ParadigModern™

Stick-It-2™

PIP Claims and Reviews

Delays, Evidence and Assessment Problems

England and Wales

The Full Monty Pack

Manage Claims and Reviews

Understand Your Evidence

Request Suitable Assessment

Use Letters and Worksheets

Follow the Correct Route

CONTENT REVIEW DRAFT V0.1

Start here

If your Personal Independence Payment (PIP) claim or review is stuck, evidence is missing, or an assessment feels impossible, take a moment and breathe.

You do not have to untangle every problem today. Start with the next date and one clear request.

A request for a different assessment or a complaint does not cancel an appointment or extend a decision-challenge deadline.

- Find the latest letter. Record the form return date, any assessment date and whether a decision has already arrived. Keep its envelope or electronic delivery record.
- For an assessment soon, contact the team on the invitation today. Explain the disability-related barrier, request urgent consideration and ask what to do while awaiting a reply. Use letter T02 to confirm the contact.
- If evidence is missing, establish who requested it and where the case is now. Use letter T03 for the assessment team or letter T05 for the Department for Work and Pensions (DWP).
- If a decision refuses, reduces or stops PIP, or the award seems too low, turn to When a decision arrives now. Do not wait for a complaint or medical report.

Use worksheet T11 for dates and contacts. Ask someone you trust to sit with you or help make the call. Keep your own copy of every request. S03, S11, S13.

How to use this pack

This pack covers DWP PIP in England and Wales: claims, award reviews, delays, functional evidence and assessment arrangements. It explains practical requests and separate complaint routes. It does not predict an award or provide individual legal advice. It distinguishes National Health Service (NHS) matters from private report arrangements.

In Scotland, use Adult Disability Payment (ADP) through Social Security Scotland. Northern Ireland PIP is administered separately by the Department for Communities. Cross-border moves and older awards need individual route checks. S24, S26, S27.

Use Find your situation and the clickable Contents. The underlined source codes open official material; Sources explains the provisions relied on. Back to contents returns you to the main list.

Panic gives immediate protection and usable requests. Fight Back adds fuller evidence and complaints guidance. Full Monty adds records access, difficult situations and more tools. Each pack contains its own essential guidance; you do not need the companion guide to protect dates.

The companion, Challenge a PIP Decision: Mandatory Reconsideration and Tribunal Appeals, covers detailed decision challenges. A service complaint can continue separately after a decision.

> ### Choose a manageable first step
>
> Read the invitation or return date. Identify the team responsible.
>
> Make one specific request and record the response. You can return to the rest later.

Find your situation

Choose the closest situation. If an appointment or challenge date is near, deal with that first.

Your situation	Go to
My assessment is soon or I missed it	Protect forms appointments and payments
A telephone video or in-person assessment is unsuitable	Ask for a suitable assessment
Nobody can explain what evidence is missing	Chase missing or inadequate evidence
I do not know which team has the case	Find the team responsible
DWP has not decided or a review is delayed	Follow up a delayed claim or review
I need to explain what happens day to day	Build useful functional evidence
I need complaint help	Raise a focused concern
A refusal reduction or stopping decision arrived	When a decision arrives