
Personal Independence Payment

You may find the below information helpful to complete the form yourself or with support from a family member or friend.

Check the main eligibility rules

- You must find it hard to do everyday tasks or get around because of a physical or mental condition.
- You must have found these things hard for 3 months AND expect them to continue to be hard for another 9 months.
- You must be at least 16 years old to get PIP
- For further information on eligibility please look on our website:
<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/before-claiming/check-you-are-eligible/>

Your Form:

- This form requires information regarding your disability and how it affects you.
- The form is accompanied by useful guidance notes and in most cases could be completed without additional assistance from an adviser.

You need to provide supporting medical evidence:

- This could be, for example, a Care Plan, Risk Assessment, Occupational Therapy Assessment, GP letter or Specialist letter.
- Including this information with the form would greatly improve your prospects of a successful claim.

You will likely be called for a face-to-face assessment:

- If you do need to attend a face-to-face assessment it will usually be held at an independent health site in Liverpool, Runcorn or Manchester.
- It would also be advisable to take a support worker, friend or family member for support to the assessment, ensuring that they take their I.D.
- We would also advise you to request a face-to-face assessment, so the assessor can fully observe your physical/mental health conditions.

If you do not agree with the decision, please return to us for further advice.

To find further information on our website, go to citizensadvice.org.uk and search for:

- **For general information about PIP eligibility-** Search for “PIP”.
 - **For detailed information about filling in your PIP Form-** Search for “Check how to fill in your Claim form”.
 - **For information on your PIP Review-** Search for “Help with your PIP review form”
 - **For information on preparing for your PIP assessment-** Search for “PIP assessment”
-

Useful contact numbers:

PIP New Claims phone line: 0800 917 2222

PIP Enquiry phone line: 0800 121 4433

Turn2Us: Guide to applying for PIP including videos about the face-to-face assessment.

Website: <https://pip.turn2us.org.uk/>