


Project supported by the PHA


Personal Independence Payment: How to Claim and How to Appeal

East Belfast Independent Advice Centre in Partnership With Belfast Recovery College



 **Housekeeping**


- Breaks
- Microphones
- Internet connections
- Confidentiality




 **What This Course Will Cover**


- What is PIP?
- PIP in Northern Ireland
- How to qualify for PIP
- Structure of PIP
- Components and rates
- Assessment for PIP



 **What This Course Will Cover**

- Activities, descriptors, and points
- Claims process
- Face-to-face consultation
- Appeal process
- Useful website: <https://www.communities-ni.gov.uk/publications/independent-review-personal-independence-payment-pip-assessment-process-northern-ireland-report>





1 Personal Independence Payment (PIP)


What is PIP?




Personal Independence Payment (PIP)




- Benefit for adults with physical or mental disability who need help taking part in everyday life, or find it difficult getting around
 - Age 16 – pension age
 - Has replaced Disability Living Allowance (DLA)
- It isn't means tested, is non-taxable, and non-contributory
- You can work and claim PIP



Personal Independence Payment (PIP)



- PIP can be paid on top of means-tested benefits
 - Not counted as income
- Help those applying qualify for extra premiums
- Can help you get access to other types of help




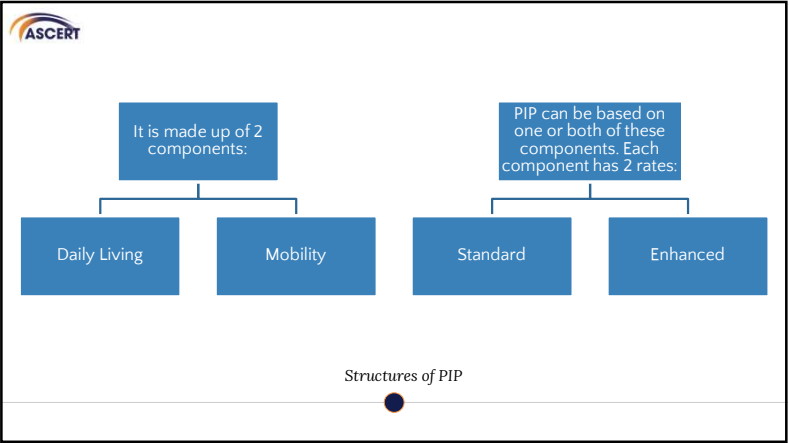
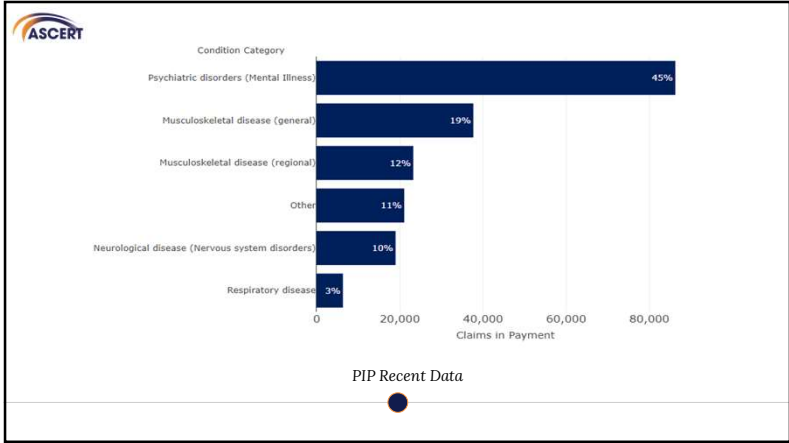
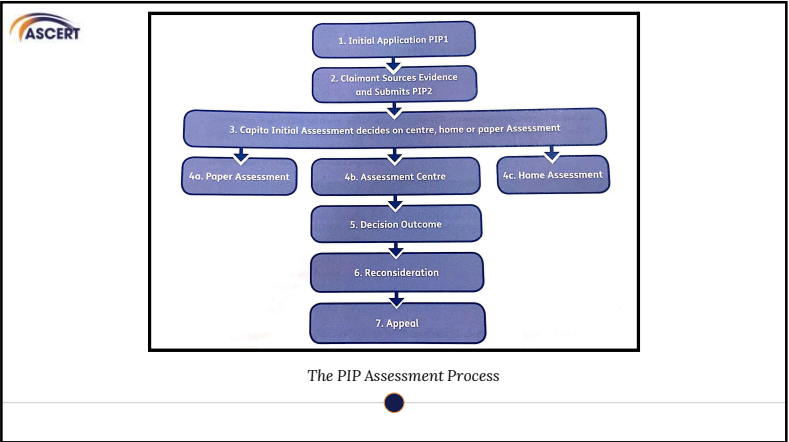
PIP in Northern Ireland

- Those aged 16+ can no longer apply for Disability Living Allowance (DLA)
- Existing DLA clients whose benefit has come to an end, or perhaps have had a change in care or mobility needs, will have to claim PIP
- Those with existing DLA awards have already migrated or been re-assessed for PIP
- For those aged 65+ on 20 June 2016, they will continue to receive DLA provided they continue to meet the criteria needed to do so

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How to Qualify for PIP

- To claim PIP, your health condition needs to have already existed for 3 months when you claim
 - Condition is also expected to continue for at least another 9 months
- You need to be resident and present in the UK
- Must be between 16 – pension age
- Must not be living in publically funded care (e.g. hospital, care home, or prison) for a period of time

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Components and Rates

- **Daily Living Component** – where you have a limited or severely limited ability to carry out daily living activities/tasks
- **Mobility Component** – where you have limited or severely limited mobility

Components	Weekly Rates
Daily Living – Standard Rate	£72.65
Daily Living – Enhanced Rate	£108.55
Mobility – Standard Rate	£28.70
Mobility – Enhanced Rate	£75.75

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1

To qualify for either component of PIP you will have to score a certain number of points in relation to 12 activities

2

When answering the questions in relation to these activities be sure to consider how you feel over the course of the week.

3

You can only be awarded points for conditions that affect you 'on majority of days' (4/7)

Assessment for PIP

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PIP: Useful Links

- How Your Disability Affects You (Sample Form)
 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713118/pip2-how-your-disability-affects-you-form.pdf
- Capability for Work
 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/975770/esa50-capability-for-work-questionnaire.pdf
- Self-Assessment PIP Test
 - <https://www.benefitsandwork.co.uk/pip-test>

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PIP: 12 Activities

Daily Living

- Preparing and cooking food
- Eating and drinking
- Managing your treatments
- Washing and bathing
- Managing toilet needs or incontinence
- Dressing and undressing
- Communicating with other people
- Reading and understanding written information
- Mixing with others
- Making decisions about money

Mobility

- Planning a journey and following a route
- Moving around


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Example - Score Sheet

Activity	Descriptors	Points
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

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PIP: Top Tips



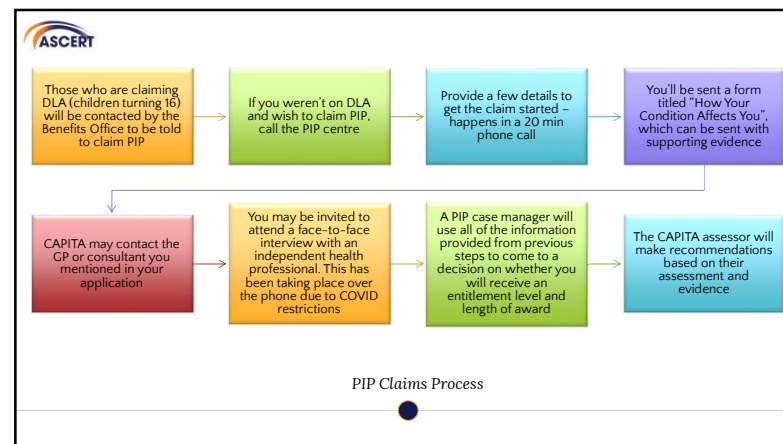
- If your condition fluctuates (good and bad days), it can be helpful to keep a diary
 - Remember that PIP can't be paid for "flare ups"
- A diary is a handy way to record bad days and how they affect you
- A diary can be used as evidence in interviews, and can help you fill in your PIP claim form

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PIP: Top Tips




- Explain how doing some of the activities makes you feel/the impact it has on you
- Bring a copy of your application with you to the face-to-face assessment
 - You can scan the form using CamScanner (free app on Apple or Android)
- Don't let the assessor rush you
 - If you have nothing to say, that's ok
 - Sometimes this can go in your favour



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PIP Form 1

- To apply for PIP, call the PIP claim line on 0800 012 1573
 - Open Monday – Friday, 8 am – 6 pm
- Call takes about 20 minutes and is free from landlines or mobiles
- Someone else may speak on your behalf if you cannot speak or have difficulties speaking on the phone
 - You must be there to provide consent
- If you're awarded PIP, your money will be paid from the date of this phone call



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PIP 1: Information Required When Phoning the PIP Centre



- Full name, address, and phone number
- National Insurance Number
- Bank or building society number
- Details of GP and any other health professionals
- Dates and details of any stays in hospital or residential care

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PIP 1: Information Required When Phoning the PIP Centre

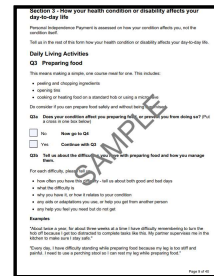


- Nationality or immigration status
- If you have been abroad for 4+ weeks at a time in the last 3 years, plus dates and details of these trips
- You'll be asked during the phone call if you have any mental health conditions, behavioural conditions, or a learning difficulty
- <https://www.communities-ni.gov.uk/sites/default/files/publications/communities/dfc-pip1-ni-sample.pdf>

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PIP Form 2 (“How Your Disability Affects You”)

- Describe the difficulties you have in relation to carrying out each activity
- Explain if you do the tasks **reliably**
 - More on this later
- Explain risk and safety - have you sustained injury carrying out an activity?
- Do you need support/help from other people?



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PIP Form 2 ("How Your Disability Affects You")

- Do you use aids and appliances?
- Does your ability to carry out activities vary?
- Any side-effects you suffer from?
- How long does it take to complete an activity?

Section 2 How your health condition or disability affects your day-to-day life

Personal Independence Payment is assessed on how your condition affects you, and the activities that you can do.

Not all of the tasks that you have to do are covered by this form. For more information, see the assessment guide.

Daily Living Activities

Q1: Preparing food

This means making a simple, one course meal for use. This includes:

- planning and shopping ingredients
- cooking the food
- getting the things you need to cook, such as a stove or oven

Do consider if you can prepare food safely and without help from anyone else.

Q1a: Does your condition affect you preparing food, or prevent you from doing any of the activities that you need?

No Yes Sometimes with help

Q1b: Tell us about the difficulties you have preparing food and how your manager does.

For each difficulty, please tell us:

- how often you have the difficulty
- how long it takes you to do the activity
- what the difficulty is
- why you have it, or how it relates to your condition
- what aids or appliances you use, or how you get help from another person
- why help you need but do not get

Assessing:

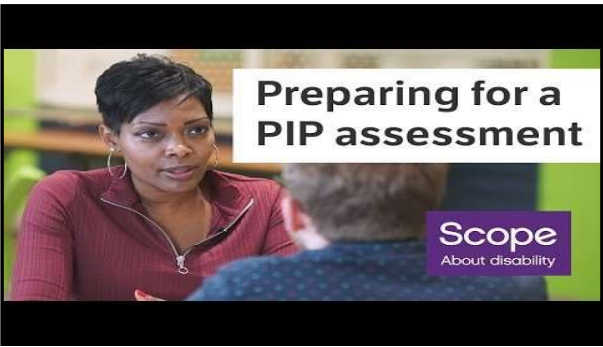
Would you be a poor, fair or about average weight if you have difficulty, or would you be too thin or too heavy? Would you be able to do the activity if you had the help you need? Would you be able to do the activity if you had the help you need? Would you be able to do the activity if you had the help you need?

Check this. Check the difficulty affecting what preparing food because you do it for self and family. How do you use preparing food and how much help you need by way of preparing food?

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Preparing for a PIP assessment




Preparing for a PIP Assessment

https://www.youtube.com/watch?v=qq5QV_5nki8

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Face-to-Face Consultation




- A health professional from Capita (assessment provider) will look at your ability to carry out a range of daily living and mobility activities
- They'll consider whether your health condition or disability limits your ability to carry out activities, and how much help you would need with them
- They will then write up a report based on this
- Don't forget to bring identity documents with you to the consultation


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Reliably – The Most Important PIP Word!


The regulations say that when looking at how someone completes an activity, the decision maker should look at whether they can do it **reliably**. This means you can do the task:

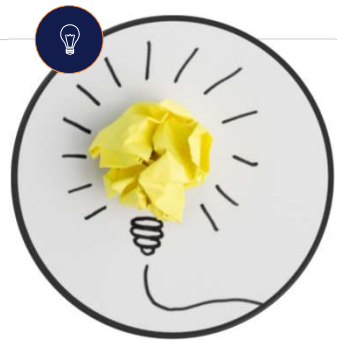
- Safely
- in a Timely manner
- to an Acceptable standard
- Repeatedly




 **Fluctuating Conditions**

- This assessment will not be a snapshot of any particular day or week, but they will note if 'today is a good day'
- For each activity they must decide which descriptor is likely to apply to the claimant on most days
- If 2 or more descriptors in an activity apply on most days, the assessor must choose the descriptor with the higher number of points – for example:
 - Need encouragement to wash: **2 points**
 - But also need assistance in/out of a bath: **3 points**
 - 3 points will apply


 **What do you think could support a PIP claim?**



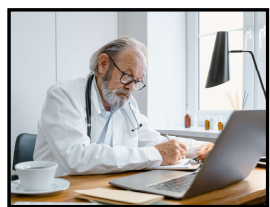
- What is evidence?
- Who could provide the evidence?
- What evidence is key?

 **Evidence to Support a PIP Claim**

- Evidence from a health professional may give a clearer picture of how the condition affects you and a better chance of being properly assessed
 - Evidence can be a letter, report, or care plan
- Who can provide the evidence?
 - Physiotherapist; social worker; counsellor; support worker; consultant; nurse, and your GP
- What can the health professionals provide?
 - Need to write, sign and date a letter stating how the condition as they know affects you
 - It also helps for them to state how long they have been treating you for this condition(s)

 **Evidence to Support a PIP Claim**

- Tips:
 - Inform the professional that you are applying for PIP
 - Ask the professional to concentrate in the letter on tasks you need help to complete
 - Professionals sometimes help with your application for a fee



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The Assessor may use the information provided on the PIP claim form, but they can also gain a lot from the interview itself

An example: They may ask you how you travelled to the assessment centre. If you answer, "the bus", the assessor will perhaps make a note that you can travel alone on public transport without support.

You might be asked to carry out some physical tasks during the assessment. You are not obliged to do this if you feel you really can't.

You may bring someone with you for support. Make sure you are including the person who is coming with you on your PIP form. It can be a professional, an advisor or a friend or family member.

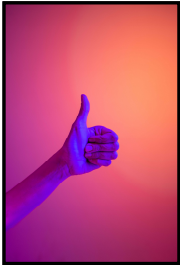
You may call the assessment centre and ensure it has everything you need. An example: ask how roomy the centre is, especially if you feel anxious in enclosed spaces.

Don't assume the assessor knows your medical history or anything about your medical condition.

Applying for PIP: More Top Tips

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PIP: Successful Application




- If your application is successful, you will get an official notice in the post
- You will also get back pay from the date of the claim
- It can take 4-6 weeks for the money to come through

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PIP: Unsuccessful Application

- You can apply for Mandatory Reconsideration (explained on the next slide)
- You should seek advice from Advice NI to see if you have grounds for an appeal
- You may also try the process again
 - If nothing has changed, you'll most likely get the same result
- People have been successful applying again, so don't be put off



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Mandatory Reconsideration



- You have one month from the decision to lodge the appeal for Mandatory Reconsideration
- A decision maker will look at the decision again and decide whether to change it or keep it the same
- If you still disagree, you may appeal

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Mandatory Reconsideration

The majority of Reconsiderations result in no change in the award:

Outcome	Percentage
New Decision - Award Changed	21%
New Decision - Award Unchanged	78%
Decision not Revised	1%

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Tribunal and Appeal

- You may apply for appeal if you:
 - Didn't get PIP
 - Get a lower level of PIP than expected
 - Think the award should last longer
- To able to appeal you will need a letter from the Mandatory Reconsideration
- You must also apply for appeal within one month from the result of the Mandatory Reconsideration

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Tribunal and Appeal

- You may have an advisor or a solicitor to act as a representative during the appeal
- Note: It can take a lot of time to get a tribunal hearing
- The process can be draining but it's worth remembering that more than half of the people who appeal their PIP decision win at tribunal

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Example of What to Say at Appeal

- Example of depression affecting eating and drinking:
 - "I don't think you've taken into account the effects of my severe depression when it comes to preparing food and eating. I find it hard to concentrate, so even if I push myself to start, I can't finish making a meal. I only eat meals I can heat up in the microwave. On the times I have tried to cook from scratch, I have burned myself because I lose concentration and forget I have a pan on the hob."

 **Help With ESA and UC**



- Local independent advice centres
- Advice NI – signpost
- gov.uk
- Independent Welfare line
- Rethink Helpline
- MindWise
- EBIAC: 02890 735690

  **Thanks!**

Any questions?

ASCERT
0800 2545 123
info@ascert.biz
www.ascert.biz