



Department  
for Work &  
Pensions

# How we want to make the benefits system better

## The Health and Disability Green Paper

### Chapter 1

## Giving people the right support



# Chapter 1

## Giving people the right support



This chapter tells you how we want to support disabled people and people with health conditions so they can get benefits and use our services more easily.



We want disabled people and people with health conditions to get the right support so they can live more independently.

### What we have done already

We offer **reasonable adjustments**.

**Reasonable adjustments** are changes made to a service to make it accessible for disabled people or people with health conditions, like

- information in braille, large print or British Sign Language (BSL).
- quiet rooms for autistic people.
- coloured paper for dyslexic people.
- email.

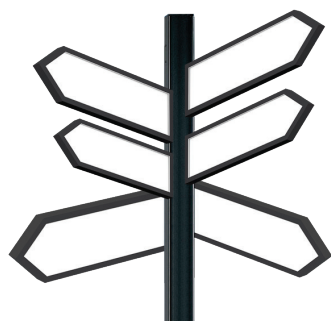




We use forms to find out about the difficulties disabled people and people with health conditions have.



We have made our forms easier to understand.



We use **signposting** which means we make sure people find out about other benefits and services that could help them.



Signposting can help with things like how to apply for benefits or what equipment you can get to help with daily life.



We want to make signposting to health services better. Getting the right healthcare and treatments is an important part of living a full and independent life.



## What we want to do



We want to see how **advocacy support** might help some disabled people and people with health conditions to use the benefits system in a better way



**Advocacy support** is support given to people who have no one else to help them.

## Our ideas for advocacy services

We want advocacy services to help disabled people and people with health conditions

- find good information.
- do **practical** things like fill out forms.
- get their voices heard.

**Practical** means useful everyday things that you do.







We think advocacy services should

- give advice people can trust.
- support people when they need help.
- support people in other ways like finding good health and care services.

## Mobility Services

**Mobility** means being able to move around and make journeys.

We want disabled people and people with health conditions to have good mobility services so they can live independent lives.



We want to find out how disabled people and people with health conditions use their **Personal Independence Payment** (called **PIP** for short) and **Disability Living Allowance** (called **DLA** for short).



We want to find out if we can do more to help people with their mobility needs.

# Tell us what you think



We want you to tell us what you think about our Green Paper.

A sample question card titled "Questions" in bold. Below the title is a speech bubble icon containing a question mark. The first question is "1. What do you think about it?". Below the question are three checkboxes: "Good", "Bad", and "Not sure". The "Not sure" checkbox is checked with a blue mark. A hand holding a black pen is shown next to the checkboxes.

We have written some questions for you to answer about Chapter 1.

A sample question card titled "Question 1" in blue. Below the title is a small icon of a person with a speech bubble. The question is "How can we make our reasonable adjustments better?". Below the question is a large empty rectangular box for writing the answer.

The questions are in the coloured pages of this booklet.



You can answer the questions on your computer or you can write your answers with a pen in a paper version.

# How to answer the questions



## If you answer the questions on a computer

- Click the box under each question and type your answer.
- When you have finished email your answers to us at this address [healthanddisability.consultation@dwp.gov.uk](mailto:healthanddisability.consultation@dwp.gov.uk)



## If you answer the questions with a pen

- Write your answer in the box under each question.
- When you have finished post your answers to us at this address



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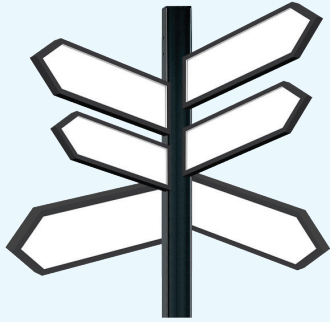
# Question 1



**How can we make our reasonable adjustments better?**



## Question 2



**What more information and  
signposting can we offer?  
Tell us how we should do this?**

## Question 3



**What do you think about our ideas for advocacy services?**

## Question 4



**How can we find out who needs advocacy services?**

## Question 5



**What support do you think people want from advocacy services?**

## Question 6



**What do you think about the mobility services we offer?**

**Thank you for answering the questions**