

Timms Review Workshop in a Box: Suggested prompts for Workshop in a Box questions

This document is intended to supplement the guidance shared with those planning to run a Workshop in a Box session for the Timms Review. For each question in the standard pack, this document will set out why this question is being asked / what we, the Timms Review steering group, want to understand more about and provide additional facilitation guidance on potential discussion prompts and how the session could be adapted where required. We hope this provides useful advice, but we encourage facilitators to adapt how they run each session based on their experience and understanding of the group they have for their session.

Introductory session

Why did you decide to join the session today? [slide 6]

- **Why ask this question?** Although this is optional and down to the discretion of those running the session to include, an introductory question will set the tone for the conversation after and can help participants feel more comfortable. The question on why participants decided to join will also provide some helpful insight to us on why the public is choosing to engage with the Review. It is also an opportunity for people to get some of the most pressing issues off their chest – for some this may be the first time someone has listened to their views on PIP, which could include negative experiences that people feel need to be heard.
- **Potential prompts / messaging:** This is about getting to know other people taking part in the session (some you may have met and others you might be meeting for the first time!). You can share as little or as much as you feel comfortable and people don't have to share anything if they don't feel able to.
- **Potential adaptations that could be made:** You could invite people to introduce themselves to a partner. Then ask each person to introduce their partner to the rest of the group.

What PIP is for

What do people use PIP for? Why is PIP important for them? [Slide 16]

- **Why ask this question?** We would like to understand what people currently use PIP for, particularly in relation to what extra costs they use PIP to help cover and if PIP enables them to access other services and support. This will provide insight to think about whether PIP is doing what it needs to.
- **Potential prompts / messaging:** You could think about specific costs that you use PIP to cover or what services PIP currently helps you access. If people aren't sure what to say, you might want to prompt them to think whether it helps with daily living costs such food or heating, buying adaptive

equipment or travel. Or you could ask them to think about what prompted them to apply in the first place. Please note that anything shared is anonymous so DWP will not find out who said what.

- **Potential adaptations that could be made:**
 - If people do not receive PIP, you can reframe the question to ask what they would use it for, or if they applied and did not get it, what they would have used it for or feel they are missing out on as a result. Or people could think about a loved one or someone they know who receives PIP.

Are there parts of your life or circumstances that affect the extra costs of disability? How do they affect how you use PIP? [Slide 17]

- **Why ask this question?** Understanding extra costs is complex and we appreciate that the extra costs of a disability might vary depending on an individual's specific circumstances. We would like to hear from people about what factors influence the extra costs someone faces. This will help explore if there are some people who are facing different personal circumstances that PIP works better for than others.
- **Potential prompts / messaging:** In your life, what impacts your costs or expenses and how might this differ from someone else? You could think about where you live and the impact that has on your ability to access care and support, what social or work activities you take part in, specific parts of your identity (like race or gender) or your support network including who you have caring responsibilities for.
- **Potential adaptations that could be made:**
 - If running this activity with groups other than disabled people, you could use the questions "Are there parts of people's lives or circumstances that affect the extra costs of disability? How do you think they affect how people use PIP?".
 - If you are running a session with a group with a shared characteristic (like a shared ethnicity, geography or disability), you could focus this question on that specifically but keep in mind everyone's experiences will be unique to them.

What do you think PIP should help people to do? [Slide 18]

- **Why ask this question?** We want to think creatively about what could be done differently and the role PIP should play in someone's life. We are also interested in what wider support, if any, PIP and the process of claiming PIP should provide for people. We are keen to hear what wider support would be most helpful to them or what PIP should help people to do.
- **Potential prompts / messaging:** What barriers to the way people live does PIP help them overcome or manage better? Are there barriers that it does not address but could do if it was changed? What should PIP help you and other

people achieve? What type of support should the government be providing? For this you could prompt people to think whether PIP should just be a cash benefit or offer more to help people manage other parts of their lives.

What it is like to apply for PIP

The process of applying for PIP makes me feel... Why does it make you feel this way? [Slide 23]

- **Why ask this question?** We want people's lived experience to be at the heart of the Review and for people to have the chance to tell us how the process makes them feel and why.
- **Potential prompts / messaging:** Can you think of 1 or 2 words or sentences to describe how the process makes you feel? If you are comfortable sharing, why did it make you feel this way? You could think about what you had to do in each step of the process or who you interacted with as part of the process.

Parts of the process that work well are.../ Parts of the process that don't work well are... [Slide 24]

- **Why ask this question?** We are interested in making recommendations for what could make the process work better for those navigating it. This includes what parts of the process work well and should remain and the parts where changes could be made.
- **Potential prompts / messaging:** If you used the flow diagram in the pack [slide 22], this would be a useful point to refer to this and ask which stages worked well and which ones didn't. We would also like to hear why it didn't work well and any suggestions people have to improve the process. For example, they could refer to other government processes that we could learn from like claiming other benefits or seeking help from the NHS.

How much do you agree or disagree that "The PIP process is accessible?" and please provide the reasons given for the previous questions [Slide 25]

- **Why ask this question?** We would like to know about how easy the current process is, particularly if this is accessible to everyone trying to navigate it, how it accommodates people's needs and whether it supports them to navigate it.
- **Potential prompts / messaging:** If you used the flow diagram in the pack [slide 22], this would be a useful point to refer to this and ask which stages worked well, which ones didn't and the reasons for these answers. Prompts you could suggest people consider would be whether it met their communication, language or disability needs or how easy or difficult it was to apply.

If you wanted to improve the PIP process, what would you change? [Slide 26]

- **Why ask this question?** We want to hear the views and ideas of people who have gone through the process to learn about what they think could be done differently.
- **Potential prompts / messaging:** We suggest starting by encouraging big picture ideas, such as, if we could do anything what would you do and why? Your focus could then shift to asking if you could change one thing that would have helped you the most when applying for PIP what would you change and why? In the discussion it could also be beneficial to push people to think about what these changes would achieve. Depending on group size we would recommend extending the question to what is the “main thing” or “two/three things” you would change.

How decisions are made about PIP

For my disability or condition the PIP assessment captures... / For my disability or condition the PIP assessment does not capture... [Slide 30]

- **Why ask this question?** We are interested in whether the assessment criteria and the evidence used in making decisions about PIP allow people to demonstrate the impact of their long-term health condition or disability.
- **Potential prompts / messaging:** Did the questions allow you to explain the impact of your long-term health condition or disability effectively? What do you think was missing or didn't work well for you? Did the evidence you were asked for or provided demonstrate the impact of your long-term health condition or disability? What do you think was missing or didn't work well for you? You could ask about the Daily Living and Mobility elements of PIP.
- **Potential adaptations that could be made:**
 - If running this activity with groups other than disabled people or with people who have not applied for PIP, you could use the questions, “For different disabilities or conditions, the PIP assessment captures...” / “For different disabilities or conditions, the PIP assessment does not capture”.
 - If you are running a session with a group with a shared disability, impairment or condition, you could focus this question on that specifically but keep in mind everyone's experiences will be unique to them.

How much do you agree or disagree that “The current PIP process fairly assesses people's needs?” and please provide the reasons given for the previous questions [Slide 31]

- **Why ask this question?** We would like to know about how fair people think the current process is, particularly whether the assessment captures what people need or whether it works for different people with different lives or backgrounds. For example, we are interested in how this varies between

different groups, such as for different conditions and impairment types, characteristics like ethnicities, or backgrounds such as income.

- **Potential prompts / messaging:** You could ask people to think on an individual level around whether they feel they were treated fairly and why they have given the answer they have. Or you can ask them to think on a bigger picture level of whether the current PIP process work for everyone it needs to? And if not, then who doesn't it work for and why? You can also ask people to explain what might make it a fairer process.

How do you think eligibility for PIP should be assessed in the future? [Slide 32]

- **Why ask this question?** We are interested in exploring alternative approaches to assessing eligibility for PIP, including what assessment method would effectively capture the impact of a long-term health condition or disability and ensure fairness and equity.
- **Potential prompts / messaging:** Encourage the group to be as creative as they like on what a new assessment process might look like. You could ask them to think about what it is important for an assessor to know about you? What would make the paper questionnaire, evidence collection or in-person assessment work better or feel fairer? You could ask people to think about who should ask questions and who should make the decision about your claim? Or who should and shouldn't be eligible? Or you could ask them to think about how they would create the system if they started from scratch, what would and wouldn't they include? What would they avoid? What would they do differently?