



Juniper Health

FREE PRINTABLE GUIDE

How to fill in your PIP form

A plain English, question by question guide to the “**How your disability affects you**” form, with tips on what to write, what scores points and what evidence helps.

All 15 questions explained

Example answers

Symptom diary to print

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About this guide

This guide is written by Juniper Health, an independent website. We are **not** part of the DWP, and only the DWP can decide your claim. It is general information, not legal advice. It is based on advice from Citizens Advice, the DWP's own guide for PIP assessors, and the PIP law.

You can also use our free, private **PIP points self-check** at juniperhealth.info/benefits/pip/points-checker. It works through the same 12 activities as the form.

Before you start

After you ring the DWP to start your PIP claim, they send you a form called **“How your disability affects you”** (sometimes called the **PIP2**). You may be offered it online or on paper. This form is the most important part of your claim. The health professional who assesses you reads it first, and a good form can sometimes mean you do not need a face to face assessment.

You have one month to send it back. The deadline is on the letter that comes with the form. If you need more time, ring the PIP enquiry line **before** the deadline and ask for an extension: **0800 121 4433** (Relay UK: 18001 then 0800 121 4433). If they agree, write down the date, the name of the person you spoke to, and your new deadline.

Get these together first

- ☐ Your National Insurance number (it is on the form's letter)
- ☐ A list of your health conditions and when they started
- ☐ A list of your medicines, doses and side effects (your repeat prescription list is ideal)
- ☐ Names and contact details of your GP, consultants, nurses, therapists and support workers
- ☐ Letters, care plans and reports about your health (see the evidence page)
- ☐ Notes from a symptom diary, if you have kept one (there is one to print in this guide)

Make it easier on yourself

- **Do it in short bursts.** The form is long. Do one or two questions at a time.
- **Draft it first.** Write your answers on scrap paper or in the notes boxes in this guide, then copy them onto the form.
- **Ask someone who knows you.** A family member, friend or carer may notice things you have got used to.
- **Get free help.** Citizens Advice, local welfare rights services and some charities will help you fill it in.

How PIP is decided

PIP is **not** based on your diagnosis, or the medicines you take. It is based on **how your condition affects you** in everyday life. Two people with the same condition can get very different results.

The form asks about **12 activities**. For each one, the DWP picks the statement that best describes you, and each statement scores between 0 and 12 points.

Part of PIP	Form questions	8 to 11 points	12 points or more
Daily living (10 activities)	Questions 3 to 12	Standard rate, £76.70 a week	Enhanced rate, £114.60 a week
Mobility (2 activities)	Questions 13 and 14	Standard rate, £30.30 a week	Enhanced rate, £80.00 a week

Rates for 2026 to 2027. You can get one part or both. Only one statement counts for each activity, and the points for each part are added up.

You need to have had your difficulties for long enough

You must have had your difficulties for at least **3 months**, and expect them to last at least another **9 months**. If you are terminally ill, there are faster rules and you do not need to fill in this form in the same way.

Some words have a special meaning

Aid or appliance	Anything that helps you do a task, such as a perching stool, grab rail, walking stick or pill organiser. It still counts if you do not have one yet but could reasonably be expected to use one .
Prompting	Someone reminding you, encouraging you or explaining what to do. They do not have to be in the room.
Supervision	Someone needs to be there the whole time to keep you safe.
Assistance	Someone physically helping you with part of the task.
Unaided	Without any aid, prompting, supervision or help.

The rules that matter most

The DWP gives its assessors a guide explaining how to score each activity. These rules come from that guide and the PIP law. Knowing them helps you describe your difficulties in the way the DWP needs.

1. Can you do it reliably?

You only count as able to do something if you can do it **safely**, to an **acceptable standard**, **repeatedly** (as often as you reasonably need to) and in a **reasonable time**. If you fail even one of these, you count as not able to do it.

2. What is a reasonable time?

No more than **twice as long** as it would take someone without your condition. If it takes you over twice as long, say so.

3. What does safely mean?

Whether there is a real risk of harm to you or anyone else, either while you do the task or afterwards. Think about falls, burns, cuts, choking, seizures and self harm.

4. Repeatedly means again and again

Could you do the task again soon after? Think about how you feel afterwards: pain, tiredness, breathlessness, or a flare up the next day.

5. Most days means over half

A statement applies if it is true on **more than half of days** over a 12 month period. If your condition changes, think about the whole year, not your best days.

6. When different days are different

If one statement applies on more than half of days, that one counts. If two do, the higher scoring one counts. If none do on their own, but together they add up to more than half, the one that happens most often counts.

Pain, tiredness and mental health all count

The assessor should think about the effect of **pain, fatigue, breathlessness, nausea, dizziness, anxiety and low motivation**, and about side effects of treatment. If a task leaves you exhausted, or you only manage it because someone pushes you, it matters.

How to write your answers

Each question has tick boxes and a space to explain. **The explanation is the most important part.** The tick boxes alone do not tell the DWP enough.

Do

- ✓ Describe a **bad day**, and say how many bad days you have in a typical week.
- ✓ Say what **happens if you try**: pain, falls, accidents, panic, or needing to rest.
- ✓ Say how **long** things take you.
- ✓ Say **who helps** you, how, and how often. Say what happens when they are not there.
- ✓ Mention help you **need** but do not get. It still counts.
- ✓ List every **aid** you use, or ways you have adapted how you do things.
- ✓ Give **real examples** with dates or numbers: "I fell twice in March."
- ✓ Tick **"Sometimes"** if a difficulty comes and goes, then explain.

Try not to

- Describe your **best** day, or how you would like things to be.
- Just write "yes" or "no".
- Leave a box empty. If a question does not apply, say so briefly.
- Rely on your diagnosis to explain things. Say what it stops you doing.
- Say "I manage" if managing means pain, danger, or taking all day.
- Copy the same words into every question.

Running out of space? Use extra sheets. Put your **full name, National Insurance number** and the **question number** at the top of every sheet, and attach them to the form.

A simple way to structure each answer

1. **What I can and cannot do**, and how often.
2. **Why**: which symptoms get in the way.
3. **What happens** when I try, during and afterwards.
4. **Who or what helps**, and what happens without that help.

Your health professionals, conditions and treatment

Question 1: health professionals

List the people who know most about how your condition affects you **now**. This is not always your GP. A specialist nurse, community mental health worker, occupational therapist, physiotherapist or support worker may know more about your day to day life.

- Give their name, job, address and phone number.
- Say when you last saw them.
- The DWP may contact them, so tell them you are claiming PIP.

Question 2: conditions, medicines and treatment

- List **every** condition, physical and mental, with roughly when it started. Include ones you think are minor.
- List your medicines, doses and how often you take them. A copy of your repeat prescription list is fine.
- Include **side effects**, such as drowsiness, sickness or needing the toilet often.
- Include other treatments: therapy, physiotherapy, injections, dialysis, oxygen, or waiting lists you are on.
- Say if a treatment has not worked or has been stopped.

These first two questions do not score points, but they help the assessor understand your later answers. Be thorough.

My conditions, medicines and side effects

Q3. Preparing food

In the PIP rules this is called **preparing a simple meal**.

What this question is about

Whether you can make a **simple meal**: a hot, one course meal for one person, cooked from fresh ingredients. The DWP's example is peeling, chopping and boiling potatoes, opening a tin, and frying a small piece of meat or fish. The cooker or microwave is treated as being at waist height, so problems bending down to an oven do not count here.

Things to write about

- ✓ Opening packets and tins, peeling and chopping, and lifting a pan of water.
- ✓ Whether you can use a hob or oven safely. Say if you have burnt or cut yourself, left the cooker on, or dropped things.
- ✓ Whether you can only use a microwave, and why.
- ✓ If you lose track of what you are doing, forget food is cooking, or cannot tell if food is cooked properly.
- ✓ If low mood or anxiety means you do not cook unless someone prompts you, or you live on snacks and ready meals.
- ✓ How long it takes, how you feel afterwards, and any aids you use, such as a perching stool or easy grip knives.

What scores points

If this is true on most days	Points
I can prepare and cook a simple meal without help	0
I need an aid or appliance to do it	2
I can't use a cooker, but I can make a simple meal with a microwave	2
I need someone to prompt me to prepare or cook a meal	2
I need someone to watch over me or help me to prepare or cook a meal	4
I can't prepare and cook food at all	8

EXAMPLE OF A HELPFUL ANSWER

I cannot stand for more than about 5 minutes because of pain in my hips and back, so I sit on a stool to chop vegetables. My grip is weak, and I have dropped a pan of boiling water twice this year. On most days my partner lifts pans and drains them for me. On bad days, which are about 4 days a week, I do not cook at all and eat cereal or toast.

My notes for this question

Q4. Eating and drinking

In the PIP rules this is called **eating and drinking**.

What this question is about

Whether you can **take nutrition**: cutting food into pieces, getting food and drink to your mouth, chewing and swallowing. It also covers people who are fed through a tube, and people who need reminding to eat.

Things to write about

- ✓ Problems cutting up food, holding cutlery or lifting a cup.
- ✓ Choking, coughing or trouble swallowing, and whether someone needs to watch you eat.
- ✓ If you forget to eat, have no appetite because of your condition, or an eating disorder means someone needs to encourage or supervise you.
- ✓ Spilling food or drink, and how long meals take you.
- ✓ Aids such as adapted cutlery, a plate guard or a special cup.

What scores points

If this is true on most days	Points
I can eat and drink without help	0
I need an aid, someone to watch me while I eat, or someone to cut up my food	2
I need a feeding tube or similar, which I can manage myself	2
I need someone to prompt me to eat or drink	4
I need someone to help me manage a feeding tube or similar	6
I can't get food and drink to my mouth. Someone has to do it for me	10

EXAMPLE OF A HELPFUL ANSWER

Because of my depression I often do not feel hungry and forget to eat. My mum phones me at lunchtime and teatime every day to remind me. Without these calls I would skip meals, and I have lost 6 kilograms in the last 3 months.

My notes for this question

Q5. Managing treatments

In the PIP rules this is called **managing medicines and treatment**.

What this question is about

Taking medicines at the right time and in the right dose, **noticing changes** in your health (such as blood sugar or signs of a crisis), and doing **therapy at home** that a health professional has prescribed or recommended, such as physiotherapy exercises, dialysis or oxygen. For therapy, the points depend on how many hours a week you need help.

Things to write about

- ✓ Every medicine you take, and whether you use a pill organiser (dosette box) or phone alarms.
- ✓ If someone reminds you to take medicines, checks you have taken them, or keeps them safe because of a risk of overdose.
- ✓ If someone helps you notice changes in your condition, for example spotting a hypo or early signs of a relapse.
- ✓ Therapy you do at home, who helps you, and roughly how many hours a week it takes.

What scores points

If this is true on most days	Points
I can manage my medicines and treatment without help, or I don't need any	0
I need an aid to manage my medicines	1
I need someone to prompt me, watch over me or help me to take medicines or check my condition	1
I need help with treatment at home for up to 3.5 hours a week	2
I need help with treatment at home for more than 3.5 hours and up to 7 hours a week	4
I need help with treatment at home for more than 7 hours and up to 14 hours a week	6
I need help with treatment at home for 14 hours a week or more	8

EXAMPLE OF A HELPFUL ANSWER

I take 9 different tablets at 4 times of day. I use a dosette box that the pharmacy fills, and my phone alarm reminds me. Even with this, I miss doses about twice a week because of memory problems. My husband checks the box each evening. He also helps with my physiotherapy exercises for about 30 minutes every day, which is 3.5 hours a week.

My notes for this question

Q6. Washing and bathing

In the PIP rules this is called **washing and bathing**.

What this question is about

Washing your face, hair, body and lower body, and getting in and out of an **ordinary bath or shower** (not an adapted one).

Things to write about

- ✓ Getting in and out of a standard bath or shower, and whether you have fallen or nearly fallen.
- ✓ Which parts of your body you cannot reach, for example your feet, back or hair.
- ✓ If you avoid washing because of pain, tiredness, low mood or lack of motivation, and whether someone prompts you.
- ✓ If you need someone nearby in case you fall, faint or have a seizure.
- ✓ Aids such as a shower seat, bath board, grab rails or a long handled sponge.

What scores points

If this is true on most days	Points
I can wash and bathe without help	0
I need an aid or appliance to wash or bathe	2
I need someone to prompt me or watch over me to wash or bathe	2
I need help to wash my hair or the lower half of my body	2
I need help to get in or out of a bath or shower	3
I need help to wash my body between my shoulders and waist	4
I can't wash at all. Someone has to wash my whole body for me	8

EXAMPLE OF A HELPFUL ANSWER

I cannot get in or out of the bath because I cannot lift my legs high enough. I have a strip wash at the sink instead. I cannot reach my feet or lower legs, so my daughter washes them twice a week. Washing makes me so tired that I have to lie down for an hour afterwards.

My notes for this question

Q7. Managing toilet needs

In the PIP rules this is called **using the toilet**.

What this question is about

Getting on and off an **ordinary toilet**, cleaning yourself afterwards, and managing **incontinence** of your bladder, bowel or both, including a catheter or stoma.

Things to write about

- ✓ Problems getting on and off the toilet, or cleaning yourself.
- ✓ Accidents, how often they happen, and what you use (pads, a catheter, a stoma bag).
- ✓ If you need help to change pads or clothes, or to clean up after an accident.
- ✓ Aids such as a raised seat, frame or grab rails.

What scores points

If this is true on most days	Points
I can use the toilet without help	0
I need an aid or appliance to use the toilet	2
I need someone to prompt me or watch over me to use the toilet	2
I need someone to help me use the toilet	4
I need help to manage incontinence of my bladder or my bowel	6
I need help to manage incontinence of both my bladder and my bowel	8

EXAMPLE OF A HELPFUL ANSWER

I have bowel incontinence 3 or 4 times a week, often with little warning. I use pads, but I cannot always change them or clean myself properly because I cannot twist my body. My partner helps me clean up and change my clothes after most accidents.

My notes for this question

Q8. Dressing and undressing

In the PIP rules this is called **dressing and undressing**.

What this question is about

Putting on and taking off clothes, including socks and shoes. It also covers knowing **when** to change clothes and choosing clothes that suit the weather and the situation.

Things to write about

- ✓ Buttons, zips, bras, socks, tights and shoe laces.
- ✓ Whether you need to sit down, and how long dressing takes.
- ✓ If you stay in the same clothes for days, or wear night clothes all day, because of your mental health.
- ✓ If someone helps you with your top half, bottom half, or both.
- ✓ Aids such as a button hook, sock aid or long shoe horn, and clothes you choose because they are easier (elastic waists, slip on shoes).

What scores points

If this is true on most days	Points
I can dress and undress without help	0
I need an aid or appliance to dress or undress	2
I need someone to prompt me to dress or undress, or to help me choose suitable clothes	2
I need help to dress or undress the lower half of my body	2
I need help to dress or undress the upper half of my body	4
I can't dress or undress at all	8

EXAMPLE OF A HELPFUL ANSWER

My hands are stiff and painful every morning, so I cannot do up buttons or zips. I only wear clothes with elastic waists and slip on shoes. My wife puts my socks on and helps me into jumpers and coats because I cannot lift my arms above my shoulders.

My notes for this question

Q9. Communicating

In the PIP rules this is called **talking, listening and understanding**.

What this question is about

Speaking to people and understanding what they say, in your own language. **Basic** information is one simple sentence. **Complex** information is more than one sentence, or one complicated sentence.

Communication support means help from someone trained or experienced in helping you, such as a sign language interpreter or a family member who knows your needs.

Things to write about

- ✓ If you use a hearing aid or other aid to speak or hear.
- ✓ If you struggle to follow conversations, understand what a doctor says, or remember what you have been told.
- ✓ If anxiety, a learning disability, autism, brain injury or a speech problem makes it hard to explain yourself.
- ✓ Who helps you, and how.

What scores points

If this is true on most days	Points
I can speak, hear and understand without help	0
I need an aid to speak or hear	2
I need support to understand or explain complicated information	4
I need support to understand or explain basic information	8
I can't understand or express spoken information at all, even with support	12

EXAMPLE OF A HELPFUL ANSWER

Because of my brain injury, I cannot follow more than one instruction at a time. At GP appointments my sister comes with me and explains what the doctor has said in simple words. On the phone I often agree to things without understanding them.

My notes for this question

Q10. Reading

In the PIP rules this is called **reading and understanding**.

What this question is about

Reading and understanding signs, symbols and words in your own language, in **normal size print**, with glasses or contact lenses if you use them. **Basic** written information is signs, symbols and dates.

Complex written information is more than one sentence, such as a letter.

Things to write about

- ✓ If you need a magnifier, large print or a screen reader, even when wearing glasses.
- ✓ If you cannot take in, or remember, what you have read, for example letters about bills or appointments.
- ✓ If someone reads your post to you or explains it.

What scores points

If this is true on most days	Points
I can read and understand, using glasses or contact lenses if I need them	0
I need an aid other than glasses or contact lenses	2
I need someone to prompt me to read or understand complicated written information	2
I need someone to prompt me to read or understand basic written information	4
I can't read or understand signs, symbols or words at all	8

EXAMPLE OF A HELPFUL ANSWER

Even with my glasses I cannot read normal size print because of macular degeneration. I use a magnifier for short things, but I cannot read letters. My son reads all my post to me.

My notes for this question

Q11. Mixing with other people

In the PIP rules this is called **mixing with other people**.

What this question is about

Meeting people face to face, understanding how they are behaving, and building relationships. **Social support** means help from someone trained or experienced in helping you mix with people, such as a support worker or a close family member. The top score is for people who cannot mix with others because it causes **overwhelming distress**, or because they may behave in a way that puts themselves or others at serious risk.

Things to write about

- ✓ How you feel before, during and after meeting people, including people you do not know.
- ✓ If you avoid people, cancel plans, or only go out with someone you trust.
- ✓ Panic attacks, anger, paranoia, or not understanding social cues.
- ✓ Who supports you, and what happens when they are not there.

What scores points

If this is true on most days	Points
I can mix with other people without help	0
I need someone to prompt me to mix with other people	2
I need social support to mix with other people	4
I can't mix with other people because it causes me overwhelming distress, or I may act in a way that puts me or others at serious risk	8

EXAMPLE OF A HELPFUL ANSWER

I have not met anyone new on my own for over a year. If I have to, my heart races and I shake and cannot speak. My support worker comes with me to appointments and speaks for me when I freeze. I have walked out of 2 appointments this year because I could not cope.

My notes for this question

Q12. Making budgeting decisions

In the PIP rules this is called **managing money**.

What this question is about

Simple budgeting decisions are working out the cost of things and the change you should get. **Complex** budgeting decisions are planning a budget, paying bills and planning future purchases.

Things to write about

- ✓ If you struggle with numbers, prices or change.
- ✓ If someone manages your bills or bank account, or checks your spending.
- ✓ If you spend money impulsively (for example during a manic episode), or ignore bills because of anxiety or low mood.
- ✓ Debts or missed payments that happened because of your condition.

What scores points

If this is true on most days	Points
I can manage money and bills without help	0
I need someone to prompt me or help me with complicated money decisions	2
I need someone to prompt me or help me with simple money decisions	4
I can't make any money decisions at all	6

EXAMPLE OF A HELPFUL ANSWER

When I am high I spend money I do not have. Last year I built up £3,000 of debt in 2 weeks. My brother now helps me manage my bills and checks my bank account every week. I cannot plan ahead for bills without his help.

My notes for this question

Q13. Going out

In the PIP rules this is called **planning and following a journey**.

What this question is about

Planning a route and following it, on journeys you know and journeys you do not. It is about **mental, thinking and sensory** difficulties, such as anxiety, memory problems, confusion or sight loss. It also covers people who cannot go out at all because it causes overwhelming distress. Physical difficulty walking belongs in the next question.

Things to write about

- ✓ Local journeys you know well, such as to a shop or a friend's house, as well as unfamiliar ones.
- ✓ If you only go out with someone, or only at quiet times.
- ✓ What happens when a journey changes, such as a diversion, delay or a closed station.
- ✓ Panic attacks, getting lost, or getting confused, and how often.
- ✓ If you use an assistance dog, a cane, or a navigation aid.

What scores points

If this is true on most days	Points
I can plan and follow a journey without help	0
I need someone to prompt me to go out, or I would feel overwhelming distress	4
I can't plan the route of a journey	8
I can't follow the route of an unfamiliar journey without another person, an assistance dog or a navigation aid	10
I can't go on any journey because it would cause me overwhelming distress	10
I can't follow the route of a familiar journey without another person, an assistance dog or a navigation aid	12

EXAMPLE OF A HELPFUL ANSWER

I only leave the house with my partner. On my own I get panic attacks as soon as I reach the end of the road, and I have to go back. If a bus is cancelled I cannot work out another way home and I freeze. I have not made a journey on my own for 18 months.

My notes for this question

Q14. Moving around

In the PIP rules this is called **moving around**.

What this question is about

Standing and then moving **outdoors on flat, level ground**, such as a pavement. The key distances are **20 metres** (about 5 car lengths) and **50 metres** (about the length of 5 buses). The DWP looks at whether you can do it safely, to a good standard, repeatedly and within a reasonable time.

Things to write about

- ✓ How far you can walk before you need to stop because of pain, breathlessness, dizziness or tiredness. Count in metres, not minutes.
- ✓ How you walk: slowly, with a limp, stopping often, holding on to things.
- ✓ Whether you could walk the same distance again soon after, and how you feel later that day and the next day.
- ✓ Falls or near falls, and how often.
- ✓ Aids you use: a stick, crutches, a walking frame, a wheelchair or a mobility scooter.

What scores points

If this is true on most days	Points
I can stand and then move more than 200 metres	0
I can stand and then move more than 50 metres, but no more than 200 metres	4
I can stand and then move more than 20 metres, but no more than 50 metres, without an aid	8
I can stand and then move more than 20 metres, but no more than 50 metres, only with an aid	10
I can stand and then move more than 1 metre, but no more than 20 metres	12
I can't stand, or I can't move more than 1 metre	12

EXAMPLE OF A HELPFUL ANSWER

I can walk about 15 metres with my stick before the pain in my knees makes me stop. I walk very slowly and have to hold onto walls or fences. After walking to the car, my knees swell and I need to rest for the rest of the day. I have fallen 3 times in the last 6 months.

My notes for this question

QUESTION 15

Q15. Additional information

This is your space to add anything that does not fit in the other questions. Use it for:

- ✓ How your condition **changes** from day to day, and what a bad day or a flare up looks like.
- ✓ Things that **make it worse**, such as cold weather, stress or doing too much the day before.
- ✓ Anything the other questions missed, such as **sleep**, falls at night or **side effects**.
- ✓ Who **helped you fill in the form**, and how long it took. This shows how hard forms are for you.
- ✓ Evidence you are **still waiting for**, and that you will send it on.
- ✓ Anything you need at an assessment, such as a **home visit**, a **phone assessment**, extra time, or someone with you.

My notes for question 15

Evidence that helps

Evidence backs up what you have written. The most useful evidence explains **how your condition affects what you can do**, not just what your diagnosis is.

Often helpful

- ✓ Letters or reports from consultants, specialist nurses, mental health teams or therapists
- ✓ Care plans and support plans
- ✓ Occupational therapy assessments
- ✓ Hospital discharge letters
- ✓ Your repeat prescription list
- ✓ A statement from a carer, family member, friend or support worker describing the help they give
- ✓ Your symptom diary

Usually less helpful on its own

- Scan or test results with no explanation of what they mean for you
- Very old letters, unless nothing has changed
- General leaflets about your condition

Tips

- Ask for evidence to be sent to **you**, so you can check it first.
- Send **copies**, not originals.
- Write your **name and National Insurance number** on every page.
- Some GPs charge for letters. Ask first.

Do not miss the deadline waiting for evidence. Send the form on time, say in question 15 what is still to come, and post it on later with a short covering letter that gives your name and National Insurance number.

Symptom diary

Fill this in for a week or two before you do your form. It helps you remember bad days, and you can send a copy as evidence. Think about the activities in the form: cooking, eating, medicines, washing, the toilet, dressing, talking, reading, mixing with people, money, going out and walking.

Day and date	Good or bad day? Symptoms	What I could not do, or needed help with	Who helped, and how long it took
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

CHECKLIST

Before you send the form

- ☐ I have answered every question, even if only to say it does not apply.
- ☐ My tick boxes match what I have written in the boxes.
- ☐ I have described my bad days and how often they happen.
- ☐ I have put my name, National Insurance number and question number on every extra sheet.
- ☐ I have put my name and National Insurance number on every page of evidence.
- ☐ I have signed and dated the form.
- ☐ I have made a copy or taken a photo of every page, including the evidence.
- ☐ I have used the envelope that came with the form.
- ☐ I have asked the Post Office for free **proof of postage**, and kept it.
- ☐ I have written down the date I sent it.

Keep your copy safe. You will want to read it again before your assessment, and it is useful if you need to challenge a decision.

What happens next

- 1 **An assessment.** Most people are asked to have an assessment with a health professional, by phone, video or face to face. Some claims are decided from the form and evidence alone. You can take someone with you, and you can ask for the assessment to be audio recorded if you ask in advance.
- 2 **Before the assessment,** read your copy of the form again so you remember what you wrote. Take your evidence and a list of your medicines.
- 3 **A decision letter.** The DWP writes to tell you if you will get PIP, which parts and rates, and for how long. It shows the points given for each activity. Check them against your form.
- 4 **If you disagree,** ask the DWP to look again. This is called a **mandatory reconsideration**. You have **one month** from the date on the letter. If they do not change their decision, you can appeal to an independent tribunal. Many decisions are changed on appeal.

Read our guides to **the PIP assessment** and **how to challenge a PIP decision** at juniperhealth.info/benefits/pip.

Getting PIP can lead to more help

For example a Blue Badge, a Disabled Persons Railcard, the Motability Scheme, Carer's Allowance for someone who cares for you, and extra money in some other benefits. See juniperhealth.info/support.

Free help and sources

PIP enquiry line (extensions, questions about your claim)	0800 121 4433 Relay UK: 18001 then 0800 121 4433
Citizens Advice (free help with forms and challenges)	England: 0800 144 8848 Wales: 0800 702 2020 citizensadvice.org.uk
Turn2us (benefits information and grants)	turn2us.org.uk
Your local council	Many have a free welfare rights service
Samaritans (if you are struggling)	116 123, free, day or night

Sources

- Citizens Advice, Check how to fill in your claim form: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form-pip/
- Citizens Advice, Getting evidence to support your PIP claim: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/your-supporting-evidence/
- Citizens Advice, Sending your PIP claim form: www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/send-in-form/
- DWP, PIP assessment guide part 2: the assessment criteria: www.gov.uk/government/publications/personal-independence-payment-assessment-guide-for-assessment-providers/pip-assessment-guide-part-2-the-assessment-criteria
- The Social Security (Personal Independence Payment) Regulations 2013, Schedule 1: www.legislation.gov.uk/ukSI/2013/377/schedule/1
- GOV.UK, Personal Independence Payment: www.gov.uk/pip

About Juniper Health

Juniper Health gives clear, kind help with health conditions and disability benefits in England and Wales. It is run by Neil Hyde, trading as Juniper Health. We are independent and are not part of the DWP or the NHS. This guide is general information, not legal or financial advice. Rules and rates can change, so check GOV.UK or ask an adviser.

Find more guides and free self-checks at juniperhealth.info · hello@juniperhealth.info · Updated September 2026