



Department for
Communities

An Roinn
Pobal

Máinnystrie o
Communities

www.communities-ni.gov.uk

How to claim Personal Independence Payment

**Easy
Read**



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Introduction



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Personal Independence Payment is a benefit from the Department for Communities.



It helps with some of the extra costs you have to pay when you have long term ill health or a disability.

PIP

Personal Independence Payment is sometimes known as PIP.



Personal Independence Payment can help you be more active and do more on your own.



This leaflet tells you **how to claim** Personal Independence Payment.

2

Making a claim



If you think you can get Personal Independence Payment, you should make a claim.



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You do this by contacting the Department for Communities.



To make a Personal Independence Payment claim, call us free on **0800 012 1573**.



If you cannot hear or speak on the phone, use Textphone:
0800 587 0937



If you are deaf and use British Sign Language or Irish Sign Language you may be able to use the BSL or ISL video relay services.

For more information, go to www.nidirect.gov.uk/pip

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Making a claim by telephone



If you need support to call us, you can ask:

- A family member or friend
- Someone who helps you
- A carer or support worker.



If someone speaks on your behalf, you must be with them. If this is not possible, we may have to send you a claim form to complete instead of claiming by telephone.



If you have no-one to help you call us, you should still call anyway.

We will support you during your call.

During the telephone call

**15
minutes**

The telephone call is free from your landline or mobile phone and will last about 15 minutes.



During the call we will ask for some personal details, such as:

- Your National Insurance number
- Your health or care worker details
- Your bank details.



We may ask questions about your health condition or disability during the call.

Large print



Tell us during the call if you need a form in a format such as braille, large print or audio CD.

After the telephone call



After the telephone call, we send you a letter and a form called **How your disability affects you.**



We will also send you an **information booklet** to help you fill in the form.

2
weeks

It can take up to 2 weeks for the form and information booklet to get to you.



Use this time to collect information to support your claim.



Send this information to us with your form.

For more information on filling in the form, go to www.nidirect.gov.uk/pip

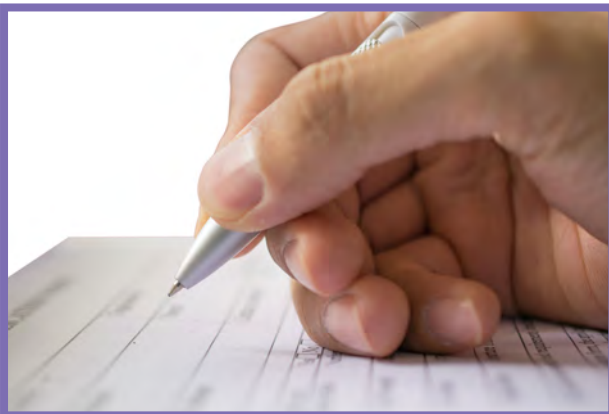
4

Questions we ask on the form



The form asks questions about:

- How well you can do daily activities
- Whether you can get around on your own or if you need support.



Please give as much detail as you can.

This will help us understand how your health condition or disability affects you.



Use the information booklet to help you fill the form in.



You must fill in the form and send it to us by the date shown on the letter.

This date is in the section that says **What we want you to do.**

1
month

You have 1 month to complete your form and send it to us.

If you need more time to fill in the form, please let us know.

5

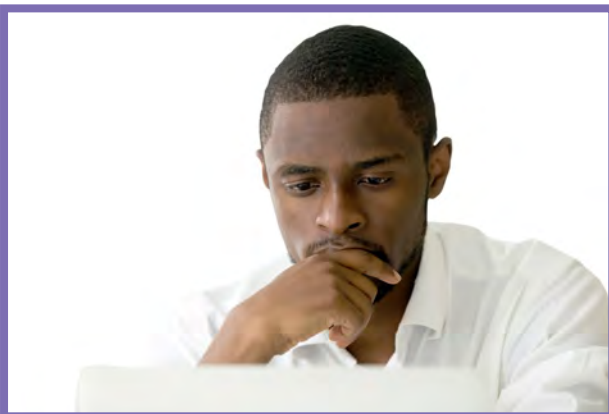
After you have sent the form to us



Most people will have an assessment with a health professional.



We will look at your form and all your supporting information.



We will use this information to decide **what kind** of assessment you need.

**Face to face
meeting**



All face-to-face assessments are currently suspended because of the coronavirus outbreak.



Instead of a face-to-face assessment, you may be asked to have a telephone assessment.



British Sign Language or Irish Sign Language users may be asked to have a video assessment using a Video Relay Service.

PIP

You may not need to go to an assessment if it is **clear you can or cannot get Personal Independence Payment.**

IMPORTANT

If we ask you to have a telephone assessment, **you must attend.**



In the assessment, a health professional will ask you about your health condition and your day to day needs.



After the assessment, we will look at all of the information we have and make a decision on your claim.



We will then send you a letter.



The letter will tell you if you can, or cannot, get Personal Independence Payment.



If you can get Personal Independence Payment, the letter will tell you the amount you will get.

6
weeks

The letter is usually sent to you within 6 weeks of your assessment date.

6

Other types of support



You may be able to get a benefit called Universal Credit if:

- You are out of work
- You are in work and on low earnings.

For more information on Universal Credit, go to www.nidirect.gov.uk/universal-credit



Universal Credit can also help you with some housing costs.

Some people will still need to claim Housing Benefit instead of Universal Credit.

For more information, go to www.nidirect.gov.uk/housing-benefit-rate-relief

RATE RELIEF

You may be able to get help with Rate Relief.



You may be able to get help from Access to Work NI.



Access to Work NI can help pay for changes needed in your workplace to help you do your job.

For more information on Access to Work, go to www.nidirect.gov.uk/access-to-work



If someone cares for you, they may be able to get Carer's Allowance.

For more information on Carer's Allowance, go to www.nidirect.gov.uk/carers-allowance



If you have money problems, you can contact:

- Your local Jobs and Benefits office
- Your local council office
- A local advisory group.

For more information on Personal Independence Payment, go to www.nidirect.gov.uk/pip

For more information on the benefits, you may be able to claim go to www.nidirect.gov.uk/disability

To find your local Jobs and Benefits office, go to www.nidirect.gov.uk/contacts/jobs-benefits-offices

To find your local council office, or a help and support group, go to www.nidirect.gov.uk/local-councils

For help with money problems, go to www.moneyadvice.service.org.uk