

Factsheet B15: Personal Independence Payment (PIP) and British Sign Language (BSL)

The DWP has started a BSL video relay service. The service is accessed via the relevant link and enables BSL users to make BSL interpreted video calls via their tablet, smartphone, computer or laptop. Users are connected to a professional interpreter by video link, who relays what they are saying to a member of DWP staff.

To use this you must go to the links at www.gov.uk/disability-benefits-helpline

You can use this Monday to Friday, 8am to 6pm.

What you'll be asked for

When you make a call to the Video Relay Service to claim PIP, it would be useful to have ready the following information. It will speed up the call and make it easier for you.

Don't worry if you don't know all this information when you call. You can still claim PIP.

- your National Insurance number and date of birth
- your full address including postcode
- the full address, postcode and phone number of your GP surgery
- the full work address, postcode and phone number of any other health or social care professionals that support you
- your nationality or immigration status



