



Benefits Assessment Toolkit

What This Toolkit Is For

This toolkit is for anyone going through a benefits assessment, including PIP, ESA, or Universal Credit health-related reviews. It includes example questions, ways to prepare, and example answers based on real-life situations.

What to Expect

- You might be asked to fill out a form, attend a telephone or in-person assessment, or provide supporting evidence.
- The assessor will ask questions about how your condition affects your daily life and mobility.
- It's okay to be nervous. You are allowed to take your time and have someone with you.

Example Questions and How to Answer Them

****Q1: Can you prepare and cook a simple meal?***

Example answer: "On good days I can sometimes heat something in the microwave, but I forget steps or leave the hob on. I find it unsafe to use knives or boiling water when my anxiety is high."

****Q2: How do you manage your medication?***

Example answer: "I use phone reminders but still miss doses. I struggle to remember if I've taken them and sometimes double-dose by mistake."

****Q3: Do you go out on your own?***

Example answer: "Very rarely. I get disoriented, overwhelmed, and panicked. I rely on someone to accompany me if I need to go to appointments."

****Q4: Can you manage your money?***

Example answer: "I find budgeting overwhelming and often forget about direct debits or overspend impulsively. I've had support to manage this from a friend."

****Q5: How does your condition affect your sleep?***

Example answer: "I rarely sleep through the night. Trauma dreams, pain, or anxiety wake me up. I wake exhausted and it affects my whole day."

Tips for the Assessment

- Answer as if it's your worst day — not your best.
- Don't downplay what you experience.
- Be honest and specific. Use examples.
- If you don't understand the question, ask them to rephrase.
- You can bring notes, a friend, or advocate with you.

What to Take With You

- A copy of your form or application
- Medication list
- Letters from GP, therapist, support worker
- A diary or list of symptoms/events
- Photo ID
- Someone to support you (if possible)

Final Words

This process can feel overwhelming, but you are not alone. Take it one step at a time. You deserve support.

Even if the assessment doesn't go well, you can appeal. There are people and organisations who can help you through it.