



Department
for Work &
Pensions

How we want to make the benefits system better

The Health and Disability Green Paper

Chapter 3

Making our services better



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Making our services better



This chapter tells you about changes we want to make to some of our services so they are better for everyone to use.



Making assessments better

An **assessment** is when you ask questions and get information about a subject so you can make a decision about it.



Functional assessments

We do **functional assessments** to find out if a person can get a health and disability benefit. When you ask to get a benefit it is called a **claim**.





During the coronavirus pandemic we could not meet with people to do functional assessments. We did them by telephone or video call.



We want to find the best way to do functional assessments to make our services better for everyone.



Repeat assessments

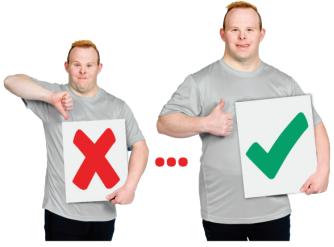
We know the way a disability or a health condition affects you can change over time.



We do **repeat assessments** to make sure people are getting the right benefits at the right time.



We want to make sure people don't have to do repeat assessments if the way their disability or health condition affects them is not likely to change.



Making how we make decisions better

After we do an assessment we write a report about what we found out.



A person called a **decision-maker** reads the report and thinks about all the information they have about the claim.



The decision-maker decides if the person can get the health and disability benefit.



We know some people don't agree with the decisions we make about their claims.



They might **appeal** the decision. **Appeal** means they officially say they don't agree.



They can ask us to think about our decision again which is called a **mandatory reconsideration**. They might give us new information about their claim.

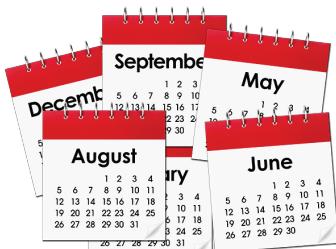


We might change our decision. If we don't change our decision and they still don't agree they can ask for their appeal to go to a **tribunal**.



A **tribunal** is a group of **independent** people who look at a claim again and are allowed to change the decision if they don't agree with it.

Independent means they are not connected to our department.



Appeals can take a long time and be difficult to do.



We want to make the way we make decisions better. We want disabled people and people with health conditions to trust the decisions we make.



What we have done already

Holistic decision-making

In 2019 we started a new way to make decisions called **holistic decision-making**.

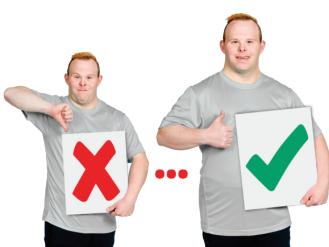


Holistic decision-making gives our workers more time to make decisions about claims.



This means they have more time to

- find out information.
- listen to people.
- help people understand decisions.



Appeals

We have made the way people appeal against our decisions better.



If we find out more information about a claim after the appeal has been made but before the tribunal happens, we can change our decision without using the tribunal.



Supporting young people



Child Disability Living Allowance (called **Child DLA** for short) and **Personal Independence Payment** (called **PIP** for short) are different types of benefits with different rules.



This means a person who gets Child DLA might not get PIP when they become an adult and need to move from Child DLA to PIP.



We want to find ways to make it easier for people to move from child benefits to adult benefits.



We want to make our services better for young people and their families.



Supporting people with serious health conditions



If you are not likely to live for more than 6 months you can make a claim for benefits using our **Special Rules for Terminal Illness** (called **SRTI** for short).



Our SRTI mean your claim can be sorted out more quickly and you don't have to meet with us in person to do an assessment



We want to change this so that you can make a claim for benefits using our SRTI if you are not likely to live for more than a year.



We want to make this change so the service is better.



We want to try having a **Severe Disability Group** (called **SDG** for short) for people who have serious health conditions but aren't near the end of their lives.



We want to do this as a test to find out how an SDG might fit into the benefits system.



We think these people's conditions won't change or get better so we don't think they should have to do repeat assessments very often.



We think claiming for benefits should be made easier for these people.



We will ask health workers to help us decide who goes into the SDG.

We will check if the SDG works well before we make it an official service we do.

Tell us what you think



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



We have written some questions for you to answer about Chapter 3.



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

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

**Health and Disability Green Paper
Department for Work and Pensions
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Question 1



During the pandemic we could not meet with people to do functional assessments. We did them by telephone or video call.

What do you think are the best ways for us to do functional assessments?

Question 2



How could we make telephone and video call assessments better?

Question 3



How can we make sure people don't have to do repeat assessments if the way their disability or health condition affects them is not likely to change?

(This large rectangular area is intended for writing a response to the question.)

Question 4



If we find out more information about a claim after the appeal has been made but before the tribunal happens, we can change our decision without using the tribunal.

How can we make the way we tell you about a new decision better?

Question 5



What else can we do to make the way we make decisions better?

Question 6



How can we make it easier for people to move from child benefits to adult benefits?

Thank you for answering the questions