

# Personal Independence Payment (PIP) Helper

## Handbook



Access the PIP Helper at:  
[www.piphelper.org.uk](http://www.piphelper.org.uk)



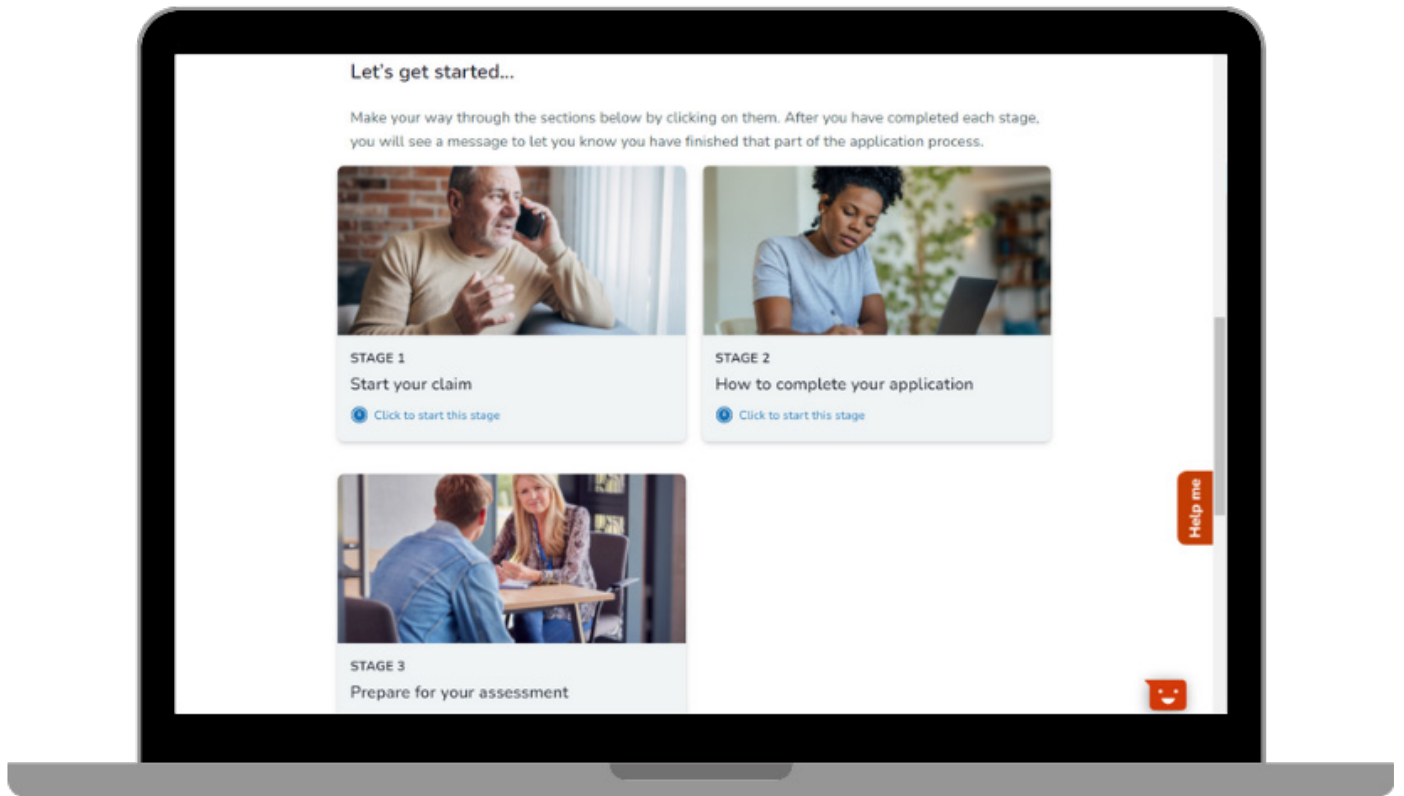
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# What is the PIP Helper tool?

The PIP Helper is an online tool which has been designed to help you at each stage of applying for PIP.

Each stage in the tool covers a separate part of the application process, and offers guidance and useful tips.



## Who is the PIP Helper for?

This Helper is designed for people who are eligible for Personal Independence Payment. To be eligible for PIP, you must:

- be 16 years or older,
- live in England, Wales, or Northern Ireland

To use the Helper, you must also have your National Insurance number. If you do not have your National Insurance number, you will need to contact us. This Helper may not be suitable for those with complicated health conditions or who are not confident using online tools. If you struggle to use the tool or you need additional support because your health condition is complicated, you can contact our team for one-to-one support over the phone instead of via the tool.

# How do I use the PIP Helper?

To navigate on the PIP Helper, simply click on each of the stages, and follow the steps provided. The PIP Helper is divided into the following stages:

## 1 Stage 1: Start your claim

This stage will help people who are applying via a physical form. It also lists the types of evidence you can collect while you are waiting for your physical form to arrive in the post, or before you start an online application if you are eligible and would like to.

For each step, you can tick the boxes, so you know what you have prepared. When you have ticked everything that is relevant to you, click the “Mark as complete” button and move to the next step.

The screenshot shows the 'Stage 1: Start your claim' section of the PIP Helper. It features a blue header with the stage title and a red underline. Below the header, there is a paragraph explaining that users need to provide personal details and request a form, which will be sent by post. A tip box with a lightbulb icon states: 'Tip! The date you call and start this first stage of the application process, will be the date of your claim. The sooner you do this, the earlier your payments could begin if you're awarded PIP.' Below the tip, there are two main sections: 'Get ready to start your claim' and 'Collect information to support your claim'. Each section has a blue header, a paragraph of text, and a 'To do' icon. On the right side, there is a vertical 'Help me' button and a smiley face icon at the bottom.

**Stage 1**  
**Start your claim**

To start your Personal Independence Payment (PIP) claim, you need to provide some personal details and request a form. This will be sent to you in the post. You may also have the option to complete an online form.

**Tip!** The date you call and start this first stage of the application process, will be the date of your claim. The sooner you do this, the earlier your payments could begin if you're awarded PIP.

**Get ready to start your claim**

This section will help you to contact the Department for Work and Pensions (DWP) to start your PIP claim. In this section, we will check that you have all the information you will need to tell them.

**To do**

**Collect information to support your claim**

Once you have started your claim and are waiting for your form to arrive, it is a good idea to start collecting information and supporting evidence.

**To do**

**Help me**



## 2

# Stage 2: How to complete your application

This stage walks you through how to complete the PIP application itself, including a step-by-step for each question.


When you click on a question, you will see the options to:

- **Read the question** – This is the question as it appears on the form, so you know you are answering the right one
- **Understand the question** – This explains what the question is asking you for and helps you to understand the type of things you should include in your answer
- **See example answers** – This will only appear for questions that need a written answer (not for questions where you just need to tick a box). The example answers are based on responses which are more typical for people with kidney disease. You can use them to see what sort of things to include, tailoring them to your own experience.

For some questions, you will also see **Things that might be useful**. This offers definitions of key terms and other useful information for that question.

### How to complete your application

This section will walk through how to complete your form. Click on each question below for an overview of each question, tips, and example answers that are more typical for those with kidney disease. We recommend that you read everything in the form before writing your answers down and have this helper open for useful information and tips.

 **Tip!** Check when your form needs to be returned by but don't worry! If 4 weeks doesn't feel like enough time you can ask for an extension. Give them a call, explain why you need more time, and agree much longer you think you need.

#### Before you start

This section walks you through what you will need before you start. Click to start this step.

 To do

#### Q1. About your health condition or disability

This section explains what to include for the first question of the form. For this question, you need to provide basic information about yourself. Click to start this step.

Help me



This section helps you to understand what the preparing food question is asking you and provides tips and example answers. Click to start this step.

### Q3a

Read the question

▼ See more

Understand the question

▼ See more

Things that might be useful

▼ See more

Help me

Tip!

We recommend that you read everything in the form before writing your answers down and have this PIP Helper open for useful information and tips.

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## Stage 3: Prepare for your assessment

This stage is to help you with your PIP assessment. It will walk you through key things to prepare, things to consider, and useful tips for before, during, and after your assessment.

Each step (before, during, and after your assessment) outlines guidance including **things you will need**, **things that might be useful** and **what happens next/ in this stage**.

### Before your assessment

This step looks at how you can prepare for your assessment, before the day itself. It includes what you will need, as well as things for you to consider, and useful tips and information.

🕒 To do

### During your assessment

This step walks you through what will happen during your assessment, what to bring with you if your assessment is in person, and how best to answer questions the assessor asks you. This step also includes useful tips of things you can ask for or mention on the day.

🕒 To do

### After your assessment


This step will guide you through what will happen after your assessment, and how you can look after yourself while you wait to hear back from the Department for Work and Pensions (DWP).

🕒 To do

# 4

## Stage 4: What to do once you know your application result

This section looks at the possible responses you may receive from the Department for Work and Pensions (DWP), and your options.

 **Tip!** Nearly 50% of applications are rejected the first time around. If you think their decision is wrong, we will help you

### My PIP award has been approved, but isn't what I expected

This step addresses what you can do if you don't agree with an approved PIP application. You may wish to challenge the Department for Work and Pensions (DWP) decision about PIP if you didn't get it, you got a lower rate than you expected, or you think your award isn't long enough.

 To do

### My PIP award was approved

Congratulations! Let's look at things to know now that your PIP application has been approved.

 To do

### My PIP award was rejected

This step looks at what you can do if your application was rejected. You may wish to challenge the Department for Work and Pensions (DWP) decision about PIP if you didn't get

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For reviews and renewals only

# 5

## Stage 5: How to renew an existing application

This section is separate from your first application. You do not need to look at it until your existing PIP is due for review. This normally happens between 6-12 months before your award ends.

# Frequently asked questions

## What should I do if I need help with my application?

If you need help with any part of your application, please contact the Kidney Care UK team by phone or email for further support.

Phone:

**01420 541 424**

Email:

**info@kidneycareuk.org**

## What should I do if I have an IT problem with the PIP Helper?

If you are having an issue with the PIP Helper tool, please let us know by getting in touch with us, so that we can investigate the issue for you.

Phone:

**01420 541 424**

Email:

**info@kidneycareuk.org**

## Where can I find extra emotional support?

Applying for PIP can be a stressful and upsetting experience. If you feel that you are struggling to cope, you can visit our emotional advice page, which is available on the bottom of each page on the PIP Helper. You can also contact us for direct support, including from our kidney counselling team.

Phone:

**01420 541 424**

Email:

**info@kidneycareuk.org**

If you feel overwhelmed by anxious thoughts or are thinking about harming yourself in any way, please speak to your GP so they can help you get the help you need. You might also want to consider talking to a free listening support service like the Samaritans (call 116 123 for free, 24 hours a day).



# About Kidney Care UK

- We are the UK's leading kidney patient support charity
- We have been improving care and providing advice and support for kidney patients and their families since 1975
- Our vision is that no one faces kidney disease alone
- Our mission is to improve the quality of life for everyone affected by kidney disease.

## Life with kidney disease

- Life can be hard when you're coping with a long-term condition like kidney disease
- It can be exhausting and stressful for patients, carers, families, and loved ones
- It can affect your ability to work, creating financial pressures and impacting mental wellbeing.

## That's where Kidney Care UK can help



Financial support



Counselling support line



Information & advice



Holiday & respite grants



Benefits support



Fighting for better care



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

01420 541 424

[info@kidneycareuk.org](mailto:info@kidneycareuk.org)

Kidney Care UK, 3 The Windmills,  
St Mary's Close, Alton, GU34 1EF

 [Kidneycareuk.org](https://www.facebook.com/kidneycareuk)

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