



The Work Capability Assessment

A call for evidence – tell us what you think. Year 3

August 2012



Easy Read

DWP

Department for
Work and Pensions

Important

Green writing

In this easy-read booklet we sometimes explain what words mean.

The first time we mention any of these words, it is in **bold green** writing. Then we write what the words mean in a **light purple** box. If any of the words are used later in the booklet, we show them in **normal green** writing.

These words and what they mean are also in a Word List at the back of the booklet.

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What this booklet is about

The Department for Work and Pensions asked Professor Malcolm Harrington to look at how the **Work Capability Assessment** is working. And to give us some ideas to make it better.

Work Capability Assessment

This is when people talk to a health expert about their health and how it affects them. And if they could move into work or if they should get the **Employment and Support Allowance**.

Employment and Support Allowance

This is a benefit for disabled people and people who have a health condition. People will get this benefit if they do not have a job and they cannot work at all, or cannot work now but could work some time in the future.

Asking people what they think about the **Work Capability Assessment** is just one of the ways Professor Harrington will use to see how it is working.

We started to ask people what they think about the **Work Capability Assessment** on 9 July 2012. We will stop asking people what they think on 7 September 2012.



What you need to know

The Employment and Support Allowance and the Work Capability Assessment

The **Employment and Support Allowance** began in October 2008. It is for disabled people and people with a health condition.

The **Work Capability Assessment** looks at people's health. It shows if people should go into a **support group**, a **work related activity group** or if they are fit for work.

Support group

This is a group of people who will not be expected to work but can get help to find work if they want it.

Work related activity group

This is a group of people who may be able to work in the future. They will get help to get ready for work.



The first review of the Work Capability Assessment

The first review of the **Work Capability Assessment** was carried out by Professor Malcolm Harrington in 2010. A report was written in November 2010.

The first review found out that the **Work Capability Assessment** was not working as well as it should do.

The review gave some ideas for making the **Work Capability Assessment** better. The government agreed with all the ideas to make the **Work Capability Assessment** better.



The second review of the Work Capability Assessment

The second review of the **Work Capability Assessment** was carried out by Professor Harrington in 2011. A report was written in November 2011.

The second review found out that the **Work Capability Assessment** was getting better, but it needed some more changes.

The review gave some ideas for making the **Work Capability Assessment** better.



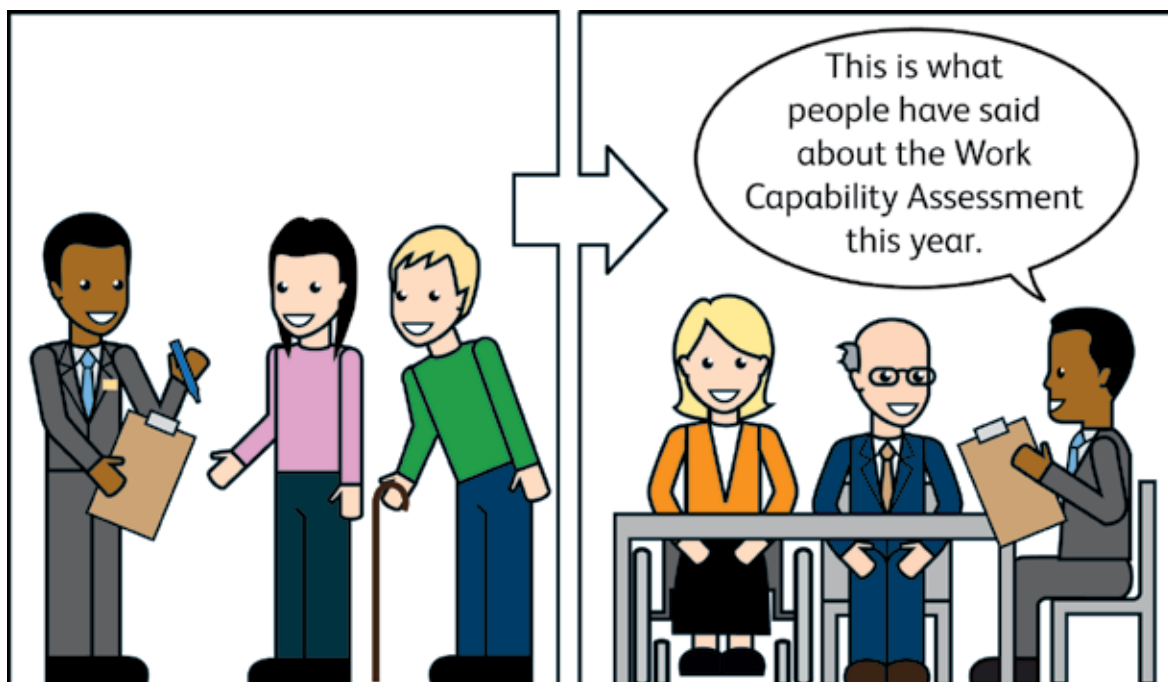
The third review of the Work Capability Assessment

Professor Harrington has agreed to carry out the third review of the **Work Capability Assessment**.

The things people say during this third review will help Professor Harrington to come up with more ideas to make the **Work Capability Assessment** better.

Professor Harrington wants to look at these 3 areas of the **Work Capability Assessment**.

- Communications. This is the way people get in touch with the **Work Capability Assessment**. And also how the **Work Capability Assessment** gets in touch with people.
- The face to face assessment. This is when people talk to a health expert about their health and how it affects them.
- The way decisions are made.



Our questions

Question 1a

Have you had more than 1 **Work Capability Assessment**?
Please tick 1 box.

Yes If you answer **Yes**, please go to Question 2.

No If you answer **No**, please go to Question 9.

Question 1b

What was the last **Work Capability Assessment** you had

- A** Was it a reassessment of your Incapacity Benefit?
- B** Was it a new claim for the **Employment and Support Allowance**?
- C** Was it another **Work Capability Assessment** because you are already getting the **Employment and Support Allowance**?

Your answer

Please answer A, B, C or D and tell us anything else.

Question 2

Please tell us where you live in Great Britain.

A South East England.

B South West England.

C North East England.

D North West England.

E Midlands.

F Scotland.

G Wales.

Your answer

Please answer A, B, C, D, E, F or G and tell us anything else.

Question 3

When you had your **Work Capability Assessment** what did the health expert look at.

- A** A mental health condition or disability?
- B** A physical health condition or disability?
- C** Both a mental health condition or disability and a physical condition or disability?

Your answer

Please answer A, B or C and tell us anything else.

Question 4

After you had your **Work Capability Assessment** what was the decision?

- A** Were you found to be fit for work?
- B** Were you put into the **work related activity group**?
- C** Were you put into the **support group**?

Your answer

Please answer A, B or C and tell us anything else.

Question 5a

Think about your first **Work Capability Assessment** and your last **Work Capability Assessment**.

Have there been any changes in the telephone calls you have had with the Department for Work and Pensions between your first **Work Capability Assessment** and your last **Work Capability Assessment**?

- A** Have they got better?
- B** Have they got worse?
- C** Has there been no change?

Your answer

Please answer A, B or C and tell us anything else.

Question 5b

Think about your first **Work Capability Assessment** and your last **Work Capability Assessment**.

Have there been any changes in the forms and letters you have had from the Department for Work and Pensions between your first **Work Capability Assessment** and your last **Work Capability Assessment**?

- A** Have they got better?
- B** Have they got worse?
- C** Has there been no change?

Your answer

Please answer A, B or C and tell us anything else.

Question 5c

We have changed the ESA50 form, which is called the Limited capability for work questionnaire.

- A** Is the form better?
- B** Is the form worse?
- C** Has there been no change?

Your answer

Please answer A, B or C and tell us anything else.

Question 6

Have there been any big differences between your first face to face talk with a health expert and your last face to face talk with a health expert?

- A** The first face to face talk was better.
- B** The last face to face talk was better.
- C** There was no difference between the first face to face talk and the last face to face talk.

Your answer

Please answer A, B or C and tell us anything else.

Question 7a

Since your last **Work Capability Assessment** has there been a change in the way you were told about the result of your **Work Capability Assessment**?

- A** Is it now better?
- B** Is it worse than it was?
- C** Has there been no change?

Your answer

Please answer A, B or C and tell us anything else.

Question 7b

Did you give the health expert extra evidence to support your claim? This could be something like a letter from your doctor or support worker. Was the extra evidence taken into account by the person who decided your **Work Capability Assessment**?

- A** The extra evidence was looked at and it changed the decision that had been made.
- B** The extra evidence was looked at, but it did not change the decision that had been made.
- C** The extra evidence was not looked at.
- D** No extra evidence was given to the health expert.

Your answer

Please answer A, B, C or D and tell us anything else.

Question 8

Only answer this question if you are replying for an organisation. This call for evidence is to find out what the person who had the **Work Capability Assessment** went through. But we know that some organisations may want to take part.

If you are replying for an organisation, please use this question to tell us about what the people you deal with have gone through when having a **Work Capability Assessment** since we made the changes Professor Harrington asked us to make.

Please tell us about each part of the process. You can give any further evidence at Question 11.

Communications

Face to face assessment

Making decisions

Question 9

How fair do you think the **Work Capability Assessment** was?

Your answer

Question 10

How well do you think the **Work Capability Assessment** works?

Your answer

Question 11

What 1 thing, if anything, would you change about the **Work Capability Assessment** to make the system work better for people claiming the **Employment and Support Allowance**.

Your answer

Question 12

Is there anything else you would like to tell us about the **Work Capability Assessment**?

Your answer

How to reply to this call for evidence

Please send your replies or questions in one of these ways.

Send an email to wca.evidence@dwp.gsi.gov.uk

Post your replies or questions to

WCA Independent Review Team
Floor 2
Section B
Caxton House
Tothill Street
London
SW1H 9NA

Your replies must reach us by **7 September 2012**.

Word list

Employment and Support Allowance

This is a benefit for disabled people and people who have a health condition. People will get this benefit if they do not have a job and they cannot work at all, or cannot work now but could work some time in the future4

Support group

This is a group of people who will not be expected to work but can get help to find work if they want it.....5

Work Capability Assessment

This is when people talk to a health expert about their health and how it affects them. And if they could move into work or if they should get the Employment and Support Allowance.....4

Work related activity group

This is a group of people who may be able to work in the future. They will get help to get ready for work.....5

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Kew
London
TW9 4DU

Or email your questions to

psi@nationalarchives.gsi.gov.uk

If you want to read a copy of this booklet online you can find it at www.dwp.gov.uk/consultations/2012/wca-call-for-evidence.shtml

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