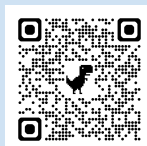


WB NIA PIP Top Tips

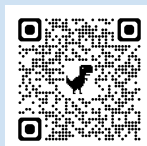
- It is advisable to seek guidance and support with organisations that have experience submitting PIP applications. To ensure that you are able to accurately convey the difficulties that you experience due to your health conditions and build a robust case to demonstrate eligibility.
- You do not need to use a paid service provider, you may be able to get free support from your local [Citizens Advice](#). Also check if your local authority has a welfare benefits team or your housing association if you live in social housing.
- The first stage of applying for PIP is PIP1. This is where you start the claim by phone and answer some basic questions about you and your health condition/s. DWP is inconsistent with how much detail they require about your health so it is best to have some notes to hand as you can be refused at this stage to progress to PIP2 which is the application form. You will usually receive the PIP2 within two weeks.
- In some areas you may be able to make an online application. To do this you will need to create an online account.
 - [PIP how to claim](#)
- You will have one month to complete the PIP2 application form. If this timeframe is likely to cause you distress, and you are able to, it is worth considering not starting the process until you have begun gathering your supporting evidence.
- You can ask for a deadline extension, however this is discretionary and not always granted.
- The claim starts from the date of the initial request to make a PIP application. If you are subsequently awarded PIP you will receive a back payment from the start date of the claim.
- To meet the criteria for the PIP descriptors you need to experience the difficulties more than 50% of the time. If you experience difficulties occasionally or some of the time, no matter how debilitating, you will not be awarded points in those areas.
- If you secure an appointment with an organisation to support you. It is advisable to prepare ahead of time; making a list of health conditions and any diagnosis dates (you do not currently need an official diagnosis for PIP), medication that you take plus any supporting evidence that you have already collated.



- We would also recommend that you jot down some diary notes on your health related difficulties and your day-to-day routine. When living with a health condition, people can often put in place compensation strategies and not become aware of the extent of their challenges compared to a person who does not have that health condition. This information will provide the advisor a holistic overview and the advice can be tailored to your circumstances.
- If you are independently submitting the PIP2 form a diary is a useful tool to help you answer the questions.
- There is some diary guidance at the end of this document.

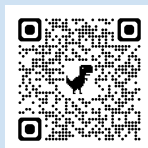
- Submit your PIP2 application by the deadline date or agreed extension. If you have not received all of your supporting evidence by the deadline date you can forward this later.
- If you do not submit the PIP2 form by the deadline date, the claim will be closed.
- We would recommend that you send the paper application by recorded delivery. It is worth the investment as you will have proof that it has been received by the PIP mail handling centre.
- You should also make a copy of the application form and only send copies of your supporting evidence, in the event that you need this at a later date. Either to support you during the health assessment, to refer to if you submit a mandatory reconsideration or as a reference point in the future if you are awarded PIP and have to undertake a review.

- When you get the appointment date with a health professional, request that the assessment is recorded within the required timeframe. The audio recording will be sent via post.
- Following the assessment with the health professional, request a copy of their report once you receive the text message that your case is being reviewed by a DWP decision maker.
- DWP guidance states that a request can be made after you receive the decision letter. However, they have been known to send it prior to this. The earlier you receive it the better, in the event you want to submit a mandatory reconsideration as you feel that the health professionals report does not reflect what took place within the assessment. This is why it is important that you request that the session is recorded.



- When you receive the decision letter if you do not agree with the outcome you have one month from the DWP determination to challenge it, 13 months with just cause. There is not a definitive list of what is just cause and it is a discretionary decision. Therefore if possible submit the mandatory reconsideration within the one month timeframe.

Claiming PIP can be a challenging journey but it is one worth taking. The financial assistance could help you to pay for higher living costs and any necessary support that is needed, ultimately enhancing your quality of life and relationships.



Keeping a Daily Diary

A daily diary is an invaluable tool for strengthening your PIP claim. Here's why:

It Captures the Reality of Fluctuating Conditions

- Health issues can vary day to day — pain, fatigue, anxiety, cognition.
- A diary shows **patterns**, **bad days**, and **how often** you struggle.
- It helps counter the assumption that "if you can do it once, you can always do it."

It Provides Real-Life Examples

- Assessors prefer specifics: "I couldn't go out today as I felt overwhelmed" is stronger than "I struggle going out."
- Diaries give **concrete evidence** of how your condition affects daily tasks.

It Supports the PIP2 Form and Assessment

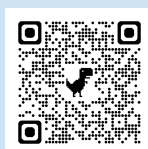
- People can often forget key details under pressure.
- A diary helps you **stay consistent** and **refer to real events** during the assessment.
- It can be submitted as supporting evidence — especially if handwritten or dated.

It Highlights Support Needs

- Diaries can show when you need help, reminders, or supervision.
- This is vital for descriptors around **safety**, **prompting**, and **reliability**.

What to Include in a Diary Entry

- Date and time.
- What you tried to do (e.g. cooking, going out, managing medication).
- What went wrong or what help you needed.
- How you felt physically and emotionally.
- Any adaptations or coping strategies you used.



Recommended Diary Duration

- **Minimum: 1–2 weeks** This gives assessors a snapshot of your daily challenges and variability.
- **Ideal: 3–4 weeks** A month-long diary offers a fuller picture, especially if your symptoms fluctuate.
- **Extended: Up to 3 months** Useful if your condition is complex, variable, or you're preparing for a tribunal or reassessment.

Tips for Making It Count

- Be honest and specific — use real examples.
- Note time of day and duration of difficulties.
- Use your own words — it doesn't need to be formal.
- If possible, link diary entries to the PIP descriptors.

