

10. Decision and Payment

This fact sheet provides details of what happens when DWP have made a decision on a PIP claim

PIP Decision

DWP will make a reasoned decision on entitlement, level of award and the length of any award.

Details of the award will be sent to the claimant in a letter.

The letter will provide more information about the decision and how it's been reached; it will also signpost to other DWP benefits and services and local support organisations.

If a claim has been disallowed or an existing award reduced then DWP will try to call the claimant to explain the decision.

PIP payments

Specific details of PIP payments will also be included in the letter sent to the claimant. PIP can be paid into a bank account, building society, credit union or Post Office Card Account. The claimant will be asked to provide these details when they make a claim to PIP.

Payment will be usually be made every four weeks in arrears. Awards of PIP under the Special Rules for terminally ill people will be made weekly in advance.

Change in claimant's condition or required support

Any change in a claimant's daily living or mobility needs may affect their entitlement to PIP or the amount they receive. Claimants should let us know about the change as soon as they can so that we can review their PIP award and make sure they are receiving the right support.

Being in work or returning to work will not be a relevant change of circumstance unless someone's needs have increased or decreased. This is because PIP is available to people whether they are in work or not. PIP is not subject to tax and will not be means tested, so earnings and other sources of income will not affect the amount of PIP.

More detailed information about Personal Independence Payment: www.dwp.gov.uk/pip