If you call or write to us, please use this reference:



Department for Work & Pensions

Personal Independence Payment 1 Mail Handling Site A Wolverhampton WV98 1AA www.gov.uk

Telephone: 0345 850 3322 Textphone: 0345 601 6677 5 July 2016

Personal Independence Payment

Making sure your award is right

Dear

We award Personal Independence Payment (PIP) for a set time. This is so we can check for any changes to your health condition or disability and make sure you're still getting the right amount of PIP. To do this we need you to complete the attached Award Review - How your disability affects you form.

We know people's lives can change making it easier or harder for people with a health condition or disability to do everyday things.

For example, your needs may have changed, you may have had your home adapted, your medication or treatment may have changed or you may have worked out different ways to do things.

What you need to do

- tear off this letter and the example sheet from the front page of the form. You don't need to send them back to us
- read and sign the consent and Declaration
- answer all the questions on the Award Review How your disability affects you form
- return the form to us with any copies of supporting information by 5 August 2016

Sending us supporting information with your completed form will help us understand your needs better. More details are given on the form.

001042/000045/000131 05020-00131-001-001-1 Please return the completed form by **5 August 2016**.

If you don't return the form on time we may have to stop your PIP.

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If you think you'll have difficulty sending the form back to us by **5 August 2016**, please call us on the number on the front page of this letter. A textphone is available for people who don't speak or hear clearly.

Your PIP will stop if you don't return the form on time or you don't contact us by 5 August 2016.

You can ask a friend, relative or representative to help you fill in the form, or contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

On the last page of the form is the address to return it to. Place the completed form and copies of any supporting information in the envelope provided so that the address shows through the window. It doesn't need a stamp.

For more information about PIP go to www.gov.uk/pip

What happens next

We will look at your form and any information you've sent us to check your PIP award.

We will write to you when we've made our decision on your claim.

We may call you if we've any questions or need more information. Our number may show on your phone as a withheld number.

We will write to you if we need you to attend a face-to-face consultation with a health professional.

You don't need to contact us unless you've other changes that you need to tell us about.

Yours sincerely

Office Manager

Please tell us about any changes

If your condition or circumstances change, please let us know.

Call us straightaway, using the phone number on the front page of this letter. Someone else can call for you, but you'll need to be with them when they call.

A textphone is also available for people who don't speak or hear clearly. You can also write to the address shown on the front page of this letter.

If your condition changes

Please tell us straightaway if:

- you need more or less help with daily living or mobility
- your health professional tells you your condition will last for a longer or shorter time than you've already told us

These changes can affect the amount of PIP you get. Depending on the change your PIP could go up, go down, stay the same or stop.

Other changes you must tell us about

Please tell us straightaway if you:

- go into a hospital, hospice or a care home
- go into a residential school or college
- go into foster care, or the care of a local authority or health and social care trust
- leave or intend to leave the country for more than 4 weeks, even if it's for a holiday
- go into prison or are held in legal custody

If we overpay you because you haven't told us about a change, you may have to pay the money back.

If you don't tell us about changes straightaway, you risk being prosecuted or having to face a financial penalty.

Please also tell us straightaway if you:

 change your name, address or landline or mobile phone number

- change the account that we pay your benefit into
- have someone acting for you and that person changes

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you've any concerns.

Getting help and support

If you need us to, we can provide the information in this letter in a different format which you find easier to access. For example, you can ask us to provide information in braille, large print, audio or email. Please contact us to discuss your requirements regarding format.

Call charges

Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in your landline or mobile phone contract.

Example sheet **Example sheet** How to fill in your Award Review form

These examples show how the questions in the Award Review form might be answered. If you answer **easier** or **harder** to a question, please give us more details. Tell us:

- what has happened
- when it happened
- how things are easier or harder for you

If you answer **no change** you can move on to the next question. You don't need to give us more information.

When filling in the form remember:

- there is no right or wrong way of answering the questions
- it doesn't matter if things are spelt wrong
- you don't have to fill all of the space provided

But if you need more space please use a separate sheet. Remember to write your name and National Insurance number on each sheet and tell us which questions your comments refer to.

Example 1 - someone who is finding eating harder

2. Eating and drinking	Easier	Harder	No change		
		\checkmark			
What has happened?	From: Nov	2014 T	o: Present		
My arthritis has got worse.					
How has this made things easier or harder in your	life?				
Tell us if your needs change from day to day or through	Tell us if your needs change from day to day or throughout the day.				
My grip has got worse. I used to be able to eat fine, but it has					
made eating harder and now I use special cutlery to cu	t up food.				

9. Mixing with other people	g with other people Easier Harder					
		\checkmark				
What has happened?		From: Jan 2	015	To: Present		
My medication and treatment has change	d I have starte	ed aoina to c	ounselling.			
My medication and treatment has change	u. Thave start	ou going to a	0			
My medication and treatment has change	a. Thave start	od gomg to	0			
My medication and treatment has change						
How has this made things easier or ha Tell us if your needs change from day to	rder in your l	ife?				
How has this made things easier or ha	r der in your l day or through	ife?				

You don't need to send this example sheet back with your form.

Personal Independence



Department for Work & Pensions

Payment Award Review

How your disability affects you

Full name	
lational Insurance number	

We know people's lives can change making it easier or harder for people with a health condition or disability to do everyday things, so Personal Independence Payment (PIP) is awarded for a set time. This means we need to check to see if anything has changed.

For example, your needs may have changed, you may have had your home adapted, your medication or treatment may have changed or you may have worked out different ways to do things.

We need to ask about any changes in how your health condition or disability affects you since we last looked at your PIP claim.

This form is the easy way to tell us about any changes and help us get your PIP award right.

Please read this form, answer all the questions, and send it back to us.

Your PIP may stop if we don't get your form back or you don't contact us by 5 August 2016.

What to do next

Step 1	Read and sign the Declaration .
Step 2	Answer all the questions on this form.
Step 3	Return this form and copies of any supporting information in the envelope provided. Make sure the address shows through the window.

Step 1 Read the statement of consent and sign the Declaration

Giving us your consent to obtain further information

We're looking again at your PIP award. We may want to contact your GP, other people or organisations for information about your health condition or disability and how it affects you.

You don't have to agree to us contacting these people or organisations but if you don't, we may not have all the information we need when we make a decision about your PIP.

Do you agree that:

- we, or someone working on our behalf, may ask your GP, or other people or organisations, for this information and
- your GP, or other people or organisations, can give us, or someone working on our behalf, this information?

Yes	No	

You can withdraw your consent at any time by calling us on 0345 850 3322.

Declaration

i agree that the information I give on this form is complete and correct.

I understand if I give wrong or incomplete information, my benefit may be stopped and I may be prosecuted or may have to pay a penalty.

I understand I must promptly tell the office that pays my Personal Independence Payment of anything that may affect my entitlement to, or the amount of, that benefit.

Signature	Date

Print your name here

Changes to how your disability affects you

Helping us check we've got your PIP award right

Your PIP may stop if we don't get your form back or you don't contact us by 5 August 2016.

Think back to when your current PIP award began.

Please answer **all** the questions.

Has it got easier or harder to do the things you need to do every day in your life? Or have things stayed the same? Tick the box that applies to you.

If you answer easier or harder to a question, please give us more details. Tell us:

- what has happened
- when it happened
- how things are easier or harder for you

If you answer **no change** you can move on to the next question. You don't need to give us more information.

If you need more space use a separate sheet of paper. Remember to write your name and National Insurance number on each sheet and tell us which questions your comments refer to.

1. Preparing food	Easier	Harder	No change
a hoster hand the			
What has happened?	From:	То:	
How has this made things easier or harder in your li Tell us if your needs change from day to day or through			



2. Eating and drinking	Easier	Harder	No change
What has happened?	From:	To:	
How has this made things easier or harder in your li Tell us if your needs change from day to day or through	fe? outthe day.		
3. Managing treatments or monitoring your health condition	Easier	Harder	No change
What has happened?	From:	То:	
How has this made things easier or harder in your I Tell us if your needs change from day to day or through	ife? outthe day.		

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3a. About your treatments, therapy or operations

Tell us about any private or NHS funded treatments or therapy you've had, you're currently having or that are planned for the future, for example:

- name of treatment, therapy or operation
- when you had or are having the treatment, therapy or operation
- how often you have the treatment or therapy

3b. About your medication

Tell us about your current medication, including:

- medication name
- how often you take it and how much you take
- any side effects from the medication
- when you started taking the medication



4. Washing and bathing	Easier	Harder	No change
What has happened?	From:	То:	
How has this made things easier or harder in your Tell us if your needs change from day to day or through	noutthe day.		

5. Managing toilet needs or incontinence	Easier	Harder	No change
What has happened?	From:	То:	
			-
How has this made things easier or harder in your li Tell us if your needs change from day to day or through	fe? outthe day.		

6. Dressing and undressing	Easier	Harder	No change
-			
What has happened?	From:	То:	
How has this made things easier or harder in your line Tell us if your needs change from day to day or through	fe? butthe day.		
			-

7. Speaking to people, hearing and understanding what they say and being understood by others	Easier	Harder	No change
What has happened?	From:	То:	
How has this made things easier or harder in your life Tell us if your needs change from day to day or through	fe? putthe day.		
			-
			-



8.Reading and understanding signs, symbols and written words	Easier	Harder	No change
What has happened?	From:	To:	1
How has this made things easier or harder in your line Tell us if your needs change from day to day or through the the through	fe? outthe day.		
]

9. Mixing with other people	Easier	Harder	No change
What has happened?	From:	To:	
	dian and		
How has this made things easier or harder in your line Tell us if your needs change from day to day or through	fe? outthe day.		
			-

	Easier	Harder	No chang
What has happened?	From:	То:	
How has this made things easier or harder in y Tell us if your needs change from day to day or th	roughoutthe day.		
11. Planning and following a journey	Easier	Harder	No chang
			,,,,,,, _
What has happened?	From:	То:	
What has happened?	From:	To:	
How has this made things easier or harder in y Fell us if your needs change from day to day or thr			
	oughout the day.		

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		Easier	Harder	No change
What has happened?		From:	То:	
	gs easier or harder in you nge from day to day or throug			
				1
12a. Tell us how far you	ır can walk, taking into ac	count any aids	you use	
To give you an idea of di	stance, 50 metres is approx	imately 5 buses	-	to end.
To give you an idea of di	-	imately 5 buses	-	to end.
To give you an idea of di	stance, 50 metres is approx	imately 5 buses n walk.	-	
To give you an idea of dia Please tick which box be	stance, 50 metres is approx st describes how far you ca	imately 5 buses n walk.	parked end	
To give you an idea of dia Please tick which box be Less than 20 metres	stance, 50 metres is approx st describes how far you can Between 20 and 50 metres	imately 5 buses n walk.	parked end b Between 50 a	
To give you an idea of dia Please tick which box be Less than 20	stance, 50 metres is approx st describes how far you ca Between 20 and	imately 5 buses n walk.	parked end b Between 50 a	

3. Is there anything else you thin lisability?	k we should know about your	health condition or
or example you may be waiting for	adaptations to your home.	
	*	

Step 3 Supporting information

If you have information that will help us understand how your disability affects your daily activities (daily living or mobility), please send a copy (not originals) to us when you return this form. We will not be able to send these back to you.

Sending us copies of any supporting information you have, may mean you don't need to attend a face-to-face consultation with a health professional.

Information we want to see:

- prescription lists
- care plans
- reports or information from people like your doctors, nurses, social workers or counsellors

X Information we don't want to see:

- appointment letters
- information you've sent us before
- anything more than 2 years old

How the Department for Work and Pensions collects and uses information

When we collect information about you we may use it for any of our purposes. These include dealing with:

- social security benefits and allowances
- child support
- employment and training
- financial planning for retirement
- occupational and personal pension schemes

We may get information about you from others for any of our purposes if the law allows us to do so. We may also share information with certain other organisations if the law allows us to. To find out more about how we use information, visit our website

www.gov.uk/dwp/personal-information-charter or contact any of our offices.

What happens next

- We will look at your form and any information you've sent us to check your PIP award
- We will write to you when we've made our decision
- We may call you if we've any questions or need more information. Our number may show on your phone as a withheld number
- We will write to you if we need you to attend a face-to-face consultation with a health professional
- You don't need to contact us unless you've other changes you need to tell us about

Please tell us your telephone or mobile number so we can call you if we need to.

My phone number is:

Home	Mobile	Work	



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Freepost RTEU-HBEC-RGTG Personal Independence Payment 1 Mail Handling Site A Wolverhampton WV98 1AA

Please return the completed form to this address.

Put the completed form in the envelope provided, making sure the address shows through the envelope window. The envelope doesn't need a stamp unless you live outside the United Kingdom.

If you've access to the internet, you can get information about Personal Independence Payment by going to the Personal Independence Payment website: www.gov.uk/pip