

Factsheet

Disability benefits: Personal Independence Payment and Disability Living Allowance

Personal Independence Payment (PIP) is extra money for people under State Pension age who have long-term physical or mental health problems. You can get it however high your income or savings are. PIP is gradually replacing Disability Living Allowance. This factsheet explains who can apply for it and how to apply.



Call free on 0800 319 6789

Visit www.independentage.org

About Independent Age

Whatever happens as we get older, we all want to remain independent and live life on our own terms. That's why, as well as offering regular friendly contact and a strong campaigning voice, Independent Age can provide you and your family with clear, free and impartial advice on the issues that matter: care and support, money and benefits, health and mobility.

A charity founded over 150 years ago, we're independent so you can be.

The information in this factsheet applies to England only.

**If you're in Wales, contact Age Cymru
(0800 022 3444, ageuk.org.uk/cymru)
for information and advice.**

**In Scotland, contact Age Scotland
(0800 12 44 222, ageuk.org.uk/scotland).**

**In Northern Ireland, contact Age NI
(0808 808 7575, ageuk.org.uk/northern-ireland).**

In this factsheet, you'll find reference to our other free publications. You can order them by calling **0800 319 6789** or by visiting **www.independentage.org/publications**

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1. What is Personal Independence Payment?

Personal Independence Payment (PIP) is a disability benefit for people under State Pension age. It provides extra money for people who have difficulties with daily living activities or mobility because of a disability or a long-term mental or physical health problem. Daily living activities are everyday tasks you need to carry out to look after yourself, like washing, dressing, and preparing food.

PIP has two parts:

- daily living component
- mobility component – for help you need getting around.

You're free to spend the money in the way that suits you best – it doesn't have to be spent on care.

Claiming PIP can also unlock other benefits, such as a free bus pass, a Blue Badge to help with parking, and the ability to lease mobility equipment (see chapter 11).

You have to be under State Pension age to claim PIP. However, you can keep receiving it after, as long as you claimed it before you reached your State Pension age and you still meet the other conditions (see chapter 2).

If you're over State Pension age, you can't make a new claim for PIP (unless you've been invited to claim by the Department for Work and Pensions (DWP) because you were under 65 on 8 April 2013). You should claim Attendance Allowance instead – see our factsheet **Disability benefits: Attendance Allowance** for more information.

PIP has replaced Disability Living Allowance (DLA) for anyone under State Pension age making a new claim. If you're already claiming DLA, see chapter 9 for more information.

2. Who can claim Personal Independence Payment?

To qualify for Personal Independence Payment (PIP), you must:

- be under State Pension age (or have been invited to claim if you were under 65 on 8 April 2013)
- have had difficulties with daily living or getting around (see list of activities below) for three months before claiming and expect them to last for at least nine months after claiming.



Good to know

State Pension age is gradually increasing for both men and women. You can find out when you will reach State Pension age by using the calculator on [gov.uk/state-pension-age](https://www.gov.uk/state-pension-age).

If you have a terminal illness, your claim will be fast-tracked under special rules, so you can receive it as soon as possible (see chapter 7).

PIP isn't means-tested. You can claim no matter what your income is, if you have any savings and whether you're working or not.

Daily living activities test

There are 10 daily living activities. To qualify for PIP, you are given a score for each activity depending on how much help you need. Your scores are added up and if you get enough points, you are awarded PIP. The activities are:

- preparing or cooking a simple meal
- eating and drinking
- managing treatment (includes taking medication and monitoring changes in your condition)
- washing and bathing
- managing incontinence; getting on or off or using the toilet (includes using an aid or appliance such as grab rails)
- dressing or undressing
- communicating (includes speaking, hearing and understanding information)
- reading and understanding signs, symbols and words
- engaging with other people face to face
- making everyday decisions about money.

Mobility activities test

The two mobility activities that are assessed are:

- planning and following a journey
- moving around.



Good to know

Each activity is described by a number of statements called descriptors. These can be complex so it's a good idea to get help to fill in the form (see chapter 5). You can find out more about the descriptors on the Citizens Advice website: citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form.

3. How much is Personal Independence Payment worth?

There are two different rates for each component of Personal Independence Payment. You may be able to receive one or both components.

Daily Living Component	Weekly rate
Standard if you have a limited ability to carry out daily living activities	£60.00
Enhanced if you have a severely limited ability to carry out daily living activities	£89.60

Mobility Component	Weekly rate
Standard if you have limited mobility	£23.70
Enhanced if you have severely limited mobility	£62.55 plus access to the Motability scheme (see chapter 11)

If you have a terminal illness, you will automatically get the daily living enhanced rate. You may also receive the mobility component if you qualify for it. The rate depends on your needs.

4. How do you claim Personal Independence Payment?

There are usually three steps to claiming Personal Independence Payment (PIP).

1. Start your claim

Call the Department for Work and Pensions (DWP) on **0800 917 2222**. A DWP adviser will fill in the basic claim form (PIP1) over the phone with you. Your claim will usually start from that date.

You'll be asked for some details, including your National Insurance number, bank details and doctor or health worker's name, so have those at hand. The adviser will ask if you have any mental health conditions, a learning difficulty or a behavioural condition to see if you need any extra support with your claim. They won't ask you detailed questions about your disability or health problem.

Someone else can call on your behalf, but you'll need to be with them. It takes about 20 minutes.

If you can't apply by phone, you can ask for the PIP1 form to be posted or emailed to you by writing to: Personal Independence Payment New Claims, Post Handling Site B, Wolverhampton, WV99 1AH. Your claim

will start from the date the DWP receive your letter, so it's best to claim by phone if you can.

2. Fill in the claim form

If you meet the basic eligibility criteria, you'll then be sent a form – 'How your disability affects you' (PIP2) – by post or email. It can take up to two weeks to arrive by post. The form comes with notes to help you fill it in. You can't fill it in online. See chapter 5 for advice on filling in the form. You can ask for the form in a format that's accessible for you, such as large print, braille or audio CD.

The form asks questions relating to the daily living and mobility activities mentioned in chapter 2. It's important that you give as much information about your medical condition or disability as possible, and how it affects you. You should explain any difficulties you have managing the activities or the help that you need. Make a copy of your completed form so you can bring it to your assessment. It's also useful in case your form gets lost in the post.

You usually have to return the form within a month of the date on the form. If you need more time, call the PIP enquiry line on **0800 121 4433** and ask for an extension.

If you are terminally ill, you don't have to complete a claim form (see chapter 7).

3. Attend a face-to-face assessment

Once your claim form has been assessed, you'll usually be asked to attend an assessment with an independent healthcare professional. This could take up to 16 weeks to arrange, or even longer in some areas. The assessment gives you the opportunity to explain your personal needs. Your GP or any other health professional you name on the form may also be contacted for more details. See chapter 6 for more information about the assessment.

If you're not fit to travel to an assessment, you should mention this on your claim form and ask for the assessment to take place in your own home. You may have to provide a letter from your GP saying you're unable to travel on health grounds.

After the assessment, you'll get a letter telling you if you've been awarded PIP, and the rate that you qualify for. This may take up to five weeks. You may be awarded it indefinitely or for a set period. You'll be reassessed regularly to make sure you're getting the correct rate.

5. Filling in the form for Personal Independence Payment

When filling in the claim form, give as much detail about your difficulties as possible. This will give the person assessing your claim a clearer picture of your problems. Try to provide additional information about your difficulties in the box at the end of each question that applies to you.

You'll be asked about the difficulties you have with each of the daily living and mobility activities described in chapter 2.

Tips for filling in your form

- Describe any difficulties you have with the activities described in chapter 2. For example, under 'Preparing or cooking a simple meal', say if you can't peel and chop food, or lift a pan due to arthritis affecting your hands. If you have to use an aid to help you, say what it is: for example, a perching stool if you have balance problems, special cutlery if you have problems with your hands, or a magnifying glass if you have sight problems.
- A medical condition alone won't entitle you to Personal Independence Payment (PIP) unless you have a

terminal illness (see chapter 7). You can list the names of any medical conditions you have, but it's more important to explain how they affect your daily life and what difficulties you experience with activities.

- Answer as many questions as possible in as much detail as you can, even about things you find embarrassing or that seem trivial.
- It's also helpful to say if you can't do things safely, to an acceptable standard, repeatedly, or in a reasonable period of time.



Good to know

Don't assume that the decision maker understands how your condition affects you. You know your situation best.

- Include the time it takes you to do specific activities and how much help you need with them, even if there is no one to help you.
- Ask family, friends, carers or an advice service for help to fill in the application form. Some people find that, because they've lived with their health problem for a long time, or their difficulties have increased over a prolonged period of time, the way they do things has become normal to them. It's easy to overlook or

underestimate your problems, so it can be useful to have someone else's view.

- Remember that the decision maker is interested in what you can't do, not what you can do. If you struggle to do things, find them painful or it takes you a long time, you should emphasise this on the form.
- If there are things you avoid doing because they're difficult, put this on the form – for example, if it's difficult bending and reaching to put on and take off socks, even while sitting down.
- Some days you may be able to do more for yourself than other days, but it's important not to fill in the form as if it was one of your best days. The decision maker will usually look at a 12-month period and consider whether you have difficulties with the activities on more than half the days. You can use the box at the end of the questions to explain how your needs change and how bad it can be.
- Explain what happens when you don't receive the care you need, especially if this has left you at serious risk of injury or harm during a specific activity.
- Give examples of your difficulties, such as when you have fallen or hurt yourself trying to do specific activities. It can be useful to include supporting letters from your GP or your consultant.

- Consider keeping a diary of the difficulties you have managing activities over the course of a week. You might find you forget about difficulties with things you don't do every day. For example:

Monday

Activity	Did this cause you difficulties and why?	Could you complete the task?	Did it cause you any pain or injury or take you a long time?	Did anyone help or prompt you to carry this out?
preparing or cooking a simple meal				
eating and drinking				

- Give details of anything else that is relevant to your health condition or disability, for example, if you're waiting for an operation or an adaptation to your home.



Remember

Provide your GP's contact details and permission to contact them, or it may delay your claim. You should also let your GP know that you've applied for PIP.

Once you've filled in the claim form, you should send it back to the address given on the form. If you need help completing the form, check whether your local Age UK can offer assistance (**0800 169 6565**, [ageuk.org.uk](https://www.ageuk.org.uk)) or contact Citizens Advice (**0800 144 8848**, [citizensadvice.org.uk](https://www.citizensadvice.org.uk)). Citizens Advice also has online guidance to help you fill in your form at [citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form](https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form).

Keep a copy of the form, and any supporting documents that you send with it, for future reference. You can take it with you when you go to your assessment or if you appeal.

6. Your face-to-face assessment

Face-to-face assessments are temporarily on hold due to the coronavirus (COVID-19) pandemic. This could mean that you have an assessment over the phone, or you could be asked to complete a paper assessment form. Visit gov.uk/pip/how-to-claim for the latest updates.

After you've completed your form, you'll usually have to attend a face-to-face assessment with an independent health professional. You won't have to do this if you're terminally ill – see chapter 7.

You'll be assessed against the daily living and mobility activities and given a score based on how much help you need. It's a good idea to take a copy of your claim form with you so you can refer to it if you need to. You can also take someone with you for support, such as a relative, friend or carer. The assessment lasts about an hour. Make sure the assessment centre has everything you need, such as a wheelchair-accessible lift. You can ask for an adjustment, for example, an interpreter or signer, if you need one.

You can claim travel expenses for your journey to and from the assessment centre, and for someone who

travels with you. Ask the receptionist at the assessment centre for a travel expenses claim form. Remember to keep all your tickets and receipts.



Remember

You must attend your assessment. If you don't, your claim will be turned down and you'll have to start the process again. If you are attending a face-to-face assessment and the assessment centre is far from home, ask if there's a closer one you can go to instead.

Preparing for an assessment

It's a good idea to get as much information as you can about the assessment before you attend. Citizens Advice has a useful guide to help you prepare at citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/your-assessment, or contact your local Citizens Advice for information (**0800 144 8848**, citizensadvice.org.uk).

7. How long until I start receiving Personal Independence Payment?

After your assessment, it can take up to five weeks for you to be told whether or not you'll get Personal Independence Payment (PIP). If your claim is successful, you'll get a letter telling you how much you'll get and when it will be reviewed. PIP is usually awarded for a fixed period.

If you have a terminal illness

There are special rules to speed up applications for people who have a terminal illness and aren't expected to live more than six months. These claims should be dealt with within two weeks without the need for an assessment. Call the PIP claim line (**0800 917 2222**) to make your claim.

You should also ask your doctor or consultant to complete a DS1500 form, which provides information about your condition so that your application can be processed under the special rules. Don't delay your claim by waiting for the DS1500 form. You can send it in later or ask your doctor or consultant to email it to the Department for Work and Pensions (DWP).

You won't need to complete the PIP2 form or attend a face-to-face assessment (see chapter 4). You'll

automatically be awarded the enhanced rate of the daily living component of PIP. Make sure you tell the DWP if you want to claim the mobility component as well. You'll need to tell them about any difficulties you have moving around or going out.

If you're caring for someone who doesn't know their illness is terminal, you can apply for PIP on their behalf. Make sure you tell them you've made a claim, as the DWP may need to contact them to verify their details. The decision will be sent to them and the money will be paid to them, not you, even if you've signed the form for them. You don't need to worry about the person finding out they're terminally ill, as the DWP won't mention it when they contact them.

8. If you're turned down for Personal Independence Payment

It may be worth challenging the decision, because success rates for benefits appeals are fairly good. It won't cost you anything to appeal. If your claim is refused, your Personal Independence Payment decision letter should include a written statement of reasons. If it doesn't, call the Department for Work and Pensions (DWP) and ask for it to be sent to you. They should do this within 14 days.

If you disagree with the decision, follow the points below. It's a good idea to get advice first. Contact Independent Age (**0800 319 6789**, independentage.org) or your local Age UK (**0800 169 6565**, ageuk.org.uk).

Mandatory reconsideration

If you're not satisfied with the explanation, ask for the decision to be reconsidered. To do this, write to the DWP and ask for a 'mandatory reconsideration'. You'll need to do this within one month of the date of the decision letter, or within one month and 14 days of the date on the letter if you asked for a written statement of reasons first.

You can apply by phone, letter, or with a CRMR1 form (**0800 169 0154**, [gov.uk/government/publications/challenge-a-decision-made-by-the-department-for-work-and-pensions-dwp](https://www.gov.uk/government/publications/challenge-a-decision-made-by-the-department-for-work-and-pensions-dwp)). You should:

- explain why you think the decision is wrong, for example, that you've underestimated the care you need or forgot to write something on your claim form
- include any evidence you have to support what you're saying, such as a supporting statement from your doctor. Only include evidence you haven't already sent.

You could ask for a copy of all the evidence they have used to make the decision and ask them not to take any further action until you've received all the evidence, read through it and sent in your comments.

Your case will be considered again, usually by a different person. You'll be informed of the outcome of the reconsideration in writing with a 'mandatory reconsideration notice'. This may take some time because there is no set timescale. You'll receive two copies of the mandatory reconsideration notice. You'll need to send one to the appeals tribunal if you want to appeal.

In some cases, your initial decision letter may say you can appeal straight away. The letter will explain why you don't need a mandatory reconsideration.

Appealing a decision

If your mandatory reconsideration is turned down, you can appeal to a tribunal. You have one month from the date shown on the mandatory reconsideration letter to send in an appeal.

To appeal:

1. Get an SSCS1 form from HM Courts and Tribunals Service. You can get a form by calling the helpline on **0300 123 1142** or downloading one at [gov.uk/government/publications/appeal-a-social-security-benefits-decision-form-sscs1](https://www.gov.uk/government/publications/appeal-a-social-security-benefits-decision-form-sscs1). When filling in the form, you might want to get support from an advice organisation, such as your local Age UK (**0800 169 6565**, [ageuk.org.uk](https://www.ageuk.org.uk)) or Citizens Advice (**0800 144 8848**, [citizensadvice.org.uk](https://www.citizensadvice.org.uk)). Alternatively, you can submit an appeal online at [gov.uk/appeal-benefit-decision/submit-appeal](https://www.gov.uk/appeal-benefit-decision/submit-appeal).
2. Return or submit the completed form within one month of the date on the mandatory reconsideration notice. You should get an acknowledgement letter within 10 working days.
3. You'll be told the date of your appeal hearing in due course – it can take up to six months for an appeal to be heard by the tribunal. The hearing will decide your appeal and it's best if you attend. You may be able to

arrange for a representative to attend with you. Make sure you put their details on the SSCS1 form. If you need support such as a hearing loop, an interpreter or an accessible tribunal room, ask for this when you make your appeal.

If your request for a mandatory reconsideration is successful, the DWP may backdate your award to the date of the original decision, depending on circumstances. If your appeal is successful, your award will be backdated to the date of the original claim.



Good to know

You can request free proof of posting at the Post Office whenever you post any documents, so you can prove that you've sent them within the specified deadline.

9. Disability Living Allowance

You can't make a new claim for Disability Living Allowance (DLA) because it's now been replaced by Personal Independence Payment (PIP). So, if you're not already receiving DLA, you should claim PIP instead (see chapter 2 for more information).

What is Disability Living Allowance?

For people already getting it:

DLA provides extra money for people with long-term physical or mental health problems or disabilities. You must have claimed before the age of 65, but you can continue to receive it past this age if you still meet the qualifying conditions. It has two components: the care component and the mobility component.

The care component is awarded to people who need help with personal care or need continual supervision. The mobility component is for people who have physical difficulties walking outside, or have a severe mental impairment, or need someone with them when they are outside or on an unfamiliar route.

If you're over State Pension age and don't already receive DLA or PIP, you should claim Attendance Allowance (see our factsheet **Disability benefits: Attendance Allowance**).

How much is Disability Living Allowance worth?

Care component

There are three weekly rates for the care component:

- lowest rate – £23.70
- middle rate – £60.00
- highest rate – £89.60.

Mobility component

There are two weekly rates for the mobility component:

- lower rate – £23.70
- higher rate – £62.55.

How long will I keep my Disability Living Allowance for?

During the COVID-19 pandemic, the government has extended people's DLA claims. If you currently receive DLA but have received a form to claim Personal Independence Payment (PIP), you should do so, or your DLA will stop. You can ask for more time to claim PIP by calling the PIP enquiry line (**0800 121 4433**) before the deadline given on the letter. Your DLA award may be extended, and your current payments will continue.

PIP is gradually replacing DLA. If you're receiving DLA, this may eventually stop, and you'll be invited to apply for PIP instead, depending on your age and circumstances. The Department for Work and Pensions (DWP) will tell you when to do this.

You should claim PIP as soon as you receive the letter from the DWP (see chapter 4). You only have 28 days from the date on the letter to do this. Your DLA award will end whether you claim PIP or not.

Indefinite awards

If you were 65 or over on 8 April 2013, you will continue to receive DLA for as long as you remain entitled to it.

If you were under 65 on 8 April 2013 and receive DLA, you will eventually be invited to claim PIP (see chapter 1). Even if you choose not to apply for PIP, your DLA will still stop.

Fixed award periods

If you were 65 or over on 8 April 2013, you will continue to receive DLA for as long as you remain entitled, and you can make a renewal claim when it ends.

However, you must make the renewal claim within one year of the previous award ending or you will have to apply for Attendance Allowance instead.

If you were under 65 on 8 April 2013 and your fixed award period comes to an end before you reach 65, you will be reassessed for PIP.

If you were under 65 on 8 April 2013, have reached State Pension age when your DLA fixed period ends, and your PIP claim is unsuccessful, you will be considered for Attendance Allowance instead without having to make a fresh claim. However, you may be asked additional questions.



Remember

It's best not to apply for PIP until you're contacted by the DWP, because there's no guarantee you'll be awarded PIP and you risk losing your DLA. If you decide to apply for PIP before being invited to apply, get advice first. Contact Citizens Advice (**0800 144 8848**, [citizensadvice.org.uk](https://www.citizensadvice.org.uk)).

10. Examples of who can receive Personal Independence Payment or Disability Living Allowance

Sophia's story

Sophia is 63. She is unsteady on her feet, causing difficulties walking outdoors, and has experienced several falls. She also has arthritis affecting both hands and finds it difficult to peel vegetables when preparing her meals. She has just been awarded Personal Independence Payment (PIP) because she is unable to prepare a meal for herself, she needs help washing and bathing, dressing and undressing, and has difficulties walking outdoors. She needs to use aids, including a bath seat and grab rails.

Derek's story

Derek is 64 and has chronic obstructive pulmonary disease (COPD). He has always been very independent but now he often experiences breathlessness and severe discomfort when walking outdoors, has to stop and rest after short distances, and walks very slowly. He needs help to get up from a sitting position and cannot stand for long. He uses a rollator. He has been

claiming Disability Living Allowance (DLA) for three years. Because he's still under 65, he'll have to make a claim for PIP when his current award ends, or when he receives an invitation from the Department for Work and Pensions (DWP) to make a claim for PIP – whichever comes first.

Mr Hamilton's story

Mr Hamilton needs regular renal dialysis at home. He needs help and supervision from his wife each time he has this treatment. He is 70 and has been receiving DLA for seven years. He will continue to get DLA (providing he continues to qualify for it) rather than being invited to claim PIP, because he was over 65 on 8 April 2013 when PIP was introduced.

11. Using your benefit to lease mobility equipment

If you receive the higher rate mobility component of Disability Living Allowance (DLA), the enhanced rate mobility component of Personal Independence Payment (PIP), Armed Forces Independence Payment or War Pensioners' Mobility Supplement, you may be able to exchange it to hire or buy a car, electric scooter, powered wheelchair or wheelchair-accessible vehicle through the Motability scheme. Your qualifying benefit must usually have a minimum of 12 months still to run. Contact Motability for more information and to find your nearest provider (**0300 456 4566**, [motability.co.uk](https://www.motability.co.uk)).

Vehicle tax

If you're receiving the higher rate mobility component of DLA or the enhanced rate mobility component of PIP, you're exempt from paying vehicle tax (also known as car tax or road tax) and should receive an exemption certificate. If you're receiving Armed Forces Independence Payment or War Pensioners' Mobility Supplement, you need to apply for an exemption certificate through Veterans UK (**0808 1914 218**).

If you get the standard rate mobility component of PIP, you qualify for a 50% reduction in vehicle tax. You claim the exemption at the same time you apply for vehicle tax. Make your claim at the Post Office. The Motability scheme will arrange tax for your car if you rent or buy a vehicle from them.



Remember

You still need to tax your vehicle even if you don't have to pay.

For more information on mobility equipment, see our factsheet **Choosing disability equipment**.

12. How disability benefits affect your other benefits

Disability benefits won't reduce income you receive from other benefits. In many cases, being awarded Personal Independence Payment (PIP) (or Disability Living Allowance (DLA) on renewal) can mean you're entitled to a higher rate of benefits such as Pension Credit, Housing Benefit or Council Tax Support, or that you now qualify for these benefits. This is because receiving these benefits can increase your 'appropriate minimum guarantee' – the minimum amount of money the government says you need to live on each week. However, your council can take your disability benefits into account when they work out how much you might have to pay for care services.

If you get the mobility component of PIP or DLA, you may be able to get a Blue Badge to help with parking. Contact your local council to apply. You can find more information on the government website ([gov.uk/government/publications/blue-badge-can-i-get-one](https://www.gov.uk/government/publications/blue-badge-can-i-get-one)) or read our factsheet **Help with getting around**.



To do

If you're awarded PIP (or receive DLA) and you're already receiving Pension Credit, Housing Benefit or Council Tax Support, you should inform the Pension Service and your local council's Housing Benefit and Council Tax Support office straightaway.

If you're claiming Universal Credit, the rules around some of the benefits mentioned in this factsheet will be different. Call Citizens Advice to find out more (**0800 144 8848**, citizensadvice.org.uk).

Benefits for carers

If you have a friend or family member caring for you and you're awarded either the daily living component of PIP, the middle or highest rate care component of DLA, Attendance Allowance, Armed Forces Independence Payment, or Constant Attendance Allowance paid with the Industrial Injuries or War Pension schemes, your carer may be entitled to Carer's Allowance. But it's important to note that if your carer is paid Carer's Allowance, it can affect both their benefits and yours, so it's a good idea to get advice before they make a claim. Contact our Helpline on **0800 319 6789** to arrange to speak to an adviser.

For more information, read our factsheet **Carer's Allowance**.

To get a claim form, contact the Carer's Allowance Unit on **0800 731 0297**. Or you can claim online at [gov.uk/carers-allowance/how-to-claim](https://www.gov.uk/carers-allowance/how-to-claim).

13. If your care needs change

You should tell the Department for Work and Pensions (DWP) if your condition changes.

If you're receiving Personal Independence Payment

If you currently receive the standard rate of Personal Independence Payment (PIP) but your care needs have increased, you may be entitled to the enhanced rate. You should contact the PIP enquiry line (**0800 121 4433**) and ask for your claim to be looked at again. You'll be asked to complete a form giving details of how your needs have changed.

You need to meet the criteria for the enhanced rate for three months before applying and for nine months after applying.

If you apply for your PIP to be looked at again, the decision maker could decide to keep your existing rate, increase or reduce it, or stop your award completely. This means it's a good idea to seek advice before requesting this. You can contact Independent Age (**0800 319 6789**, [independentage.org](https://www.independentage.org)), your local Age UK (**0800 169 6565**, [ageuk.org.uk](https://www.ageuk.org.uk)) or Citizens Advice (**0800 144 8848**, [citizensadvice.org.uk](https://www.citizensadvice.org.uk)).

If you're receiving Disability Living Allowance

The rules for reporting a change and what happens next depend on when you were born.

If you were 65 or over on 8 April 2013

If you receive the lowest or middle rate care component of Disability Living Allowance (DLA) and your care needs have increased, you can ask for your benefit to be looked at again and you may be awarded a higher rate or the mobility component. You'll need to show that you've had the increased needs for at least six months. Remember, the decision maker could decide to keep your existing rate, increase it or stop your award completely. This means it's a good idea to seek advice before requesting this.

You can still claim the lowest rate care component after 65 if you met the qualifying conditions before you were 65 and already had the mobility component.

If you were awarded the lower rate mobility component of DLA before you were 65, you can still get it after you're 65. However, you can't be considered for the higher rate if your walking difficulties have increased, unless you can prove that those difficulties began before you were 65.

If you were under 65 on 8 April 2013

You will eventually be invited to claim PIP. If you don't make a claim for PIP when you're invited to, your DLA will stop.

If your needs change before you're invited to claim PIP and you ask for your DLA to be looked at again, the DWP will ask you to make a claim for PIP instead (see chapter 1). You should seek advice if this applies to you. For more information contact Citizens Advice (**0800 144 8848**, [citizensadvice.org.uk](https://www.citizensadvice.org.uk)).

If you're receiving DLA under the special rules because you are terminally ill (see chapter 7), you'll only be invited to claim PIP when your current award ends.

14. If you go into hospital

Your Personal Independence Payment (PIP) or Disability Living Allowance (DLA) will stop when you've been in an NHS hospital for 28 days. It will restart when you return home or for any days that you return home for a visit or a trial discharge. Contact the PIP enquiry line (**0800 121 4433**) or DLA helpline (**0800 121 4600**) to let them know if you go into hospital and then tell them when you're discharged.

If you don't tell them, you could get a £50 civil penalty and have to repay any benefits you've been overpaid. If you go back into hospital after being at home for less than 28 days, the two (or more) hospital stays are added together and your disability benefit will stop after a combined total of 28 days. You'll still be paid for the days spent at home in between the hospital stays.

If someone receives Carer's Allowance for looking after you, their benefits will also be affected, so they should also let the relevant benefit offices know.

If you're receiving a Severe Disability Addition as part of your Pension Credit, Housing Benefit or Council Tax Support award, you should let the Pension Service (**0800 731 0469**) and your local council's Housing Benefit and Council Tax Support office know if your

PIP or DLA is suspended or stops. If you're receiving Universal Credit, contact the Universal Credit helpline (**0800 328 5644**). If you're receiving any other benefits, contact the relevant helpline or your local Jobcentre Plus (**[find-your-nearest-jobcentre.dwp.gov.uk](https://www.gov.uk/find-your-nearest-jobcentre)**).

If you weren't already receiving PIP before going into hospital, you can claim PIP while you're in hospital. If you're awarded PIP, you won't receive a payment until you are discharged.

If you have a car through the Motability scheme, you should let them know if you're likely to be in hospital for more than 28 days.

15. If you move to a care home

If you move to a care home, your disability benefit may continue or stop, depending on who pays your care fees:

Situation	Will I be paid Personal Independence Payment (PIP)/Disability Living Allowance (DLA)?
If you receive help towards your fees from your local council	The daily living component of PIP/care component of DLA will stop after 28 days The mobility component of your PIP or DLA will continue
If you pay your own fees	Your PIP or DLA will continue
If the NHS pays your fees (NHS Continuing Healthcare)	The daily living component of PIP/care component of DLA will stop after 28 days The mobility component of your PIP or DLA will continue if you are in a care home, but stop if you are in a nursing home

Situation	Will I be paid Personal Independence Payment (PIP)/Disability Living Allowance (DLA)?
If you have entered into a deferred payment arrangement with your council (where they cover the costs of your care while your property is being sold and claim back the costs later)	Your PIP or DLA will continue
If you get NHS-funded nursing care in a nursing home but don't get help from the council to pay your fees	The daily living component of PIP or care component of DLA will continue

Contact the PIP enquiry line (**0800 121 4433**) or the DLA helpline (**0800 121 4600**) to let them know if you move to a care home.

16. If you go abroad

It's sometimes possible to keep getting disability benefits when you go abroad. This is a complicated area and you should get advice from the Personal Independence Payment (PIP) enquiry line (**0800 121 4433**) or the Disability Living Allowance (DLA) helpline (**0800 121 4600**).

Going abroad temporarily

Generally speaking, you can keep receiving PIP or DLA if you're going abroad for up to 13 weeks. If you go abroad specifically for medical treatment for a condition that began before you left, you can continue to receive PIP or DLA for up to 26 weeks.

You should talk to the Department for Work and Pensions (DWP) in advance to discuss your situation.

Moving abroad

You may be able to continue receiving the care component of DLA or the daily living component of PIP if you move to another country in the European Economic Area (EEA) or Switzerland. In certain circumstances, you may be able to make a new claim. You will need to contact the DWP to check whether you qualify. However, DLA and PIP mobility components cannot be paid.

If you go abroad permanently to a non-EEA country, your DLA or PIP will stop.

For more information about benefits abroad, visit [gov.uk/claim-benefits-abroad/disability-benefits](https://www.gov.uk/claim-benefits-abroad/disability-benefits). You can also contact the DWP exportability team by writing to: Exportability Co-ordinator, Room B215, Pension, Disability and Carers Service, Warbreck House, Warbreck Hill Road, Blackpool, FY2 0YE.

17. Useful contacts

If you're unsure about anything that you've read in this factsheet and would like to talk to someone about it, call our Helpline to arrange to speak to one of our advisers (**0800 319 6789**).

Personal Independence Payment (PIP)

PIP claim line

Telephone: 0800 917 2222

Textphone: 0800 917 7777

Claims address

Personal Independence Payment New Claims,
Post Handling Site B, Wolverhampton, WV99 1AH

PIP enquiry line

Telephone: 0800 121 4433

Textphone: 0800 121 4493

For more information about PIP, visit [gov.uk/pip](https://www.gov.uk/pip)

Disability Living Allowance (DLA)

DLA helpline if you were born after 8 April 1948:

Telephone: 0800 121 4600

Textphone: 0800 121 4523

Claims address

Department for Work & Pensions, Disability Living Allowance, Warbreck House, Warbreck Hill Road, Blackpool, FY2 0YE

DLA helpline if you were born on or before 8 April 1948:

Telephone: 0800 731 0122

Textphone: 0800 731 0317

Claims address

Disability Living Allowance DLA65+, Mail Handling Site A, Wolverhampton, WV98 2AH

For more information about DLA, visit

gov.uk/dla-disability-living-allowance-benefit

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Email advice@independentage.org

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