citizens advice Wirral

PIP assessment helpsheet

This sheet contains useful tips that you can use on the day of your assessment.

© Citizens Advice Wirral July 2026

Registered charity number 1109156

citizensadvicewirral.org.uk

What to take to your assessment

- **Photo ID** (check your appointment letter for accepted forms of identification).
- **Any medication** you currently take.
- **A list of any aids or equipment** you use, such as glasses, hearing aids or a walking stick.
- **Any additional evidence** about how your condition affects you that wasn't included with your claim.
- **A copy of your PIP claim form** to help you remember everything you want to tell the assessor.
- **You can take someone with you**, family member or a friend.

Advice for the actual assessment

Do:

- **Tell the assessor everything** that's relevant to your condition – even if it's already on your claim form.
- **Take your time** – don't feel rushed.
- **Read through your claim form beforehand** to refresh your memory and remind yourself of anything you may have missed.
- **Ask for any support you need**, or reasonable adjustments, such as an interpreter, signer, same-gender assessor, or accessibility support, call the number on your appointment letter as soon as possible.

Don't:

- **Exaggerate or lie** about your condition.
- **Push yourself** to do something you wouldn't normally be able to do.
- **Agree to movements that cause pain** or make your symptoms worse.
- **Give one-word answers** – explain how your condition affects you, including any pain, fatigue or after-effects.
- **Assume the assessor is there to help you get PIP** – their role is to assess your circumstances by asking questions.

*All telephone and face-to-face appointments will be audio recorded.