

# Herefordshire Community Network

## Support for Ukraine – information for guests

### Financial support if you're disabled or have a health condition

#### Personal Independence Payment (PIP)

##### What PIP is for

Personal Independence Payment (PIP) can help with extra living costs if you have both:

- a long-term physical or mental health condition or disability
- difficulty doing certain everyday tasks or getting around because of your condition

You can get PIP even if you're working, have savings or are getting most other benefits.

##### How PIP works

There are 2 parts to PIP:

- a daily living part - if you need help with everyday tasks
- a mobility part - if you need help with getting around

Whether you get one or both parts and [how much you get](#) depends on how difficult you find everyday tasks and getting around.

##### Daily living part

You might get the daily living part of PIP if you need help with:

- preparing food
- eating and drinking
- managing your medicines or treatments
- washing and bathing
- using the toilet

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- dressing and undressing
- reading
- managing your money
- socialising and being around other people
- talking, listening and understanding

### Mobility part

You might get the mobility part of PIP if you need help with:

- working out a route and following it
- physically moving around
- leaving your home

You do not have to have a physical disability to get the mobility part. You might also be eligible if you have difficulty getting around because of a cognitive or mental health condition, like anxiety.

### Help with PIP

If you need help understanding or applying for PIP you can:

- [get help from Citizens Advice](#)
- watch [PIP video guides with British Sign Language](#)
- use [easy read guides which explain PIP](#)

### How to claim PIP

There are 3 stages to claiming PIP:

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1. Contact the Department for Work and Pensions (DWP) and fill in the PIP1 form - they can do this for you over the phone
2. Fill in the 'How your disability affects you' form - you can choose to get a paper form by post or get an email with a link to an online form
3. Go to a medical assessment

It can take up to 6 months from when you first contact the DWP to when you get your first payment. If the DWP decide you can get PIP, they'll pay you the money you should have got from the date you started your claim.

### Contacting the DWP

It's best to start your claim by calling the DWP - it's quicker than writing to them. If they decide you can get PIP, they'll pay you the money you should have got from the date you called them.

You'll need to have this information when you call the DWP:

- your full name, address and phone number
- your National Insurance number
- your bank or building society account details
- contact details of your GP or other health professionals you deal with
- the dates and details of any stays in hospital or residential care
- your nationality or immigration status
- if you've been abroad for more than 4 weeks at a time in the last 3 years (you'll need the dates and details)

### Personal Independence Payment claim line

Telephone: 0800 917 2222



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Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 917 2222

You can use Relay UK with an app or a textphone. There's no extra charge to use it. [Find out how to use Relay UK](#) on the Relay UK website.

You can [find out how to use video relay on YouTube](#).

Calling from abroad: +44 191 218 7766

Monday to Friday, 8am to 5pm

Calls are free from mobiles and landlines.

It should take about 20 minutes to complete the call. If you'd prefer someone else to call for you that's fine, but you need to be with them so you can give permission for them to speak for you.

The DWP will ask if you want them to send you the 'How your disability affects you' form by post or by email.

The DWP will also ask if you have any conditions relating to your mental health, a learning difficulty or behavioural condition. They ask these questions to check if you need any additional help or support with your claim.

### **If you want to apply by post**

It's quicker to apply by phone, but if that isn't possible you can write to the DWP and ask for a PIP1 form.

Write to the PIP New Claims address. You'll need to tell them why you (or someone else) can't fill in the PIP1 form over the phone.

### **Personal Independence Payment New Claims**

Post Handling Site B

Wolverhampton



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When you get the PIP1 form, fill it in and send it to the address on the form as soon as possible. You must send it back within 1 month after the DWP got your letter - that might be a few days before you get the form.

If the DWP decide you can get PIP, they'll pay you the money you should have got from the date they received the PIP1 form.

### Check what happens after you start your claim

The DWP will check if you meet the basic conditions to get PIP - for example if you're living in Great Britain.

If they think you meet the basic conditions, they'll post the 'How your disability affects you' form to you - or send you an email with a link to the online form.

While you're waiting, it's worth thinking about:

- [how to fill in the 'How your disability affects you' form](#)
- [getting evidence to support your PIP claim](#)

If the DWP don't think you meet the basic conditions, they'll send you a decision letter to say you've been refused and why. If you think the decision is wrong, you can [challenge the DWP's decision](#).

To find out more about PIP go to the website or scan the QR code

[Personal Independence Payment \(PIP\): What PIP is for - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/personal-independence-payment-what-pip-is-for)



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### Disability Living Allowance (DLA) for children

Disability Living Allowance (DLA) for children may help with the extra costs of looking after a child who:

- is under 16
- has difficulties walking or needs much more looking after than a child of the same age who does not have a disability

They will need to meet all the [eligibility requirements](#).

The [DLA rate](#) is between £28.70 and £184.30 a week and depends on the level of help the child needs.

### How to claim

To claim DLA for a child you need to be their parent or look after them as if you're their parent. This includes step-parents, guardians, grandparents, foster-parents or older brothers or sisters.

If your child currently lives in England or Wales you can apply by either:

- printing off and filling in the [DLA claim form](#)
- phoning the Disability Living Allowance helpline and asking for a printed form

Disability Living Allowance helpline

Telephone: 0800 121 4600

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 4600

British Sign Language (BSL) [video relay service](#) if you're on a computer - find out how to [use the service on mobile or tablet](#) Monday to Friday, 9am to 5pm

**Child Disability Payment will stop 13 weeks after your child moves. Apply for DLA for children as soon as possible after moving or your payments could be affected.**

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### When you'll be paid

DLA can be paid from the start of your claim. It cannot be backdated. Your claim will start on the date the form is received or the date you call the enquiry line (if you return the claim pack within 6 weeks).

After you've applied, you'll get a letter within 3 weeks that explains how long it'll take to get a decision. Once the decision has been made, you'll get another letter that'll tell you when you'll get your first payment.

To read more about DLB go to the website or scan the QR code

[Disability Living Allowance \(DLA\) for children: Overview - GOV.UK](https://www.gov.uk/guidance/disability-living-allowance-for-children)  
([www.gov.uk](https://www.gov.uk))



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