Personal Independence Payment

Understanding the information requirements and learning needs of those who support our customers

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Department for Work and Pensions

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DWP Department for Work and Pensions

Personal Independence Payment – an overview

- Replace DLA with a new benefit to be introduced for working age people from 2013 called Personal Independence Payment, that will:
  - continue to help contribute to the extra costs of living independently
  - recognise changes to individuals' situations
  - be simpler to administer and easier to understand; and
  - have a new fairer, more objective and more transparent assessment
- Two components:
  - Mobility component
  - Daily-living component
  - Each component will have two rates – standard and enhanced

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Preparing for Personal Independence Payment

- A high number of people who claim DLA do so with the support of a customer representative
- We expect that this support will continue to be sought by people claiming Personal Independence Payment
- We want to do all we can to support you so that:
  - You understand Personal Independence Payment; the rules of entitlement and the administrative process
  - You can support our shared customers in understanding Personal Independence Payment and their decision to make a claim, and
  - We can help remove any confusion around managing 2 different systems with potentially different administrative rules; e.g. Personal Independence Payment for working age customers and DLA for children and those currently on DLA aged over 65

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How can we support you to prepare for the introduction of Personal Independence Payment?

To help us support you, we would like to ask:-

- What information do you need?
- How can we provide this effectively and efficiently?
- Do National Organisations and Local Organisations need different things?
- Is there anything else we need to consider?

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