

PIP - REPORTING CHANGE OF CIRCUMSTANCES



When to report a change of circumstances?

You only need to DWP/PIP about relevant changes in circumstances such as health condition getting better or worse, or if the help you need has changed.

So, if the reason for you are getting the reasonable adjustments at work is that your condition has got worse and/or you have additional needs since your last PIP assessment, or conversely, if the reason you are able to go back to work is because your health has improved, then you would need to report that.

Citizens Advice** factsheet details the changes of circumstances you would need to report.

The process of reporting a change in circumstances:

- you can **call** PIP helpline on **0800 121 4433** to give details of the change or;
- **write** to them – you will find their postal address on your award letter

After contacting PIP your PIP claim will be reassessed, the process is similar to the assessment for new claims.

NOTE: re-assessment might lead to your award being increased, reduced or staying the same.

It will be helpful for you if you have strong medical evidence to support your re-assessment before contacting PIP to ensure you are awarded the correct rate.

Changes you don't have to report:

You don't have to tell DWP IF:

- you get a job/return to work or leave work
- there's a change in your earnings or other income
- someone joins or leaves your household

If you're not sure whether to tell the DWP about a change, contact them. It is always better to do so.

Keep a record of the change:

- It is advised to keep a written record of the fact that you have reported a change to the DWP. For example, in case DWP disagrees that a change was reported.
 - If you report the change by phone, make a note of what you said and when you called. If you write to report the change, keep a copy of the letter.
 - Ask the Post Office for free proof of postage (receipt) - you might need to show when you sent it.
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How to contact the DWP to report a change?

Report the change as soon as possible. Call or write.

When you report the change DWP will let you know if and how it affects your PIP

You'll need to include those details when you report a change:

- your full name
- date of birth
- national insurance number
- the date the change happened or will happen
- the thing that changed

Telephone - **0800 121 4433**

Textphone - **0800 121 4493**

**Citizens Advice

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

Do not suffer in silence, we are here to help.

If you would like help with filling in the applications, please contact us to arrange an appointment with the NEST Team. Contact us at:

0121 384 2333

advice@new-heights.org.uk