

Personal Independence Payment

A guide for people with a bleeding disorder

Part 2 The Assessment Process

If you are dealing with long-term ill health or disability, it can be a real challenge to manage the extra costs that come with it. Personal Independence Payment (PIP) is a welfare benefit that isn't means tested so it won't be affected by your income, savings, or other benefits. Whether you're employed or have some savings, you may still be eligible for PIP.

It's important to note that not all individuals with a bleeding disorder are eligible for PIP support. To demonstrate your eligibility, you must provide evidence of how your bleeding disorder impacts your daily life and any additional care needs you may have. Providing a clear picture of your situation can increase your chances of receiving the support you need.

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Together For Life

To find out more, visit haemophilia.org.uk
or contact us on **020 7939 0780** or at info@haemophilia.org.uk

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Introduction

Due to the increasing number of members seeking support after submitting a Personal Independence Payment (PIP) claim, we have created this guide to provide assistance.

PIP is not a form of compensation for ill health or disability. Its purpose is to assist individuals who experience increased expenses due to long-term health issues or disabilities. PIP should be viewed as additional support to the services provided by the NHS and local authorities rather than replacing them.

You will be given PIP because of how your bleeding disorder impacts your daily life, not because you have a bleeding disorder.

What happens next?

Once you submit your form to the DWP, a health professional will thoroughly review it and any supporting evidence you have provided. These professionals are contracted by the Department of Work and Pensions (DWP) to assist the decision-maker in determining your eligibility for benefits. While they do not have the final say, they are crucial in recommending which descriptors apply to your situation. Descriptors evaluate your ability to perform daily living and mobility activities when applying for PIP (refer to our PIP1 factsheet, page 8).

Generally, the DWP will follow their recommendations. However, in most cases, they require additional information beyond your completed PIP2 form and the evidence you have already submitted. This is achieved by:

- contacting your haemophilia centre (or anyone else you listed), and
- arranging a face-to-face interview.

The assessment process

If you have a bleeding disorder, you may face various issues. To assist the DWP in understanding how the disorder impacts you, PIP concentrates on supplying complete information. If there is insufficient proof, you may have to attend an evaluation. Transitioning from DLA to PIP usually necessitates a medical examination. You will receive an appointment letter for the assessment with a minimum of seven days' notice. The Health Professional will utilise the information provided to complete the assessment report.

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The Assessor will consider how well you can carry out everyday activities. Your inability to carry out activities must be because of a health condition or disability and not simply because you choose not to / don't like to do them.

PIP is **not** a compensation payment for ill health/disability; it is to help people with the increased costs of daily living in cases of long-term ill health or disability. PIP sits alongside support provided by the NHS and local authorities and is not meant to duplicate that support.

Your conditions or disabilities may be physical, sensory, mental, intellectual, cognitive, or a combination.

The DWP can decide on your claim using the written information you sent if they believe you have provided enough evidence in your claim file. But you should know you can be asked to attend a face-to-face consultation with a health professional.

Types of assessments?

Once you have been scheduled for an assessment, you will receive a letter containing the date and time details. The letter will also include instructions on what you need to prepare before your assessment.

If an assessment cannot be conducted via a phone or video call, you will be required to attend a medical assessment in person.

Telephone

You will need the following:

- Proof of ID - During the assessment, you will not need to provide an ID, but you will be asked some security questions.
- If you receive a call on your mobile phone, ensure it is fully charged and that you are in a quiet location with a strong signal and no background noise.
- If you have any new evidence about how your health condition or disability affects your daily life, please inform the health professional and remember to send it to the DWP after the assessment.

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To have your assessment audio recorded, inform the health professional at the beginning of the session. Once the appointment ends, you will receive a link to the recording via text or email and a one-time password. Remember that this password expires after 24 hours and can only be used once to access and download your recording.

Please let Capita or Independent Assessment Services know if you need extra support immediately.

Video

You will need the following:

- A desktop computer, laptop, tablet, or mobile phone with a front-facing camera, speakers, and a microphone.
- A good, stable internet connection. If you can watch a video online without problems, your internet connection should be suitable for a video assessment.
- A private, well-lit area where you will not be disturbed.

Face-to-face

You will receive a letter informing you of the date and location of your interview. Please note that you will receive this notification about seven days before.

You can:

- rearrange the date and time if you have a good reason.
- ask questions about parking, distance from parking spaces to the interview room and information about steps, ramps and lifts.

If you feel that the current location or situation is unsafe or suitable for your needs, you can request a different venue. Additionally, if you cannot leave your home for any reason, you can always ask a health professional to come to you. If you do not have access to transport, take a taxi and keep the receipts for reimbursement later. However, it is important to remember to get permission in advance before making any arrangements.

The assessment provider must ensure that you travel at most 90 minutes (single journey) by public transport to your assessment.

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You can also:

- ask to see a health professional who is the same gender as you.
- ask for an interpreter if you have difficulty explaining yourself well in English.

The Disability Assessor may come to your home if you have a specific health condition or disability that would make travelling to the appointment difficult. When you confirm through your hospital consultant, the Assessor will decide you cannot travel on health grounds.

For your claim to be processed, you must attend your assessment. However, it is the responsibility of the DWP to contact you beforehand and allow you to explain any reasons for your absence.

Preparing for your interview

Having someone with you at the interview would be beneficial. Take time to review any letters of support you submitted, as well as your PIP claim form, to refresh your memory on the details. Ask yourself if there's anything you'd say differently or missed on the form you wish you had included. Please look at the list of descriptors and think about their language. The health professional will decide which descriptors apply to your situation. Consider how you can explain the potential risks associated with the activities listed. Can you perform them safely?

Take a moment to reflect on your social and leisure activities and identify your limitations in participating. Have you had to give up or participate less frequently than desired due to your bleeding disorder? Is there anything significant you may have overlooked on your form or feel compelled to discuss during your interview? Jot it down and provide a copy to the Disability Assessor when you arrive, along with any additional supporting documentation you have collected. Remember also to send a copy to the DWP.

If you require a translator, a British or Irish Sign Language interpreter, or need to ensure that the premises are accessible for disabled individuals, please reach out to the Capita PIP Centre at 0808 1788 114.

If you cannot attend your appointment for cultural or religious reasons or require a same-sex assessor, please get in touch with the Capita PIP Centre as soon as possible.

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Additionally, if you have recently obtained new evidence demonstrating how your condition affects your daily life, which you have yet to send to the DWP, please bring it to your assessment. This evidence should clearly illustrate how your condition impacts your life rather than simply confirming your condition or medication.

Attending your assessment

If you are travelling to an assessment centre, plan your journey, as this will ensure you are familiar with how to get there. Arrive in plenty of time and reduce the possibility of being stressed before your assessment.

Having someone at your side during the assessment who can support you is essential. Please inform Capita or Independent Assessment Services beforehand if you need someone to accompany you.

Tips for your assessment:

- Read your PIP form thoroughly.
- Make any notes of changes to your condition
- Remind yourself of your answers
- Make notes of anything you want to say that you still need to put on your PIP form.
- Read the PIP descriptors for each question
- Understand what the PIP assessment is
- Make a list of points you would like to make during your assessment and take this with you.

It would help if you talked about how your condition affects you despite detailing it in your PIP form. Discussing how your condition affects you in detail is essential, and avoid simply answering with “yes” or “no” responses. Instead, explain how certain activities would make you feel and the impact they could have if you had to repeat them frequently.

If you attended an assessment, you can request reimbursement for travel expenses, including for anyone who accompanied you. If you plan to use a taxi, get approval from the assessment centre beforehand. Alternatively, if you drive your car, you can receive reimbursement for parking and a per-mile rate for fuel expenses.

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Before or after your assessment, you should ask the receptionist at the assessment centre for a travel expense claim form and pre-paid self-addressed envelope. When returning the form, you must include all tickets and receipts.

Your assessment is not a medical examination; it is a conversation with a health professional that lasts about 1 hour. At your assessment, the health professional will talk to you about the information on your form, and they will ask about how your long-term health condition or disability affects your day-to-day.

During the assessment, the Disability Assessor will inquire about your health condition or disability and how it impacts your daily life. Feel free to ask if you need help to understand a question or further explanation. Take your time to contemplate your answers. The health professional will take notes, and you can ask any questions.

As part of the assessment process, the Disability Assessor will ask about your health condition or disability and how it affects your daily life. Feel free to ask for clarification or help if needed. Take your time to consider your answers. The health professional will take notes, and you can ask any questions.

To ensure reimbursement of your travel expenses, kindly request a travel expense claim form and pre-paid self-addressed envelope from the receptionist at the assessment centre either before or after your assessment. It is essential to include all tickets and receipts when returning the form. Please note that your assessment is not a medical examination but a conversation with a health professional typically lasts approximately one hour.

What you should remember

Explain in more detail if you have joint damage because of bleeds.

Repeated bleeding episodes in joints, known as haemophilic arthropathy, can cause joint damage. This can result in misshapen bones, thickened synovium (tissue around the joint), weakened supporting muscles, and an unstable joint. Walking may trigger joint bleeding, leading to further damage and greater instability.

Over time, joint damage can worsen, regardless of the number of bleeding episodes in the joint. Continuously walking on a damaged joint can exacerbate the damage, potentially leading to surgeries

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such as knee and hip replacements or ankle fusions.

When discussing your physical health, it's crucial to provide specific details about any joint damage in your knees, ankles, or hips. It's also important to mention any instances of bleeding in these areas. To strengthen your case, you should include supporting evidence from your haemophilia team, such as a report from a physiotherapist.

It's important to emphasise that walking can put you at risk of a bleed, not just the possibility of stumbling or falling due to a joint giving way.

Walking may exacerbate the issue if you have experienced bleeding in your psoas muscle (a large muscle connected to the bottom of your thoracic spine), calf, or quadriceps muscles. For example, walking on an injured ankle can lead to bleeding in your calf muscles.

As part of your assessment, please provide details if you have had any surgery on your leg joints, like knee or hip replacements, ankle fusion, or a synovectomy (surgery to remove **joint lining tissue**). **This information is essential for your evaluation.**

Make a list of times you have treated yourself or have been treated for bleeds in leg joints and muscles, as this will also support your point that bleeds can start from walking.

And think carefully about how you describe any treatment with clotting factors. **It's essential to explain how treatment works (or not) for you individually.**

If you have regular treatment to prevent bleeds, called a prophylactic regime, it may not guarantee full protection against all bleeds. Even though it can decrease the frequency of bleeds, it may not prevent them if your joints have already been damaged. In case of a bleed, your haemophilia centre may ask you to modify your prophylactic regime.

If your treatment is 'on demand', say so and stress that this means you don't have the 'cover' provided by a prophylactic regime, putting you at continual risk of a bleed. Individuals with mild or moderate bleeding disorders tend to bleed less often, use this type of treatment, and keep a few doses of factor at home in case of a bleed. It is important to explain to assessors how these details and their impact on daily life and mobility relate to the condition, particularly if they are unfamiliar with bleeding disorders.

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Assessment process

Your PIP assessment will be carried out by a Disability Assessor (experienced health professional) working in partnership with DWP. The Disability Assessors are fully trained to undertake functional assessments of the impacts of a health condition or disability on daily living or mobility.

If you get a letter regarding a face-to-face consultation, a Disability Assessor will conduct it. The Assessor will review the evidence you provided and additional evidence they **deem necessary**. **The assessment will evaluate how your health condition or disability affects your daily life**. You will not be required to do anything that might cause discomfort.

The assessment looks at you or your child as an individual. It focuses on your condition's impact on your daily life and over a range of different activities.

After the Disability Assessor completes the assessment, they will send a report to the DWP. To ensure an accurate assessment, it's vital to provide them with as much information as possible. Keep in mind that the Disability Assessor won't determine your PIP eligibility. Instead, the DWP Health Assessment Advisor will use all the information gathered during the evaluation to assess your PIP entitlement.

For more information about PIP Face to Face Assessment, see the link
<http://www.capita-pip.co.uk/en/assessment-process.html>

If you need more help regarding your face-to-face assessment, please phone Capita PIP on 0808 1788 114

Practical arrangements for the face-to-face interview

You will receive a letter telling you when and where your interview will be.

You can:

- rearrange the date and time if you have a good reason
- ask questions about parking, distance from parking spaces to the interview room, and information about steps, ramps and lifts.

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If the arrangements are challenging or pose a safety risk, please speak up and request a different location. Alternatively, you can ask the health professional to come and visit you at home.

If you don't have access to transport for your interview, you can request to use a taxi. If you receive permission, remember to get a receipt to reimburse the cost. Using public transportation for the interview is not recommended. If you need to use a taxi for reimbursement, mention it when requesting permission. The assessment provider will ensure that your travel time by public transportation to the assessment is at most 90 minutes for a single journey.

You can also:

- ask to see a health professional who is the same gender as you
- ask for an interpreter if you need help explaining yourself well in English.

The Disability Assessor may come to your home if you have a specific health condition or disability that would make travelling to the appointment difficult. The Assessor will decide this or when you confirm through your hospital consultant that you cannot travel on health grounds.

You must attend your assessment to ensure your claim is processed. However, the DWP should contact you before doing this and allow you to explain why you didn't attend.

Preparing for the face-to-face interview

- Find someone to go with you to the interview.
- Look at any supporting letters you sent.
- Go through your copy of your claim form (PIP2) and refresh your memory about what you said.

Ask yourself if you would say anything differently or if there is anything more you didn't put on the form but wish you had.

Look at the complete list of descriptors and try to think in terms of the language that they use. The health professional's main task will be to decide which descriptors apply to you. Think of how you can describe the risks you face when doing the things listed. Can you do them safely?

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Think about your social and leisure activities and note any restrictions you have in participating. Think about any you may have given up or participated less often than you would like because of your bleeding disorder.

If there is any important information you wish to share during your interview, such as details that were not included in your form or something that you believe needs further emphasis, you can write it down and hand it to the Disability Assessor upon arrival. Remember to keep a copy for yourself and send a copy to the DWP.

For more help, see: <http://www.capita-pip.co.uk/en/assessment-process.html>

If you need a translator or a British or Irish Sign Language interpreter, need to check that the premises are disabled accessible, or need a hearing loop available, please get in touch with the Capita PIP Centre on 0808 1788 114

If you cannot attend your appointment for cultural or religious reasons or need a same-sex assessor, please contact Capita PIP Centre on 0808 1788 114 as soon as possible.

When you attend your assessment with the DWP, it's important to bring any new evidence that shows how your condition impacts your daily life. This evidence should demonstrate how your condition affects you personally rather than just confirming the diagnosis or medication you take. **Remember that PIP is based on how your condition affects you, not the bleeding disorder itself.**

Attending your assessment on the day

Before heading to an assessment centre, it's important to plan your journey a head of time so you know exactly how to get there. Arrive early to avoid any unnecessary stress before your assessment. It's recommended to bring along someone you trust, such as a friend, relative, or caregiver, to accompany you during the assessment.

Tips for your assessment:

- Read your PIP form thoroughly.
- Make any notes of changes to your condition
- Remind yourself of your answers
- Make notes of anything you want to say that you still need to put on your PIP form.

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- Read the PIP descriptors for each question
- Understand what the PIP assessment is
- Make a list of points you would like to make during your assessment and take this with you.

It would be best if you talked about how your condition affects you despite detailing it in your PIP form.

Avoid saying 'yes' or 'no' to the questions. Always explain how doing something would make you feel afterwards and the impact it could have on you if you had to do it repeatedly in a short period.

If you have attended a PIP assessment, you can request a refund of your travel expenses. Additionally, if you have brought someone along, they are eligible to claim their travel expenses. If you plan to take a taxi, you must obtain permission from the assessment centre beforehand. If you plan to bring your car, you can claim back the cost of parking and a per-mile fee to cover fuel expenses.

Before or after your assessment, you should ask the receptionist at the assessment centre for a travel expense claim form and pre-paid self-addressed envelope. When returning the form, you must include all tickets and receipts.

You will have a one-hour conversation with a health professional during your assessment. This is not a medical examination. They will discuss the information you provided on your form and ask how your long-term health condition or disability impacts your daily life.

When being assessed for disability, the Disability Assessor will ask about your health condition or disability and how it affects your daily life. It's essential to fully understand the questions and feel comfortable asking for further explanation or repetition. Take your time to carefully consider your answers instead of rushing through them. The health professional will document your responses and answer any questions you may have.

When you go for the assessment, the Disability Assessor will closely monitor your movements. They will observe how you enter the room, sit down, stand up, and use your arms. Taking your time and moving as you would at home is essential to ensure an accurate assessment. The Assessor may also conduct a brief physical exam, but you do not have to do anything that causes pain, discomfort, or embarrassment. Feel free to ask your companion to help you as they would at home if you need assistance.

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When the Disability Assessor is interviewing you, explaining how your bleeding disorder affects your daily life is essential. This will help ensure that your condition is accurately recorded. After the interview, you can request a copy of the Disability Assessor's report. This report can give you more insight to help you decide whether or not to request a mandatory reconsideration when you receive the decision letter.

Remember that the Disability Assessor may still observe you as you leave the room and go to your car.

For more information on the assessment process, please see <http://www.capita-pip.co.uk/en/assessment-process.html>

The decision

You should receive a decision letter three to four weeks after the interview.

The decision is in two parts:

- the rating of each component you are entitled to (if any)
- the length of the award (how long you will receive it before you must reapply).

What happens to your DLA?

Once a decision is made on your PIP claim, your entitlement to DLA will end.

Your DLA entitlement will continue for a while after the PIP decision. The rules are difficult to understand, but we believe you should receive two more payments of DLA after the date of the decision:

- one covering four weeks as usual, and
- one covering three weeks (DLA is usually paid three weeks in arrears and one week in advance; the final payment should cover the three weeks of arrears).

Your entitlement to PIP (if any) starts the day after this final DLA payment. PIP is paid four weeks in arrears, so you should receive your first PIP payment four weeks after your final DLA payment.

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What if you aren't happy with the decision?

Mandatory reconsideration

If you feel that the amount of PIP you've received or the length of the award needs to be revised, you can ask for a mandatory reconsideration. If you haven't received any PIP, don't worry, the decision is not final. Often, those who are denied at this stage have a better chance of success after a mandatory reconsideration or appeal, mainly if they provide more evidence or get guidance from an advice agency.

If you receive PIP but believe you deserve a higher award, asking for a reconsideration may not always result in a positive outcome. In some cases, you may lose or have a reduction in the PIP you were already granted. For example, if you have been granted the enhanced rate for the mobility component but not for the daily living component (DLC) and request a reconsideration to get the DLC, your mobility component may be reduced or lost.

If you feel that you should have received a higher rate of PIP, it is advisable to seek additional advice before requesting a mandatory reconsideration. **Who should they seek this from? What are the contact details?**

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/appeals/mandatory-reconsideration/>

<https://www.gov.uk/mandatory-reconsideration/if-you-disagree-with-the-outcome>

How to ask for a mandatory reconsideration

First, call the telephone number on the decision letter.

- Please provide your reasons for requesting a reconsideration. These reasons can be broad, such as concerns about the risks involved in walking or performing daily activities.
- Additionally, please request a copy of the evidence used to make the decision, including the Disability Assessor's report and any reports from your healthcare professionals.
- Ask them to take action once you have looked at the evidence and respond.
- Put your request in writing and send this to the address on the decision letter.
- You should receive the papers within two weeks if you do not call the DWP again.

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When you receive the papers

You must write a reply to the decision and provide any further evidence you can gather. Read the Disability Assessor's report carefully:

It would be good to show this as a step-by-step process visually.

- Make a note of any conclusions you disagree with.
- Look for any evidence you have that you think they still need to consider.
- Think about if there's any further evidence you could provide (for example, a 'bleed diary') that may help you.
- Contact your haemophilia centre for a support letter. Try to get them to comment on specific points in the Disability Assessor's report. For example, the report may conclude that you can move more than 20 metres and do this safely and repeatedly. You could ask your centre to say if they disagree with this conclusion.

<https://www.gov.uk/mandatory-reconsideration/how-to-ask-for-mandatory-reconsideration>

Get help writing a response to the decision (see the section on **Further Help with your claim**).

Read the Disability Rights UK factsheet: F36 - Appeals and mandatory reconsideration

<https://www.disabilityrightsuk.org/appeals-and-mandatory-reconsideration>

Send your response to the DWP address given in the decision letter.

You will then receive a new decision. You can appeal to a tribunal if you disagree with the new decision (probably because it is unchanged).

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How to appeal at a tribunal hearing?

You can appeal the decision if you are unsatisfied with the mandatory reconsideration notice. It's best to start the appeal process right away. If you wait longer than a month, explain the delay, as there is a chance your appeal may not be accepted.

If you disagree with the decision made during your mandatory reconsideration, you can appeal within a month. Your appeal will be heard by a panel consisting of a judge, doctor, and disability expert. They will carefully consider all the information you provide and determine whether or not you are entitled to the PIP benefit.

You must complete an appeal form (**SSCS1**) when you reach this stage.

You can download an appeal form from www.gov.uk/social-security-child-support-tribunal/appeal-tribunal

Or you can phone your local HM Courts & Tribunals Service to order a copy. The numbers are:

- England and Wales – 0300 123 1142
- Scotland – 0141 354 8400.

For more information - <https://www.gov.uk/appeal-benefit-decision/submit-appeal>

When filling out the form, you will have the option to attend the tribunal or allow the tribunal to make a decision based solely on the paperwork. It is highly recommended that you attend in person as this will enable you to discuss your situation further and increases your chances of success based on strong evidence.

During the tribunal, you will be questioned by the judge or experts about your condition or circumstances. It's essential to have support for this hearing, such as an interpreter, hearing loop, or accessible tribunal room. Please note that you cannot use your own interpreter during the hearing. If you need support, you can request it when appealing.

The Disability Rights UK factsheet: F36 - Appeals and mandatory reconsideration (<https://www.disabilityrightsuk.org/appeals-and-mandatory-reconsideration>) has helpful advice.

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Further help with your claim.

If you were impacted by **contaminated blood products**, you could seek assistance from support schemes to connect you with a specialist benefits adviser at no cost. It is advisable to contact them promptly upon receiving the invitation to claim PIP.

If you have any queries about the **England** Infected Blood Support Scheme (EIBSS), you can contact them by:

Email: nhsbsa.eibss@nhs.net

Phone: 0300 330 1294

<https://www.nhsbsa.nhs.uk/england-infected-blood-support-scheme>

You can write to them at:

EIBSS,
NHS Business Services Authority,
80 London Road,
London,
SE1 6LH

If you have any queries about the **Wales** Infected Blood Support Scheme (WIBSS), you can contact them by:

Email wibss@wales.nhs.uk

Phone: 02920 902280

<https://wibss.wales.nhs.uk/>

You can write to them at:

Wales Infected Blood Support Scheme (WIBSS)
4th Floor
Companies House
Crown Way
Cardiff CF14 3UB

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If you have any queries about the **Scottish** Infected Blood Support Scheme (SIBBSS), you can contact them by:

Email: NSS.SIBSS@nhs.net

Phone: 0131 275 6754

You can write to them at:

Scottish Infected Blood Support Scheme
Practitioner Services
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB

If you have any queries about Infected Blood Payment Scheme for **Northern Ireland**, you can contact them by:

Email: bso.ibss@hscni.net

Phone: 028 9536 3817

You can write to them at:

Infected Blood Payment Scheme for Northern Ireland
Business Services Organisation
Finance Directorate 2nd Floor
2 Franklin Street
Belfast
BT2 8DQ

The Disability Rights UK factsheet: F15 – getting advice (<https://www.disabilityrightsuk.org/getting-advice>) may help you find an advice and support service in your area. It will be helpful if you give a copy of this Haemophilia Society guide to anyone offering you support with your claim.

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Other support if you are awarded PIP

Carer's Allowance

If you are getting either rate of the daily living component of PIP, your carer can claim Carer's Allowance. The benefit is paid to your carer.

Benefits cap

There is a cap on the total amount of benefits you can receive. The benefits cap will not apply to you if anyone in your household (you, your partner and any child or young person you are responsible for) gets PIP.

More benefit

If you are entitled to PIP, you may also be entitled to the following:

You may get a top-up (called a premium) on the following benefits if you get PIP:

- Employment and Support Allowance - but only if you get the PIP daily living component
- Housing Benefit
- Income Support
- Jobseeker's Allowance
- Pension Credit - but only if you get the PIP daily living component
- Working Tax Credit
- Attendance Allowance

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/before-claiming/extra-help-pip-entitles-you-to/>

Be sure to let whoever is dealing with your claim for these benefits know that you get PIP.

Council tax

Contact your local authority if you need assistance with your council tax bill. If you receive PIP, you may be eligible for additional help. To learn more about your options, get in touch with your council.

The Motability Scheme

The Motability Scheme will enable you to get mobile by exchanging your mobility allowance to lease a new car, scooter or powered wheelchair. <https://www.motability.co.uk/about-the-scheme/>

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Blue Badge

You must have been awarded 8 points in the 'moving around' activity to obtain a Blue Badge in England. In Scotland and Wales, you can also qualify for the badge if you have been awarded at least 8 points in 'moving around' or 12 points in 'planning and following journeys' activity.' (for more detail, see Appendix 1).

Vehicle tax

If you receive the enhanced rate of the mobility component, you may be exempt from paying vehicle tax. Additionally, if you receive the standard rate of the mobility component, you can qualify for a 50% discount on your vehicle tax.

For more information, call 0300 123 4321 (textphone 0300 790 6201) or go to www.gov.uk/financial-help-disabled/vehicles-and-transport

Other issues

When you receive the decision letter, you will receive a list of circumstances and changes you must inform the DWP about. Awareness of these and promptly reporting the DWP is crucial to avoid potential fines.

Changes that affect your PIP

If there are any changes to your PIP, such as going to the hospital or care home, travelling abroad, or being imprisoned or detained, it's essential to contact the PIP enquiry line.

Hospital/care home stays

If you have been in a hospital or care home for 28 consecutive days, your PIP payment for daily living and mobility components will end. However, the payment can resume if you meet all other qualifying conditions and leave the hospital or care home.

If you are in the hospital, you can receive payment for your PIP claim once you are discharged.

Personal Independence Payment

A guide for people with a
bleeding disorder

Holidays abroad

The decision letter states that disclosing information about overseas holidays exceeding four weeks is mandatory. However, you can still receive PIP for up to 13 weeks during your absence.

Contact the PIP enquiry line to report a change of circumstances.

PIP enquiry line

Telephone: 0800 121 4433

Textphone: 0800 121 4493

NGT text relay (if you cannot hear or speak on the phone): 18001, then 0800 121 4433

Video relay service for British Sign Language (BSL) users

Monday to Friday, 8 am to 6 pm

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/changes-that-affect-pip/>