

Factsheet

Disability benefits for adults under State Pension age

Personal Independence Payment (PIP) is extra money for people under State Pension age who need help with certain daily living tasks, or have problems with their mobility. You can get it however high your income or savings are. PIP is gradually replacing Disability Living Allowance.

In Scotland, PIP is being replaced by Adult Disability Payment. Many of the rules about who qualifies to receive this benefit are the same.

This factsheet explains who can apply for each of these benefits and how to apply.



Call free on 0800 319 6789
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About Independent Age

At Independent Age, we want more people in the UK to live a happy, connected and purposeful later life. That's why we support people aged over 65 to get involved in things they enjoy. We also campaign and give advice on the issues that matter most: health and care, money and housing.

For information or advice – we can arrange a free, impartial chat with an adviser – call us on freephone **0800 319 6789** (Monday to Friday, 8.30am to 5.30pm) or email us at advice@independentage.org.

You can also support this work by volunteering with us, joining our campaigns to improve life for older people experiencing hardship, donating to us or remembering us in your will.

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In this factsheet, you'll find reference to our other free publications. You can order them by calling **0800 319 6789** or by visiting independentage.org/publications.

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1. What are Personal Independence Payment and Adult Disability Payment?

Personal Independence Payment (PIP) and Adult Disability Payment (ADP) are benefits for people who have extra care needs as a result of a disability.

ADP is replacing PIP and Disability Living Allowance (DLA) in Scotland. If you already receive PIP or DLA from the Department for Work and Pensions (DWP), you do not need to apply for ADP because your benefit will be moved automatically. This change will not create a gap in your payments. If you're getting PIP and have a change of circumstances, you should contact the DWP. If you live in Scotland and you're not currently getting DLA or PIP and you want to make a new claim, you should claim for ADP.

Both PIP and ADP provide extra money for people who have difficulties with daily living activities or mobility because of a disability or a long-term mental or physical health problem.

There are two parts:

- **daily living component** – if you need help with everyday tasks such as washing, dressing and preparing food
- **mobility component** – if you need help with tasks such as planning a journey or following a route, or experience stress or anxiety about leaving home or moving around.

You're free to spend the money in the way that suits you best – it doesn't have to be spent on care.

Claiming PIP or ADP can also unlock other entitlements such as a free bus pass, a Blue Badge to help with parking, and the ability to lease mobility equipment (see [chapter 10](#)).

You have to be under State Pension age to claim. However, you can keep receiving and renewing the benefit after State Pension age, as long as you still meet the other conditions (see [chapter 2](#)).

If you're over State Pension age, you can't make a new claim for PIP or ADP unless:

- you've been asked to move from DLA to PIP – (see [chapter 8](#))
- you were under 65 on 8 April 2013 and you are entitled to DLA
- you were under 65 on 8 April 2013 and your entitlement to DLA ended less than a year ago.

You should claim Attendance Allowance instead – see our factsheet [Disability benefits: Attendance Allowance](#) for more information.

2. Who can claim?

To qualify for Personal Independence Payment (PIP) or Adult Disability Payment (ADP), you must:

- be under State Pension age (or have been asked to move from Disability Living Allowance to PIP or ADP)
- have had difficulties with daily living or getting around for three months before claiming and expect these difficulties to last for at least nine months after claiming.

You should also have lived in England, Scotland or Wales for at least two of the past three years, and you should be living in one of these nations when you apply.



Good to know

State Pension age is gradually increasing for all genders. You can find out when you will reach State Pension age by using the calculator on gov.uk/state-pension-age.

If you have a life-limiting illness, your claim will be fast-tracked under special rules (see [chapters 4](#) and [5](#)).

PIP and ADP aren't means-tested. You can claim no matter what your income is, if you have any savings and whether you're working or not.

Daily living activities test

There are 10 daily living activities. You are given a score for each activity depending on how much help you need. If your overall score is high enough, you are awarded the benefit. The activities are:

- preparing or cooking a simple meal
- eating and drinking
- managing treatment (includes taking medication and monitoring changes in your condition)

- washing and bathing
- managing toilet needs (includes using an aid or appliance such as grab rails)
- dressing or undressing, including putting on and taking off clothing that is appropriate for the time of day and weather
- communicating (includes speaking, hearing and understanding information)
- reading and understanding signs, symbols and words both indoors and outdoors
- engaging with other people face to face
- making decisions about money.

Mobility activities test

The two mobility activities that are assessed are:

- planning and following a journey
- moving around, including any stress or anxiety you might have about leaving home or moving around.



Good to know

Each activity is described by a number of statements called descriptors. You can find out more about them on the Citizens Advice website: citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/claim-form.

3. How much are they worth?

There are two different rates for each component of Personal Independence Payment (PIP) and Adult Disability Payment (ADP). You may be able to receive one or both components. For 2023/24, the rates for PIP and ADP are the same.

Daily living component	Weekly rate
Lower if you have a limited ability to carry out daily living activities	£68.10
Higher if you have a severely limited ability to carry out daily living activities	£101.75

Mobility component	Weekly rate
Lower if you have limited mobility	£26.90
Higher if you have severely limited mobility	£71.00 plus access to the Motability scheme (see chapter 10)

If you have a life-limiting illness, you will automatically get the daily living higher rate. You may also receive the mobility component if you qualify for it. The rate depends on your needs.

4. How do you claim Personal Independence Payment?

Below are the main steps to claiming Personal Independence Payment (PIP).

1. Check if you qualify

See [chapter 2](#).

2. Start your claim

Contact the Department for Work and Pensions (DWP) PIP line for new claims:

Telephone: **0800 917 2222**

Textphone: **0800 917 7777**

Relay UK (if you cannot hear or speak on the phone): **18001** then **0800 917 2222**

If you use British Sign Language (BSL), there is a video relay service available. Find out more on the government website (gov.uk/pip/how-to-claim).

A DWP adviser will fill in the basic claim form (PIP1) over the phone with you. Your claim will usually start from that date.

You'll be asked for some details, including your National Insurance number, bank details and doctor or health worker's name, so have those at hand. They won't ask you detailed questions about your disability or health problem, but will ask if you have a condition that means you need extra support with your claim.

Someone else can call on your behalf, but you'll need to be with them. It takes about 20 minutes.

If you can't apply by phone, you can ask for the PIP1 form to be posted or emailed to you by writing to: Personal Independence Payment New Claims, Post Handling Site B, Wolverhampton WV99 1AH.

Your claim will start from the date the DWP receives your letter, so it's best to claim by phone if you can.

3. Fill in the claim form

If you meet the basic eligibility criteria, you'll then be sent a form – called How your disability affects you (PIP2) – by post or email. It can take up to two weeks to arrive by post. You can ask for the form in an accessible format, such as large print, braille or audio CD.

The form asks questions about the daily living and mobility activities mentioned in [chapter 2](#).

Give as much information as possible about your medical condition or disability and how it affects you, including if any activities take longer to complete. You should explain any difficulties you have managing the activities or the help that you need. See [chapter 6](#) for tips on filling in your form.

Keep a copy of the form and any supporting documents that you send with it, if you're able to. You can take it with you when you go to your assessment or use it to refer to if you need to challenge a decision on your claim.



To do

Send the completed form to the address provided. You have to return the form within a month of the date on the form.

If you need more time, contact the PIP enquiry line (**0800 121 4433**, gov.uk/pip/change-of-circumstances).

If you need help filling in the form

Contact Citizens Advice (**0800 144 8848** in England, **0800 702 2020** in Wales, citizensadvice.org.uk) for help completing the form. You can also tell the DWP you need help to claim and they may be able to arrange a support visit with an officer.

Citizens Advice also has online guidance to help you fill in your form at citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form.

If you have a life-limiting illness

If you are told you may have less than 12 months to live, you don't have to complete a claim form unless you want to apply for the mobility part of PIP. There are special rules to speed up applications for people who aren't expected to live more than 12 months. Your claim should be dealt with within two weeks and you won't need to complete the PIP2 form or go for an assessment. Call the PIP claim line (**0800 917 2222**) to make your claim.

Ask your doctor or consultant to complete a DS1500 form, which provides information about your condition so that your application can be processed under the special rules. Don't delay your claim by waiting for the DS1500 form. You can send it in later or, if you're in England or Scotland, ask your doctor or consultant to email it to the DWP.



Good to know

You'll automatically be awarded the higher rate of the daily living component of PIP. Make sure you tell the DWP if you want to claim the mobility component as well. You'll need to tell them about any difficulties you have moving around or going out.

If you're caring for someone who doesn't know that they may have less than six months to live, you can apply for PIP on their behalf. Make sure you tell them you've made a claim, because the DWP may need to contact them to verify their details. The decision will be sent to them and the money will be paid to them, not you, even if you've signed the form for them.

4. Attend an assessment

Once your claim form has been assessed, you'll usually be asked to attend an assessment with an independent healthcare professional. This could be in person, over the phone or by video call. Your GP or any other health professional you name on the form may also be contacted for more details. You won't have to do this if you have a life-limiting illness.

You'll be assessed against the daily living and mobility activities and given a score based on how much help you need.

You should attend your assessment. If you don't, and you are not able to show good reason for missing your assessment, your claim might be turned down and you'll have to start the process again.

You can ask someone to come with you for support if you wish, such as a relative, friend or carer.

Before the assessment

If you're attending your assessment face to face, make sure the assessment centre has everything you need, such as a wheelchair-accessible lift. You can ask for an adjustment, for example, an interpreter or signer, if you need one. If you're not fit to travel to an assessment, you should mention this on your claim form and ask for an assessment at home. You may have to provide a letter from your GP, or other evidence that you need a home visit.

If your assessment is in person, plan your journey before the day. You are not required to travel more than 90 minutes by public transport – call the number on your appointment letter to advise them if your travel time is longer than this. If public transport is unavailable, or if your health condition prevents you from taking public transport to your appointment, you may be able to expense a taxi journey. You must call the assessment centre to get approval before you travel in a taxi. You should then request the expense when you arrive at the centre for your assessment.

Get as much information as you can about the assessment before you attend. Citizens Advice has a useful guide to help you prepare at citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/your-assessment, or contact your local Citizens Advice for information (**0800 144 8848** in England, **0800 702 2020** in Wales).



Good to know

You can ask for your assessment to be recorded, if you want to – this would be an audio recording, not a video recording, and you must request this in advance if you think it would be useful for you to refer back to.

During the assessment

Don't expect the assessor to know how your condition affects you. They're there to try to fully understand your situation, not to help you get PIP, so make sure you give them as much detail as possible.

They will ask about the information on your claim form and may ask more questions to better understand how your condition affects you. They may also assess what you say and do during the assessment – for example, they might ask how you came to the assessment centre. If you say you came by bus by yourself, they might note that you can use public transport on your own.

They may also notice your mental wellbeing during the assessment – for example, whether you seem depressed, relaxed or stressed.

Don't let the assessor rush you: take your time over their questions. Don't just give yes or no answers – do your best to explain how doing an activity can affect you, and mention if you're not able to do it at all, or if you need support from someone else. Take a copy of your claim form with you so you can refer to it if you need to.

If you're asked to do any physical movements during the assessment, don't do any you wouldn't normally be able to or that will cause you pain.

There is no time limit for a face-to-face assessment. It should last for as long as it takes for the assessor to fully understand your situation.

After the assessment

You can claim travel expenses for your journey to and from the assessment centre, and for someone who travels with you. Ask the receptionist at the assessment centre for a travel expenses claim form. Remember to keep all your tickets and receipts to help you submit the claim form.

You might feel stressed by the experience of going to the assessment and talking about your difficulties, and anxious about waiting for the outcome. Try to plan something restful for the rest of the day or arrange to speak to a friend about how it went.

5. How do you claim Adult Disability Payment?

Below are the main steps to claiming Adult Disability Payment (ADP):

1. Check if you qualify

See [chapter 2](#).

2. Start your claim

You can apply for ADP online or by post.

To apply online, visit mygov.scot/adult-disability-payment/how-to-apply and follow the instructions. You'll have 56 days to complete the application.

To apply by phone, call Social Security Scotland on **0800 182 2222**.

If you use British Sign Language (BSL), there is a video relay service available. Find out more on the government website (mygov.scot/adult-disability-payment/how-to-apply).

An adviser will fill in the first part of your application over the phone with you. Your claim will usually start from that date.

You'll be asked for some details, including your National Insurance number, bank details and doctor or health worker's name, so have those at hand. They won't ask you detailed questions about your disability or health problem, but will ask if you have a condition that means you need extra support with your claim.

Someone else can call on your behalf, but you'll need to be with them. It takes about 20 minutes.

You will then receive part two of the application and a pre-paid envelope in the post.

If you want to apply in a language that is not English, you will need to apply by phone. Contact Social Security Scotland on **0800 182 2222** to let them know. They'll provide an interpreter who can help you complete the application. There are interpreters for more than 100 languages, and it is free for you to apply.

3. Fill in part two of the application

If you meet the basic eligibility criteria, you'll then be sent a form by post. You can ask for the form in an accessible format, such as large print, braille or audio CD. You can also request the form in another language.

This form asks questions relating to the daily living and mobility activities mentioned in **chapter 2**. Give as much information about your medical condition or disability, and how it affects you, as possible. You should explain any difficulties you have managing the activities or the help that you need. See **chapter 6** for tips about filling in your form.



Good to know

You have eight weeks from when you receive the form to complete it. If you cannot finish your application in this time, you can contact Social Security Scotland on **0800 182 2222** to ask for more time.

Make a copy of your completed form before you send it back, in case it gets lost in the post. You can bring it to your assessment and refer to it if you need to challenge a decision.

If you need help to fill in your application, an adviser from Social Security Scotland's local delivery service can come to your home. Call Social Security Scotland on **0800 182 2222** to schedule an appointment. You can also contact Citizens Advice (**0800 028 1456**, citizensadvice.org.uk) for assistance with the application.

What does the form cover?

The form is split into five sections:

1. Conditions

The questions in this section will ask all about your condition(s), including how long you have had it, any symptoms you have and how often, and any treatment you receive.

2. Medications

This section focuses on medication(s) you take for your condition. Make sure you have this information to hand when filling in the application.

3. Treatments and therapies

You will be asked questions about what kind of treatment or therapy you receive, and how often.

4. Contacts and supporting information

This is where you can include documents that will help Social Security Scotland to understand how your condition or disability affects your life. The type of information you can send includes test results, medical reports or letters, social care or social work assessments, care or treatment plans and any physical adaptations made to your home.

5. Functional questions

This section will ask about the difficulties you have with each of the daily living and mobility activities described in [chapter 2](#). For each functional question, give as much detail about your difficulties as possible so that the person assessing your claim has a clearer picture of your problems. For example, under 'Preparing or cooking a simple meal', say if you can't peel and chop food, or lift a pan due to arthritis affecting your hands. If you have to use an aid to help you, say what it is – for example, a perching stool, special cutlery or a magnifying glass.

Answer as many questions as possible in as much detail as you can, even about things you find embarrassing or that seem trivial. Say if you can't do things safely, to an acceptable standard, repeatedly or in a reasonable period of time.

Remember that the decision maker is interested in what you can't do, not what you can do. If you struggle to do things, find them painful or it takes you a long time, you should emphasise this on the form.

If you have a life-limiting illness

If you've been told you may have less than 12 months to live, your claim will be fast-tracked under special rules and it should be looked at within seven days.

4. After your claim form has been assessed

If Social Security Scotland needs more information to make a decision, they will contact you. They may set up a consultation with a qualified health and social care practitioner to help them get more information. This consultation may happen face to face, over the phone or even on video call, depending on what is best for you. Your GP or any other health professional you name on the form may also be contacted for more details.

6. Filling in the form

When filling in the claim form for either Personal Independence Payment (PIP) or Adult Disability Payment (ADP), give as much detail about your difficulties as possible. This will give the person assessing your claim a clearer picture of your problems. Use the box at the end of each question to add additional information if it's relevant to you.

Tips for filling in your form

- Describe any difficulties you have with the activities described in **chapter 2**. For example, under 'Preparing or cooking a simple meal', say if you can't peel and chop food, or lift a pan due to arthritis affecting your hands. If you have to use an aid to help you, say what it is – for example, a perching stool, special cutlery or a magnifying glass. Say if you can't do things safely, to an acceptable standard, repeatedly or in a reasonable period of time.
- A medical condition alone won't entitle you to Personal Independence Payment (PIP) or Adult Disability Payment (ADP) unless you have a life-limiting illness. Explain how your conditions affect your daily life and what difficulties you experience with activities.
- Answer every question in as much detail as you can, even about things you find embarrassing or that seem trivial.



Good to know

Don't assume that the decision maker understands how your condition affects you. You know your situation best.

- Include the time it takes you to do specific activities and how much help you need with them, even if there is no one to help you at the moment. If there are things you avoid doing because they're difficult, put this on the form – for example, if it's difficult bending and reaching to put on and take off socks, even while sitting down.

Remember that the decision maker is interested in what you can't do, not what you can do. If you struggle to do things, find them painful or it takes you a long time, you should emphasise this on the form.

- Ask family, friends, carers or an advice service for help to fill in the application form. It's easy to underestimate your problems, especially if you've lived with them for a long time and you've made adjustments to cope with your health condition to manage daily activities. If your problems have gradually got worse, you may be more likely to overlook them, so it can be useful to have someone else's view.
- Some days you may be able to do more for yourself than other days, but it's important not to fill in the form as if it was one of your best days. The decision maker will usually look at a 12-month period and consider whether you have difficulties with the activities more than half of the time. You can use the box at the end of the questions to explain how your needs change and how bad it can be.
- Explain what happens when you don't receive the care you need, especially if this has left you at serious risk of injury or harm during a specific activity.
- Give examples of your difficulties, such as when you have fallen or hurt yourself trying to do specific activities.



Remember

It can be useful to include supporting letters from your GP or your consultant.

- Consider keeping a diary of the difficulties you have managing activities over the course of a week. You might find you forget about difficulties with things you don't do every day. Here's an example.

Monday

Activity	Did this cause you difficulties and why?	Could you complete the task?	Did it cause you any pain or injury or take you a long time?	Did anyone help or prompt you to carry this out?
Preparing or cooking a simple meal				
Eating and drinking				

Give details of anything else that is relevant to your health condition or disability – for example, if you're waiting for an operation or an adaptation to your home. Also give details of the health or social care professionals, such as a GP or consultant, who know about your health condition and how it affects you.



Remember

Provide your GP's contact details and permission to contact them, or it may delay your claim. You should also let your GP know that you've applied for PIP or ADP.

7. Receiving a decision

If your claim is successful

You'll get a letter telling you how much you'll get and when your benefit award will be reviewed. You may be awarded the benefit indefinitely or for a set period – Personal Independence Payment (PIP) is usually awarded for a fixed period.

If your claim for PIP was successful, your payment will be backdated to the date you first made your claim.

If you submitted your application online, you can receive Adult Disability Payment (ADP) from the date you submitted part one of your application. If you applied by filling in a paper form, you can receive ADP from the date you phoned Social Security Scotland to start the application. Every month, you will receive a payment for the previous four weeks. If you have a life-limiting illness, you will receive a payment weekly in advance.

If your claim was not successful

If your claim for either benefit was not successful, or if you're awarded less than you think you should have been, it may be worth challenging the decision. It won't cost you anything to appeal. Your decision letter should include a written statement of reasons. If it doesn't, ask for it to be sent to you – call the Department for Work and Pensions (DWP) for a PIP claim, or Social Security Scotland if you claimed ADP (see [chapter 13](#) for contact details).

To challenge a decision on your claim for PIP, you must request a mandatory reconsideration within one month of the date of the decision letter. You can do this by filling in the CRMR1 mandatory reconsideration request form on the government website (gov.uk/government/publications/challenge-a-decision-made-by-the-department-for-work-and-pensions-dwp), or by calling the DWP. You may be able to request a reconsideration after the deadline has passed – call the DWP to ask for an extension.

You should explain why you disagree with the decision and, if possible, give examples and evidence to support your reason. The DWP will review your claim form, the assessment report and any other information before sending you their decision.

If you are challenging a decision on your claim for ADP, you should ask for your application to be looked at within 42 days of receiving your decision letter. However, you can submit a redetermination after the 42 days have passed, and within one year of the original decision, if you have good reason.

Call Social Security Scotland to request a paper redetermination form, or fill in an online form on the government website (mygov.scot/request-redetermination-paper-form). Social Security Scotland may also be able to offer support from a trained adviser who can help you with challenging the decision and answer any questions you have about the process. Citizens Advice Scotland (**0800 028 1456**, cas.org.uk) and VoiceAbility (**0300 303 1660**, voiceability.org) may also be able to help advise you.



It's a good idea to get advice before challenging a decision on PIP or ADP.

If you're under State Pension age, contact Citizens Advice:

- England: **0800 144 8848**
- Wales: **0800 702 2020** or
- Scotland: **0800 028 1456**
- citizensadvice.org.uk.

If you're over State Pension age, contact Independent Age (**0800 319 6789**, independentage.org).

For more information, see our factsheet **[What to do if you disagree with a benefits decision.](#)**

8. Disability Living Allowance

If you're over 16 years old, you can't make a new claim for Disability Living Allowance (DLA) because it's now been replaced by Personal Independence Payment (PIP). So, if you're under State Pension age and not already receiving DLA, you should claim PIP or Adult Disability Payment (ADP) instead.

What is Disability Living Allowance?

For people already getting it, DLA provides extra money for support needed as a result of long-term physical or mental health problems or disabilities. You must have claimed before the age of 65, but you can continue to receive it past this age if you still meet the qualifying conditions. It has two components: care and mobility.

If you're over State Pension age and don't already receive DLA, PIP or ADP, you should claim Attendance Allowance (see our factsheet [Disability benefits: Attendance Allowance](#)).

How long will I keep my Disability Living Allowance for?

PIP is gradually replacing DLA. If you're receiving DLA, you may be invited to apply for PIP instead, depending on your age and circumstances.

If you were born before 9 April 1948, you will continue to receive DLA and you will not be moved to PIP. If your DLA award was for a fixed period, you can make a renewal claim when it ends as long as you are still entitled. However, you must make the renewal claim within one year of the previous award ending or you will have to apply for Attendance Allowance instead.

If you were born on or after 9 April 1948 and you haven't yet been invited to claim PIP, this will happen if:

- you let the DWP know about a change in circumstances
- your current DLA award is about to end – if you have an indefinite award, you will still be invited to claim PIP at some point
- you decide to claim PIP while receiving DLA.

You should claim PIP as soon as you receive the letter from the DWP. You only have 28 days from the date on the letter to do this. Your DLA award will end whether you claim PIP or not.

If you have reached State Pension age before your DLA fixed period ends, you will be invited to claim PIP but if you're not awarded PIP, your claim will be assessed for Attendance Allowance instead.



Remember

It's best not to apply for PIP until you're contacted by the DWP, because there's no guarantee you'll be awarded PIP and you risk losing your DLA. If you decide to apply for PIP before being invited to apply, get advice first.

If you're under State Pension age, contact Citizens Advice:

- England: **0800 144 8848**
- Wales: **0800 702 2020** or
- Scotland: **0800 028 1456**
- citizensadvice.org.uk.

If you're over State Pension age, contact Independent Age (**0800 319 6789**, independentage.org).

9. Examples of who can receive disability benefits

Sophia's story

Sophia is 63. She is unsteady on her feet and has difficulty walking outdoors. She has experienced several falls. She also has arthritis affecting both hands and finds it difficult to peel vegetables when preparing her meals. She has just been awarded Personal Independence Payment (PIP) because she is unable to prepare a meal for herself, she needs help washing and bathing, dressing and undressing, and has difficulties walking outdoors. She needs to use aids, including a bath seat and grab rails.

Derek's story

Derek is 64. He has been claiming Disability Living Allowance (DLA) for nine years. He has chronic obstructive pulmonary disease (COPD). He has always been very independent but now he often experiences breathlessness and severe discomfort when walking outdoors, has to stop and rest after short distances, and walks very slowly. He needs help to get up from a sitting position and cannot stand for long. He uses a rollator. Because he was under 65 on 8 April 2013, he'll have to make a claim for PIP when his current award ends, or when he receives an invitation from the Department for Work and Pensions (DWP) to make a claim for PIP – whichever comes first.

Mr Hamilton's story

Mr Hamilton needs regular renal dialysis at home. He needs help and supervision from his wife each time he has this treatment. He is 76 and has been receiving DLA for 10 years. He will continue to get DLA (providing he continues to qualify for it) rather than being invited to claim PIP, because he was over 65 on 8 April 2013 when PIP was introduced.

Beryl's story

Beryl is 63. She lives in sheltered housing in Scotland, and she is visited daily by a carer who washes and bathes her. Beryl receives PIP for daily living. Now that Adult Disability Payment (ADP) has replaced PIP, Beryl will continue to receive payments. She will not need to reapply for ADP.

10. Using your benefit to lease mobility equipment

If you receive one of the benefits below, you may be able to exchange it to hire or buy a car, electric scooter, powered wheelchair or wheelchair-accessible vehicle through the Motability scheme:

- the higher rate mobility component of Disability Living Allowance (DLA)
- the higher rate mobility component of Personal Independence Payment (PIP) or Adult Disability Payment (ADP).

Your qualifying benefit must have a minimum of 12 months still to run. Contact Motability for more information and to find your nearest provider (**0300 456 4566**, [motability.co.uk](https://www.motability.co.uk)).

Vehicle tax

If you're receiving the higher rate mobility component of DLA or the higher rate mobility component of PIP or ADP, you're exempt from paying vehicle tax (also known as car tax or road tax) and should receive an exemption certificate. The car must be registered in your name or the name of your nominated driver.

If you get the lower rate mobility component of PIP or ADP, you qualify for a 50% reduction in vehicle tax. Claim your exemption when you apply for vehicle tax. You cannot get a deduction if you receive the lower rate mobility component of DLA.

The Motability scheme will arrange tax for your car if you rent or buy a vehicle from them.



Remember

You still need to tax your vehicle even if you don't have to pay.

For more information on mobility equipment, see our factsheet **Choosing disability equipment**.

11. How disability benefits affect your other benefits

Disability benefits won't reduce any income you receive from other benefits. In many cases, being awarded a disability benefit can mean you're entitled to a higher rate of benefits such as Housing Benefit or Council Tax Support, or that you now qualify for these benefits.

This is because receiving these benefits can increase the minimum amount of money the government says you need to live on each week. However, your council can take your disability benefits into account when they work out how much you might have to pay for care services.

If you get the mobility component of Personal Independence Payment (PIP), Adult Disability Payment (ADP) or Disability Living Allowance (DLA), you may be able to get a Blue Badge to help with parking. Contact your local council to apply. You can find more information on the government website (gov.uk/government/publications/blue-badge-can-i-get-one) and in our factsheet [Help with getting around](#).



To do

If you're awarded PIP or ADP (or receive DLA) and you're already receiving Pension Credit, Housing Benefit or Council Tax Support, you should inform the Pension Service (**0800 731 7898**, gov.uk/contact-pension-service) and your local council's Housing Benefit and Council Tax Support office straightaway.

Benefits for carers

If you have a friend or family member caring for you and you're getting either the daily living component of PIP or ADP, or the middle or highest rate care component of DLA, your carer may be entitled to Carer's Allowance.

But it's important to note that if your carer is paid Carer's Allowance, it can reduce both their benefits and yours, so it's a good idea to get advice before they make a claim. If you or your carer are over State Pension age, contact our Helpline on **0800 319 6789** to arrange to speak to an adviser. For more information, read our guide [Carer's Allowance](#).

To get a claim form, contact the Carer's Allowance Unit on **0800 731 0297**. You can also claim online at gov.uk/carers-allowance/how-to-claim.

12. If your circumstances change

You should tell the Department for Work and Pensions (DWP) or Social Security Scotland if your circumstances change. See [chapter 13](#) for contact details.

Below are some examples of different circumstances where you would need to inform the relevant office.

- **If your needs change** – you may find that you start to need more support than you did before. For example, if you currently receive the lower rate of Personal Independence Payment (PIP) or Adult Disability Payment (ADP) but your care needs have increased, you may be entitled to the higher rate. You can ask for your claim to be looked at again but you should be aware that the decision maker could decide to keep your existing rate, increase or reduce it, or stop your award completely. This means it's a good idea to seek advice before requesting this.
- **If you go into hospital** – contact the relevant office to let them know when you go into hospital and when you're discharged.
- **If you move to a care home** – your disability benefit may continue or stop, depending on who pays your care fees.
- **If you go abroad** – it's sometimes possible to keep getting disability benefits when you go abroad, or claim them for the first time. This is a complicated area and you should get advice from the relevant office.



To do

If you're over State Pension age, contact Independent Age for independent advice about how a change in your circumstances might affect your benefit ([0800 319 6789](tel:08003196789), independentage.org).

If you're under State Pension age, contact Citizens Advice ([0800 144 8848](tel:08001448848) in England, [0800 702 2020](tel:08007022020) in Wales or [0800 028 1456](tel:08000281456) in Scotland, citizensadvice.org.uk).

13. Useful contacts

If you're unsure about anything that you've read in this factsheet and would like to talk to someone about it, call our Helpline to arrange to speak to one of our advisers (**0800 319 6789**).

Personal Independence Payment (PIP)

PIP claim line

Telephone: **0800 917 2222**

Textphone: **0800 917 7777**

Claims address

Personal Independence Payment New Claims
Post Handling Site B
Wolverhampton
WV99 1AH

PIP enquiry line

Telephone: **0800 121 4433**

Textphone: **0800 121 4493**

For more information about PIP, visit gov.uk/pip.

Adult Disability Payment (ADP)

Claims address

Social Security Scotland
PO Box 10301
Dundee
DD1 9FW

ADP enquiry line

Telephone: **0800 182 2222**

For more information about ADP, visit
mygov.scot/adult-disability-payment.

Disability Living Allowance (DLA)

DLA helpline if you were born after 8 April 1948:

Telephone: **0800 121 4600**

Textphone: **0800 121 4523**

DLA helpline if you were born on or before 8 April 1948:

Telephone: **0800 731 0122**

Textphone: **0800 731 0317**

For more information about DLA, visit
gov.uk/dla-disability-living-allowance-benefit.

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Contact us

Call **0800 319 6789**

Email advice@independentage.org

Visit independentage.org