



Starting Your PIP Application

PIP Guide Series: 1

Initial Phone Call

The best way to start a PIP claim is by phoning the DWP (Department of Work and Pensions) PIP Claim Line on 0800 917 2222. This should take approximately 20 minutes from when your call is answered.

You can call between 8am and 5pm, Monday to Friday. You may have to wait on hold before speaking to someone about your claim.

Calls are free from UK mobiles and landline phones.

Relay UK, textphone and BSL video relay options are available if you have difficulties speaking or hearing on the phone. These services can support you to make the initial call.

Textphone: 0800 917 7777

Relay UK: 18001 then 0800 917 2222

BSL (British Sign Language) Video relay service: [InterpretersLive!](#)

If you are calling from abroad: +44 191 218 7766

You can also write to the DWP to request a PIP1 Form. If you phone the claim line this form will be completed on the call with you. Phoning the DWP tends to be quicker and easier. For more information about applying by post, please see [Citizens Advice - How to Claim](#).

This initial phone call marks the start of your PIP claim and, if you are awarded PIP, your payments will be backdated to this date (or to the date the DWP receives your completed PIP1 Form if you choose to apply by post).

There are different phone numbers to use when updating your claim. The phone numbers provided in this document are only for starting your claim!

You can have someone with you to help you make this phone call. They can even make the call on your behalf, but you will need to be there to give permission for them to speak for you.

Remember that you can ask the call handler to slow down, repeat, or reword the information and questions. Ask for these adjustments as often as you need them.



During the call you will be given information about the PIP claims process and PIP entitlement, and you will be asked a series of questions. You may be asked some questions more than once.



You will need to have the following information ready:

- Your full name, address and phone number
- Your National Insurance number
- Your bank or building society account details
- Contact details for your GP, or other health professionals you deal with
- The dates and details of any stays in hospital or residential care
- Your nationality or immigration status
- The dates and details if you have been abroad for more than 4 weeks at a time in the last 3 years

You will be asked if you would like the DWP to send the “How Your Disability Affects You” form in the post or online.



It can be helpful to prepare for making this phone call by writing down answers to the questions the DWP ask, any reasonable adjustments you require to help you claim PIP, and any questions you have about the process. You can use the Phone Call Planner from Advonet's [Self-Advocacy Resources](#).

Reasonable Adjustments

The DWP will also ask if you have any conditions which might affect your ability to claim PIP; for example, difficulties relating to your mental health, a learning difficulty or behavioural condition. They ask these questions to check if you need any additional help or support with your claim. You can tell them what reasonable adjustments you need.

Service Barriers Experienced	Suggested Adjustments and Support
If you find white paper to be overwhelming and information on white paper to be difficult to read	Request all letters are sent on coloured paper
If you need someone to speak on your behalf on telephone calls	Give consent for the DWP to communicate with a named person as well as yourself
If you find it difficult to remember what you have said and heard after a conversation	Get consent to record all phonecalls you have with the DWP for your personal use

Remember to also ask for reasonable adjustments for co-occurring conditions if you need to.

Possible barriers and adjustments that relate to the PIP assessment and tribunal processes will be discussed in the Reasonable Adjustments Guide.



Other guides in the series:

Core Guides:

Guide 1: Starting Your PIP Claim ←

Guide 2: How Your Disability Affects You

Guide 3: Assessments

Guide 4: Understanding Your PIP Award

Guide 5: Appeals

Guide 6: Renewing PIP

Supplementary Guides:

- Definitions
- PIP Evidence
- Reasonable Adjustments
- Mental Wellbeing Through the PIP Process



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