

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



Department
for Work &
Pensions

Miss !

Personal Independence
Payment 9
Post Handling Site B
Wolverhampton
WV99 1AG
www.gov.uk

Telephone: 0345 850 3322

Textphone: 0345 601 6677

4 August 2017

Personal Independence Payment

I can't award you Personal Independence Payment -
your DLA will also end

Dear Miss

Thank you for claiming Personal Independence Payment (PIP).

PIP is made up of two parts: help with daily living needs and help with mobility needs.

I've looked at your claim and decided:

- at this time I can't award you PIP for help with your daily living needs from 23 May 2017
- at this time I can't award you PIP for help with your mobility needs from 23 May 2017

How this decision will change your other disability benefits

Now we've made our decision about your PIP claim, this means your Disability Living Allowance (DLA) will end on 5 September 2017.

This is because by law we can only start to pay you PIP 4 weeks after this decision has been made.

As you've not been awarded the enhanced rate of the mobility part of PIP, if you currently have a Motability agreement, this will end. Your Motability Scheme provider will contact you about the return of the vehicle and the options that are available to you. There's more information about Motability later in this letter.

If you disagree with our decision you can ask us to look at it again.

You must do this within **one month** of the date of this letter.

If you need help managing your money please contact the Money Advice Service. They offer free independent advice about how to make the best of your money, including budgeting, savings and dealing with debt. To find out more, go to www.moneyadviceservice.org.uk

How I made my decision

I looked at all of the information available to me, including:

- the "How your disability affects you" form

This told me the type of help, and how much help you need.

I used this information to look at whether you can carry out 12 activities and the amount of help you need. A score is given for each of these.

There are 10 activities for the daily living part of PIP and 2 for the mobility part.

If your total score for the daily living activities is between 8 and 11 you'll be awarded the standard rate. If your score is 12 or more you'll be awarded the enhanced rate. This is the same for the mobility activities.

Daily Living - for the 10 daily living activities you scored:

Preparing food (scored out of 8)

You can prepare and cook a simple meal unaided. 0

Eating and drinking (scored out of 10)

You can eat and drink unaided. 0

Managing your treatments (scored out of 8)

You can either manage medication / therapy or monitor your health condition unaided, or you don't need to. 0

Washing and bathing (scored out of 8)

You can wash and bathe unaided. 0

Managing your toilet needs (scored out of 8)

You can manage your toilet needs or incontinence unaided. 0

Dressing and undressing (scored out of 8)

You can dress and undress unaided. 0

Communicating (scored out of 12)

You can express and understand verbal information unaided. 0

Reading (scored out of 8)

You can read and understand basic and complex written information either unaided or using glasses or contact lenses. 0

Mixing with other people (scored out of 8)

You can engage with other people unaided. 0

Making budgeting decisions (scored out of 6)

You can manage complex budgeting decisions unaided. 0

Your total score for the **daily living** part of PIP is **0** points. This means I can't award you PIP for help with your daily living needs.

Mobility – for the 2 mobility activities you scored:

Planning and following a journey (scored out of 12)

You can plan and follow a route of a journey unaided. 0

Moving around (scored out of 12)

You can stand and then move more than 200 metres either aided or unaided. 0

Your total score for the **mobility** part of PIP is **0** points. This means I can't award you PIP for help with your mobility needs.

My decision

I made my decision using information about your health condition or disability including details of any treatment, medication, test results and symptoms. This information is the best we have available and enough to decide how much help you need. As your needs vary, my decision is based on the help you need most days. You said you can manage washing and bathing and managing toilet needs or incontinence. I agree you can wash and bathe unaided and manage your toilet needs or incontinence unaided. You said you need assistance preparing food, taking nutrition, managing therapy or monitoring a health condition and dressing and undressing. In the assessment you stated that you are able to prepare and cut or chop vegetables. You can put them in water and onto a hob to cook and check the skewer to

ensure they are cooked. You can follow a recipe. You can make a sandwich. You stated that you can eat unaided at least 3 meals per day which you prepare yourself. You currently have no prescribed medication. You stated that you can choose appropriate clothing yourself and do not need prompting to dress and undress. You appeared to be well nourished and well kempt. You were observed to have good cognition and memory. In your social history you stated that you help out at the scout group and enjoy helping out with cooking activities. I have decided you can manage these activities for the majority of days unaided. You said you need assistance communicating verbally, reading and understanding signs, symbols and words, engaging with other people face to face and making budgeting decisions. You stated in the assessment that you speak with your mother daily and work colleagues. You can manage to make your own appointments with your GP over the phone. You stated that you prepare shopping lists with your mother and also enjoy completing word searches. You research book titles online and read specific books. In the assessment you were able to read instructions, memorise them and follow them to an acceptable standard.

You established a good rapport with the assessor and able to follow the assessment process answering all questions. You speak with customers when at work and pay for groceries whilst talking to the person on the tills. You stated that you can pay for shopping with a card or cash and know what change you would get back. I have decided you can manage these activities for the majority of days unaided. You said you can move around without difficulty. I agree you can stand and then move more than 200 metres. You said you have difficulty planning and following journeys. You stated that you are able to ask for advice from others or from tourist information about what bus you would need to take to attend appointments in unfamiliar areas. You can access online information to write down directions. You said if the road or path was closed you would be able to follow a diversion to get to your destination. I have decided you can plan and follow the route of a journey for the majority of days unaided. I cannot consider any help you need not covered by the activities for daily living and mobility, including ability to work, availability of public transport, food shopping and use of taxis or public transport.

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

Yours sincerely

If you disagree with a decision

You can ask us to explain why

You, or someone who has the authority to act for you, can phone or write to us within one month of the date on this letter to ask us to explain our decision.

You can ask us to reconsider a decision

Tell us if you think we've overlooked, or you've more, information that affects the decision. Do this within one month of the date on this letter.

When we've looked at what you've told us, we will send you a letter to tell you what we've decided and why. We call this letter a 'Mandatory Reconsideration Notice'.

When you've done this you can appeal

If you disagree with the Mandatory Reconsideration Notice, you can appeal to a tribunal.

You must wait for the Mandatory Reconsideration Notice before you start an appeal.

Other benefits, support and advice

There are other benefits and help you may be able to get.

For example:

- Access to Work
- Employment and Support Allowance
- Council Tax or Housing Benefit help
- help with health costs (please go to your local NHS website for more details)
- Disabled Persons Railcard

To find out what you may be able to claim, go to www.gov.uk/benefits-calculators

If you need help to talk through what's best for you then you could talk to your carer, your family and friends or your support worker. You could also contact a local support organisation who can provide independent help and support. You can find their details online, at your local library or in the telephone directory.

Equality and Diversity

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

Getting help and support

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

Call charges

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

