

# Personal Independence Payment

A guide for people with a bleeding disorder

The Haemophilia Society

## Part 1 – Making a claim

If you have long-term ill-health or disability, you may be able to get help with some of the extra costs. PIP is a welfare benefit (government support to help you look after yourself) that is non-means tested (doesn't look at your income) and is not affected by earnings, other income or savings.

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## Together For Life

To find out more, visit [haemophilia.org.uk](https://haemophilia.org.uk) or contact us on **020 7939 0780**  
or at [info@haemophilia.org.uk](mailto:info@haemophilia.org.uk)

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## Introduction

We have written this guide because more and more members are contacting us to ask for support with making a claim for Personal Independence Payment (PIP).

This factsheet is for individuals who may be entitled to PIP.

This factsheet will help you fill in your Personal Independence Payment (PIP) form. In it we:

- explain the questions asked
- help you answer the questions
- give you examples of other things you say
- explain the supporting evidence you can send
- explain what you need to do next

## PIP eligibility

**You can get Personal Independence Payment (PIP) if all of the following apply to you:**

- you are aged 16 or over
- you have a long-term physical or mental health condition or disability
- you have difficulties doing certain everyday tasks or getting around
- you have had these difficulties for at least three months and expect them to last for at least another nine months
- you are under State Pension age

You can't backdate PIP - this means you won't get any money for time before you made your claim.

## Residence and presence

You will need to be present in Great Britain, habitually resident in the United Kingdom (UK), Ireland, the Channel Islands or the Isle of Man and not subject to immigration control.

You must have been present for at least 104 weeks out of the last 156 weeks in Great Britain.

A temporary absence abroad for up to 13 weeks may be allowed, or up to 26 weeks if the absence is specifically for medical treatment. You should notify the DWP if you plan to go abroad for more than four weeks.

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## What is PIP for?

PIP is a benefit for people with a long term condition or impairment (something that limits your health in some way), whether physical, sensory, mental, cognitive (how your brain works), intellectual (how well you understand something), or any combination of these.

PIP is paid to help with the extra costs that disabled people may face and to help them lead full, active and independent lives.

PIP is not means-tested, and you will not have to pay tax on anything that you receive as part of your PIP. You will also not be expected to have paid a certain amount of National Insurance contributions to qualify for it. You could be eligible for PIP if you are unemployed, if you are working part-time or if you are working full time.

PIP can be awarded for up to 2 years or a longer period, such as 5 or 10 years. In exceptional cases, if your needs are unlikely to change, your benefit can be ongoing. However, this will be reviewed from time to time to make sure the support level awarded is still appropriate.

## About making a claim

### Making a claim by telephone

To make a Personal Independence Payment claim, call the DWP free on 0800 917 2222

If you cannot hear or speak on the phone, use Relay UK: 18001 then 0800 328 5644 Relay UK used to be known as Next Generation Text (NGT).

If you are deaf and use British Sign Language you may be able to use the Video Relay Service (known as VRS).

If you need support to call, you can ask:

- A family member or friend
- Someone who helps you
- A carer or support worker.

If someone speaks on your behalf, you must be with them.

The telephone call is free from your landline or mobile phone and will last about 20 minutes.

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## What information will I need?

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
- 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)

They may ask questions about your health condition or disability during the call.

Tell them during the call if you need a form in a format such as braille, large print or audio CD.

## After the telephone call

After the telephone call, the DWP will send you a letter and a form called How your disability affects you.

They will also send you an information booklet to help you fill in the form.

It can take up to 2 weeks for the form and information booklet to get to you. Use this time to collect information to support your claim.

When you get the PIP form, fill it in and send it to the address on the form by the date shown on your letter. If you need more time to fill in the form, please let the DWP know.

## After you have sent the form back to the DWP

Most people will need to have a meeting known as an assessment.

Your form will be referred to an assessment provider (AP) along with any supporting evidence that you can provide. They will use this information to decide what kind of assessment you need.

You may not need a meeting (or assessment) if it is clear you can, or cannot, get Personal Independence Payment.

If the DWP ask you to have a meeting, it will be either face to face or on the telephone. In the meeting, a health professional will talk to you about your health condition and your day to day needs.

After the assessment, the DWP will look at all of the information they have and make a decision on your claim.

They will then send you a letter. The letter will tell you if you can, or cannot, get Personal Independence Payment.

If you can get Personal Independence Payment, the letter will tell you the amount you will get.

The letter is usually sent to you within 6 weeks of your assessment date.

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## Evidence needed to support your claim

Sending evidence to support your claim may mean:

- the DWP can make a decision on your claim more quickly
- the DWP can make an accurate decision on your claim and give you the right level of support
- an assessment with a health professional may not be needed

### What to send:

- information about how your health condition or disability affects your daily life
- documents you already have available to you, unless you do not already have reports, statements or diaries from carers or family members. If you want to include this type of evidence and do not have it already, please ask them to provide it to you
- photocopies as the DWP cannot return documents

Write your full name and reference number on the top of each photocopy you send. You can find your reference number at the top of the letter that came with the form (the reference number is usually the same as your National Insurance number).

### Information from the following people could help to support your PIP claim:

- community psychiatric nurses
- GPs
- hospital doctors
- occupational therapists
- physiotherapists
- social workers
- specialist nurses
- support workers

### You could also send care or treatment plans from:

- community psychiatric nurses
- learning disability support teams
- occupational therapists
- social workers

### Other sources of information that can help are:

- a certificate of visual impairment
- a statement of special educational needs
- hospital discharge or outpatient clinic letters
- test results like scans, diagnostic tests or audiology
- letters about other benefits
- photographs or x-rays
- repeat prescription lists

Letters from people who know you are only helpful if they can give you information about how your condition affects you.

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## What not to send

- appointment cards or letters
- bus or train tickets
- directions or maps for appointments you have attended
- general information or fact sheets about your condition
- information about tests you are going to have
- letters arranging hospital admissions
- fact sheets about your medication

## Keeping a PIP diary

If your condition fluctuates (you have good and bad days), it can be helpful to keep a diary. A diary is a handy way to record your bad days and how they affected you. You could use a diary as evidence and use it to help you fill in the 'How your disability affects you' part of the form.

## Getting help from your healthcare professional

If you need help with your form, contact your healthcare professional, e.g. haemophilia nurse, tell them that you're making a claim for PIP and ask them to provide a letter explaining how your condition affects you. It's important to do this because PIP is based on how your condition affects you and not the condition itself or your medication.

The DWP will look at how your condition limits your ability to do specific tasks. You can ask your healthcare professional to concentrate their comments on the tasks you need help with because of your condition and what you think is more important to your claim.

## Terminal illness

There are special rules if you have a terminal illness and are not expected to live for more than 12 months.

### If you meet the criteria for the special rules:

- you will not have to fill in the form 'How your disability affects you'
- you will not need an assessment
- you will be entitled to an award of the enhanced rate of the daily living part of PIP without having to satisfy the normal qualifying period
- you may also be entitled to the mobility part of PIP depending on your mobility needs

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## Assessment criteria

Personal Independence Payment (PIP) is made up of two components (parts) daily living and mobility. Both components are payable at a standard or enhanced rate, depending on the claimant's needs.

To determine entitlement to the two components and the level of payment, you will be assessed on your ability to complete several key everyday activities. For example, this could be related to your ability to dress and undress, make budgeting decisions, communicate and get around.

There are several descriptors within each activity, each representing a varying ability level to carry out the activity.

You will receive a point score for each activity, depending on how well you can carry them out and the help you need.

The total scores will determine whether a component is payable and whether at the 'standard' or 'enhanced' rate. The entitlement threshold for each component is 8 points for the standard rate and 12 points for enhanced. PIP's enhanced rate mobility component enables you to lease a car through the Motability scheme.

### Daily living activities are:

- preparing food
- taking nutrition
- washing and bathing
- managing toilet needs or incontinence
- engaging with other people face to face
- managing therapy or monitoring a health condition
- dressing and undressing
- communicating verbally
- communicating verbally
- reading and understanding signs, symbols and words
- making budgeting decisions

### Mobility activities are:

- planning and following journeys
- moving around

## How to request more time to fill in your PIP form?

If you need more time to complete your PIP form, you should ring the DWP (0800 121 4433) immediately and explain why you require extra time.

Please take the name, date and time of the person you spoke to and put in the box why the form is late or additional information. If your reason is accepted, the DWP can agree on a new deadline over the phone.

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## Filling in your form

If you think you will need help filling in the PIP claim form, you may want to ask a friend, relative, carer, or local support worker to read this information booklet. You can then talk about how much and what help you need.

### When filling in the form remember:

- there is no right or wrong way of answering the questions
- it does not matter if words are spelt wrong
- you do not have to fill all of the space provided

If you need even more space, you can use separate pieces of paper. Remember to send them with your form. Write your name and the reference number at the top of each extra page you use.

You can find your reference number at the top of the letter that came with the form (the reference number is usually the same as your National Insurance number).

## How you are scored

It would be best to think about each question before writing your answer. PIP is based on how your condition affects you and not on your particular illness or disability, or medication.

When the DWP receives your form, a health professional will consider all the evidence and the likely ability over a year-long period. They will then select the most appropriate descriptor to your claim relating to each of the assessment activities, taking into account your level of ability, whether you need to use aids or appliances and whether you need help from another person or an assistance dog.

In choosing descriptors, the health professional should use their specific knowledge of the health condition or impairment to measure the level of disability that would be expected from your condition. The fact that you can complete an activity is not sufficient evidence of ability.



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## Health professionals must consider:

- approach – what you need to do; how you carry out the task; what assistance or aids are required; how long it takes; whether you can do it whenever you need to; and whether it is safe
- outcome – whether the activity can be successfully completed and the standard that is achieved
- impact – what the effects of reaching the outcome has on you and, where relevant, others; and whether you can repeat the activity within a reasonable period of time and to the same standard (this clearly includes consideration of symptoms such as pain, discomfort, breathlessness, fatigue and anxiety). The impact of completing one activity on the ability to complete others must also be considered.
- variability – how your approach and outcomes and level of functional restriction change over time and the impact this has on you.

## Examples of scoring:

Activity	Descriptor	Points
Managing therapy or monitoring a health condition	a. Either – (i) does not receive medication or therapy or need to monitor a health condition; or (ii) can manage medication or therapy or monitor a health condition unaided	0
	b. Needs either – (i) to use an aid or appliance to be able to manage medication; or (ii) supervision, prompting or assistance to be able to manage medication or monitor a health condition	1
	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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## Mobility activities:

Activity	Descriptor	Points
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 more than 50 metres but no more than 200 metres, either aided or unaided	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

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## Section 2 – About your health condition or disability

This section is split into 3 parts:

**Question 2a** – Tell us about: what your health conditions or disabilities are; and approximately when each of these started

You don't need to be too specific about the date if you're not sure - the year it started will be enough.

**Question 2b** – Tell us about: tablets or other medication you are taking or will be taking and the dosage; any treatments you're having or will be having, such as chemotherapy, physiotherapy or dialysis; any side effects these have on you

This includes anything you pay for yourself (for example, painkillers) and anything you've been prescribed.

If you've got a printed prescription list, you can attach this to your claim form - write your name and National Insurance number on it.

If you have medication to help you with side effects from another medication, you should include it. Also, include it here if there's medication you should take but can't because of your side effects.

They need to know about any treatment you have had, currently have or have planned for the future.

**You'll need to include:**

- when your treatment or therapy started or when it's due to start
- how often your treatment or therapy is
- the dates of any operations you're going to have

If you're not sure whether a treatment, therapy or operation is relevant, it's best to include it anyway. Include anything that you pay for yourself privately as well as anything you get from the NHS.

## Section 3 – How your health condition or disability affects your day-to-day life

### *Q3a - Preparing food*

This question is about your ability to prepare and cook a simple one course meal for one from fresh ingredients.

#### **This includes things like:**

- food preparation such as peeling, chopping or opening a can, and
- safely cooking or heating food at or above waist height on a cooker hob or in a microwave oven

Aids and appliances for this activity might include things like prostheses, a perching stool, spiked chopping boards, liquid level indicators and adapted cutlery.

### *Q3b - Do you need help from another person to prepare or cook a simple meal?*

It's your chance to give the DWP a true picture of how your condition affects your ability to prepare and cook a meal.

You can also use this space to explain what help you need but don't get.

Explain if the difficulties you have preparing or cooking a meal cause you any physical or mental symptoms (like pain, discomfort, tiredness or lack of motivation).

#### **It's helpful to explain the symptoms and give an example, including:**

- how long they last
- how often you have them
- if they affect your ability to carry out any of the other activities on your PIP claim form
- if they're likely to increase the risk of an accident
- someone helps, reminds, encourages, supervises or assists you
- someone stays with you or checks on you to make sure you are safe
- you need help but don't get it
- you need help to read or understand numbers - for example, when following simple recipes or using timers
- you're at risk of injury like burning or scalding
- you're likely to undercook or overcook your food

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## 03c - Extra information - Preparing food

**Never miss an aid off your list because you think it's obvious, and always:**

- explain how they help you
- explain what would happen if you didn't use them
- make it clear if a health professional advised you to use them
- include any that would help you if you had them
- include any that your condition prevents you from using

Think about the actions involved in preparing such a meal. Can you do this safely? Do you have damaged joints (elbows, wrists or shoulders) and risk a bleed if you carry out these tasks (e.g. lifting a pan of boiled potatoes off the hob and draining the water)? Can you stand long enough to prepare such a meal? Does standing risk a bleed? Do you get bleeds after preparing a meal?

**Help for this activity might include someone:**

- physically assisting you to prepare or cook food or doing it for you
- supervising you to make sure you are safe
- prompting, encouraging or reminding you to cook food or how.

Explain how you cope on good days and bad days and how you manage over a longer period of time (like a week).

### Worth knowing:

- a)** Can prepare and cook a simple meal unaided. **0 points**
- b)** Needs to use an aid or appliance to be able to either prepare or cook a simple meal. **2 points**
- c)** Cannot cook a simple meal using a conventional cooker but is able to do so using a microwave. **2 points**
- d)** Needs prompting to be able to either prepare or cook a simple meal. **2 points**
- e)** Needs supervision or assistance to either prepare or cook a simple meal. **4 points**
- f)** Cannot prepare and cook food. **8 points**

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## *Q4 – Eating and drinking*

This question is about how your condition makes it difficult for you to eat and drink.

This means being able to cut up food into pieces, put it in your mouth, chew and swallow it.

You should say if you need prompting or reminding to eat, as well if you have physical difficulties.

## *Q4d – extra information about eating and drinking*

It's your chance to give the DWP a true picture of how your condition affects your ability to eat and drink. You can also use this space to explain what help you need but don't get.

### **Think about time it takes:**

Whether it takes you at least twice as long to eat and drink as someone without your condition.

Try to explain how long it takes. It's ok to estimate but say if you are. If it's too hard to estimate explain why – for example, because it depends what you try to eat, or your condition fluctuates.

### **Remember to:**

- include the time for breaks if you can't eat a meal in one go
- explain if it takes you even longer on a bad day
- explain if it takes longer to eat later in the day, or when you're tired

### **Help for this activity might include someone:**

- reminding you when to eat
- cutting your food into pieces or putting food in your mouth
- supervising you to make sure you finish eating
- prompting, encouraging or reminding you to eat or drink

Explain how you cope on good and bad days and how you manage over a longer period of time (like a week).

### **Worth knowing:**

- a)** Can take nutrition unaided. **0 points**
- b)** Needs – (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. **2 points**
- c)** Needs a therapeutic source to be able to take nutrition. **2 points**
- d)** Needs prompting to be able to take nutrition. **4 points**
- e)** Needs assistance to be able to manage a therapeutic source to take nutrition. **6 points**
- f)** Cannot convey food and drink to their mouth and needs another person to do so. **10 points**

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## Q5 – Managing Treatments

This question is about whether you can monitor changes in your health condition, take medication or manage any treatments carried out at home.

How your condition affects your ability to manage your treatments? The DWP will want to know if you need help with therapy, e.g. physiotherapy.

**Monitor health** conditions mean detecting any changes in a condition and taking necessary actions as advised by a health professional. For example, this includes monitoring blood sugar levels, mental state and pain levels.

**Manage medication** means taking regular medication prescribed or advised by a doctor, nurse or pharmacist in the right way at the right time. This includes tablets, inhalers and creams.

**Home treatments** include physiotherapy and home dialysis, regardless of whether these are NHS or private.

## Q5c – Extra information – managing treatments

List any therapies that you get at home which have been prescribed or recommended by a doctor, nurse or health profession.

### Document:

- All help you need with giving treatment of clotting factors. This could include someone actually giving you injections, or someone simply sitting by you to help you and encourage you to treat yourself, or able to take over if you don't succeed. Any difficulties you have with finding a vein should be reported here.
- If you miss routine prophylaxis injections because you fear missing a vein, causing a bleed, or because you are 'needle phobic'.
- If your treatment is 'on demand', if anyone helps you decide to treat yourself? Even if you have no one, do you need this help? Do you let bleeds develop dangerously before treating, or getting treatment?
- If you need prompting (reminding) to take treatment for HIV or for hepatitis C. Describe the dangers if you did forget to take these treatments.

Any physiotherapy exercise routine you have been told to follow, is also relevant.

Give details of any personalised physiotherapy exercise routine aimed at avoiding joint damage or reducing the development of further joint damage. Do you follow this routine, or do you need to be encouraged or prompted by someone else?

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The amount of time each week is taken in therapy is important so add up the number of hours your physiotherapy regime takes, or would take if you did it, and include these details in your answer.

## Help for this activity might include someone:

- prompting or reminding you to take medication or how to do it
- supervising you while you take medication
- physically helping you to take medication or manage a treatment
- monitoring a health condition like diabetes

Explain how you cope on good days and bad days and how you manage over a longer period of time (like a week).

**List** - aids you use; if someone reminds, supervises or assists you; safety: accidents and risk of injury; good and bad days; side effects like pain, discomfort, tiredness or confusion.

## Worth knowing:

- a)** Either -
  - i** does not receive medication or therapy or need to monitor a health condition; or
  - ii** can manage medication or therapy or monitor a health condition unaided. **0 points.**
- b)** Needs any one or more of the following -
  - 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. **1 point.**
- c)** Needs supervision, prompting or assistance to be able to manage therapy that takes no more than 3.5 hours a week. **2 points.**
- 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 points.**
- 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 points.**
- f)** Needs supervision, prompting or assistance to be able to manage therapy that takes more than 14 hours a week. **8 points.**



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## Q6 – Washing and bathing

This question is about your ability to wash and bathe. Wash includes washing your body, face, limbs, underarms and hair. Bathe means getting into and out of both a normal bath and a normal shower. Aids and appliances for this activity include things like shower seats and grab rails.

### Help for this activity might include someone:

- prompting, encouraging or reminding you to wash and bathe yourself or how to do it
- supervising you to make sure you are safe
- physically washing or bathing you

Talking about your personal needs can be difficult, but the DWP need you to tell them as much as you can on the form.

## Q6c – Extra information – Washing and bathing

List the aids and appliances you use to help you wash or bathe, including things like grab rails and long-handled sponges. Make it clear if you need help but don't get it.

Think about whether it takes you at least twice as long to wash or bathe as someone without your condition, for example, because you have had a joint bleed.

Explain how you cope on good and bad days and how you manage over an extended period (like a week). This gives the DWP a better picture of how you cope most of the time.

Explain whether the difficulties you have washing and bathing cause you any physical symptoms (like pain or discomfort). It's helpful to explain the symptoms and give an example, including how often you have them, how long they last, and if they're likely to increase the risk of an accident.

If doing this activity causes problems with other activities on the PIP form, remember to write about your difficulties in the relevant question.

### Worth knowing:

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

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## Q7 - Managing toilet needs

**This question is about how your condition makes it difficult for you to:**

- get on and off an unadapted toilet seat
- clean yourself afterwards
- if applicable, manage your incontinence

The DWP is not interested in the difficulties you have getting to the bathroom or managing your clothes - for example, unzipping your trousers or undoing a belt.

Aids and appliances for this activity might include things like raised toilet seats, bottom wipers, commodes, bidets and incontinence pads.

## Q7c - Extra information - Managing toilet needs

Give an accurate description of the difficulties you face because of your condition.

Think about what is involved for you when you use the toilet. A limited range of movement in joints may make it difficult to sit on the toilet, stand again afterwards, and wipe yourself.

Try to describe fully any difficulties you have and if you need help from someone else to use the toilet.

**Help for this activity might include someone:**

- physically helping you to get on and off the toilet
- supervising that you clean yourself properly

List all the aids you use; if someone reminds you; supervises or assists you; safety: accidents and risks of injury; good days and bad days; symptoms like pain or frustration.

## Worth knowing:

- a)** Can manage toilet needs or incontinence unaided. **0 points.**
- b)** Needs to use an aid or appliance to be able to manage toilet needs or incontinence. **2 points.**
- c)** Needs supervision or prompting to be able to manage toilet needs. **2 points.**
- d)** Needs assistance to be able to manage toilet needs. **4 points.**
- e)** Needs assistance to be able to manage incontinence of either bladder or bowel. **6 points.**
- f)** Needs assistance to be able to manage incontinence of both bladder and bowel. **8 points.**

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## Q8 – Dressing and undressing

This question is for you to describe any difficulties you have dressing or undressing. This means putting on and taking off unmodified, appropriate clothes (including shoes and socks).

**'Appropriate clothes' means clothes that are appropriate for the:**

- weather
- occasion
- time of day

Aids and appliances for this activity might include long-handled shoehorns, button hooks, zip pulls or sock aids, modified buttons, front fastening bra, Velcro fastenings and shoe aids.

Try to think about how you get dressed and undressed – including any aids or appliances or help you need from other people. It might help to imagine how you'd manage to get dressed at someone else's house or in a shop changing room.

## Q8c – Extra information – Dressing and undressing

The key question is, 'Do I need help from someone else to dress or undress?' A limited range of movement in damaged joints could make dressing and undressing difficult or impossible. Describe any help you do get. If you don't usually have someone to help you, describe how long it takes for you to dress and undress.

**Help for this activity might include someone:**

- physically helping you
- selecting clothes for you, and
- prompting or reminding you when to dress and undress

**List** – if you can't get dressed or undressed on your own; if you have difficulties with some items of clothing; if you need prompting, reminding or encouraging to get dressed or undressed; if you need help to choose appropriate clothes to wear; aids you use or adapted clothing; safety risks (e.g. slips or falls when getting dressed).

## Worth knowing:

- a) Can dress and undress unaided. **0 points.**
- b) Needs to use an aid or appliance to be able to dress or undress. **2 points.**
- d) 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 points.**
- e) Needs assistance to be able to dress or undress their lower body. **2 points.**
- f) Needs assistance to be able to dress or undress their upper body. **4 points.**
- g) Cannot dress or undress at all. **8 points.**

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## 09 - Communicating

This question is about your whether you have difficulties with your speech, your hearing or your understanding of what is being said to you. Can you communicate with others in your native spoken language? This means your ability to speak to people and hear and understand what they are saying to you. Aids and appliances for this activity might include hearing aids, picture symbols, assistive computer technology or voice aids.

It doesn't matter whether English is your first language - you'll be assessed on whether you have difficulties communicating in your first language.

### Do you:

- find your medication makes it difficult to concentrate on a conversation
- have autism and find it difficult to communicate with people
- have Tourette's syndrome
- lip-read
- need a friend or family member to fill in the gaps in conversations
- need an interpreter or signer
- need to use an aid either all the time or sometimes
- need to use something else to help you at home, for example, a light-up doorbell or text phone
- need to use something to help other people understand you - for example, an electro larynx or
- a pen and paper
- need to use something to help you hear people - for example, a hearing aid or amplifier

## 09 - Extra information - Communicating

List all the aids you use to help you to communicate like a hearing aid, amplifiers or a vibrating alarm.

### Help for this activity might include someone:

- prompting or encouraging you to communicate
- interpreting speech into sign language for you
- telling you what someone is saying, what it means or speaking on your behalf

### Never miss an aid off your list because you think it's obvious, and always:

- explain how they help you
- make it clear if a health professional advised you to use them
- include any that would help you if you had them, and why you don't
- include any that your condition prevents you from using

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Make it clear if you need help but don't get it.

Explain how you cope on good and bad days and how you manage over a longer period of time (like a week).

## Worth knowing:

- a) Can express and understand verbal information unaided. **0 points**
- b) Needs to use an aid or appliance to be able to speak or hear. **2 points**
- c) Needs communication support to be able to express or understand complex verbal information. **4 points**
- d) Needs communication support to be able to express or understand basic verbal information. **8 points**
- e) Cannot express or understand verbal information at all even with communication support. **12 points**

## Q10 – Reading

This question is about your ability to read and understand signs, symbols and words written or printed in your native written language and do you have difficulty concentrating when doing so.

Base your answers on reading and understanding information in your own language and how you cope with long sentences or something like a gas bill, timetable or bank statement.

### It is about how your condition makes it difficult for you to:

- read information that is a standard text size (not large print)
- read signs - for example, emergency exit signs
- read indoors and outside

### Help for this activity might include someone:

- helping you to understand the meaning of signs, symbols or words
- prompting you about the meaning of simple information

### Do you:

- have a learning disability
- have a physical or mental condition that stops you from being able to read
- need help from someone but don't get it
- need someone to explain written or printed information to you
- need someone to help or encourage you to read - for example, they read a menu for you

Aids and appliances for this activity might include magnifiers, but do not include normal spectacles or contact lenses.

The DWP is not interested in your English language skills or how well you remember things.

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## Q10 – Extra information – Reading

Tell them about the difficulties you have with reading words or symbols and how you manage them.

List the aids you use to help you read indoors and outside, and make it clear if you have to use large print or audio formats.

### Worth knowing:

- a) Can read and understand basic and complex written information either unaided or using spectacles or contact lenses. **0 points**
- 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 points**
- c) Needs prompting to be able to read or understand complex written information. **2 points**
- d) Needs prompting to be able to read or understand basic written information. **4 points**
- e) Cannot read or understand signs, symbols or words at all. **8 points**

## Q11 – Mixing with other people

This question is about whether you have difficulties mixing with other people and how well you understand what is going on and react when meeting and mixing with other people. This includes whether you become aggressive due to frustration, severe anxiety, or stress preventing you from mixing with people.

### Do you:

- avoid mixing with other people because of the anxiety and distress it causes you
- become anxious when you meet and mix with other people
- need someone to help you before or after you meet people (for example, to help you keep calm)
- need someone with you when you meet people you don't know (for example, to introduce you to them and start a conversation)

### It is about how your condition makes it difficult for you to:

- meet people and mix with them
- judge situations when you're with other people and behave appropriately
- establish relationships with people, for example make friends

### Help for this activity might include someone:

- prompting or encouraging you to do so
- being there to support or reassure you
- helping you keep calm if you become frustrated or aggressive whilst mixing with people

You should think about how meeting and mixing with strangers makes you feel – and if you try to avoid it. This question is to do with face to face contact, so it doesn't matter if you use your phone to text people.

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## **Q11c – Extra information – Mixing with other people**

This refers to psychological impairments. Write down if you have symptoms like anxiety, distress or confusion.

If you have help, explain: why you need help, how they help, and how often they help.

Explain whether the difficulties you have a meeting and mixing with people cause you any physical or mental symptoms (like anxiety, distress, confusion, or if they make you feel down).

Explain how you cope on good and bad days and manage over a more extended period (like a week).

### **Worth knowing:**

- a)** Can engage with other people unaided. **0 points**
- b)** Needs prompting to be able to engage with other people. **2 points**
- c)** Needs social support to be able to engage with other people. **4 points**
- 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 points.**

## **Q12 – Making decisions about money**

This question is about your ability to make decisions about spending and managing your money. This includes understanding how much things cost, how much change you should get in a shop, managing your budgets, paying bills and planning future purchases. It looks only at your decision-making ability, not the physical elements such as going to a post box to send a bill payment or putting money in a purse or wallet.

It is about how your condition makes it difficult to manage everyday purchases and transactions.

### **This means things like:**

- paying in shops and restaurants
- budgeting for and paying your bills, for example utility bills, credit card bills
- budgeting for bigger things, such as a TV or sofa
- understanding how much things cost
- understanding how to make your money last
- understanding what happens if you don't pay your bills – for example, your gas might be cut off

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## Q12 – Extra information – making decisions about money

It's about the decisions you need to make rather than whether you can physically get money out of a purse or wallet to pay for things.

### Help for this activity might include someone:

- prompting or encouraging you
- reminding you to do it or how to do it
- doing it for you

**List** – if someone reminds or assists you or difficulties you have managing your money cause symptoms like confusion, discomfort or tiredness

### Worth knowing:

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

## Q13 – Going out

### This question is about how your condition makes it difficult for you to:

- attempt a journey during quiet times of the day – for example, when the shops aren't busy or there's less traffic on the road
- cope in places that you don't know
- cope with large crowds or loud noises
- cope with unexpected changes to a journey – for example, roadworks or diversions
- leave the house because of stress or anxiety
- plan and follow a bus or train route to a place you don't know
- plan and follow a route to a place you know (it doesn't matter how you get there)

The DWP is interested in how you cope with both long and short journeys – think about getting to local places (like a local shop, friend's house or a place you don't know). They're not interested in your ability to walk.



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## Q13 – extra information – Going out

List any orientation aids that help you follow a route – for example, a compass, guide cane or map designed for people with sight loss. You can also list a guide dog as an “aid”.

**If you do get help, say who helps you (for example, a relative or friend) and explain:**

- how often they help
- how they help
- why they help you

**Make it clear if you need them to:**

- deal with other people for you because you find it difficult
- encourage you to leave the house
- explain things to you
- plan journeys
- reassure you so you feel safe or calm

Think about whether it takes you at least twice as long to plan or follow a route as someone without your condition.

**If you can drive you need to make it clear if:**

- someone else plans your route
- you can go out alone in your car
- you can only drive to places you know
- your doctor has advised against you driving
- your medication affects your ability to drive
- you need help during a journey when you’re not driving – for example, when you walk from your car to where you’re going

## Worth knowing:

- a) Can plan and follow the route of a journey unaided. **0 points.**
- b) Needs prompting to be able to undertake any journey to avoid overwhelming psychological distress to the claimant. **4 points.**
- c) Cannot plan the route of a journey. **8 points.**
- d) Cannot follow the route of an unfamiliar journey without another person, assistance dog or orientation aid. **10 points.**
- e) Cannot undertake any journey because it would cause overwhelming psychological distress to the claimant. **10 points.**
- f) Cannot follow the route of a familiar journey without another person, an assistance dog or an orientation aid. **12 points.**

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## **Q14** - Moving around

This section is about your ability to move around physically. Think about how far you can walk and if you use aids and appliances to get around, including walking sticks, frames or prostheses and wheelchairs. How long it takes, how well or often you complete this activity and if it causes pain, breathlessness, tiredness or dizziness.

This means how well you can walk without specialist equipment or support from another person. It is about how your condition makes it difficult for you to:

- stand safely without help
- walk safely without stopping and without help

To give you an idea of distance, 50 metres is about 5 buses parked end to end. Walking aids and appliances include walking sticks, walking frames, crutches, artificial limbs. A wheelchair or mobility scooter does not count as an aid or appliance for this question. If you use a wheelchair or mobility scooter, please answer this question by telling us how well you can stand and move without using it.

## **Q14d** - Extra information - Moving around

Aids help a person do something better. For example, if someone finds it hard to walk, they may use a walking stick as an aid to help them.

Appliances give a person something they are missing or help them do something – for example, a false arm or leg or a wheelchair.

Think about if you are in pain or feel tired because you are moving around a lot.

For each difficulty, please tell the DWP:

- how often you have this difficulty – tell them about both good and bad days
- what the difficulty is
- why you have it, or how it relates to your condition
- any aids, appliances or devices you use to get around including wheelchairs or mobility scooters
- any help you get from another person
- any help you feel you need but do not get

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## Worth knowing:

- a) Can stand and then move more than 200 metres, either aided or unaided. **0 points**
- b) Can stand and then move more than 50 metres but no more than 200 metres, either aided or unaided. **4 points**
- b) Can stand and then move unaided more than 20 metres but no more than 50 metres. **8 points**
- c) Can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres. 10 points
- d) Can stand and then move more than 1 metre but no more than 20 metres, either aided or unaided. 12 points
- e) Cannot, either aided or unaided, –
  - i stand; or
  - ii move more than 1 metre. 12 points

## Q15 - Additional information

Is there anything else you would like to tell us about?

Tell the DWP anything else you think they should know that you have not already told them about how your health condition or disability affects you. Carers, friends or family who want to give us additional information can also do so here. You do not have to complete this part if you have covered everything in the form.

Tell the DWP which questions you are answering if you use this space to give us more detail on earlier questions.

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## What to do now

Check you've filled in all questions that apply to you or the person the claim is for, and sign the declaration. You must proofread your PIP form before sending it back to ensure you have answered all questions and given an accurate representation of your situation. It's your last chance to ensure you have not missed out on vital information.

Remember, you must send a photocopy of any evidence and information you have, including any reports by health professionals, as it will help the DWP deal with your claim. List the documents you are sending.

It's a good idea to make a copy of your completed form. You can then take it with you to your assessment and use it to ensure that you don't forget anything you want to mention at your assessment. If you can't copy, scan or print your form at home, you can ask at your local Citizens Advice or public library. You might have to pay a small charge.

On the last page of the form, you'll see the return address. Place the form and any reports in the envelope provided so that the address shows through the window. It doesn't need a stamp. You may wish to photocopy the form before you return it. You must send back the same form the DWP sent you.

If you can, send your PIP form back by recorded delivery. If not, make a note of the time and date you post the form for evidence in the future.

If you don't send or submit the form in time, the DWP will end your claim.

On average, it takes the DWP 20 weeks from the date you started your claim to make a decision.

## Other help:

If someone cares for you, they may be able to get Carer's Allowance.

For more information on Carer's Allowance, go to [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

For more information on the benefits, you may be able to claim go to [www.gov.uk/browse/disabilities](http://www.gov.uk/browse/disabilities)

For help with money problems, go to [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

To find your local council office, or a help and support group, go to [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)