

Factsheet 87

Personal Independence Payment and Disability Living Allowance

April 2020

About this factsheet

This factsheet gives information about Personal Independence Payment (PIP), a non means-tested benefit for people under State Pension age who have a disability. State Pension age is gradually increasing and is 65 and 8-9 months in April 2020 and will reach 66 in October 2020.

The factsheet also has information about Disability Living Allowance (DLA) which is being replaced by PIP for some people. It covers the process for reassessing existing DLA claimants for PIP and explains what to do for both benefits if you have a change of circumstance.

If you are over State Pension age and have care needs, you may be able to claim Attendance Allowance (AA). See factsheet 34, *Attendance Allowance* for more information.

The information in this factsheet is correct for the period April 2020 – March 2021. Benefit rates are reviewed annually and take effect in April but rules and amounts can sometimes change during the year.

The information in this factsheet is applicable in England, Scotland and Wales. If you are in Northern Ireland, please contact Age NI for information. Contact details can be found at the back of this factsheet.

Contact details for any organisation mentioned in this factsheet can be found in the *Useful organisations* section.

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1 What is Personal Independence Payment?

Personal Independence Payment (PIP) is for people aged between 16 and State Pension age who need help with daily living activities or getting around because of long-term illness or disability. PIP does not depend on National Insurance contributions, is not affected by your income or savings, and is paid on top of most other benefits or pensions. It is payable whether you work or not and is not taxable.

It does not matter if you live alone or with other people, nor whether you have a carer or other help. Awards are based solely on whether you satisfy the entitlement conditions. You do not have to spend it paying for care, but your local authority will usually take it into account when assessing whether, and how much, you must pay for care services received.

2 Who qualifies for PIP?

To qualify for PIP, you must:

- be aged 16 or over and under State Pension age (see section 2.1) when you first claim
- not receive DLA (unless transferring from DLA, see section 11.2)
- not be entitled to Armed Forces Independence Payment
- need help with daily living activities and/or mobility (see section 4)
- have satisfied the daily living or mobility conditions for at least three months and expect to satisfy them for at least the next nine months (except if you are terminally ill - see section 5.5)
- not be subject to immigration control
- be habitually resident in the UK and been in Great Britain for 104 weeks out of the previous 156 weeks (see DWP guidance in section 10).

The residence rules may not apply, including if you are terminally ill, you are a member of the armed forces, or you have lived in a European Economic Area (EEA) state or Switzerland.

2.1 Rules about your age

The table overleaf shows the last date you can claim PIP before reaching State Pension age (which happens the following day).

If you are awarded PIP, it can be paid after reaching State Pension age, as long, as you continue to satisfy the entitlement conditions.

If you have a short break in entitlement (less than 12 months) after reaching State Pension age, you can make a new PIP claim provided this is made on the basis of the same disability or health conditions as the previous award.

2.2 Last date you can claim PIP

Date of Birth	Last date you can claim PIP before reaching State Pension age
5 July 1954 or before	Already reached SP age
6 July 1954 to 5 August 1954	5 May 2020
6 August 1954 to 5 September 1954	5 July 2020
6 September 1954 to 5 October 1954	5 September 2020
6 October 1954 to 5 April 1960	Day before your 66 th birthday

Action

You can find your State Pension age by going to www.gov.uk/state-pension-age and entering your date of birth or by phoning the Future Pension Centre on 0800 731 0175.

3 Current rates

PIP has a '*daily living component*' and a '*mobility component*' that can be paid separately or together. Rates for 2020/21 are:

Daily living component

Enhanced rate	£89.15
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Standard rate	£59.70
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Mobility component

Enhanced rate	£62.25
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Standard rate	£23.60
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4 PIP components

Qualifying for either PIP component depends on an assessment of your ability to perform specific activities related to daily living or mobility. Each activity contains a range of statements (called '*descriptors*'), describing various levels of difficulty in doing that activity. Descriptors score between 0 to 12 points. For each activity, the descriptor that describes your situation most accurately is awarded to you.

The number of points you score for each activity within each component is added up. If your total score is between eight and eleven, you are awarded the standard rate of the relevant component. If your total score is 12 or more, you are awarded the enhanced rate of that component.

If a descriptor applies for more than six months in a one year period, you score the points for that descriptor (or the highest scoring descriptor if two or more apply to you for more than 6 months). If no descriptor applies to you for 6 months of the year, but two or more added together do, the descriptor that applies most of the time applies, or the highest scoring one if they apply for the same amount of time.

Descriptors describe different sorts of help you may need, such as using an aid or appliance, or needing prompting, supervision or assistance.

Assistance means physical intervention by another person and does not include vocal assistance. **Prompting** is another person reminding or encouraging you to do an activity. **Supervision** means the continuous presence of another person for your safety.

You should not be assessed as able to undertake an activity unaided, unless you can do it safely, to an acceptable standard, repeatedly and in a reasonable time period.

4.1 Daily living component

There are ten daily living activities:

- 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.

See section 12 for a full list of activities, descriptors and points.

Example

The dressing and undressing activity has six descriptors as follows:

Descriptor	Points
a. Can dress and undress unaided	0
b. Needs to use an aid or appliance to be able to dress or undress	2
c. Needs either: (i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed, or (ii) prompting or assistance to be able to select appropriate clothing	2
d. Needs assistance to be able to dress or undress their lower body	2
e. Needs assistance to be able to dress or undress their upper body	4
f. Cannot dress or undress at all	8

If you need assistance to dress your lower body all the time, you are awarded 2 points for descriptor (d).

If (d) applies on average for 2 months of the year, (e) for 3 months and (f) for 2 months, then descriptor (e) applies and you score 4 points.

If (d), (e) and (f) each apply for 3 months of the year on average, you score 8 points for descriptor (f).

Aids and appliances

Many descriptors assess your ability to do something ‘*using an aid or appliance*’. This is something that improves, provides or replaces a function: for example walking sticks, modified cutlery and kitchen utensils, grab rails and shower seats.

It can include an aid or appliance that is not specifically designed for disabled people, like an electric can opener, if you need it due to your disability rather than through choice. If you do not have a particular aid or adaptation, you may be assessed as if you do, if you could reasonably be expected to use it.

With respect to dressing and undressing, the Upper Tribunal currently holds that using a bed as an aid for this activity will only score points in “*extreme cases*”.

4.2 Mobility component

There are two mobility activities that are assessed:

- planning and following journeys
- moving around.

Although the mobility component is awarded because you need help getting around, you can spend it how you choose. It is not usually payable if your mobility problems begin after reaching State Pension age. Seek specialist advice if this applies to you.

5 Making a claim

5.1 When to claim

A claim can be made up to three months in advance i.e. before you have satisfied the qualifying conditions of having difficulties for three months. You should not delay claiming because it may take some weeks to deal with your claim. Claims for PIP cannot be backdated before the date of your claim. If you are terminally ill, see section 5.5.

5.2 How to claim

PIP claims can be made by phone or on a claim form. If you claim by phone, you must provide information that DWP use to decide if you meet the basic qualifying conditions, for example age and residency.

If you meet the basic conditions, you are sent a claim form to explain how your condition or impairment affects your daily life, on good and bad days over a range of activities. The completed form and any other evidence you wish to submit, e.g. a GP report or hospital letter, should be sent to the DWP within one month. If you have a good reason for needing longer than this, ask the DWP to extend the time limit.

Action

Phone 0800 917 2222 to start a PIP claim. Have the following information to hand: NI number, bank account details, phone number, GP or other health worker's details, details of any periods longer than four weeks spent abroad in the past three years.

Claim by post

You can get a form to send information by post (although this can delay the decision on your claim). Ask for a form by writing to Personal Independence Payment New Claims, Post Handling Site B, Wolverhampton, WV99 1AH.

5.3 How your claim is assessed

The DWP look at your claim form and supporting evidence and decide whether to ask for additional information and whether you need to attend a face-to-face assessment. Most people have to attend an assessment and the DWP must give you seven days' notice. The assessments are carried out by a private contractor on behalf of the DWP.

You can take someone with you to the assessment and you should be given the opportunity to explain your support needs. If you want to be assessed at home, e.g. because you have difficulty travelling, make sure you mention this when completing the claim form. The assessor may be responsible for gathering other evidence from you and the people or professionals who support you. If you have evidence, such as medical reports, that may help your claim, send them yourself rather than rely on the healthcare professional to ask for it.

A DWP decision maker considers all the evidence and information provided by you and makes a decision on whether you are entitled to PIP, what rate you are entitled to, and the length of the award.

If, without good reason, you do not provide information required to assess your entitlement to PIP (including if you do not attend and take part in a face-to-face consultation when asked to do so), a decision can be made that you do not qualify for PIP.

For more information see DWP guidance in section 10.

5.4 Reassessments

Your entitlement to PIP may be reassessed at any time after it has been awarded. If you are awarded PIP for a fixed term, you need to reapply before the award comes to an end. For short awards, the DWP should send you a letter reminding you that you need to contact them on the telephone helpline to make your renewal claim.

5.5 Terminal illness

You are considered to be terminally ill if you have a progressive illness that is likely to limit your life expectancy to six months or less. If you are terminally ill, you can claim PIP without the three-month waiting period. It is impossible to say exactly how long someone will live and people who receive PIP under these rules may live longer than six months.

To claim under these rules, send a DS1500 doctor's report with your PIP claim. Ask your GP, hospital consultant or specialist nurse for this. The claim can be made by another person on your behalf. You should not have to have a face-to-face assessment.

If awarded PIP under these rules, you automatically receive the enhanced rate daily living component. You have to satisfy the conditions for the mobility component in the usual way (as in section 4.2) but the three month waiting period does not apply.

6 Example of who may be entitled to PIP

Vicky is 62 and was diagnosed with multiple sclerosis five years ago and her husband now supports her full-time. She spends most of her time in an electric wheelchair because she can only walk about 10–15 steps. Although her condition has not changed much over the last 18 months, things are very different from when she was first diagnosed.

Vicky tries to be independent and uses a variety of aids and appliances. Her husband sometimes assists her into the shower, but she can usually do this independently. She has a big walk-in shower cubicle with a seat and once in, she can wash without support. However, it takes a very long time as she has poor manual co-ordination.

She has an adapted toilet with a raised seat and grab rails. In the kitchen, she uses the microwave but finds it difficult lifting saucepans and cutting up food. She has modified clothes, with Velcro fastenings, so that she can dress herself. They use an adapted car which accommodates her wheelchair when going out.

Applicable descriptors

Daily living component

Preparing food 1E - Needs assistance to either prepare or cook a simple meal – 4 points

Taking nutrition 2B (iii) - Needs assistance to cut up food - 2 points

Washing and bathing 4B - Needs to use an aid or appliance to be able to wash or bathe – 2 points

Managing toilet needs or incontinence 5B - Needs to use an aid or appliance to manage toilet needs or incontinence - 2 points

Dressing and undressing 6B - Needs to use an aid or appliance to dress or undress - 2 points

Mobility component

Moving around 2E - Can stand and move more than 1 metre but no more than 20 metres, either aided or unaided – 12 points

Award

Vicky qualifies for enhanced rate daily living component (12 points) and enhanced rate mobility component (12 points).

Note - it could be argued for descriptor 4, *Washing and Bathing*, that Vicky should be awarded a higher scoring descriptor. She can wash herself, but she takes much longer than someone without an impairment. Thus she is unable to do this “*in a reasonable time*”.

As she has already established entitlement to the enhanced rate, there is no point in challenging the decision to award her benefit.

7 Decisions and payment

You are sent a decision on your claim in writing. The letter includes some information about how the decision was reached.

PIP is normally paid directly into your bank, building society or post office account. It can be paid to an appointee or someone with power of attorney if you are not able to act for yourself. If you are unable to open or manage an account, you can use the Payment Exception Service which allows you to withdraw benefits from PayPoint outlets. If you are unable to use any of these methods of payment, contact the DWP.

Payment is normally four weeks in arrears, unless you are terminally ill, in which case you are paid weekly in advance.

7.1 How long is PIP paid for?

A PIP award can be indefinite but is usually for a fixed period. The length depends on an assessment of how likely it is that your daily living and mobility needs may change over time.

If you are awarded PIP for a fixed period, you will be invited to reapply before the award comes to an end – typically 12 months before the end of the period.

If you receive either or both enhanced rates of PIP and your health condition is unlikely to improve, you may be given an ongoing award of PIP with a '*light touch*' review every 10 years.

Each review involves you explaining how your condition has changed or remained the same and may result in a new assessment being carried out.

If you are given an ongoing award of PIP, it is still important to tell the DWP of any changes of circumstances which may affect your entitlement (see section 8).

7.2 If you disagree with a decision

If you disagree with a decision on your PIP claim, you can challenge it. Details of how to do this are in the decision notice. It is important to challenge a decision or get advice promptly because there are time limits that usually mean you must act within one month of the decision.

You must ask for a Mandatory Reconsideration before you can lodge an appeal with HM Courts and Tribunals Service.

If you are awarded PIP but feel you should be receiving a higher rate of one component or have been awarded one component but not the other, you should seek advice before challenging the decision. This is because your existing award can be reduced or removed entirely.

See factsheet 74, *Challenging welfare benefit decisions*, for more information.

8 Change of circumstances

The decision letter has information about your responsibility to inform the DWP of any changes in your circumstances that affect your claim.

8.1 If your condition changes

If you are under State Pension age

If you receive PIP and your condition changes so you think you may qualify for a different award, you can ask for your award to be looked at again. This is called a supersession.

You have to satisfy the conditions for an increased award for three months before it can be paid. When you ask for your award to be looked at, the DWP can look at the whole award again and can decide to reduce it, increase it, or keep it at the same level.

If you are over State Pension age

You cannot normally establish entitlement to the mobility component for the first time after reaching State Pension age, although you continue to receive it if it was awarded before then. If awarded the standard rate of the mobility component before you reach State Pension age, you cannot move to the enhanced rate if your needs increase afterwards.

If awarded the enhanced rate of the mobility component before you reach State Pension age and your mobility needs reduce after State Pension age, you can move to the standard rate (and also back to the enhanced rate if your mobility needs increase again within one year).

If you are over State Pension age and receive the mobility component and you start to have daily living needs or your need for assistance with daily living increases, you can ask for a supersession and qualify for the standard or enhanced rate of the daily living component in the same way as if under State Pension age.

Important

It is a good idea to get independent advice before asking the DWP to look at your claim again because your PIP might be reduced or stopped altogether.

An adviser can tell you whether you might qualify for a higher rate of PIP and how to explain your needs fully.

8.2 Terminal illness

If you become terminally ill while receiving PIP, inform the DWP and ask for your claim to be looked at again under the terminal illness special rules. See section 5.5 for more information.

8.3 Hospital and care homes

PIP entitlement can be affected if you are in, or move into, a hospital or care home. If going into or out of, a hospital or care home, you should always notify the DWP. For more information, see DWP guidance in section 10.

8.3.1 PIP in a hospital

Both PIP components are payable for your first 28 days in hospital, if you are maintained free of charge while undergoing treatment as an inpatient. After this period, payment of both components is suspended. If you have two or more inpatient stays separated by 28 days or less, they are linked and payments are suspended after you have spent 28 days in hospital. PIP is paid for days spent at home in between hospital stays.

If you claim and are awarded PIP whilst in a hospital and you are maintained free of charge while undergoing treatment as an inpatient, your PIP award starts being paid when you go home.

If you pay the costs of your hospital care, you can carry on being paid both PIP components indefinitely. PIP is also paid if awarded under special rules for terminal illness and you are in a non-NHS hospice.

8.3.2 PIP in a care home

Daily living component

If you pay the full fees in a care home, with or without benefits like Pension Credit, you can continue to receive PIP daily living component.

If **any** of the costs of qualifying services (accommodation, board or personal care) are paid out of public funds (for example, a local authority or the NHS), the daily living component stops 28 days after admission, or sooner if you were previously in hospital. You retain an '*underlying entitlement*', so if you move out of the home, it can be paid again.

If the local authority provides temporary funding that will later be reimbursed by you (for example, under a deferred payment agreement), the daily living component is paid during the period of temporary funding.

If you have a temporary admission to a home, for example, for respite care funded in full or in part by a local authority or the NHS, the daily living component stops being paid after 28 days. Periods of less than 28 days are linked and added together to reach the 28 day limit. If you need regular periods of respite care in a care home, it may be possible to plan these so your PIP is not affected. Seek advice if this applies to you.

Mobility component

PIP mobility component is payable no matter who pays your care home fees, or how long you remain in a care home. See section 8.3.3 if you are in a nursing home.

8.3.3 PIP in 'a similar institution to a hospital'

If you are a nursing home resident or it is unclear whether your accommodation should be treated as a hospital or care home, the DWP look at whether you are undergoing medical or other treatment, and who pays your fees.

If **any** of the costs of accommodation, treatment or other related services are paid for by the NHS **and** the home employs doctors, qualified nurses or other health professionals **and** you receive medical or other treatment at the home from them, your accommodation is treated as a hospital and the same rules apply as in section 8.3.1.

If the home does not employ doctors, qualified nurses or other health professionals, or you do not receive medical or other treatment at the home from them, your accommodation should be treated as a care home, and the same rules apply as in section 8.3.2.

If you pay the whole nursing home costs you can carry on being paid both PIP components indefinitely.

Action

For more information on living in a care home, see our factsheets on care and care homes. Contact Age UK Advice to order them and other versions if you live in Scotland. In Wales, contact Age Cymru.

In Scotland, contact Age Scotland for information about how PIP and free personal and nursing care work together. NHS Continuing Healthcare funding is no longer available for funding a place in a care home in Scotland for new assessments.

8.4 If the DWP needs more information

If you report a change in circumstances, the DWP may contact you, your doctor, or someone noted on the claim form, to ask for more information, or to arrange an assessment by an independent health care professional. If an assessment appointment is made, you may want a friend or relative to be present. This is particularly important if you have difficulty making yourself understood.

The assessor is not your own doctor but is appointed by the DWP. They examine you and ask further questions. It may be useful to make a note of things you want to tell them about the help you need and difficulties you experience.

You may be reluctant to admit you have problems or cannot do something, but it is important to give a picture of your normal range of activities – not just the things you can do on a 'good day'.

8.5 Prisoners

Generally, neither component of PIP is payable after 28 days in prison or legal custody.

8.6 Going abroad

If you go abroad temporarily and intend to return within 52 weeks, your PIP entitlement continues for up to 13 weeks. If you go abroad specifically to receive medical treatment, PIP can continue to be paid for up to 26 weeks.

Different rules apply to members of the armed forces and their families, aircraft workers and mariners.

Exporting PIP

Sometimes the daily living component of PIP can be paid if you leave the UK to live in an European Economic Area (EEA) state or Switzerland. You may be able to make a claim for the daily living component from an EEA state or Switzerland, if you can show you have a genuine and sufficient link to the UK.

For further information and to request a claim form, write to: Exportability Co-ordinator, Room B215, Pension, Disability and Carers Service, Warbreck House, Warbreck Hill Road, Blackpool FY2 OYE or go to www.gov.uk/claim-benefits-abroad/disability-benefits.

There is information at www.gov.uk/claim-benefits-abroad/disability-benefits or seek advice from a local Age UK or another independent organisation. In Wales, contact Age Cymru.

9 PIP and other benefits

9.1 Overlapping benefits

You cannot get PIP at the same time as DLA, AA, or Armed Forces Independence Payment.

Constant AA, which is paid with Industrial Injuries Disablement Benefit and War Disablement Pensions, overlaps with PIP daily living component.

War pensioners' mobility supplement overlaps with PIP mobility component.

If you qualify for two overlapping benefits, you are paid whichever pays the higher amount.

9.2 Means-tested benefits

Income from PIP is ignored in the calculation of means-tested benefits including Pension Credit, Universal Credit, Income Support, income-related ESA, income-based JSA, Housing Benefit, and Tax Credits.

Entitlement to PIP may help you get a higher amount of means-tested benefits. For example, you could receive the 'severe disability addition' within Pension Credit.

If someone in your household receives PIP, you are exempt from the benefit cap limiting the amount of benefit a working age household can get.

See Age UK factsheet 48, *Pension Credit*, factsheet 17, *Housing Benefit*, and factsheet 56, *Benefits for people under Pension Credit age*.

9.3 Council Tax

If you have a severe mental impairment and you are awarded either rate of the daily living component of PIP, you may be entitled to a Council Tax discount or exemption.

A severe mental impairment can be a learning disability, mental illness, or a condition like dementia. Ask your local authority for details of the scheme available in your area.

See Age UK factsheet 21, *Council Tax*. In Wales, see Age Cymru's factsheet 21w, *Council Tax in Wales*.

9.4 Benefits for carers

If you are awarded the daily living component of PIP and you have a carer, they may be entitled to claim Carer's Allowance or NI credits.

Note

See factsheet 55, *Carer's Allowance*, for more information, and seek advice to check if claiming this will affect your other benefits.

In Scotland, contact Age Scotland about the CA Supplement.

9.5 Motability Scheme

If you are awarded the enhanced rate mobility component, you can apply for a contract-hire or hire-purchase car, powered wheelchair, or mobility scooter through the Motability Scheme.

For more information, see www.motability.co.uk.

9.6 Other benefits

If you qualify for PIP, you qualify for a £10 Christmas bonus.

If awarded 8 points or more under mobility activity 2 '*moving around*' you automatically qualify for a Blue Badge parking permit. This allows parking with some limitations but usually without charge at meters or where waiting is restricted.

If awarded 8 points or more under mobility activity 2 '*moving around*' or activity 7 '*communicating verbally*' you automatically qualify for a concessionary travel pass (any award of PIP in Scotland qualifies for the equivalent travel pass).

If awarded enhanced rate mobility component you can get an exemption from road tax (Vehicle Excise Duty) or a 50 per cent discount if you receive the standard rate mobility component.

10 DWP guidance

The DWP provides a range of guidance documents with information about benefits which you may find useful. PIP guidance can be found at www.gov.uk/government/publications/advice-for-decision-making-staff-guide.

Specific areas of guidance highlighted in this factsheet can be found by using the above link and selecting the appropriate heading:

- **Who qualifies for PIP?** (section 2) habitual residence and presence – *Chapter C2: PIP, international issues*, from paragraph C2020
- **How your claim is assessed** (section 5.3) – *Chapter P2: Assessment for PIP*
- **Hospital and care homes** (section 8.3) – *Chapter P3: Hospitals, similar institutions and care homes*
- **Reassessing existing DLA claimants for PIP** (section 11.2) – *Chapter P5: Transitional provisions*, from paragraph P5016

Specific guidance for DLA can be found at www.gov.uk/government/publications/decision-makers-guide-vol-10-benefits-for-incapacity-disability-maternity-and-bereavement-staff-guide and selecting *DMG Vol 10 Ch 61: Attendance Allowance and Disability Living Allowance*.

11 Disability Living Allowance

DLA is a similar benefit to PIP and has been replaced for new claimants aged 16 to State Pension age. It remains available for children aged under 16. This section is for existing DLA claimants and looks at what the changes mean.

11.1 Current rates

Care component

High	£89.15
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Middle	£59.70
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Lower	£23.60
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Mobility component

High	£62.25
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Lower	£23.60
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11.2 Reassessing existing DLA claimants for PIP

If you are an existing DLA claimant, the DWP may reassess you for PIP depending on what your age was on 8 April 2013.

11.2.1 If you were 65 or over on 8 April 2013

If you receive DLA and reached the age of 65 by 8 April 2013, the reassessment does not apply to you. You remain on DLA as long as you continue to satisfy the eligibility conditions.

11.2.2 If you were under 65 on 8 April 2013

If you receive DLA and were under 65 on 8 April 2013, the reassessment applies to you. When selected, you are told your DLA claim is ending and invited to make a claim for PIP, even if your DLA was awarded indefinitely. You are also invited to claim PIP if you report a change or circumstances on your DLA claim. When invited, you must contact the DWP within four weeks to start a new PIP claim. The DWP take your basic details and send you a claim form.

You have four weeks to send this back, although the DWP can give you longer if you have a good reason for needing an extension. Unless the deadline is extended, your DLA payments stop if you do not make a PIP claim within four weeks.

Note

If you receive a letter, it is important you act as soon as possible. If you miss the four week window, DLA payments are suspended.

If you make a PIP claim within a further four weeks, your DLA goes back into payment while your PIP claim is assessed.

If you do not make a claim for PIP within the further four week period, your DLA award stops and you cannot get it reinstated.

When you claim PIP, your DLA payments continue while you are being assessed.

If you are awarded PIP, your DLA continues to be paid for four weeks after your next payment date and then your PIP award starts.

If you are refused PIP, your DLA continues to be paid for four weeks and then stops.

For information about challenging a decision, see section 7.2.

For more about this process see DWP guidance in section 10.

11.3 Change of circumstances

If you were under 65 on 8 April 2013

If you receive a lower rate of a DLA component and your condition deteriorates so you may qualify for a higher rate, you can ask for your case to be reconsidered. This means you are reassessed for PIP. As PIP has no equivalent of low rate care component, you may lose this and once the PIP claim starts, it cannot be stopped or reversed.

Important

It is a good idea to get independent advice before you contact the DWP to ask for your claim to be looked at again. An adviser can tell you whether you may qualify for a higher rate of benefit and also how to explain your needs fully to the DWP.

If you were 65 or over on 8 April 2013

If your condition changes, you cannot receive low rate care component for the first time but you can move to, or start to receive, the middle or high rate. For example, if you receive middle rate care but you now need help day and night, you can apply for the higher rate. You must satisfy the conditions for six months before your rate can be increased.

You cannot normally be awarded either rate of the mobility component for the first time.

Nor can you move from lower rate mobility to higher rate mobility. The only exception is if:

- you already receive DLA, and
- you can show you met the qualifying conditions for the new award before you were 65, and
- the relevant medical conditions did not happen since your 65th birthday.

11.3.1 Terminal illness

The same rules apply as for PIP, see section 8.2.

11.3.2 Hospital and care homes

The same rules apply as for PIP, see section 8.3.

11.3.3 If the DWP needs more information

The same rules apply as for PIP, see section 8.4.

11.3.4 Prisoners

Generally, DLA is not payable after 28 days in prison or legal custody.

11.3.5 Going abroad

The same rules apply as for PIP, see section 8.6.

11.4 If you disagree with a decision

The same rules apply as for PIP, see section 7.2.

11.5 DLA and other benefits

The same rules apply as for PIP, see section 9.

12 PIP Activities, descriptors and points

12.1 Daily living activities

Activity	Descriptors	Points
1. Preparing food	a. Can prepare and cook a simple meal unaided.	0
	b. Needs to use an aid or appliance to be able to either prepare or cook a simple meal.	2
	c. Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave.	2
	d. Needs prompting to be able to either prepare or cook a simple meal.	2
	e. Needs supervision or assistance to either prepare or cook a simple meal.	4
	f. Cannot prepare and cook food.	8
2. Taking nutrition	a. Can take nutrition unaided.	0
	b. Needs –	2
	(i) to use an aid or appliance to be able to take nutrition; or	
	(ii) supervision to be able to take nutrition; or	
	(iii) assistance to be able to cut up food.	
	c. Needs a therapeutic source to be able to take nutrition.	2
d. Needs prompting to be able to take nutrition.	4	
e. Needs assistance to be able to manage a therapeutic source to take nutrition.	6	
f. Cannot convey food and drink to their mouth and needs another person to do so.	10	
3. Managing therapy or monitoring a health condition	a. Either –	0
	(i) does not receive medication, therapy or need to monitor a health condition; or	
	(ii) can manage medication or therapy or monitor a health condition unaided.	
b. Needs any more or more of the following –	1	
(i) to use an aid or appliance to be able to manage medication;		

- (ii) supervision, prompting or assistance to be able to manage medication;
- (iii) supervision, prompting or assistance to be able to monitor a health condition.
- c. Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week. 2
- d. Needs supervision, prompting or assistance to be able to manage therapy that takes more than 3.5 but no more than 7 hours a week. 4
- e. Needs supervision, prompting or assistance to be able to manage therapy that takes more than 7 but no more than 14 hours a week. 6
- f. Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week. 8

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| 4. Washing and bathing | a. Can wash and bathe unaided. | 0 |
| | b. Needs to use an aid or appliance to be able to wash or bathe. | 2 |
| | c. Needs supervision or prompting to be able to wash or bathe. | 2 |
| | d. Needs assistance to be able to wash either their hair or body below the waist. | 2 |
| | e. Needs assistance to be able to get in or out of a bath or shower. | 3 |
| | f. Needs assistance to be able to wash their body between the shoulders and waist. | 4 |
| | g. Cannot wash and bathe at all and needs another person to wash their entire body. | 8 |

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| 5. Managing toilet needs or incontinence | a. Can manage toilet needs or incontinence unaided. | 0 |
| | b. Needs to use an aid or appliance to be able to manage toilet needs or incontinence. | 2 |
| | c. Needs supervision or prompting to be able to manage toilet needs. | 2 |
| | d. Needs assistance to be able to manage toilet needs. | 4 |
| | e. Needs assistance to be able to manage incontinence of either bladder or bowel. | 6 |

	f. Needs assistance to be able to manage incontinence of both bladder and bowel.	8
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6. Dressing and undressing	a. Can dress and undress unaided.	0
	b. Needs to use an aid or appliance to be able to dress or undress.	2
	c. Needs either –	2
	(i) prompting to be able to dress, undress or determine appropriate circumstances for remaining clothed; or	
	(ii) prompting or assistance to be able to select appropriate clothing.	
	d. Needs assistance to be able to dress or undress lower body.	2
	e. Needs assistance to be able to dress or undress upper body.	4
	f. Cannot dress or undress at all.	8
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7. Communicating verbally	a. Can express and understand verbal information unaided.	0
	b. Needs to use an aid or appliance to be able to speak or hear.	2
	c. Needs communication support to be able to express or understand complex verbal information.	4
	d. Needs communication support to be able to express or understand basic verbal information.	8
	e. Cannot express or understand verbal information at all even with communication support.	12
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8. Reading and understanding signs, symbols and words	a. Can read and understand basic and complex written information either unaided or using spectacles or contact lenses.	0
	b. Needs to use an aid or appliance, other than spectacles or contact lenses, to be able to read or understand either basic or complex written information.	2

c. Needs prompting to be able to read or understand complex written information.	2
d. Needs prompting to be able to read or understand basic written information.	4
e. Cannot read or understand signs, symbols or words at all.	8

9. 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

10. Making budgeting decisions	a. Can manage complex budgeting decisions unaided.	0
	b. Needs prompting or assistance to be able to make complex budgeting decisions.	2
	c. Needs prompting or assistance to be able to make simple budgeting decisions.	4
	d. Cannot make any budgeting decisions at all.	6

12.2 Mobility activities

Activity	Descriptors	Points
1. Planning and following journeys	a. Can plan and follow the route of a journey unaided.	0
	b. Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant.	4
	c. Cannot plan the route of a journey.	8
	d. Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid.	10
	e. Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant.	10
	f. Cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid.	12
2. Moving around	a. Can stand and then move more than 200 metres either aided or unaided.	0
	b. Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided.	4
	c. Can stand and then move unaided more than 20 metres but no more than 50 metres.	8
	d. Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres.	10
	e. Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided.	12
	f. Cannot, either aided or unaided, – (i) stand; or (ii) move more than 1 metre.	12

Useful organisations

Action on Hearing Loss

www.actiononhearingloss.org.uk

Telephone 0808 808 0123

Provides information and support for deaf and hard-of-hearing people.

Alzheimer's Society

www.alzheimers.org.uk

Telephone 0333 150 3456

Scotland www.alzscot.org

Telephone 0808 808 3000

Offers advice, information and support to people with dementia, their families and carers through its helpline and local branches.

British Lung Foundation

www.blf.org.uk

Telephone 0300 003 0555

Information if you have chest problems and breathing difficulties.

Carers Trust

www.carers.org

Telephone 0300 772 9600

Offers practical help and assistance to carers.

Carers UK

www.carersuk.org

Telephone 0808 808 7777

Carers Wales www.carerswales.org

Telephone 029 2081 1370

Information and support for carers, including information about benefits.

Citizens Advice

England or Wales go to www.citizensadvice.org.uk

Northern Ireland go to www.citizensadvice.co.uk

Scotland go to www.cas.org.uk

In England telephone 0344 411 1444

In Wales telephone 0344 477 2020

In Scotland telephone 0131 550 1000 (for local details only, not advice)

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

Dementia UK

www.dementiauk.org

Telephone 0800 888 6678

Work to improve the quality of life of dementia patients and their carers.
In some areas, provides Admiral Nurses who support you at home.

Disability Benefits Helpline

www.gov.uk/disability-benefits-helpline

DWP helpline providing advice or information about any claim for Disability Living Allowance, Personal Independence Payment or Attendance Allowance that you have already made:

- **Attendance Allowance (AA)**
Telephone 0800 731 0122
- **Disability Living Allowance (DLA)**
If you were born on or before 8 April 1948
Telephone 0800 731 0122
If you were born after 8 April 1948
Telephone 0800 121 4600
- **Personal Independence Payment helpline**
Telephone 0800 121 4433

Disability Law Service

www.dls.org.uk

Telephone 020 7791 9800

Provides free, confidential legal advice to disabled adults, their families and carers.

Disability Rights UK

www.disabilityrightsuk.org

Telephone 0330 995 0400

Information about issues affecting disabled people.

Gov.uk

www.gov.uk

Official website for government information and services. Includes information about State and private pensions.

Macmillan

www.macmillan.org.uk

Telephone 0808 808 0000

Provides cancer information, practical advice and support for cancer.

Mencap

www.mencap.org.uk

Telephone 0808 808 1111

Charity for people with learning disabilities and their families.

Mind

www.mind.org.uk

Telephone 0300 123 3393

Provides information and advice for people with mental health problems.

Mobility

www.motability.co.uk

Telephone 0300 456 4566

Parkinson's UK

www.parkinsons.org.uk

Telephone 0808 800 0303

Provides support, advice and information for people with Parkinson's.

Royal National Institute of Blind People (RNIB)

www.rnib.org.uk

Telephone 0303 123 9999

Charity offering information and advice for people with sight problems.

Scope

www.scope.org.uk

Telephone 0808 800 3333

Provides practical information and emotional support for disabled people.

Stroke Association

www.stroke.org.uk

Telephone 0303 3033 100

Provides information and community support in some areas.

Versus Arthritis

www.versusarthritis.org/

Telephone 0800 5200 520

Offer support to people affected by arthritis

Veterans UK

www.gov.uk/government/organisations/veterans-uk

Telephone 0808 1914 2 18

Administers the armed forces pension schemes and compensation payments for those injured or bereaved through service.

Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

Age UK Advice

www.ageuk.org.uk

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

In Wales contact

Age Cymru Advice

www.agecymru.org.uk

0800 022 3444

In Northern Ireland contact

Age NI

www.ageni.org

0808 808 7575

In Scotland contact

Age Scotland

www.agescotland.org.uk

0800 124 4222

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Next update April 2021

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