

## Factsheet 87

# Personal Independence Payment and Disability Living Allowance

April 2024

### 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 currently 66 years.

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 2024 to March 2025.

Benefit rates are reviewed annually and updated in April but rules and figures can sometimes change during the year.

The information in this factsheet is applicable in England and Wales. If you are in Northern Ireland, please contact Age NI for information.

**Scotland:** The information in this factsheet also applies in Scotland, although PIP and DLA for adults are being replaced by Adult Disability Payment. For more information contact Age Scotland. 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 years and State Pension age who require help with daily living activities or getting around due to long-term illness or disability. PIP does not depend on National Insurance contributions, it is not affected by your income or savings, and it 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 a local authority usually takes it into account when assessing whether, and how much, you must pay for social care services.

## 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 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 present 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. Seek advice if this applies.

### 2.1 Rules about your age

You can make a claim for PIP up to State Pension age, which is 66 years. If you are awarded PIP, it can continue to be paid after you reach State Pension age, provided 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 it is made on the basis of the same disability or health conditions as the previous PIP award. Find out your State Pension age and the date you reach it using the calculator at [www.gov.uk/calculate-state-pension](http://www.gov.uk/calculate-state-pension) or phone 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 2024/25 are:

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#### Daily living component

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Enhanced rate	£108.55
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Standard rate	£72.65
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#### Mobility component

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Enhanced rate	£75.75
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Standard rate	£28.70
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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 and 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 six months). If no descriptor applies to you for six 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.

The descriptor that applies should be the one that best represents what you can manage '*reliably*'. This means you can do it safely, to an acceptable standard, repeatedly, and in a '*reasonable*' time period. You do not have to be getting any help from someone else to score points.

## 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:

<b>Descriptor</b>	<b>Points</b>
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 reliably dress your lower body all the time, you are awarded two points for descriptor (d).

If (d) applies on average for two months of the year, (e) for three months and (f) for two months, descriptor (e) applies and you score four points.

If (d), (e) and (f) each apply for three months of the year on average, you score eight 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 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 require 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. Do not delay claiming as 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 or online in certain areas. If you claim by phone, you must provide information to show you meet the basic qualifying conditions, for example age and residency.

If you meet the basic conditions, you are sent a PIP2 form to explain how your physical or mental health condition or disability affects your daily life. The completed form and any other evidence, e.g. GP report or hospital letter, should be sent to DWP within one month. If you have a good reason for needing longer, 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 start your claim by post (although this can delay the process). 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

DWP look at your PIP2 form and supporting evidence, decide whether to ask for additional information and if you need to undergo an assessment. An assessment can be by telephone, video link or face to face and DWP should give you seven days' notice of the date.

Assessments are carried out by a private contractor on behalf of the DWP. You can have someone with you at the assessment. You should be given the opportunity to explain your support needs. If you want a home assessment, e.g. because you have difficulty travelling, make sure you mention this on the claim form. 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'.

If you have relevant evidence like a medical report, send it yourself rather than relying on the healthcare professional to ask for it. If you do not provide information needed to assess your entitlement (including if you do not attend and take part in an assessment), and you do not have a good reason, a decision can be made that you do not qualify for PIP.

A DWP decision maker considers all the evidence and information. They make a decision on whether you are entitled to PIP, and if so, what rate(s) you are entitled to, and the length of the award. See section 6.2 for what to do if you disagree with their decision.

## 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 must 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. For longer awards, they should send a review form to you one year before your award ends.

## 5.5 Terminal illness and special rules claims

You are treated as terminally ill if you have a progressive illness that is likely to limit your life expectancy to 12 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 12 months. These are sometimes called '*special rules*' claims.

To claim under these rules, send an SR1 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 need to have a face-to-face assessment.

If awarded PIP under these rules, you automatically receive enhanced rate daily living component. You must satisfy the conditions for the mobility component in the usual way but the three-month waiting period does not apply.

## 6 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 or building society account. Payment is normally four weeks in arrears, unless you are terminally ill, in which case you are paid weekly in advance.

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.

### 6.1 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.

For each review, you explain how your condition has changed or remained the same. It 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 7).

## 6.2 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 (MR) before you can lodge an appeal with HM Courts and Tribunals Service. You have higher chances of success if you appeal, so do not be put off if the DWP refuse to change a decision when you ask for an MR.

If you are awarded PIP but feel you should be receiving a higher rate of a 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.

## 7 Change of circumstances

### 7.1 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 must 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 reaching 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).

You can be awarded either rate of the daily living component if you develop care needs after State Pension age and already receive the mobility component. If you are awarded the daily living component before reaching State Pension age and your needs increase or decrease afterwards, you can move from standard daily living to enhanced rate or from enhanced daily living to standard rate.

### **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.

In **Scotland**, you will probably be transferred to ADP if reporting a change in your condition.

## **7.2 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.

## **7.3 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.

### **7.3.1 PIP in a hospital**

Both PIP components are payable for the 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 payment is suspended after you have spent 28 days in hospital in total. PIP is paid for days at home 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.

### **7.3.2 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 is suspended 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 7.3.3 if you are in a nursing home.

#### **7.3.3 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 7.3.1.

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 7.3.2.

If you pay the whole nursing home costs (*'self-funder'*), 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. In **Wales**, contact Age Cymru Advice for their equivalent factsheets.

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

## 7.4 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.

They may arrange an assessment carried out by a private contractor on behalf of the DWP. See section 5.3 for information about assessments.

## 7.5 Prisoners

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

## 7.6 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 (but not the mobility component) of PIP can be paid if you leave the UK to live in a 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 are covered by the Withdrawal Agreement, you are habitually resident in the EEA state or Switzerland and you have a genuine and sufficient link to the UK. The UK must be your '*competent state*'. See section 2 of factsheet 34, Attendance Allowance, for more information on the competent state rules.

For further information and to request a claim form, write to Personal Independence Payment 7 Exportability Team, Mail Handling Site B, Wolverhampton, WV99 1AE, United Kingdom.

There is more information at:

[www.gov.uk/claim-benefits-abroad/disability-benefits](http://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 Advice. In **Scotland**, contact Age Scotland.

## 8 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 in this case.

## 9 PIP and other benefits

### 9.1 Means-tested benefits

Income from PIP is ignored when calculating entitlement to means-tested benefits like Pension Credit, Universal Credit, Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, Housing Benefit, and Tax Credits.

Entitlement to PIP daily living component may help you get a higher amount of these benefits, such as the '*severe disability addition*' with Pension Credit.

If someone in your household gets PIP, you are exempt from the benefit cap that limits 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 State Pension age*.

### 9.2 Overlapping benefits

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

Constant AA, 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.

### 9.3 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, Carer Support Payment in Scotland or NI credits. If you receive the severe disability addition/premium with PC or other means-tested benefits, this stops if someone is paid Carer's Allowance for looking after you, so seek advice.

#### 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, see Age Scotland's *Carer's Allowance* guide.

### 9.4 Motability Scheme

If you are awarded the enhanced rate mobility component, you can apply for a car, powered wheelchair, or mobility scooter on lease through the Motability Scheme. See [www.motability.co.uk](http://www.motability.co.uk) for more information.

## 9.5 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 factsheet 21w, *Council Tax in Wales* and in **Scotland**, see Age Scotland *Council Tax* and *Council Tax Reduction* guides.

## 9.6 Other benefits

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

If awarded eight points or more under mobility activity 2 '*moving around*' or 10 points specifically under descriptor e for mobility activity 1 '*planning and following a journey*' because you are unable to undertake any journey due to overwhelming psychological distress, you automatically qualify for a Blue Badge parking permit. This allows parking with some limitations but usually without charge.

If awarded eight 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 PIP guidance

DWP has a range of guidance you may find useful. PIP guidance is at: [www.gov.uk/government/publications/advice-for-decision-making-staff-guide](http://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 7.3) – *Chapter P3: Hospitals, similar institutions and care homes*
- **Reassessing existing DLA claimants for PIP** (section 11.2) – *Chapter P5: Transitional provisions*, from paragraph P5016.

## 11 Disability Living Allowance

DLA has been replaced by PIP for new claimants aged 16 years to State Pension age. DLA is available for children aged under 16, although it is being replaced in Scotland with *Child Disability Payment*. Contact Age Scotland for more information about this.

This section is for existing adult DLA claimants and looks at what the changes mean. DLA conditions of entitlement are the same as those for AA as set out in section 3 of factsheet 34, *Attendance Allowance*.

### 11.1 Current rates

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#### Care component

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Higher	£108.55
Middle	£72.65
Lower	£28.70

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#### Mobility component

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Higher	£75.75
Lower	£28.70

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### 11.2 Reassessing existing DLA claimants for PIP

If you are an existing DLA claimant, the DWP may require you to claim 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 were born on or before 8 April 1948, you were aged 65 by 8 April 2013 and the reassessment does not apply to you. You remain on DLA provided you continue to satisfy the eligibility conditions.

#### 11.2.2 If you were under 65 on 8 April 2013

If you were born on or after 9 April 1948, you were aged under 65 on 8 April 2013 and the reassessment applies to you. When selected, you are told your DLA claim is ending and are invited to make a claim for PIP, even if your DLA award is indefinite. In Scotland, you are invited to claim Adult Disability Payment (ADP) instead.

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 are also invited to claim PIP/ADP if you report a change of circumstances on your DLA claim.

For PIP, 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 awarded PIP, your DLA award is paid for four weeks after your next payment date and then your PIP award starts.

If refused PIP, the DLA award is paid for four weeks and then stops.

For information about challenging a decision, see section 6.2.

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

## 11.3 Change of circumstances - DLA

### If you were under 65 on 8 April 2013

If you report a change in circumstances that affects your current DLA award, you will be invited to make a claim for PIP instead. PIP has no equivalent of low-rate care component so you may lose this and once the PIP claim process starts, it cannot be stopped or reversed.

As in section 11.2.2, you have four weeks to make the PIP claim and your DLA award should remain in payment until a decision is made about your PIP claim. In **Scotland**, call Age Scotland for details of the ADP.

Even though you are over State Pension age, your PIP claim is assessed for both daily living and mobility components and you can establish entitlement to PIP mobility, even if you were not entitled to DLA mobility element before.

### 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 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 7.2.

### **11.3.2 Hospital and care homes**

The same rules apply as for PIP, see section 7.3.

### **11.3.3 If the DWP needs more information**

The same rules apply as for PIP, see section 7.4.

### **11.3.4 Prisoners**

The same rules apply as for PIP, see section 7.5.

### **11.3.5 Going abroad**

The same rules apply as for PIP, see section 7.6.

## **11.4 If you disagree with a decision**

The same rules apply as for PIP, see section 6.2.

## **11.5 DLA and other benefits**

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

## **11.6 DWP DLA guidance**

DLA guidance is at [www.gov.uk/government/publications/decision-makers-guide-vol-10-benefits-for-incapacity-disability-maternity-and-bereavement-staff-guide](http://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*

## 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

- 
- 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

- 
- 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
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
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
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 – 8
    - (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.

- 
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
<hr/>		
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
<hr/>		

## Useful organisations

### **Alzheimer's Society**

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Telephone 0333 150 3456

Scotland [www.alzscot.org](http://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.

### **Asthma + Lung UK**

[www.asthmaandlung.org.uk/](http://www.asthmaandlung.org.uk/)

Telephone 0300 222 5800

Information if you have chest problems and breathing difficulties.

### **Carers Trust**

[www.carers.org](http://www.carers.org)

Telephone 0300 772 9600

Offers practical help and assistance to carers.

### **Carers UK**

[www.carersuk.org](http://www.carersuk.org)

Telephone 0808 808 7777

Information and support for carers, including information about benefits.

### **Citizens Advice**

England go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Wales go to [www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales)

Scotland go to [www.cas.org.uk](http://www.cas.org.uk)

In England telephone 0800 144 8848

In Wales telephone 0800 702 2020

In Scotland telephone 0800 028 1456

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

### **Dementia UK**

[www.dementiauk.org](http://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 Service Centre**

[www.gov.uk/disability-benefits-helpline](http://www.gov.uk/disability-benefits-helpline)

DWP helpline providing advice or information about any claim for DLA, PIP or AA 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 (PIP) helpline**  
Telephone 0800 121 4433

## **Disability Law Service**

[www.dls.org.uk](http://www.dls.org.uk)

Telephone 0207 791 9800

Free, confidential advice to disabled adults, their families and carers.

## **Disability Rights UK**

[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

Telephone 0330 995 0400

Information about issues affecting disabled people.

## **Gov.uk**

[www.gov.uk](http://www.gov.uk)

Official website for government information and services.

## **Macmillan**

[www.macmillan.org.uk](http://www.macmillan.org.uk)

Telephone 0808 808 0000

Provides cancer information, practical advice and support for cancer.

## **Mencap**

[www.mencap.org.uk](http://www.mencap.org.uk)

Telephone 0808 808 1111

Charity for people with learning disabilities and their families.

## **Mind**

[www.mind.org.uk](http://www.mind.org.uk)

Telephone 0300 123 3393

Provides information and advice for people with mental health problems.

**Motability**

[www.motability.co.uk](http://www.motability.co.uk)

Telephone 0300 456 4566

**Parkinson's UK**

[www.parkinsons.org.uk](http://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](http://www.rnib.org.uk)

Telephone 0303 123 9999

Charity offering information and advice for people with sight problems.

**Royal National Institute for Deaf People (RNID)**

<https://rnid.org.uk/>

Telephone 0808 808 0123

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

**Scope**

[www.scope.org.uk](http://www.scope.org.uk)

Telephone 0808 800 3333

Provides practical information and emotional support for disabled people.

**Social Security Scotland**

[www.socialsecurity.gov.scot](http://www.socialsecurity.gov.scot)

Telephone 0800 182 2222

Responsible for paying ADP, CDP and SCP in Scotland.

**Stroke Association**

[www.stroke.org.uk](http://www.stroke.org.uk)

Telephone 0303 3033 100

Provides information and community support in some areas.

**Versus Arthritis**

[www.versusarthritis.org](http://www.versusarthritis.org)

Telephone 0800 5200 520

Offer support to people affected by arthritis.

**Veterans UK**

[www.gov.uk/government/organisations/veterans-uk](http://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](http://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](http://www.agecymru.org.uk)

0300 303 4498

### In Northern Ireland contact

#### Age NI

[www.ageni.org](http://www.ageni.org)

0808 808 7575

### In Scotland contact

#### Age Scotland

[www.agescotland.org.uk](http://www.agescotland.org.uk)

0800 124 4222

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## Next update April 2025

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