



PIP Understanding The System.



What is PIP?

PIP is a welfare benefit for people who are aged from 16 up to state pension age and who need help with daily activities or getting around because of a long-term illness or disability.

Children aged under 16 can claim Disability Living Allowance and claimants over state pension age can claim Attendance Allowance.

PIP not means tested and can be claimed by people who do or do not work or study. If a claimant is too unwell to work, they should consider claiming a separate benefit - UC / ESA and having a work capability assessment.

There are many rumours about changes to PIP -such as that it may be paid by voucher in the future. This is very unlikely to happen under the current government and any change whatsoever, would take a very long time to implement.



www.pipps.co.uk

info@pipps.co.uk

Arrow Mill, Queensway, Rochdale,

Lancashire, OL11 2YW

The Criteria

Claimants will receive a point score for each activity, depending on how well they can carry out the activities and the help they need to do so. PIP is split into two components - Daily Living, and Mobility.

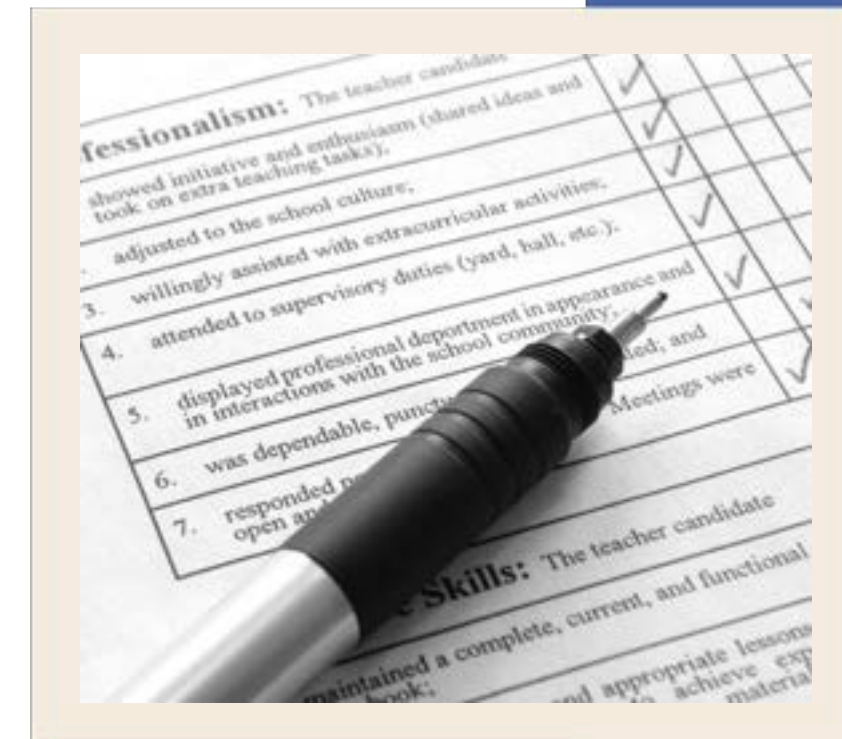
The total scores will determine whether a component is payable, and if so, whether at the 'standard' or 'enhanced' rate. The entitlement threshold for each component is 8 points for the standard rate and 12 points for the enhanced rate.

PIP Activities Daily living:

- 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

PIP Activities Mobility:

- planning and following journeys including Overwhelming Psychological Distress
- moving around



The Criteria

Considerations when answering the questions:

S

Safely and without risk to yourself and others

T

in a reasonable amount of time.

A

to an acceptable standard

R

repeatedly (as many times as you would reasonably need to).

Symptoms of the condition

Fatigue

Pain

Weakness

Brain Fog

Memory

Concentration

Motivation

Mood

Anxiety

Panic Attacks

Post Exertional Fatigue

Risk of seizures / loss of consciousness

The Criteria

Fluctuating Conditions

Long Term Health Condition:

Qualifying period: 3 months before and 9 months after = 1 year.

Do not complete the form as if it's the claimant's worst day – unless the worst days are more than half of the time.

PIP will consider the claimants ability to complete an activity, at some stage of the day, on more than 50% of days in the 12-month period.

Think about each condition and / or symptom in turn and explain how it affects each of the activities for more than half of the days.

If the claimant is suffering with any loss of consciousness, seizures or similar then they may not need to meet the criteria for more than 50% of the days.

The Claim Process.



If you are struggling with any of the previous descriptors, use an aid or appliance to help or need physical, emotional or mental support from another person then you might qualify.

Before you call you'll need:

- Your contact details, for example, telephone number
- Your Date. Of. Birth Your
- National Insurance Number. This is on letters about tax, pensions, and benefits Your bank or building society
- account number and sort code.
- Your Doctor or health worker's name; address, and telephone number. dates and address for the time you've spent abroad,
- in a care home, or hospital

To begin your claim you need to call the PIP claim line:

DWP- pip Claims telephone:
0800 917-2222

NGT text relay (if you cannot hear or speak on the phone):
18001, then 0800 917 2222

Video relay services for British Sign Language (BSL) users.

Calling from abroad:
+44 191 218 7766

Monday to Friday. 8am to 6pm

Please don't forget we are always here to help. We offer a form completion service and can attend your assessment with you over the phone, at home, or at a centre. We also offer assistance from our Legally Qualified Team with Mandatory Reconsideration and Appeals. Usually, when we are involved from the early stages, appeals are not necessary

The Form:

PIP 2 - How Your Disability Affects You:

You will need to complete an online or paper-based copy of the form, which looks at each descriptor in detail. The form will ask you to provide evidence of your medication, how you manage your health conditions, and the support you need day to day to undertake activities such as washing and bathing, or dressing and undressing.

PIP Review Form:

You will need to complete an online or paper-based copy of the form, which looks at each descriptor and any changes since your last assessment in detail. You will be asked to talk about your health conditions, changes to the support you need from others, or the appliances you rely on day to day.

The Assessment:

The Assessment providers are third parties working on behalf of the DWP. Claimants will speak with an experienced Health Professional (HP) otherwise known as the Assessor. This will either be:

- A registered nurse (both general and mental health specialists)
- A physiotherapist
- An occupational therapist
- A paramedic
- A pharmacist

The Assessment:

The assessment may be one of the following

- Over the Phone.
- Video based.
- Face to Face
- Paper Based Assessment (PBR)

The Assessor will write a report called a PA3 (for a PBR) or PA4 (for face to face, telephone or video) report and send this to the DWP. This is the report that the DWP Claim Manger will use to make their decision about where points should be awarded.

PIP 2/ PIP Review form process with PIPPS

Step 6: Final Form Delivery

Once you have signed off on the draft form, we will provide the final draft to you via the portal. Your Advocate will also have reviewed any evidence that you have provided and will add this to the portal for you, for ease.

We provide full instructions of what to do next - either printing and posting the documents at your end along with the DWP paper form, uploading the form and evidence to the DWP website or, we can print and post the form and evidence to you, if you have selected this part of the service.

Step 5: Draft Review

Your form will then be uploaded to your secure portal, where you will be asked to review the draft document which has been carefully crafted by the team. We will work with you to make any necessary amendments, so that you are happy with the content - before proceeding to the next step in the process.

Step 4: Form Drafting

Your Advocate will draft your form based on the call they had with you and any supporting evidence you provided. This will then be passed through our 6-point approval process to ensure that it is perfect for you. The final stages of this part of the process include one of our qualified Lawyers supervising the document. This is to ensure that it is in line with the criteria, case law and legislation for the benefit. Every one of our forms is supervised by the Legal Team.

Step 1: Booking confirmation

At this stage, you will be asked to provide your personal details along with information about your claim, such as whether it is a PIP 2 form or a PIP Review form. You can select a TEAMS or telephone booking.

Step 2: Evidence Collection

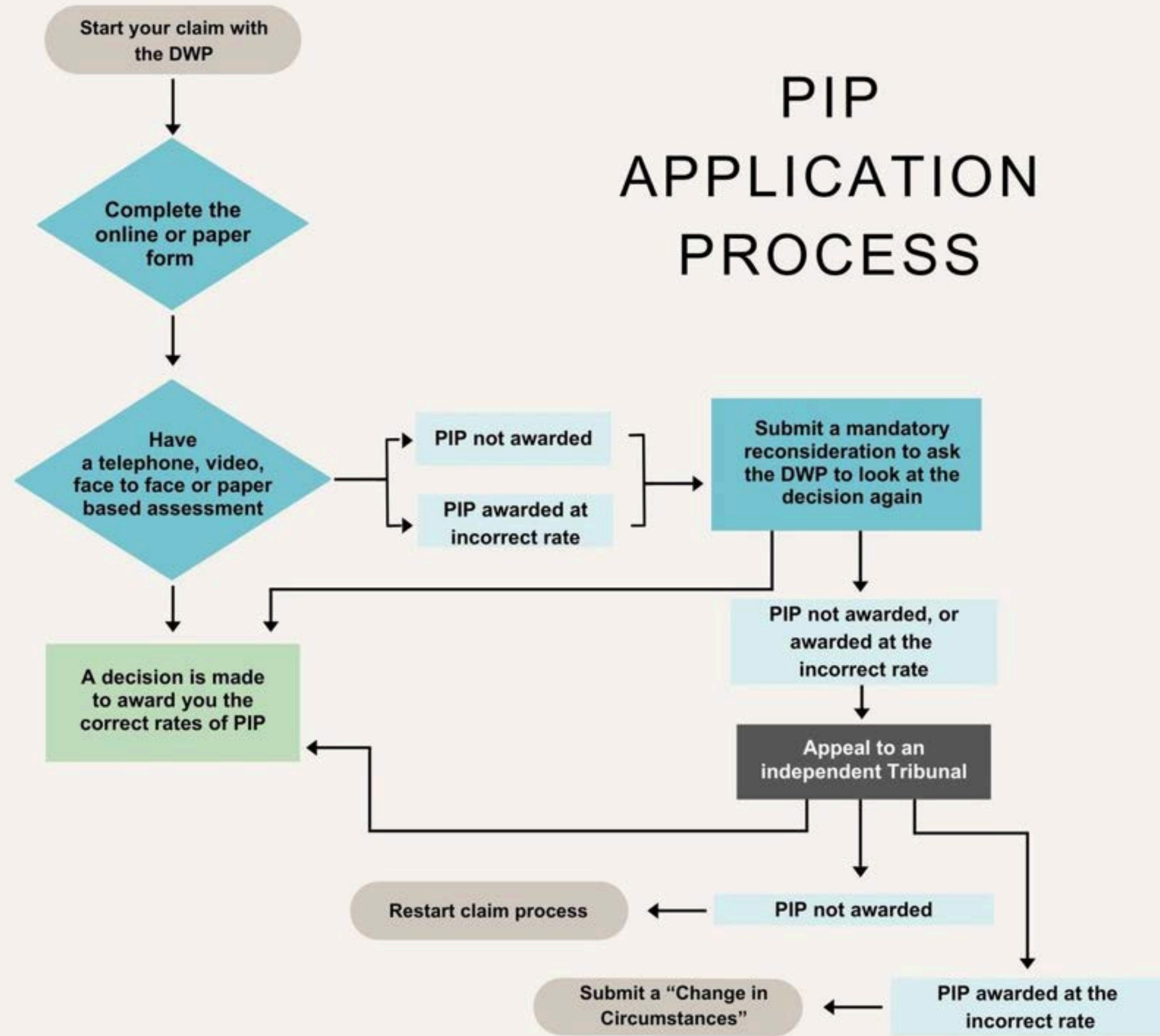
Your Advocate will contact you in the days after booking to introduce themselves and to explain what they need from you. They will ask you a range of questions to better understand your health conditions and also for you to confirm some information - such as if you have a current PIP award. You will also be sent a link to a secure portal, where you can share your documents with us.

Step 3: PIP Advocacy Call

Participate in your scheduled PIP call or video consultation with your Advocate. These are usually very informal and chatty. Our Advocates are highly trained in how to obtain all of the information that they need from you, without having to fire lots of questions at you. The calls can last anywhere from around 1 - 2 hours. However, if you need a break or a rest, just let us know.



PIP APPLICATION PROCESS



After The Decision

➔ Mandatory Reconsideration

If claimants disagree with the decision about their PIP claim, they can challenge it. An MR is a MANDATORY part of the process and gives claimants the opportunity to ask for their claims to be RECONSIDERED by a different decision maker at the DWP.

Claimants should call PIP to ask for a copy of the PA3/4 report and use this as the basis for their arguments.

Always do an MR in writing and support with medical evidence. Always send the MR on a recorded service, to arrive with the DWP within 13 months of the date of the decision. Call the DWP once it's been delivered to ensure they log it as an MR on their system.

After The Decision

➔ Appeal to Independent First Tier Tribunal:

If the award is still not correct, claimants have 13 months from the date on the mandatory reconsideration notice to make an appeal to an independent panel, called a tribunal.

The tribunal are a panel - usually made up of a Judge, a doctor and someone with experience of Disability - who are not involved with the DWP. They will look at the evidence from both the claimant and the DWP before making the final decision on a case.

The tribunal is part of the court system - it's not part of the DWP.

The Hearing:

Face to Face

Telephone

Video Link

➔ Appeal on an error of law or fact to the Upper Tier Tribunal:

There is a further right of appeal for claimants to a higher level of the tribunal called the upper tier.

This is a legal process that does not consider the claimants individual circumstances in relation to PIP – but, only if the previous panel or Judge has made an error in administering the law.

This is quite a complex area and appeals to the upper tier can take an extremely long time.

Reapply or Submit a Change in Circumstance

supporting letters from
physio / acupuncturist /
costs you take for your
notices (if you have appealed
assessment reports for other
awarded.
any aids or appliances that





Thank you.

Chris Hall PIPPS Legal Director



Ways To Contact Us:



Contact Us:

Email: info@pipps.co.uk

WhatsApp: 01706 489 487 (messaging service only)

Follow Us - @pippsupport



We are proud to be members of

