



Department
for Work &
Pensions

How we want to make the benefits system better

The Health and Disability Green Paper

Chapter 4

Making assessments better for the future



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Making assessments better for the future



This chapter tells you our ideas to make our **assessments** and services better for the future.



Assessments are when you ask questions and get information about a subject so you can make a decision about it.



We worked with disabled people and people with health conditions, health workers, charities and **academics** to make our ideas.



Academics are people from universities who know a lot about a subject.



Why changes need to be made

We know people want more **flexible** assessments.



Flexible means assessments that are not fixed and can think about what each person needs.



We know some people don't trust the decisions we make about their assessments for **Employment and Support Allowance** (called **ESA** for short) and **Personal Independence Payments** (called **PIP** for short).



We know that 20% of people in the ESA Support Group or who get the **limited capability for work and work related activity** (called **LCWRA** for short) part of **Universal Credit** (called **UC** for short) would like to work in the future.



We want to make assessments better so people trust our decisions and don't want to **appeal** them.



An **appeal** is when you officially say you don't agree with a decision.



Our ideas

We have made a list of ideas about how we want to make our assessments better for the future.



We want

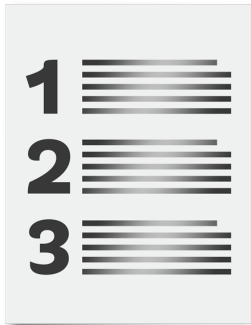
- to show people how we do our assessments so they can trust our decisions.
- to give a good service that is right for everyone.
- our services to support people to be able to work.
- our services to support people to live equal and independent lives.





Activities and descriptors

When you have an assessment we ask you questions about some activities to find out if you can do them with or without help.



Descriptors are a list of actions connected to each activity.



You have told us some of the activities and descriptors we use in **WCA** and PIP assessments aren't fair to people who have some types of disability or health condition.



WCA is the assessment we do to find out if a person can never work, cannot work now but could in the future, or is ready to work now. This decides if they can get ESA or the LCW or LCWRA parts of UC.



We want to make sure our assessments are easy to understand but fair to everyone.



Functional assessments

You have told us functional assessments don't let you say how your disability or health condition affects your life and your chance of finding work every day.



We want to make functional assessments more flexible.



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.



You have told us repeat assessments make you feel worried. We want to think about a new way to check if people are getting the right benefits.



Health information

We want to make sure we have the right health information about you when we make our decisions.



We want to make sure we get the right health information from the right people at the right time for each decision we make.



Assessors

Assessors are people who do assessments.



You have told us you want our assessors to have special training about your health conditions.



Our assessors can't know about all health conditions.



We want to find ways to give our assessors extra support when they make decisions, like asking health workers to help them.



Work and health experts

An **expert** is a person who has very good knowledge about a subject.



We want to have **work and health experts** who help people get ready to be able to work.



Our work and health experts would be health workers who have good knowledge about employment.



Our work and health experts would help people find good ways to manage their health conditions.

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 is a checklist with three options: "Good" with an empty checkbox, "Bad" with an empty checkbox, and "Not sure" with a checked checkbox. A hand holding a black pen is shown marking the "Not sure" option.

We have written some questions for you to answer about Chapter 4.

A sample question card titled "Question 1" in green. The question is "Is there anything about our PIP assessment activities and descriptors we should change?". Below the question is a rating scale with three options: "Yes" with a blue smiley face icon, "No" with a red frowny face icon, and "I don't know" with a grey neutral face icon. Below the rating scale is a text box with the prompt "If your answer was yes, tell us what we should change." and a large empty space for writing.

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.
- If the question has small boxes, click the box above to the answer you want to choose.
- When you have finished email your form 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.
- If the question has small boxes, tick the box above to the answer you want to choose.
- When you have finished post your answers to us at this address

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When you answer the questions



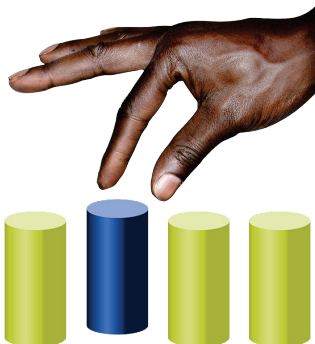
When you answer the questions about this chapter think about these things

- What is the best way to give benefits to people who have a health condition that changes a lot.
- How can our activities and descriptors be fair for all disabilities and health conditions.



The way we work has changed. Things like **assistive technology** can help people work more easily.

Assistive technology means tools like aids or services that help people do activities in daily life.



- Are there activities in our WCA and PIP assessments that we should change or take out because they are out of date.

Question 1

Is there anything about our PIP assessment activities and descriptors we should change?

☐

Yes

☐

No

☐

I don't know



If your answer was yes, tell us what we should change.

Question 2

Is there anything about our WCA assessment activities and descriptors we should change?

☐

Yes

☐

No

☐

I don't know



If your answer was yes, tell us what we should change

Question 3



Should we ask health services and other support services to give us information to help us make our assessment decisions?

Question 4



What type of information do you think is most useful for making WCA and PIP assessment decisions?

Question 5



How can we find out the right information about a person so we know if they can do certain things?

Question 6



Having a disability or health condition can affect your life and your chance of finding work every day.

How can we change our assessments and what support can we give our assessors and decision-makers to make us better at understanding this?

Question 7



How can we make it easier for people to tell us their health condition has changed so we can do a new assessment at the right time for them?

Question 8



How can we make sure we give the right health and employment support to every person?

Question 9



What skills should our work and health experts have?

Thank you for answering the questions