ireland. Readers in these nations should contact their respective national offices for information specific to where they live – see section 14 for details.

Section 14 also has details of how to order other Age UK factsheets and information materials and the telephone number for Age UK Advice.

If you need more detailed advice or representation, it is often best to find a local service. Age UK Advice can give you contact details for a local Age UK, or you could contact one of the independent organisations listed in section 13.

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1 What is Personal Independence Payment?

Personal Independence Payment (PIP) is a new benefit for adults who make a claim before the age of 65 and because of long-term illness or disability:

- need help with daily living activities; or
- need help getting around; or
- need help with both of these.

PIP does not depend on National Insurance contributions, is not affected by your other income or savings, and is paid on top of most other benefits or pensions. It is payable whether you are working or not, and it is not taxable.

2 When and where is PIP starting?

PIP was introduced for new claimants in some areas in the North West and North East of England from 8 April 2013. The postcode areas are: BL, CA, CH (except CH1, CH4, CH5, CH6, CH7 and CH8), CW, DH, DL (except DL6, DL7, DL8, DL9, DL10 and DL11), FY, L, LA (except LA2 7, LA2 8, LA6 2 and LA6 3), M, NE, PR, SR, TS (except TS9), WA, and WN. Outside these areas Disability Living Allowance (DLA) is still available to new claimants until 10 June 2013 when all new adult claimants will have to claim PIP. See Age UK's Factsheet 52, *Disability Living Allowance*, for information about DLA.

Between October 2013 and May 2018, the government intends to phase DLA out for adults of working age. If you are aged between 16 and 64 on 8 April 2013, at some point between 2013 and the end of 2017 you will be told that your DLA claim is going to end and invited to make a claim for PIP. If you make a claim for PIP, your DLA payments will continue until either you are refused or receive PIP.

Once all working-age DLA claims have come to an end, the government will decide whether to reassess DLA claimants who were already aged 65 by 8 April 2013. The government has said that DLA will remain for children aged under 16 for the time being. For more information about being reassessed see section 11.

3 Who qualifies for PIP?

To qualify for PIP you must fulfil all the following conditions:

- you are not receiving DLA (unless you are being assessed for transfer to PIP from DLA); and
- you are not entitled to Armed Forces Independence Payment; and
- you need help with daily living activities and/or mobility as described in section 5; and
- you are aged 16 or over and under 65 when you first claim; and
- you have satisfied the daily living or mobility conditions for at least three months, and are expected to satisfy them for at least the next nine months (but if you are terminally ill, there are special rules - see section 7.5); and
- you are not subject to immigration control; and
- you are habitually resident in the UK, and you have been in Great Britain for 104 weeks out of the previous 156 weeks. These rules may not apply to some people, including terminally ill people, members of the armed forces and some people who live in or have lived in European Economic Area states or Switzerland.

3.1 Rules about your age

Although you must have been ill or disabled, and make a claim, before the age of 65, once you are awarded PIP it continues, without an age limit, as long as you continue to satisfy the daily living and/or mobility conditions. If you have a short break in entitlement (less than 12 months) after the age of 65 and then become entitled again as a result of the same medical condition, you can submit a new claim for PIP.

The upper age limit of 65 for claiming will increase in gradual steps to 66 between November 2018 and October 2020 in line with changes to State Pension age.

You cannot normally start to receive either rate of the mobility component after the age of 65, although you can continue to receive it if it was awarded before your 65th birthday. If you are awarded the standard rate of the mobility component before you reach the age of 65, you cannot move up to the enhanced rate if your needs increase after you are 65. If you are awarded the enhanced rate of the mobility component before you reach the age of 65, and your mobility needs reduce to a level that would qualify you for the standard rate after you are 65, you can move down to the standard rate (and back up to the enhanced rate if your mobility needs increase again within a year).

If you are over 65 and receiving PIP and you start to have daily living needs or your need for assistance with daily living changes, you can ask for a supersession and qualify for the standard or enhanced rate of the daily living component in the usual way (see section 9.1).

4 How much is PIP?

There are two parts to PIP: the 'daily living component' and the 'mobility component'. Both components have a 'standard rate' and an 'enhanced rate'. The components can be claimed separately or together.

Personal Independence Payment rates from April 2013	
Daily living component	
Enhanced rate	£79.15
Standard rate	£53.00
Mobility component	
Enhanced rate	£55.25
Standard rate	£21.00

5 PIP components

Whether you qualify for either of the PIP components depends on an assessment of your ability to perform particular activities related to daily living or mobility.

For each activity, there is a range of statements (called descriptors), describing various levels of difficulty in performing that activity. Each descriptor is worth a number of points. For each activity, the descriptor that describes your situation most accurately will be assigned to you. The number of points you score for each activity within each component will be added up and if you score 8 or more points for at least one component you will qualify for an award. This is described in more detail below.

5.1 The daily living component

There are ten daily living activities:

- preparing food
- taking nutrition
- 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.

Each activity has a number of descriptors, each worth a number of points from 0 to 12. In general, descriptors describe different sorts of help that may be needed: using an aid or appliance; prompting; supervision or assistance. Assistance means physical intervention by another person and does not include vocal assistance; supervision means the continuous presence of another person for safety reasons.

You score against one descriptor for each activity. For each activity you are given the points for the descriptor that most accurately describes your difficulties with the activity. If a descriptor applies for more than six months in a one year period you score the points attached to that descriptor (or the highest scoring descriptor if two or more scoring descriptors apply to you for more than 6 months of the year). If no descriptor applies to you for 6 months of the year, but two or more scoring descriptors together do, then the descriptor that applies for the most time applies, or the highest scoring descriptor where both apply for the same amount of time.

You should not be assessed as able to undertake an activity unaided unless you can do it safely, to an acceptable standard, repeatedly and in a reasonable time period.

Example

The dressing and undressing activity has six descriptors as follows:

Descriptor	Points
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:	2
(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.	
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

If, for example, d applies to you for 2 months of the year, e for 3 months and f for 2 months, e will apply and you will score 4 points for this activity. If d, e and f each applied for 3 months of the year, you would score 8 points for this activity.

Your scores for each of the ten activities are added together and if your total is between 8 and 11, you will be awarded the standard rate of the daily living component. If your total is 12 or more, you will be awarded the enhanced rate of the daily living component. If your total score is less than 8 points you will not be awarded the PIP daily living component.

See section 12 for a full list of activities, descriptors and points.

It does not matter whether you live alone or with other people, or whether you have a carer or any other help. The only issue is whether you need help with one or more of the activities. You do not have to spend the allowance on paying for care, although your local authority may take your PIP into account when assessing whether, and how much, you need to pay for any care services you receive.

5.2 PIP mobility component

Entitlement to the mobility component is determined by looking at your ability to perform two activities:

- planning and following journeys
- moving around.

See section 12 for a full list of the descriptors and points assigned to each mobility activity.

The enhanced rate of the mobility component will be awarded if you get 12 or more points, the standard rate will be awarded if you get 8–11 points, and the mobility component will not be awarded at all if you get less than 8 points.

Although the mobility component is awarded because you need help getting around, you can spend it how you choose. It is not available if you become disabled, or make a claim, after the age of 65.

Aids and appliances

Many of the descriptors mention the ability to do something 'using an aid or appliance'. An aid or appliance is something that improves, provides or replaces a function: for example walking sticks, modified cutlery and kitchen utensils, grab rails and shower seats. It can include an aid or appliance that is not specifically designed for disabled people, like an electric can opener, if you need it because of your disability rather than through choice. If you do not have a particular aid or adaptation, you may be assessed as if you do, if you could reasonably be expected to use it.

6 Examples of people who may be entitled to PIP

These examples are based on case studies provided by the Department for Work and Pensions (DWP).

Katie

Katie is 29 and has been diagnosed with chronic fatigue syndrome. She can have two or three good days, and then four or five bad ones. To help her manage her condition, the main bedroom has been moved downstairs and a downstairs shower room has been installed. She can only carry out minimal daily tasks independently, such as brushing her teeth and feeding herself. Her partner and daughter support her in most activities.

She needs assistance to get into the shower and then sits on a seat to wash herself; afterwards, she usually has to lie down to rest. She can dress herself, but has to sit down and take her time to do so and on most days she is too tired to dress in clothes that she cannot pull on easily.

She cannot concentrate on reading anything longer than a magazine article. Even on a good a day she finds it difficult to help with the cooking. Her poor concentration and memory for recent events make it difficult for her to manage her finances. She likes to visit friends and go shopping but can only walk a few metres so she uses a wheelchair pushed by another person if she goes out.

Katie could be awarded the enhanced rate of the daily living component and the enhanced rate of the mobility component.

Pete

Pete is 19 and lives with his parents. He does administrative work for his father's roofing business, working from home as he is not allowed to drive because of regular epileptic fits. He loves football, but cannot play as he is worried about having a fit. Fits have been more frequent since puberty and his neurologist keeps his treatment under constant review to try to reduce the frequency; he is currently having a mix of either grand-mal or petit-mal fits most days and sometimes more than once a day.

He is occasionally incontinent during a grand-mal fit and falls asleep for a while afterwards. Between fits he is fairly independent though he only takes a shower if a family member is in the house and he never cooks when alone – in the past he has suffered injuries including scalds and burns in the kitchen. He has little or no warning of a fit and previously he has received cuts and bruising from fits while outdoors. He never goes out unaccompanied because of the risk and danger from traffic.

Pete may not be awarded the daily living component but may be awarded the enhanced rate of the mobility component.

Rachel

Rachel has chronic fatigue syndrome and has learnt to manage her condition by pacing herself and her activities, making sure she doesn't overdo things. She has on average three good days to each bad one, when she rests for the day and does not get dressed or go out.

She likes to cook, but finds standing to prepare food tiring, so she sits on a stool to do so. She can wash herself without assistance but she finds standing in the shower very tiring, so she uses a seat. She does relaxation exercises every day. On a good day she can walk to the post office half a mile away, as long as she takes her time, or can drive to the supermarket. She has no problems planning a journey and hopes to visit a friend in France next year.

Rachel will not qualify for PIP.

Vicky

Vicky was diagnosed with multiple sclerosis five years ago, and her husband now supports her full-time. She spends most of her time in an electric wheelchair because she can only walk about 10–15 steps. Although her condition hasn't changed much over the last 18 months, things are very different from when she was first diagnosed.

Vicky tries to be independent and uses a variety of aids and appliances. Her husband sometimes assists her into the shower, but she can usually do this independently. She has a big walk-in shower cubicle with a seat and once in she can wash without support. However, it does take a very long time as she has poor manual co-ordination. She also has an adapted toilet with a raised seat and grab rails. In the kitchen she can use the microwave but finds it difficult to lift saucepans and cut up her food. She has modified clothes, with Velcro fastenings, so that she can dress herself. When she and her husband want to go out they use an adapted car, which accommodates her wheelchair.

Vicky would qualify for the enhanced rate of the daily living component and the enhanced rate of the mobility component.

7 Making a claim

7.1 When to claim

Although you normally need to have satisfied the qualifying conditions for three months before you can start getting PIP, you should not delay claiming because it may take some weeks to deal with your claim. PIP awards can be made up to three months in advance. Claims for PIP cannot be backdated to cover any period before the date of your claim.

7.2 How to claim

Claims for PIP may be made by phone, on a paper claim form or online. Online claiming is not yet available but the intention is that most claims will be made online in the future. At the moment, you can start a PIP claim by phoning the DWP. If you cannot start your claim by phone, a paper claim is possible. You have to provide some basic information which the DWP uses to decide whether you meet the basic qualifying conditions, for example age and residency. If not, you will be sent a letter refusing PIP.

If you do meet the basic qualifying conditions, you will be sent a claim form on which you should explain how your condition or disability affects your daily life, on good and bad days and over a range of activities. The completed form and any other evidence you wish to submit, such as a GP report or hospital letter, should be sent to the DWP within one month. If you have a good reason for needing longer than this, you can ask the DWP to extend the time limit.

Action: Phone 0800 917 2222 to start a claim for PIP. It will help if you have this basic information to hand: your national insurance number, bank details, phone number, GP or other health professional's details and details of any periods (longer than 4 weeks) spent abroad in the past three years.

7.3 How your claim will be assessed

An independent assessor will look at your claim form and supporting evidence, and decide whether to ask you to provide additional information and/or attend a face-to-face assessment with an independent healthcare professional. Most claimants will have to attend this sort of assessment. The DWP must give you seven days' notice of an assessment. The assessments will be carried out by a private contractor on behalf of the DWP.

You can take someone with you to the assessment, where you should be given the opportunity to explain your support needs. The assessor may also be responsible for gathering other evidence from you and the people or professionals who support you. If you have evidence, such as medical reports, that may help your claim, submit it yourself rather than rely on the healthcare professional to ask for it.

A DWP decision maker will consider the information provided by you and the independent assessor and make a decision on whether you are entitled to PIP, what level you are entitled to and the length of the award.

If, without good reason, you do not provide information required to assess your entitlement to PIP (including if you do not attend and take part in a face-to-face consultation when asked to do so), a decision may be made that you do not qualify for PIP.

7.4 Reassessments

Your entitlement to PIP may be reassessed at any time after it has been awarded. If you are awarded PIP for a fixed term you will need to reapply when the award comes to an end.

7.5 Terminal illness

People who are terminally ill can claim PIP without the three-month waiting period. You are considered to be terminally ill if you have a progressive illness that is likely to limit your life expectancy to six months or less. It is impossible to say exactly how long someone will live and some people who receive PIP under these rules will live longer than six months. If you claim under the rules for terminal illness, you do not have to have a face-to-face assessment. You need to submit a DS1500 doctor's report with your PIP claim. Ask your GP, hospital consultant or specialist nurse for a DS1500 report.

If you are awarded PIP because you are terminally ill, you automatically receive the enhanced rate of the daily living component. You have to be assessed for the mobility component of PIP in the usual way (as described in section 5).

8 Decisions and payment

You will be sent a decision on your claim in writing. The letter will include some information about how the decision was reached. PIP may be awarded indefinitely, but is usually awarded for a fixed period. At the end of the fixed period you have to reapply if you think that you are still entitled to PIP.

PIP will normally be paid by direct credit into your bank, building society or post office account. It may be paid to an appointee (someone else on your behalf) if you are not able to act for yourself. If you are unable to open or manage an account, you can ask for a Simple Payments card which will allow you to withdraw your benefits from Paypoint outlets displaying the Simple Payments sign. If you are unable to use any of these methods of payment you should contact the DWP.

Payment will normally be four-weekly in arrears, unless you are terminally ill in which case you will be paid weekly in advance.

8.1 How long is PIP paid for?

A PIP award can be indefinite but is usually for a fixed period, the length of which depends on an assessment of how likely your daily living or mobility needs are to change over time. If you are awarded PIP for a fixed period, you will be invited to reapply before the award comes to an end.

8.2 If you disagree with a decision

If you disagree with a decision about your PIP claim, you can challenge it. You will be sent details of how to do this when you receive the decision. It is important to challenge a decision or get advice as quickly as possible because there are time limits that generally mean you must take action within one month. You have to ask for the decision to be revised before you can appeal.

See Age UK's Factsheet 74, *Challenging welfare benefit decisions*, for more information about revisions and appeals.

9 Change of circumstances

The decision letter includes information about your responsibility to inform the DWP of any changes in your circumstances that might affect your claim.

9.1 If your condition changes

If you are receiving PIP and your condition changes so that you think you may qualify for a different award, you can ask for your award to be reconsidered. This is known as a supersession.

You have to satisfy the conditions for an increased award for three months before it can be paid. When you ask for your award to be looked at again, the DWP may look at the whole award again, and could decide to reduce it, increase it or keep it at the same level. You may want to get independent advice about whether you might qualify for a higher rate and how to explain your needs fully before you contact the DWP.

See section 3.1 if you are over 65 and receiving PIP to find out the rules about applying for a different rate of the benefit.

9.2 Hospital and care homes

Your entitlement to PIP can be affected if you are in, or move into, a hospital or care home. If you are receiving PIP and you go into, or come out of, a hospital or care home you should always notify the DWP.

9.2.1 PIP in a hospital

PIP is payable for your first 28 days in hospital only, if the cost of your care is met by public or local funds. If you have two (or more) inpatient stays separated by an interval of 28 days or less, then the inpatient stays are linked and your PIP stops after the total number of days in hospital exceeds 28. But you are still paid PIP for the days spent at home in between the hospital stays.

PIP can remain in payment indefinitely if it has been awarded under the special rules for terminal illness and you are in a non-NHS hospice.

If you are in an NHS hospital when you make your PIP claim, you cannot receive it while you are still an inpatient. But if your claim is successful, you will start receiving the allowance when you go home.

9.2.2 PIP in a care home

Whether or not you can receive PIP in a care home depends on how the care home fees are being met. If you are paying the full charges in a care home, with or without the help of benefits like Income Support or Pension Credit, you can claim and receive PIP (provided you fulfil the other conditions for it). You can also get PIP if you are self-funding apart from contributions from the NHS towards nursing care payments.

If the NHS pays all of your care home fees, through NHS continuing healthcare funding, you will be treated as if you are in hospital and your PIP will not be paid after 28 days.

If you get local authority financial support towards your care home fees, you cannot start to receive the daily living component of PIP. If you are already getting the daily living component of PIP, it stops 28 days after admission or sooner if you have been in hospital. But you will still retain an 'underlying entitlement' to the component, so that if you move out of the home you could start to receive it again. PIP mobility component is payable in these circumstances.

If the local authority provides temporary funding that will later be reimbursed by you (for example, under a deferred payment agreement), PIP can be paid during the period of temporary funding.

The linking rule described in section 9.2.1 also applies to people who go into care homes for temporary periods, perhaps for regular respite care. If your respite care is funded in full or in part by a local authority or by NHS continuing care funding, your PIP will stop after 28 days of respite care, whether the 28 days occur in one block or in one or more linked periods. If you need regular periods of respite care in a care home, it may be possible to plan these periods so that PIP is not affected. Seek advice if this applies to you.

Action: For more information on living in a care home please see our other factsheets on care and care homes. Details of how to order them are in section 14.

9.3 Prisoners

Generally, neither component of PIP is payable after 28 days in prison or legal custody.

9.4 Going abroad

If you go abroad temporarily and you intend to return within 52 weeks your PIP entitlement will normally continue for 13 weeks. If you are going abroad specifically to receive medical treatment, PIP can continue for 26 weeks.

Different rules apply to members of the armed forces and their families, aircraft workers and mariners.

Exporting PIP

Sometimes the daily living component of PIP can be paid if you leave the UK to live in another European Economic Area (EEA) state or Switzerland. You may also be able to make a claim for the daily living component of PIP from another EEA state or Switzerland if you have a genuine and sufficient link to the UK social security system.

For further information and/or to request a claim form write to: Exportability Co-ordinator, Room B201, Pension, Disability and Carers Service, Warbreck House, Warbreck Hill Road, Blackpool FY2 OYE or email exportability.team@dwp.gsi.gov.uk. If you have internet access there is more information on the Government website: <https://www.gov.uk/pip>. Or seek advice from a local Age UK or another independent organisation.

10 PIP and other benefits

10.1 Overlapping benefits

You cannot get PIP at the same time as DLA or Armed Forces Independence Payment.

Constant Attendance Allowance, which is paid with Industrial Injuries Disablement Benefit and War Disablement Pensions, overlaps with PIP daily living component. War pensioners' mobility supplement overlaps with PIP mobility component. If you qualify for two overlapping benefits, you are paid whichever is higher.

10.2 PIP and means-tested benefits

Income from PIP is ignored in the calculation of means-tested benefits including Universal Credit, Pension Credit, Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, Housing Benefit, Child Tax Credit and Working Tax Credit.

Entitlement to PIP may sometimes help you to get a higher amount of some means-tested benefits such as Pension Credit, Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Housing Benefit, Child Tax Credit, Working Tax Credit and Council Tax Support. PIP helps you to get a higher amount of Universal Credit if you are also assessed as having 'limited capability for work' (even if you are in work) or if you have a young person included on your claim who is entitled to PIP.

If someone in your household receives PIP you are exempt from the benefit cap which is being phased in from April 2013 and which limits the amount of benefits that a working age household can get.

Age UK has a number of factsheets about means-tested benefits: Factsheet 48, *Pension Credit*; Factsheet 17, *Housing Benefit* (for people over Pension Credit qualifying age); Factsheet 56, *Benefits for people under State Pension age* and Factsheet 88, *Universal Credit*.

10.3 Benefits for carers

If you are awarded either rate of the daily living component of PIP and you have a carer, they may be entitled to claim Carer's Allowance, or National Insurance credits as a carer. See Age UK's Factsheet 55, *Carer's Allowance*, for more information.

Before someone claims Carer's Allowance, it is a good idea to check if your benefits could be affected if they claim. Contact your local Age UK or another advice agency for a benefit check.

10.4 Other benefits that PIP claimants may be able to get

If you qualify for PIP you also qualify for a £10 Christmas bonus.

You can automatically qualify for a 'blue badge' parking permit if you score 8 points or more under Activity 12 'moving around'. A Blue Badge allows parking with some limitations but usually without charge at meters or where waiting is restricted.

If you are awarded 8 points or more under Activity 12 'moving around' or Activity 7 'communicating verbally' you can automatically qualify for a concessionary travel pass.

You can apply for a contract-hire or hire-purchase car, powered wheelchair or mobility scooter through the Motability Scheme if you are awarded the enhanced mobility component of PIP.

You can get an exemption from road tax (Vehicle Excise Duty) if you receive the enhanced mobility component of PIP, or a 50 per cent discount if you receive the standard mobility component of PIP.

See Age UK's Factsheet 73, *Driving and parking*, for more information about Blue Badges, Motability and road tax concessions.

11 Reassessing existing DLA claimants for PIP

If you are receiving DLA, and you are aged over 16 but under 65 on 8 April 2013, you will be invited to claim PIP instead at some point between October 2013 and May 2018.

If you have a fixed term DLA award which comes to an end before 28 February 2014, you will initially be able to reclaim DLA, but you will be reassessed for PIP at a later date. If your fixed term DLA award comes to an end on or after 28 February 2014 you will be invited to claim PIP when your DLA award finishes. You will not be able to renew your DLA award.

If you report a change in your circumstances that could affect your DLA after 6 October 2013, you will be assessed for PIP instead of a different DLA award – if you are in this situation seek advice before contacting the DWP.

From 7 October 2013, children receiving DLA will be invited to claim PIP instead when they reach the age of 16, unless they are receiving DLA under the special rules for terminal illness.

From October 2015, the DWP will start to reassess everyone else of working age who is receiving DLA. The government intends to contact all remaining DLA claimants (except those who were over 65 on 8 April 2013 and those who are under 16) by October 2017 to advise them that their DLA claim will end and how to claim PIP. DLA claimants who have had their 65th birthday since 8 April 2013 will be reassessed first and will be assessed for both components of PIP regardless of the rate of DLA that they were receiving. The government intends to complete all the reassessments by May 2018.

From 7 October 2013, you can ask to be assessed for PIP earlier than you would otherwise be (unless your 65th birthday falls before 8 April 2013). You might consider doing this if you think you could be better off on PIP, but seek independent advice before doing so as you cannot change your mind about being reassessed once you have triggered the PIP claims process.

When the time comes for your DLA to be reassessed, you will be told that your award of DLA is due to end and how to make a claim for PIP. You should submit your PIP claim within four weeks, although the DWP can give you longer if you have a good reason for needing an extension. Unless the deadline is extended, your DLA payments will stop if you do not make a PIP claim within four weeks. If you then go on to make a PIP claim within a further four weeks, your DLA will go back into payment while your PIP claim is assessed. If you do not make a PIP claim your DLA will be terminated and there will be no further opportunity to get it reinstated.

If you make a claim for PIP, your DLA will stop from the day before the date of decision on the PIP claim, whether or not PIP is awarded.

12 **Activities, descriptors and points**

From the Social Security (Personal Independence Payment) Regulations 2013:

Daily living activities

Activity	Descriptors	Points
1. Preparing food.	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
2. Taking nutrition.	a. Can take nutrition unaided.	0
	b. Needs –	2
	(i) to use an aid or appliance to be able to take nutrition; or	
	(ii) supervision to be able to take nutrition; or	
	(iii) assistance to be able to cut up food.	
	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	
a. Either –	0	

3. Managing therapy or monitoring a health condition.	(i) does not receive medication, therapy or need to monitor a health condition; or	
	(ii) can manage medication or therapy or monitor a health condition unaided.	
	b. Needs either –	1
	(i) to use an aid or appliance to be able to manage medication; or	
	(ii) supervision, prompting or assistance to be able to manage medication or monitor a health condition.	
	c. Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week.	2
4. Washing and bathing.	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
	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
5. Managing toilet needs or incontinence.	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
6. Dressing and undressing.	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 –	2
	(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.	
	d. Needs assistance to be able to dress or undress lower body.	3

	e. Needs assistance to be able to dress or undress upper body.	4
	f. Cannot dress or undress at all.	8
7. Communicating verbally.	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
8. Reading and understanding signs, symbols and words	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

9. Engaging with other people face to face	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
10. Making budgeting decisions	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

Mobility activities

Activity	Descriptors	Points
1. Planning and following journeys.	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
2. Moving around.	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 80 metres but no more than 50 metres.	
	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, –	12
	(i) stand; or	
	(ii) move more than 1 metre.	

13 Useful organisations

Action for Blind People

Charity providing free and confidential support for blind and partially sighted people in all aspects of their lives.

53 Sandgate Street, London, SE15 1LE

Tel: 0303 123 9999

Email: helpline@rnib.org.uk

Website: www.actionforblindpeople.org.uk

Action on Hearing Loss (formerly RNID – Royal National Institute for Deaf People)

Charity offering information and support for deaf and hard-of-hearing people.

19-23 Featherstone Street, London EC1Y 8SL

Tel: 0808 808 0123 (free call)

Textphone: 0808 808 9000 (free call)

Email: informationline@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk

Alzheimer's Society

Campaigns for and provides support to people affected by all types of dementia and their relatives and carers. There are local branches across the UK.

Devon House, 58 St Katherine's Way, London E1W 1LB

Helpline: 0300 222 11 22

Tel: 020 7423 3500

Email: enquiries@alzheimers.org.uk

Website: www.alzheimers.org.uk

Arthritis Care

Charity working with and for people with arthritis.

Arthritis Care, Floor 4, Linen Court, 10 East Road, London N1 6AD

Helpline: 0808 800 4050 (free call)

Tel: 020 7380 6500

Email: Info@arthritiscare.org.uk

Website: www.arthritiscare.org.uk

Benefit Enquiry Line

Government-run information line about benefits for people with disabilities, carers and representatives.

Tel: 0800 88 22 00 (free call)

Textphone: 0800 24 33 55 (free call)

Website: www.gov.uk/benefit-enquiry-line

British Lung Foundation

Charity with useful information if you have chest problems and breathing difficulties.

British Lung Foundation, 73-75 Goswell Road, London, EC1V 7ER

Tel: 0300 003 0555

Website: <http://www.blf.org.uk/Home>

Carers UK

Charity working on behalf of carers. Offers wide range of information on carers' rights and sources of help and contact details for local carers' support groups.

20 Great Dover Street, London, SE1 4LX

Tel: 0808 808 7777 (free call)

Website: www.carersuk.org

Citizens Advice

National network of free and independent advice centres. Depending on available resources may offer benefits check and help filling forms.

Tel: 020 7833 2181 (for local contact details only – not telephone advice)

Tel: 08444 70 20 20 (Wales)

Website: www.adviceguide.org.uk

Dementia UK

Charity working to improve the quality of life of dementia patients and their carers. Dementia UK supports Admiral Nurses, specialist mental health nurses who provide both practical and emotional support.

Dementia UK, 6 Camden High Street, London, NW1 0JH

Tel: 020 7874 7200

Tel: Admiral Nurses 0845 257 9406

Email: info@dementiauk.org

Website: www.dementiauk.org

DIAL UK

Independent network of local disability information and advice services run by and for disabled people in conjunction with Scope.

Tel and textphone: 01302 310 123

Website: <http://www.scope.org.uk/dial>

Disability Law Service

Charity providing free, confidential legal advice to disabled adults, their families and carers.

Disability Law Service, 39-45 Cavell Street, London, E1 2BP

Tel: 020 7791 9800

Textphone: 020 7791 9801

Email: advice@dls.org.uk

Website: www.dls.org.uk

Disability Benefits helpline

Government-run service with access to disability benefit records. Provides advice once you have made a claim for PIP.

Telephone: 08457 123 456

Textphone: 08457 22 44 33

Email: DCPU.Customer-Services@dwp.gsi.gov.uk

Disability Rights UK

Charity promoting meaningful independent living for disabled people and disabled people's leadership and control; breaking the link between disability and poverty; and campaigning for disability equality and human rights.

2 City Forum, 250 City Road, London, EC1V 8AF

Tel: 020 7250 3222

Email: enquiries@disabilityrightsuk.org

Website: www.disabilityrightsuk.org

Gov.uk

The official government website with services and information for citizens.

Website: www.gov.uk

Macmillan

Charity providing up-to-date cancer information, practical advice and support for cancer patients, their families and carers.

Tel: 0808 808 00 00 (free call)

Website: www.macmillan.org.uk

MENCAP

Charity for people with learning disabilities and their families.

Mencap Direct: 0808 808 1111

Website: www.mencap.org.uk

MIND

Charity providing information and advice for people with mental health problems.

15-19 Broadway, Stratford, London E15 4BQ

Helpline: 0300 123 3393

Tel: 020 8519 2122

Email: contact@mind.org.uk

Website: www.mind.org.uk

Motability

Charity with overall responsibility for the Motability Scheme.

Tel: 0845 456 4566

Textphone: 0845 675 0009

Website: www.motability.co.uk

Parkinson's UK

Charity providing support, advice and information for people with Parkinson's Disease, their carers, family and friends.

215 Vauxhall Bridge Road, London, SW1V 1EJ

Helpline: 0808 800 0303 (free call)

Email: hello@parkinsons.org.uk

Website: www.parkinsons.org.uk

Personal Independence Payment new claims

The number to call to make a new claim for PIP.

Tel: 0800 917 2222

Website: <https://www.gov.uk/pip>

Personal Independence Payment helpline

DWP helpline for PIP claims and information.

Tel: 0845 850 3322

Textphone: 0845 601 6677

Website: <https://www.gov.uk/pip>

Royal National Institute of Blind People (RNIB)

Charity offering information and advice for people with sight problems.

105 Judd Street, London, WC1H 9NE

Helpline: 0303 123 9999

Email: helpline@rnib.org.uk

Website: www.rnib.org.uk

Service Personnel and Veterans Agency

Agency of the Ministry of Defence providing pay, pension and support services to military personnel and the veterans community.

Service Personnel and Veterans Agency, Norcross, Thornton Cleveleys, Lancashire, FY5 3WP

Freephone: 0800 169 22 77

Email: veterans.help@spva.gsi.gov.uk

Website: www.veterans-uk.info/

Stroke Association

Provides community support in some areas and provides patient leaflets for people affected by stroke.

Stroke Information Service, Stroke Association, Life After Stroke Centre, Church Lane, Bromsgrove, Worcestershire B61 8RA.

Helpline: 0303 303 3100

Tel: 020 7566 0300

Textphone: 020 7251 9096

Email: info@stroke.org.uk

Website: www.stroke.org.uk

14 Further information from Age UK

Age UK Information Materials

Age UK publishes a large number of free Information Guides and Factsheets on a range of subjects including money and benefits, health, social care, consumer issues, end of life, legal, issues employment and equality issues.

Whether you need information for yourself, a relative or a client our information guides will help you find the answers you are looking for and useful organisations who may be able to help. You can order as many copies of guides as you need and organisations can place bulk orders.

Our factsheets provide detailed information if you are an adviser or you have a specific problem.

Age UK Advice

Visit the Age UK website, www.ageuk.org.uk, or call Age UK Advice free on 0800 169 65 65 if you would like:

- further information about our full range of information products
- to order copies of any of our information materials
- to request information in large print and audio
- expert advice if you cannot find the information you need in this factsheet
- contact details for your nearest local Age UK.

Age UK

Age UK is the new force combining Age Concern and Help the Aged. We provide advice and information for people in later life through our publications, online or by calling Age UK Advice.

Age UK Advice: 0800 169 65 65

Website: www.ageuk.org.uk

In Wales, contact:

Age Cymru: 0800 022 3444

Website: www.agecymru.org.uk

In Scotland, contact:

Age Scotland: 0845 125 9732

Website: www.agescotland.org.uk

In Northern Ireland, contact:

Age NI: 0808 808 7575

Website: www.ageni.org.uk

Support our work

Age UK is the largest provider of services to older people in the UK after the NHS. We make a difference to the lives of thousands of older people through local resources such as our befriending schemes, day centres and lunch clubs; by distributing free information materials; and through calls to Age UK Advice on 0800 169 65 65.

If you would like to support our work by making a donation please call Supporter Services on 0800 169 87 87 (8.30 am–5.30 pm) or visit www.ageuk.org.uk/donate

Legal statement

Age UK is a registered charity (number 1128267) and company limited by guarantee (number 6825798). The registered address is Tavis House, 1-6 Tavistock Square, London, WC1H 9NA. VAT number: 564559800. Age Concern England (charity number 261794) and Help the Aged (charity number 272786) and their trading and other associated companies merged on 1 April 2009. Together they have formed Age UK, a single charity dedicated to improving the lives of people in later life. Age Concern and Help the Aged are brands of Age UK. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age Northern Ireland, Age Cymru.

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